**Summary of Harvard Manage Mentor courses available to HPEI managers, directors and executives**

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| **Change Management:** 1 hour 21 minutes* Foster skills for making the most of continual change
* Inspire your team to initiate change
* Identify and carry out opportunities for improvement
* Plan for and manage successful change projects
* Address resistance to change
* Anticipate and address factors that can derail change
 | **Developing Employees:** 1 hour, 10 minutes* Find the time to develop others
* Make employee development a regular, ongoing activity
* Help team members develop through experience
* Create effective development plans
* Manage outside your area of expertise
* Support employees in outgrowing their current roles
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| **Difficult Interactions**: 1 hour, 29 minutes* Respond to conflict with confidence:
* Know your options for responding to conflict at work
* Prepare for difficult conversations
* Discuss disagreements productively by listening well and sharing your perspective effectively
* Resolve a conflict successfully:
* Help your team deal with conflict:
* Coach team members to resolve their own conflicts and know when and how to intervene
 | **Feedback Essentials:** 1 hour, 10 minutes* Get comfortable with receiving and giving feedback
* Ask for and apply feedback to improve your performance and reach your goals
* Give effective feedback
* Give tough feedback
* Diffuse emotions around feedback
* Build trust so team members feel safe giving feedback
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| **Leading People:** 1 hour, 41 minutes* Deepen your understanding of what an effective leader does—and doesn’t—do
* Identify what you value as a leader and the vision you’re working to achieve
* Lead with Emotional Intelligence: Accomplish results by managing your emotions and by cultivating positive relationships
* Build mutual trust and take steps to restore trust if it’s broken
* Create an inclusive environment in which everyone can perform at their best and grow in their role
* Empower your team to speak up
* Help your team connect and collaborate, even when everyone isn’t in the same place
 | **Team Management:** 1 hour, 57 minutes* Gather the right people around a compelling mission and help them move quickly to perform at full speed
* Strengthen team collaboration by coaching team members to listen, empathize, and get comfortable with feedback
* Enhance your team’s productivity without causing burnout
* Help team members resolve conflict and debate and disagree productively
* Support your team through transitions, including changes in direction, arrivals and departures of members, and disbanding
* Improve your team’s performance by setting motivating goals, defining performance metrics, and fostering accountability
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