

Certificate in Management Essentials



Welcome to

Management Essentials

Earn 21 PD Hours

Develop your leadership skills by strengthening relationships.

Being a manager can be challenging, but it doesn't need to be overwhelming. This six-part, intensive CPA Ontario manager development program equips participants with the managerial and leadership skills needed to more effectively coach and mentor, set expectations, manage individual and team performance, handle difficult conversations, manage up, and deal with time management challenges. Through group work, case studies, and practical exercises, participants will enhance their self-awareness of their management and leadership style and will learn skills that will increase their capacity to lead and manage with confidence. At the end of the workshop, participants will have an opportunity to create a personal managerial development plan.

- Learn through group work, case studies and practical exercises. Become self-aware of your management and leadership style and learn how to lead and manage with confidence.
- Learn the skills to be an effective leader and coach. Become a more effective mentor who sets expectations, manages individual and team performance, handles difficult conversations, manages up and deals with time management challenges.
- Create your own managerial development plan to implement in your career.

Delivery Methods:

In Person Instructor Led
Learning

Virtual Instructor Led
Learning

Key Takeaways

On completion of this program, you will learn:

- Managerial roles and responsibilities.
- Effective communication and building trust.
- Skills related to effective delegation, motivation and performance management.
- Conflict resolution and how to handle difficult situations.
- How to give constructive feedback.
- Legal obligations of managers.
- Tips to empower others and influence behaviour.
- Principles of effective time management.
- Strategies to increase personal effectiveness.

Who Will Benefit

Recent or aspiring managers taking on additional responsibilities and seeking manager development training to contribute to their organization's strategic planning; managers looking to hone their leadership skills and expertise.

Earn a Digital Badge



Our new collection of digital badges can be earned through the completion of any of our certificate programs offered in our professional development catalogue. Collect these digital badges to add to your website, social profiles, email signature and more. These badges are an easy way to visually communicate your skills and accomplishments to your peers and network. Digital badges will be awarded based on course completion requirements.

Certificate Outline

Please note session topic distribution may change depending on course delivery method.

Session 1

- The Managerial Context and its Implications
- Managerial Roles and Competencies

Session 2

- Cognitive Decision Style Preferences
- Emotional Intelligence
- Developing your Communication Skills

Session 3

- Delegation of Work
- Situational Leadership
- Power/Influence

Session 4

- Individual Motivation
- Performance Management
- Handling Difficult Conversations



Session 5

- Critical Conversations
- Building an Effective Team



Session 6

- Budgeting - Getting Performance Metrics Right
- The Legal Environment (HR Perspective)
- Managing Peer and Supervisory Relationships
- Time Management
- Increasing Your Professional Effectiveness
- Your Personal Managerial Development Plan



Attendance Requirements

To earn your CPD hours and Digital Badge you must attend **80% of all live sessions**. We understand that sometimes unplanned absences happen. Please reach out to our [Operations Team](#) if you're unable to attend a session as scheduled.



ABOUT YOUR INSTRUCTORS

Gene Deszca

Dr. Gene Deszca, is a Professor Emeritus in the Lazaridis School of Business and Economics at Wilfrid Laurier University where he played major leadership roles in program development in both the MBA and international business areas. He has published and/or presented more than 100 papers, cases, monographs and technical papers, as well as six books (with coauthors), the most recent being *Organizational Change: An Action Oriented Toolkit*, (5th ed.). He has served on both public and private sector boards, including six years on the board of the Society of Management Accountants of Canada. He continues to deliver workshops, consult, write, and teach internationally in graduate business programs. His current research focus is on organizational change and the evolution of organizations under the stress due to disruption.

Testimonial

This was an excellent, well run, in-person event, which exceeded my expectations. We moved through a significant amount of course material in an organized and well thought out manner. I'd recommend this course to any professionals looking to bolster their leadership and management skills.

John

CPA, CA, Director - Finance

Have Questions? Speak to an Advisor.

To speak to one of our advisors, please fill out this [form](#).

Need Approval to Attend?

If you need approval to attend the session, please fill out the [Employer Request Letter](#).