



ENMG 652: Management, Leadership, and Communication Course Overview

Instructor: Illysa B. Izenberg, MBA

Course Description:

Managers must juggle knowledge of and tasks associated with operations, finance, information technology, strategy, and projects. Much of managerial success, however, depends less on managers' direct input – the sweat of their brows– than on their ability to enlist the active involvement of others: direct reports, other managers, other team members, and those above them on the organizational chart.

It is imperative, therefore, that managers be adept at influencing those over whom they have no formal authority as well as guiding and directing those who report to them. In this course, you will learn and practice the concepts and skills necessary to manage, direct, and guide others.

Course Learning Objectives:

Upon completion of the course, students will be able to:

1. Apply supervisory/managerial skills to correct performance shortfalls, assign/delegate work, utilize coaching skills and processes, resolve team conflicts, and provide constructive criticism.
2. Analyze work-related problems, devise and choose solutions, and create plans of action, and articulate these to persuade senior management, colleagues, direct reports, and those over whom you have no direct authority to commit resources.
3. Apply a comprehensive decision-making framework to account for the needs of disparate stakeholders, business objectives and ethical principles.
4. Select appropriate communication tools to execute supervisory/managerial tasks, persuasion, and decision-making with face-to-face and non-face-to-face teams.
5. Determine your professional strengths, weaknesses, and opportunities, set measurable and achievable goals, and devise implementation plans to engage in lifelong development.
6. Evaluate external forces, including finance, culture, government, suppliers, competitors, and customers to contribute tactically in your organizational role.