

Improve your credibility and career.

This certification is mostly about managing people, although there are tips and tools for you to use to manage your own time and projects, also critical skills for any manager.

When you understand the differences in how to approach people with different work and learning styles, you will be able to leverage the best of them and significantly improve your organization's success, regardless of size.

In this in-depth certificate program, Dr. ArLyne Diamond shares her 30 plus years' of experience helping people get the best out of themselves and others. The program covers a lot of territory - all of it critical in today's business environment - and it does so with concrete examples and real-world insight that will help make it all more useful and relatable.

Whether you are an experienced manager or recently promoted, the courses here will add immeasurably to your management skills. Instead of feeling frustrated because of being misunderstood – or having people not understand your needs and your needs from them – you will find that you are now able to communicate with people in a manner that works best for them and results in the best outcomes for you and the entire organization.

See next page for certification syllabus information...

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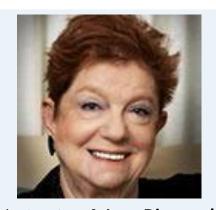
The leading online provider of professional development solutions for organizations, Illumeo helps corporate professionals work together to build the skills and capabilities that help everyone be an expert at their job.

Vital Statistics

- Founded in 2009
- 4 Million site users
- 450,000+ hours of instruction delivered
- 1800+ On Demand Courses
- 8,000+ Video Lessons
- Two dozen+ CPE varieties

Certification Details

- ✓ Contains: 29 Courses
- ✓ Duration: 30.5 Hours
- ✓ Credits: up to 30.5 CEU/PDC credits for SHRM and HRCI certifications
- ✓ Cost: **\$499**
- ✓ To learn more visit www.mastering-management.com



Instructor: **ArLyne Diamond**, *Ph.D., Author, Consultant*

An internationally recognized Leadership, Management, Professional Development and O-D consultant specializing in people and processes in the workplace, from small businesses to the largest enterprise leaders.

Mastering Management Certification

- 1. Management's Role in Preventing Harassment, Abusive Behavior, Bullying and Discrimination in the Workplace
- 2. The Art and Science of Interviewing
- 3. Investigating a Complaint of Inappropriate Behavior in The Workplace
- 4. Understanding Our Unconscious Biases
- 5. Americans With Disabilities Act (ADA) Management's Role
- 6. Management Providing Safety and Better Ergonomics
- 7. Maintaining a Culture of Innovation and Creativity
- 8. Managing Passive People
- 9. Group Decision Making and Problem Solving
- 10. Resolving Workplace Conflict
- 11. Company Culture: Creating and Maintaining the Best
- 12. Part I: Cultural and Behavioral Information for Business in an International Global Environment
- 13. Part II: Country Specific, Cultural, and Behavioral Information Doing Business in a Global Environment
- 14. Effective Time Management and Goal Setting/Delegation
- 15. Culture: Inside the Company and Outside the Country
- 16. Cognitive Styles (Styles of Thinking, Talking, Giving and Receiving Information)
- 17. Finding Success with Teams Working Far Apart
- 18. Change Management: The People Side
- 19. Effective Workplace Negotiation and Persuasion
- 20. Ethics and Attitude in the Workplace
- 21. Creating Rewards and Recognitions that Get You What You Want to Achieve
- 22. Onboarding: From Entry-Level to Senior Executive
- 23. Marrying Career Development with Succession Planning
- 24. Visibility Enhances Promotability
- 25. Delegating Skills for Managers
- 26. Assertiveness Skills for Executives, Managers and HR Professionals
- 27. How EQ Helps Motivate Your Staff
- 28. Effective Meeting Management for Leaders, Managers, and Facilitators
- 29. Communication: A Two-Way Process

This in-depth certificate program prepares you for 21st Century Management excellence!