

Business Management and Organizational Leadership with CAPM

LEARNING OBJECTIVES



Management is harder than it seems. You have to understand people—their wants, their needs, their professional aspirations ... and you have to know how to get results. It's a tricky balancing act. One that requires strong communication skills, profound knowledge of human behavior, and a deep understanding of how your business operates.

This course utilizes applied activities like case studies, self-assessment questionnaires, observational exercises, and reflection worksheets to give you the skills you need to manage conflict, keep things running smoothly, and lead with authority (and empathy). We'll also help you prepare to sit for the **Certified Associate in Project Management (CAPM) exam from the Project Management Institute (PMI)**.

Business Manager:

Introduction to Management

- Define management.
- Identify the qualities and strategies that promote effective leadership.

Sustaining: A Balanced Approach to Management

- Discuss balanced approaches to management.
- Learn about the importance of critical thinking for managers.

Planning

- Review strategies for implementing planning into management.

Organizing

- Learn to organize people and processes to ensure that the system does not break down.
- Discuss managing team performance.
- Connect with the human side of management.

Leading

- Identify the qualities and strategies that promote effective leadership.
- Discuss the role of managers as leaders.
- Learn how to understand individual behavior.
- Review the importance of communicating with and motivating others.

Controlling

- Learn to use information to influence behavior and affect operational performance.

The Future of Management

- Discuss the ways in which the role of the manager may change and will develop over time.

Organizational & Behavioral Leadership:

Understanding Leadership

- Explore the different ways of looking at leadership and the impact of what it means to be a leader.
- Review various theories of leadership and identify how those theories shape managers.

Recognizing Your Traits

- Explore the traits that are not found in effective leaders.
- Discuss when, why, and how some people become leaders while others do not.

Engaging People's Strengths

- Explore how understanding strengths can make one a better leader. Define different strengths and describe the historical background of strengths-based leadership.
- Learn how to identify strengths.

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Understanding Philosophy & Styles

- Learn how a person's view of people, work, and human nature forms a personal philosophy of leadership.
- Examine how that philosophy is demonstrated in three of the most commonly observed styles of personal leadership: the authoritarian, democratic, and laissez-faire styles.
- Identify the characteristics of these styles and the implications each has on effective leadership performance.

Attending to Tasks and Relationships

- Learn to balance both tasks and relationships—the primary indicators of success as a leader.

Developing Leadership Skills

- Group leadership skill into three categories and discuss the characteristics of each: administrative skills, interpersonal skills, and conceptual skills.

Creating a Vision

- Discuss the characteristics of a vision.
- Learn how to articulate a vision.
- Find out how to turn your vision into effective action.

Establishing a Constructive Climate

- Learn how to provide structure, set expectations, enhance cohesiveness, and drive excellence.
- Learn how to listen to out-group or remote members and find ways to include them in the group process.

Handling Conflict

- Define conflict and learn about the role communication plays in conflict.
- Explore effective negotiation and other communication strategies that help resolve conflict.

Addressing Ethics in Leadership

- Discuss how you can use your authority as a leader for the common good.

Overcoming Obstacles

- Outline the different types of obstacles that leaders might face.
- Learn a variety of strategies to overcome these obstacles and lead effectively.

Certified Associate in Project Management Exam Prep:

Introduction to Project Management and the PMBOK Guide

- Get an overview of the PMBOK Guide, as well as the concept of project management.

Organizational Influences and Project Life Cycle

- Discuss the belief that project management takes place in an environment that is broader than that of the project itself.

Project Management Processes and Project Integration Management

- Describe the nature of project management processes in terms of the integration between the processes, their interactions, and the purposes they serve.

Project Scope Management

- Learn how to define and control what is—and is not—included in the details of a project.

Project Schedule Management

- Address the concepts of schedule planning and management, activity definition and sequencing, estimating activity resources and durations, and schedule development and control.

Project Cost Management

- Learn how to ensure that projects can be managed in a way that allows for completion within the allocated budget.

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Project Quality Management

- Determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.

Project Resource Management

- Learn to organize, manage, and lead the project team.

Project Communications and Project Risk Management

- Ensure timely and appropriate planning, collection, creation, distribution, storage, retrieval, management, control, monitoring, and the ultimate disposition of project information.

Project Procurement Management

- Get a comprehensive overview of Project Procurement Management, which includes the processes necessary to purchase or acquire products, services, and / or results needed from outside the project team, as well as how to close the project.

Agile Practices Guide

- Discuss the Agile Manifesto and mindset, review lean and Kanban principles, and explore the various life cycles of Agile projects.