



PrimeLearning.com™

# PrimeManager™ Proven Management Techniques

## An eLearning Curriculum Synopsis



# PrimeManager™ – Proven Management Techniques

## A Curriculum Synopsis

### Executive Summary

The PrimeManager™ curriculum covers proven management techniques to enhance the performance of managers who supervise staff performance. At the center of the PrimeLearning solution is world-class content. Our content partners are leading corporations, authors, academics, publishers and business experts.

#### **Our Unique Approach**

At *PrimeLearning.com*, we strive to improve the skill level of individuals within your organization, as well as the business performance of your entire organization. This aim forms the foundation of our instructional design philosophy.

Objectives are at the very core of all *PrimeLearning.com* courses. Each course topic focuses on the accomplishment of specific performance objectives and the development of valuable new skills. The *PrimeManager* curriculum is both practical and relevant, using examples and case studies to present real-world work situations. Content areas are comprehensive, and depth of coverage is an important characteristic of each course.

Our PrimePath™ capability uses an initial learner assessment to recommend an individualized learning path based on demonstrated competencies. The mastery module provides the learner with measurable and documented evidence of improvement.

*PrimeLearning.com* courses employ an unprecedented number and variety of interactions to stimulate learning. These interactions extend beyond simple knowledge recall to invoke high-level thinking and problem solving. Optional live virtual classes and collaborative events further enhance the total web-based learning experience.

To facilitate continuous learning and performance improvement, course participants have convenient access to job and performance support aids that summarize key steps, processes, and guidelines. Resources such as Internet links, recommended reading lists, glossaries and company specific documents enable learners to tap into a continually updated archive of quick reference and on-the-job support materials. Workplace exercises enable learners to apply their new skills within their work environment.

The *PrimeManager* curriculum provides valuable insights and best practices for all levels of professionals who oversee the performance of other staff members:

- Managers
- Supervisors
- Team Leaders
- Project Managers

The *PrimeManager* courses leverage Internet technology to create an individualized and highly interactive learning environment. From presenting concepts, to detailing processes, to depicting relevant scenarios, to testing learner understanding, this entire curriculum engages professionals in a top-down roll-out of proven techniques. Each web-based course is broken down into multiple topics, enabling the learner to focus easily on areas where improved proficiency is required. Supplemental virtual classroom sessions can incorporate a live-instruction component, while job aids, workplace exercises, topical links, and other resources round out the learning experience.

## Curriculum Summary

### Fourteen PrimeManager™ Courses Address:

#### ***Developing as a Manager***

1. The Many Roles of a Manager

#### ***Communicating Successfully***

2. Speak Without Talking
3. Manage Better by Listening
4. Assert to Achieve

#### ***Creating Successful Solutions***

5. Identify the Core Problem
6. Solve Problems Creatively
7. Implement Solutions Decisively

#### ***Empowering Your Workgroup***

8. Delegate for Results
9. Coach for Achievement
10. Evaluate Staff Performance

#### ***Cultivating Great Teams***

11. Create an Invincible Team
12. Inspire Team Success
13. Team Briefings for Success
14. Resolve Conflicts Positively

# The PrimeManager™ eLearning Curriculum

## A Curriculum Synopsis



### Developing as a Manager (MSS0011)

<b>Description</b>	Today's managers encounter many different roles while performing their duties. This module incorporates a series of exercises to help participants assess their individual skill sets and create a personal development plan to improve their performance as managers.
<b>Target Audience</b>	All levels of professionals who supervise the performance of other staff members
<b>Duration</b>	2-3 hours
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
The Many Roles of a Manager	This course introduces the multi-faceted role of an effective manager. A series of self-evaluation exercises assist the participant to create a personal development plan to enhance their current managerial skill set.	Learners will be able to identify the roles and corresponding skill sets associated with successful managers. They also will be able to evaluate their personal skill base to create an individual learning plan to achieve competency as an effective manager.	<ul style="list-style-type: none"><li>• The Role of an Effective Manager</li><li>• Personal Skills Development</li></ul>

## Communicating Successfully (MSS0012)

<b>Description</b>	Successful managers must pay attention to the entire message that they are delivering. It is not always the words spoken that provide the true meaning of the message; it is often the way in which they are spoken. This module reviews how non-verbal communications – such as body language, listening skills, and assertiveness – can influence the meaning of your message.
<b>Target Audience</b>	All levels of professionals who supervise the performance of other staff members
<b>Duration</b>	5-6 hours
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Speak Without Talking	This course uses examples to demonstrate how body language can affect the meaning of the message being communicated. Non-verbal signals are introduced to improve the participant's managerial communication skills.	Learners will be able to recognize the importance of body language in communication. They also will be able to identify non-verbal signals to improve communication skills.	<ul style="list-style-type: none"> <li>• Principles of Body Language</li> <li>• Non-verbal Signals</li> <li>• Case Study</li> </ul>
Manage Better by Listening	This course describes the value of active listening techniques and how they can be used to improve the participant's managerial performance.	Learners will be able to recognize the value and nature of active listening, as well as how to use listening skills during conversation.	<ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Develop Listening Skills</li> </ul>
Assert to Achieve	This course assesses the benefits of assertive behavior and provides suggestions to implement these strategies to maintain confidence and control of potentially difficult situations without resorting to submissive or aggressive behavior.	Learners will be able to distinguish between submissive, aggressive, and assertive behavior. They also will be able to identify the benefits of exhibiting assertive behavior.	<ul style="list-style-type: none"> <li>• What is Assertive Behavior?</li> <li>• The Benefits of Assertiveness</li> </ul>

## Creating Successful Solutions (MSS0013)

<b>Description</b>	Identifying the essence of a situation is the most laborious task of the decision making process. This module offers a series of techniques to identify essential decision-making factors at various stages of the process from identifying the root cause, to determining alternatives, to negotiating the final solution.
<b>Target Audience</b>	All levels of professionals who supervise the performance of other staff members
<b>Duration</b>	5-6 hours
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Identify the Core Problem	This course introduces techniques to help learners quickly analyze situations by identifying the root cause, investigating the contributing factors, and prioritizing the solution requirements.	Learners will be able to identify strategies to detect, investigate, and prioritize problems.	<ul style="list-style-type: none"> <li>• Timely Problem Detection</li> <li>• Factors, Causes, and Consequences</li> <li>• Prioritizing Problems</li> </ul>
Solve Problems Creatively	This course helps learners investigate inventive strategies to generate creative solutions.	Learners will be able to apply several creative, techniques to generate innovative solutions.	<ul style="list-style-type: none"> <li>• The Value of Creativity</li> <li>• Word Association for Creativity</li> <li>• Brainstorming for Creativity</li> </ul>
Implement Solutions Decisively	This course presents several proven methods to help managers take control of a project to put decisions into practice.	Learners will be able to list the managerial qualities that help put decisions into practice and identify the associated helpful and hindering factors.	<ul style="list-style-type: none"> <li>• Making Things Happen</li> <li>• Helping and Hindering Factors</li> <li>• Planning and Implementation</li> </ul>

## Empowering Your Group (MSS0014)

<b>Description</b>	Leveraging the talents of your team is key to successful management. This module describes techniques that managers can use to develop the professional skills of their staff through the use of delegation, coaching, and constructive appraisal tools.
<b>Target Audience</b>	All levels of professionals who supervise the performance of other staff members
<b>Duration</b>	5-6 hours
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Delegate for Results	This course describes techniques for successfully delegating assignments to your work team.	Describe the key elements and benefits of successful delegation.	<ul style="list-style-type: none"> <li>• The Benefits of Delegation</li> <li>• Successful Delegation</li> <li>• Case Study</li> </ul>
Coach for Achievement	This course identifies coaching strategies for increasing the performance of your staff.	Identify the benefits of development coaching and list the steps of the coaching process.	<ul style="list-style-type: none"> <li>• What is Development Coaching?</li> <li>• The Coaching Process</li> </ul>
Evaluate Staff Performance	This course defines the PERFORM evaluation tool and demonstrates how it can be used to improve individual performance.	Identify reasons for under-performance at work and assess individual performance using the PERFORM model as an evaluation tool.	<ul style="list-style-type: none"> <li>• The PERFORM Model</li> <li>• PERFORM Evaluations</li> </ul>

## Cultivating Great Teams (MSS0015)

<b>Description</b>	Even a group of the highest achieving individuals require balance and coordination. This module introduces several techniques to help managers identify the strengths and weaknesses of the team members. Several team building strategies are discussed including motivational techniques, team-focused communications, and constructive conflict resolution.
<b>Target Audience</b>	All levels of professionals who supervise the performance of other staff members
<b>Duration</b>	6-8 hours
<b>Prerequisites</b>	None
<b>Media</b>	Internet

<b>Course</b>	<b>Description</b>	<b>Objectives</b>	<b>Topics</b>
Create an Invincible Team	This course enables participants to assess the individuals who make up the team and discusses methods to enhance the entire team performance.	Learners will be able to identify the roles and characteristics of an effective team and how individuals develop into an effective team.	<ul style="list-style-type: none"> <li>• What is a Team?</li> <li>• Effective Team Characteristics</li> <li>• Team Development</li> </ul>
Inspire Team Success	This course describes motivational strategies to help your team reach their performance goals.	Learners will be able to determine the key factors that affect an individual's motivation to work. They also will be able to identify motivational teamwork techniques.	<ul style="list-style-type: none"> <li>• Motivating Team Members</li> <li>• Effective Teamworking</li> </ul>
Team Briefings for Success	This course helps participants organize, prepare, and lead efficient team briefings.	Learners will be able to recognize the importance of a team briefing, as well as the preparation steps and guidelines to deliver a successful team briefing.	<ul style="list-style-type: none"> <li>• The Need for Team Briefings</li> <li>• Preparing for Team Briefings</li> <li>• Delivering a Team Briefing</li> </ul>
Resolve Conflicts Positively	This course provides techniques to analyze and resolve conflict in a manner that produces a positive solution for all involved.	Learners will be able to identify sources of team conflict and guidelines to resolve them successfully.	<ul style="list-style-type: none"> <li>• Identifying Sources of Conflict</li> <li>• Resolving Conflict</li> <li>• Case Study</li> </ul>

**For more information**

**call** (917) 210 8173 (US & Canada)

**call** +353 (0) 61 720 000 (International)

**e-mail** [info@primelearning.com](mailto:info@primelearning.com)

**visit** [www.PrimeLearning.com](http://www.PrimeLearning.com)

**Ireland**

**Headquarters**

PrimeLearning Group Ltd  
Park House, Plassey Park Road  
National Technological Park  
Limerick

Tel: +353 (0) 61 720 000

Fax: +353 (0) 61 720 001

**United States**

PrimeLearning Group Ltd  
410 Park Avenue  
15th Floor  
New York  
NY 10022

Tel: (917) 210 8173

Fax: (917) 210 8182

PrimeLearning.com, PrimeManager, and PrimePath are trademarks or registered trademarks of PrimeLearning Group, Ltd. Other trademarks or registered trademarks are the property of their respective companies.

© 2007 PrimeLearning Group, Ltd



PrimeLearning.com™