



Manager Management

SEHG-SV-8844 · Business · approx. 1 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Management is known as a form of art and a science. The idea behind good management is making your employees more efficient and productive, while finding the best way to do it. When preparing to manage one, or a group of managers, you are preparing them to be able to manage their own employees. Every manager has a different personality type and learns differently. With some tools and tips, you can help them become great managers that will continue to grow and succeed with their new teams.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 0 instructional videos — 0 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Grooming a New Manager**
 - Set Specific Goals
 - Authority (What They Can and Can't Do)
 - Create a Shared Vision
 - The More They Learn, the More Responsibility They Get
- **Module 3 — Coaching and Mentoring (I)**

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- **Module 4 — Coaching and Mentoring (II)**
 - Offer Advice, Not the Solution
 - Create a Supportive Environment
 - Build Ownership
 - 360 Degree Feedback
- **Module 5 — Measuring Performance**
 - Staying Within Their Budget
 - Setting Measurable Objectives
 - Skip Level Feedback
 - Collaborate on Criteria to be Evaluated
- **Module 6 — Motivating Managers**
 - Provide the Needed Resources
 - Bonuses and Incentives
 - Give Credit for Good Work
 - Keep Them Challenged
- **Module 7 — Signs of Poor Management**
 - Missed Deadlines
 - Team Turnover
 - Losing Customers
 - Little or No Growth
- **Module 8 — Trust Your Team of Managers**
 - Do Not Micromanage
 - Promote Open and Honest Communication
 - Reward Initiative
 - Trust, But Verify
- **Module 9 — When an Employee Complains About Their Manager**
 - Keep the Information Confidential
 - Gather Information from Both Sides
 - Coach or Delegate the Solution
 - Follow-up with the Manager or Employee
- **Module 10 — When Do You Step In?**
 - Unsafe or Dangerous Events
 - Legal Ramifications
 - Severe Financial Costs
 - Repeated Failures after Coaching Has Occurred
- **Module 11 — Remember These Basic Qualities**
 - Express Confidence in Their Abilities
 - Practice What You Preach
 - Have an Open Door
 - Their Success is Your Success
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
 The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SV-8844 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.