

NJIT



Frontline Management

Explore and acquire fundamental managerial skills needed to be successful in today's changing workplace environment.

58%

Managers with
No Training

Source: MDA Training

109K+

Average
Salary

Source: Division of Labor Statistics

500K+

New
Jobs

Source: Division of Labor Statistics

Course Description

As a manager, you are responsible for supervising the employees who deliver your company's products and services.

This course covers the key functions of the manager in today's changing workplace environment. It includes concepts, exercises and activities that explore, reinforce and make you better at your role.

Who Should Attend?

Anyone who wants to unleash their leadership abilities and reach new levels of success.



Topics Covered

- Effectively Organize & Plan Work
- Manage Diverse Resources
- Tackle Problems With Confidence
- Handle the Unexpected
- Inspire Others to Go the Extra Mile
- Set Clear Expectations
- Take Responsibility for Decisions
- Demonstrate Business Knowledge & Skills
- Make Sound Judgements
- Communicate Effectively
- Confront & Resolve Conflict

Key Benefits

Participants in this course will learn how to effectively organize and plan work and resources as well as the following:

- Increase employee productivity
- Improve employee retention
- Enhance employee engagement
- Grow customer satisfaction & repeat business

Why NJIT?

NJIT is recognized as a top 10% university nationally* and one of only 32 polytechnic universities in the United States. Over 75,000 employees, working in 665 New Jersey organizations, have been trained by NJIT's Division of Continuing Professional Education since 1990.

*QS World University Rankings® 2020



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