

Management Learning Pathway FY22

Effective management rests on three competencies: managing yourself, managing others, and navigating the system. The Management Learning Pathway offers classes in each competency to help supervisors and managers increase their effectiveness at MC.

Learning Pathway classes required to earn a certificate:

Managing Yourself

- Getting Things Done
- Knowing Your Influencing Style ¹

Navigating the System

- Organizational Culture and Change ²
- Planning and Facilitating Meetings ³
- Coaching Through Change ²

Managing Others

- Coaching for Great Customer Service ⁵
- Coaching Yourself and Others ²
- Crucial Accountability
- Crucial Conversations ^{1,2,6}
- Leading Ethically and with Integrity
- Managing Organizational Change ²
- Managing the Work of Your Direct Reports

¹ Also in Communication & Conflict LP ² Also in Change Management LP ³ Also in Effective Committees LP
⁴ Also in Equity & Inclusion LP ⁵ Also in Customer Service LP ⁶ Also in Communicating Professionally in the Workplace LP

The pathway classes are available to all employees through MC Learns as individual classes as well. If you are interested in achieving the certificate, the table below will help you plan your schedule. Not all classes are offered every year; it is at minimum a two-year plan.

Classes Scheduled for FY22:


Class name	Class Length	Class Date(s)
Getting Things Done	Four 2.5-hour classes, online	<ul style="list-style-type: none"> • October 28, 29, November 1,2: 9-11:30 a.m. • June 20, 21, 22, 23: 2-4:30 p.m.
Planning and Facilitating Meetings	Two 3-hour classes, online	November 16-17, 8:45 a.m.-noon
Crucial Conversations	Five 2.5-hour classes, online	<ul style="list-style-type: none"> • December 1, 3, 6: 9-11:30 a.m. (December 1 and 6 also 2-4:30 p.m.) • June 6, 7, 8, 10: 1-3:30 p.m. (June 10 also 9-11:30 a.m.)
Managing the Work of Your Direct Reports	One 3-hour class, online	February 1, 1-4:15 p.m.
Crucial Accountability	Three 2.5-hour classes, online	<ul style="list-style-type: none"> • March 14: 9-11:30 a.m. and 2-4:30 p.m., March 15: 9-11:30 a.m. • June 27: 2-4:30 p.m., June 28: 9-11:30 a.m. and 2-4:30 p.m.
Leading Ethically and with Integrity	One 3-hour class, online	April 25, 1-4:15 p.m.
Coaching Through Change	Two 3-hour classes, online	May 25, 27: 8:45 a.m.-noon
Classes not listed will be offered in FY23		

*A learning pathway is a series of identified classes that provides you with an in-depth exploration of a skill area. When completed, a certificate of learning is awarded to acknowledge your commitment to pursue the study and practice of a specialized area of professional development. Participation is paced to provide time to reflect upon your learning and integrate concepts and skills into your life and work.

Management Learning Pathway Class Overview:

Classes	Brief Class Description*
Coaching for Great Customer Service <i>Facilitator: MC Staff</i>	Seasoned colleagues and superb supervisors model, teach and reward excellent customer service daily to ensure front-line staff provide up-to-date information, stay calm, work as a team and avoid job burnout.
Coaching through Change <i>Facilitator: Richard Forrest</i>	'Work Coaching' is a learned approach to supporting ourselves and others in dealing with complex changes at work and the organization. Engage in coaching sessions where you practice asking intentional questions and listening on key workplace themes, and gain insights how to recognize and support change.
Coaching Yourself and Others <i>Facilitator: Richard Forrest</i>	Applying and appraising newly learned skills or knowledge at the workplace is a key challenge. Examine techniques from coaching experts on how to realize your own desired change goals, and support employees' development goals in daily work practices.
Crucial Accountability <i>Facilitator: Cynthia Mauris</i>	Accountability occurs when there is a gap between expectations and performance. Explore a matrix that helps you help others close the gap.
Crucial Conversations <i>Facilitators: Richard Forrest, Cynthia Mauris</i>	Develop skills in how to plan and have an effective and successful crucial conversation where the stakes are high, emotions are strong, and opinions are opposing.
Getting Things Done <i>Facilitator: Cynthia Mauris</i>	You cannot change the amount of stuff coming into your life, but you can change how you engage with that stuff. Gain greater control over your work, find more focus on each task, and feel less stress with GTD habits.
Knowing Your Influencing Style <i>Facilitator: John Egan</i>	Explore nine styles of influence and discover your preferred style noting when it is most and least effective.
Leading Ethically and with Integrity <i>Facilitators: Vicki Duggan, Maria Davidson</i>	Develop skills to make a positive impact on the College's ethical culture. Discuss what it means to lead as an ethical role model. Experience interactive activities involving scenario-based dilemmas designed to foster supervisory decision-making with integrity.
Managing Organizational Change <i>Facilitator: Richard Forrest</i>	Recognize forces that shape organizational and departmental culture and examine the role of leadership in influencing behavior at critical times of change. Use a learning App and develop competencies to positively affect employee morale and motivation.
Managing the Work of Your Direct Reports <i>Facilitator: Christine Tracey</i>	Create an environment that helps employees succeed. Communicate expectations clearly, assist employees to identify goals, and help them develop their skills. When your employees are successful, you are more valuable to your supervisor as you reach your goals.
Organizational Culture and Change <i>Facilitator: Richard Forrest</i>	Using case studies and a learning App, examine the impact of restructuring on people, and develop competencies to reconcile contrasting expectations and reactions to change.
Planning and Facilitating Meetings <i>Facilitator: Cynthia Mauris</i>	Determine when meetings, face-to-face or online, are necessary and how to plan appropriately for them to be successful and effective. Draft an agenda for a meeting and participate in a mock meeting.

* Complete class descriptions and outcomes are in MC Learns.



If you are completing a learning pathway, register to attend the Learning Pathway Certificate Reception on June 29, 2022, in MC Learns. Certificates of completion will be presented to honor your commitment to your professional development.

