

**Manager Essentials Development Program**  
**Elective eLearning Courses**  
(courses subject to change by vendor)

<b>Recruit/Select/Hire</b>	<b>Integrate New Employees</b>
<ul style="list-style-type: none"> <li>• Conducting Interviews for Successful Results</li> <li>• Hiring Outstanding Teams: Behavioral Interviews and Other Techniques</li> <li>• Interviewing Job Candidates</li> <li>• Preparing to Interview Job Candidates</li> </ul>	<ul style="list-style-type: none"> <li>• Hiring Outstanding Teams: Integrating New Team Members</li> </ul>
<b>Establish Performance Measures</b>	<b>Monitor Performance</b>
<ul style="list-style-type: none"> <li>• Conducting Performance Reviews</li> <li>• Measuring Team Performance</li> <li>• Setting Performance Goals and Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Decision Making Skills</li> <li>• Analyzing Employee Performance Problems</li> <li>• Recognizing Employee Performance</li> </ul>
<b>Develop</b>	<b>Manage Performance</b>
<ul style="list-style-type: none"> <li>• Career Skills</li> <li>• Coaching Essentials</li> <li>• Delegating</li> <li>• Mentoring: Closing the Mentoring Relationship</li> <li>• Mentoring: Developing Relationships</li> <li>• Mentoring: Identifying Your Goals</li> </ul>	<ul style="list-style-type: none"> <li>• Defining the Issue of a Problem</li> <li>• Effective Management: Creating Successful Solutions</li> <li>• Conflict Intervention</li> <li>• Motivating your Employees</li> <li>• Performance Management</li> <li>• Motivating People</li> </ul>
<b>Represent the Organization</b>	<b>Recommended Extra: Build Teams</b>
<ul style="list-style-type: none"> <li>• Assessing Change</li> <li>• Communicating Across Cultures</li> <li>• Implementing Change for Managers</li> <li>• Managing Multigenerational Teams: Dealing with Intergenerational Problems in the Workplace</li> <li>• Managing Multigenerational Teams: Leveraging the Capabilities of Intergenerational Teams</li> <li>• Diversity Awareness in the Workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Developing and Leading an Effective Team</li> <li>• Effective Management: Cultivating Great Teams</li> <li>• Leadership Skills: Build a Winning Team</li> <li>• Leading Your Team to Business Results</li> <li>• Making Group Decisions</li> </ul>

**Manager Essentials Development Program**  
**Substitute eLearning Courses for Required Topics**  
 (if classroom not an option)

<b>Goal Setting</b>	<b>Delegating</b>
<ul style="list-style-type: none"> <li>Managing Organizational Goals</li> <li>Setting Performance Goals and Expectations</li> </ul>	<ul style="list-style-type: none"> <li>Delegating</li> <li>What is the best way to delegate?</li> </ul>
<b>Questioning Skills</b>	<b>Listening Skills</b>
<ul style="list-style-type: none"> <li>Basics of Effective Communication</li> <li>Effective Management: Communicating Successfully</li> </ul>	<ul style="list-style-type: none"> <li>Effective Listening Skills</li> </ul>
<b>Feedback Skills</b>	<b>Coaching/Counseling</b>
<ul style="list-style-type: none"> <li>Providing Effective Feedback</li> </ul>	<ul style="list-style-type: none"> <li>Coaching Essentials</li> </ul>
<b>Motivation and Recognition</b>	<b>Managing Conflict</b>
<ul style="list-style-type: none"> <li>Motivating Your Employees</li> <li>Recognizing Employee Performance</li> </ul>	<ul style="list-style-type: none"> <li>Conflict Intervention</li> <li>Managing Conflict</li> </ul>