**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 |
| **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 |
| **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 |