

# **American Management Association (AMA)**

## **Nationally Recognized**

AMA courses are nationally recognized for their excellence and the texts have been proven effective by supervisors and managers around the world. Over 200 colleges and universities across the country are presenting AMA Extension Institute courses. PCC is the only AMA Extension Institute in our area.

In cooperation with the American Management Association, the Business Management Department and Pueblo Community College are proud to offer the Certificate in Management Program. Managers and individuals interested in developing supervisory skills to enhance their job performance are able to attend classes locally to earn the AMA Management Certificate.

## **Schedule for 2010**

To earn the AMA Management Certificate, you must complete six courses from the AMA class selection. Courses meet one evening per week for five weeks from 5:30 to 8:30 p.m. Begin any time - take one course or aim for the certificate.

### **Planning and Managing Change - January 13, 20, 27, February 3, 10, 2010**

Learn a structured and practical approach to dealing with change. The ability to manage change has become a key competency for those seeking to enhance both personal or corporate efficiency and effectiveness. This course teaches the importance of proactively managing change and avoiding the knee-jerk reactions that undermine efforts to deal with the organizational and human issues that accompany change.

### **Performance Management - February 17, 24, March 3, 10, 17, 2010**

Resolve performance issues before they become overwhelming problems. This seminar will help you master the skills that ensure peak performance and maximum goal achievement from your staff. You will be introduced to a comprehensive process you can use to structure performance planning for your employees.

### **Leadership Skills for Managers - March 31, April 7, 14, 21, 28, 2010**

The higher echelons of your company gave the title of "manager" to you. But the title of "leader" is something you earn from your co-workers. You can learn to lead by understanding what motivates people. Make the transition from manager to leader by discovering how you can improve the quality of your managerial skills and your relationships with your employees.

### **How to Manage Conflict in the Organization - June 2, 9, 16, 23, 30, 2010**

Learn the strategies, tactics and insights you need to gain control of tough conflict situations. You will discover how to spot potential interpersonal conflicts and defuse them before they flare up. You will understand how, when, where and why to apply the five favored conflict resolution approaches and develop the insight and intuition you need to make them work.

### **How to Build High Performance Teams - July 7, 14, 21, 28, August 4, 2010**

Focus on the how-to keys of teambuilding, from recruiting the right team members to truly empowering them with authority and responsibility for their decision and

performance. You will learn to build trust, confidence and group work skills, while balancing and fine-tuning the team process as you g

**Communication Skills for Managers - August 25, Sept. 1, 8, 15, 22, 2010**

Misunderstandings due to poor communication are all too common in business today. By learning to communicate clearly and precisely, you will never again have to worry that something you said or wrote will be misunderstood. You will find that people will respond more positively to your reports, memos, and presentations. You will interact more effectively by learning to listen actively resolving and conflicts will actually be constructive.

**Delivering “Knock Your Socks Off” Service – Sept. 29, Oct. 6, 13, 20, 27, 2010**

Create a service advantage with the new course by customer service guru Ron Zemke. Based on the acclaimed *Knock Your Socks Off* series, the class reveals the secrets of customer care in the same down-to-earth style that makes it the consistent choice for customer service training. In practical, easy to follow steps, learn trusted techniques and positive approaches that will inspire you to believe in the value of customer care and give you the skills and style to deliver it.

**How to Manage Your Priorities - November 3, 10, 17, December 1, 8, 2010**

In today’s competitive global environment—where people at all levels need to accomplish more, in less time, with fewer resources—the ability to manage priorities is a key element in personal and professional success. *How to Manage Your Priorities* provides managers, team leaders, professionals, and others in the workplace with the tools to master this essential business skill.

This will include a discussion on using technology-based tools for identifying and organizing priorities to teach managers the critical benefits of managing their priorities and removing the obstacles that interfere with success.