



Mastering Management Certification

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...

Illumeo

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!