

# Supervisors And Managers

## 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