



Course Title: Management Skills & Leadership Responsibilities: A Refresh of Soft Skills for Supervisors, Engineers, and Technicians

Course Length: 3 days, in-person

Time in Class per day (hours): 6 hours

Delivery Options: Company site or at provider

Class Size: Minimum 15 / Maximum 30

Price Per Student: \$475.00

Location: Wayne County *or* Company Site

Day 1: 6 hours lecture

Day 2: 5.5 hours lecture, and 0.5 hours for review and quiz

Day 3: 5.5 hours lecture, and 0.5 hours for review and quiz

Prerequisite:

A minimum of associate degree, or equivalent military and/or specialized leadership and supervisory experience, is required for this course.

Course Description:

This short course aims to refresh some key technical and management soft skills for engineers, supervisors, and related management staff. A descriptive overview of organization behaviors, communication and negotiate skills, conflict and stress management, problem solving and decision making, basic finance operations, project management, and maintenance and facilities assessment will be provided together with case studies and group discussion. Case study videos will be used as training tools.

Course Learning Objectives:

Upon completion of this course participants will be able to:

- Understanding the significance of health, safety, environment, and ergonomics in the workplace
- Review managing quality concepts and lean/competitive principles
- Use of project management knowledge areas to complete assignments and resolve issues, including basic product and service development process
- Realize the significance of goal attainment, employee productivity, and employee retention
- Understand how emotions, attitudes, and stress impact perceptions and management decisions



- Develop and understand the significance of effective communication skills for managers
- Review maintenance priorities and facilities assessment requirements

- Understanding the power of negotiations, conflict resolutions, and organization cultures
- Developing critical thinking skills by analyzing problems and solutions
- Identify and understand diversity management and culture [Includes global business practices]
- Identify and understand ethical issues facing organizations and employees
- Developing written and oral communication skills required for academic and business success
- Understanding the role of a leader and characteristics of a manager

Course Content/Topics:

An Overview of Organization Behavior

- Health, Safety, Environment, & Ergonomics
- Managing Quality and Lean Principles
- Organizational Behavior and Diversity
- Personality, Values, and Ethics

Communication & Negotiation

- Motivational Concepts and Communications
- Managing Conflict and Negotiation
- Group Behavior and Work Teams
- Risks and Business Decisions
- Case study

Problem Solving

- Decision Making, Brainstorming, and Variation Reduction
- Innovation/Creativity/Technology
- Utilize Technical Memory and Lessons Learned
- Utilize Failure Modes Effects and Analysis Data (DFMEA/PFMEA)
- Case study

Financial Acumen

- Basic Operations Finance
- Innovation/Creativity/Technology
- Performance Measurement [Budgets and Forecasts]
- Profit = Revenue minus cost
- Case study



Management Skills

- Human Resource – Policies and Practices
- Project Management Knowledge Areas
- Maintenance and Facilities Assessment
- Organization Culture/Stress Management
- Global Management and Diversity
- Career Planning and Growth
- Case study

MAGMA short courses are held on a rolling basis, based on industry demand. Please complete this [short form](#) to express interest for yourself, or your organization.