

# Course Options

For this online course, we would like you to select a combination of 6 or 12 units that will help your staff become more productive. Based on your budget and time frame, we will create the units for your course.

6 unit courses are about 12 hours of study and 12 unit courses are about 24 hours.

Please select your content from the outlines below:

- Office Politics for Managers Course Outline
- Workplace Diversity Course Outline
- Middle Manager Course Outline

Provide us with the topic name and unit numbers and we will create a course that meets your needs. Let us know if there are specific policies or issues you would like us to address.

Name

Phone

Email

Address

# Office Politics for Managers Course Outline

## Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

## Module Two: New Hires

- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules
- Case Study
- Module Two: Review Questions

## Module Three: It's About Interacting and Influencing

- Dealing with Different Personalities
- Build a Culture of Collaboration
- Be Nice to Everyone (Not Just Those That Can Help You)
- Be a Team Player
- Case Study
- Module Three: Review Questions

## Module Four: Dealing With Rumors, Gossip, and Half-Truths

- Its Effects on Morals
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it Swiftly
- Case Study
- Module Four: Review Questions

## Module Five: Office Personalities (I)

- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy
- Case Study
- Module Four: Review Questions

## Module Six: Office Personalities (II)

- Information Keeper
- Know-it-All
- The Apple-Polisher
- Nosey Neighbor
- Case Study
- Module Six: Review Questions

## Module Seven: Getting Support for Your Projects

- Gain Trust Through Honesty
- Be Assertive
- Blow Your Own Horn
- Make Allies
- Case Study
- Module Seven: Review Questions

## Module Eight: Conflict Resolution

- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of a Resolution
- The Agreement Frame
- Case Study
- Module Eight: Review Questions

## Module Nine: Ethics

- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior
- Case Study
- Module Nine: Review Questions

## Module Ten: You Are Not an Island

- Never Burn a Bridge
- Take the High Road
- Trust is a Two Way Street
- Don't Hide in Your Office
- Case Study
- Module Ten: Review Questions

## Module Eleven: Social Events Outside of Work

- How to Decline Politely
- Rules When Attending
- Meeting New People
- Conversation Do's and Don'ts
- Case Study
- Module Eleven: Review Questions

## Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

# Workplace Diversity Course Outline

## Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

## Module Two: Understanding Diversity

- What is Diversity?
- Related Terms and Concepts
- A Brief History
- A Legal Overview

## Module Three: Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means

## Module Four: Breaking Down the Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

## Module Five: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

## Module Six: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

## Module Seven: Being Proactive

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

## Module Eight: Coping with Discrimination

- Identifying if You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action

## Module Nine: Dealing with Diversity Complaints as a Person

- What To Do If You're Involved In A Complaint
- Understanding Your Role
- Creating a Support System

## Module Ten: Dealing with Diversity Complaints as a Manager

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

## Module Eleven: Dealing with Diversity Complaints as an Organization

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

## Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

# Middle Manager Course Outline

## Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

## Module Two: Introduction to Management

- What is Management?
- What Do Managers Do?
- What Does It Take to Be a Manager?
- Why Does Management Matter?

## Module Three: Ethics and Social Responsibility

- What is Ethical Workplace Behavior?
- What is Unethical Workplace Behavior?
- How to Make Ethical Decisions
- What is Social Responsibility?

## Module Four: Managing Information

- Why Information Matters
- Strategic Importance of Information
- Characteristics and Costs of Useful Information
- Getting and Sharing Information

## Module Five: Decision-Making

- What is Rational Decision-Making?
- Steps to Rational Decision-Making
- Limits to Rational Decision-Making
- Improving Decision-Making

## Module Six: Control Basics of Control

- The Control Process
- Is Control Necessary or Possible?
- How and What to Control
- Control Methods

## Module Seven: Organizational Strategy

- Basics of Organizational Strategy
- Sustainable Competitive Advantage
- Strategy-Making Process
- Corporate, Industry, Firm Level Strategies

## Module Eight: Innovation and Change

- Organizational Innovation
- Why Innovation Matters
- Managing Innovation
- Organizational Change
- Why Change Occurs and Why it Matters
- Managing Change

## Module Nine: Organizational Structures and Process

- Departmentalization
- Organizational Authority
- Job Design
- Designing Organizational Process

## Module Ten: Managing Teams

- The Good and the Bad of Using Teams
- Kinds of Teams
- Work Team Characteristics
- Enhancing Work Team Effectiveness

## Module Eleven: Motivation and Leadership

- Basics of Motivation
- Equity Theory
- Expectancy Theory
- What is Leadership?
- Situational Leadership
- Strategic Leadership

## Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations