



# Global Management Academy

Online Career Development Pathways for Managers at all levels.

Global Management Academy

[www.globalmanagementacademy.com](http://www.globalmanagementacademy.com)

## Global Professional Credentials

Global Management Academy Professional Credential provides recognition and verification of your skills and knowledge in a key career skill set. Key features of the Global Academy include:

- **Career-Paths:** Select Certificate Programs which develop skills in your chosen career path.
- **Essential Skills courses:** Each Credential program comprises 4 to 10 skills courses.
- **CPD Certificate: download CPD Certificates on completion of each course**
- **Digital Credentials:** get recognition for your learning with internationally recognized Professional Credentials (blockchain verified) which you share on LinkedIn etc.

## Learning with Global

GLOBAL learning programs provide feature:

- **Online learning:** through videos, online lectures, quizzes, and self-assessments.
- **Offline Learning:** downloadable learning manuals (100+ pages) with each course.
- **Course Duration:** each courses takes 10 to 20 hours to complete
- **Assessment:** M|C Course Quizzes
- **Support:** continuous personal tutor support
- **Certification:** Downloadable Course Certificates shareable on social media.

## The GMA Competency Framework

GLOBAL Management Academy courses are classified into 6 categories based on the internationally recognized GMA competency framework. Select the courses you need to develop your skills within key business and management disciplines.



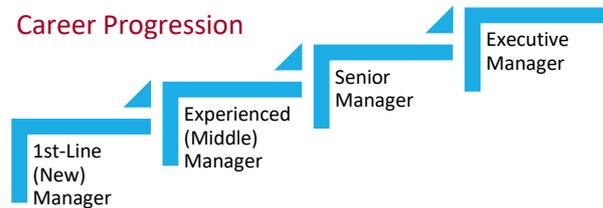
## Career Paths and Support

Global Management Academy Professional Credential enable you to develop skills and verify your expertise across 6 Career Pathway, including:

- SALES AND MARKETING MANAGEMENT
- LEADERSHIP AND STRATEGY MANAGEMENT
- OPERATIONS AND QUALITY MANAGEMENT
- FINANCE AND BUSINESS ADMINISTRATION
- HUMAN RESOURCES MANAGEMENT
- PEOPLE AND ORGANIZATION MANAGEMENT

## Management Levels

GLOBAL professional credentials are available at 4 levels of management enabling you to continue learning throughout your career in management.



Develop your knowledge and skills, and earn qualifications throughout your career.

## Professional Credentials

*Showcase your achievements with Global Professional Credentials.*

On completion of a minimum number of courses, you will be eligible for a Global Professional Credential.



The learning outcomes you've demonstrated are translated into a digital certificate and digital badge, issued, and managed through the Blockchain secure Hyperstack Credentials Platform. This enables you to manage, share and verify your competencies digitally.

## Contact us

Email: [info@Globalmanagementacademy.com](mailto:info@Globalmanagementacademy.com)

Tel: +61 (0) 406 314 781 (Aus.)

Tel: +44 (0) 77800 65110 (U.K.)

# Sales and Marketing Management Professional Credentials

Global Professional Credentials in Sales and Marketing Management provide new and experienced sales and marketing managers with the skills and knowledge with which to effectively lead sales teams, develop marketing programs lead marketing strategy and accelerate their careers in sales and marketing.

## PROFESSIONAL CERTIFICATE IN SALES MANAGEMENT



### OVERVIEW:

The Professional Certificate in Sales Management program enables sales professionals and managers to develop the knowledge and skills to successfully manage the sales processes which promote growth and commercial success in the business.

### COURSES:

1. Essential Sales Skills
2. Meeting Customer Needs
3. Effective Negotiating Skills
4. Leading and Motivating a Sales Team

**Level:** First-line Managers and Sales Professionals

## PROFESSIONAL CERTIFICATE IN MARKETING MANAGEMENT



### OVERVIEW:

The Professional Certificate in Marketing Management program is designed to enable first-line and middle managers and other professionals to develop and implement a marketing strategy for the business through a comprehensive marketing plan, and marketing resources management.

### COURSES:

1. Market Assessment
2. Developing Marketing Strategy
3. Developing a Marketing Plan
4. Promoting your Products and Services

**Level:** First-line and Middle Managers

## PROFESSIONAL CERTIFICATE IN CUSTOMER RELATIONS MANAGEMENT



### OVERVIEW:

The program provides a comprehensive foundation in the skills and knowledge required to deliver quality customer service, and also in the practices, systems and technologies which can enable you to attract and retain customers through best practice customer relations management.

### COURSES:

1. Attract and Retain Customers
2. Meeting Customer Needs
3. Managing Customer Relations
4. Managing Service Quality

**Level:** Middle Managers and Sales Professionals

## PROFESSIONAL CERTIFICATE IN RETAIL MARKETING AND MANAGEMENT



### OVERVIEW:

Learn how to successfully manage retail operations from supplier management to customer support services, and acquire the skills and knowledge to grow the sales and profitability of any business you work with.

### COURSES:

1. Foundations in Retail Marketing
2. Managing Store Design and Merchandising
3. Attracting and Retaining Customers
4. Managing Retail Service Quality

**Level:** First-line Managers and Sales Professionals

## PROFESSIONAL CERTIFICATE IN INTERNATIONAL BUSINESS



### OVERVIEW:

The Professional Certificate in International Business program is designed to enable experienced senior managers, to acquire an in depth understanding of the core principles of international marketing, finance, and international business development.

### COURSES:

1. Understanding International Business
2. Developing International Business
3. International Marketing

**Level:** Senior Managers and Marketing Professionals

## PROFESSIONAL CERTIFICATE IN BUSINESS DEVELOPMENT



### OVERVIEW:

This Certificate in Business Development program will enable small and new business owners and manager to assess your business markets, and identify, evaluate and develop business opportunities. Learn how to develop a business plan and marketing plan, and organize the human and physical resources required to successfully launch your new business venture.

### COURSES:

1. Understanding Business
2. Foundations in Marketing
3. Essential Sales Skills
4. Developing Business Budgets
5. Developing a Business Plan

**Level:** Senior Managers and Marketing Professionals

## PROFESSIONAL DIPLOMA IN SALES AND MARKETING MANAGEMENT



### OVERVIEW:

Comprising 8 courses, , the Global **Professional Diploma in Sales and Marketing Management** will provide managers and sales and marketing professionals with the knowledge, skills and tools to manage a full range of sales and marketing activities in the organization. You'll learn how to assess markets, plan marketing strategy, lead a sales team, design pricing and channel strategies, and develop an actionable three-year marketing plan.

### COURSES:

1. Essential Sales Skills
2. Leading and Managing a Sales Team
3. Customer Service Essentials
4. Business Negotiation Skills
5. Attracting and Retaining Customers
6. Developing Marketing Strategy
7. Developing a Marketing Plan
8. Promoting Products and Services

**Level:** Sales and Supervisors and Managers and Sales and Marketing Professionals

# Operations and Quality Management Professional Credentials

Global Professional Credentials in Operations and Quality Management provide new and experienced operations staff and managers with the skills and knowledge with which to effectively lead, manage and improve operational and quality performance and fast track their careers in operations management.

## PROFESSIONAL CERTIFICATE IN QUALITY MANAGEMENT



### OVERVIEW:

This program provides learners with the knowledge to introduce a range of quality initiatives and programs in the organization. Learn the principles of ISO 9001 and international quality standards. Learn the principles of quality improvement, including Kaizen, lean 6 Sigma and TQM.

### COURSES:

1. Foundations in Quality Management
2. Solving problems at Work
3. Business Improvement Techniques
4. Managing Service Quality

**Level:** First-line Managers and Operations Professionals

## PROFESSIONAL CERTIFICATE IN MANAGING BUSINESS IMPROVEMENT



### OVERVIEW:

This program provides experienced managers with the knowledge to make the business case for, plan for and successfully implement a Lean Six Sigma Improvement program. Learn the principles of quality improvement, including Kaizen, lean 6 Sigma and TQM. Learn how to manage the human resources, and logistics to successfully implement a Lean Improvement program.

### COURSES:

1. Foundations in Quality Management
2. Managing for Efficiency and Effectiveness
3. Foundations in LEAN 6 Sigma
4. Business Process Improvement

**Level:** Supervisors and Middle Managers in Operations

## PROFESSIONAL CERTIFICATE IN OPERATIONS MANAGEMENT



### OVERVIEW:

This program is designed to provide new and experienced middle managers with the skills and knowledge to develop operational plans, develop and control operations budgets, plan for and manage the physical resources (materials, facilities and equipment), develop and manage workforce plans, and manage operations budgets.

### COURSES:

1. Develop Operations Plans
2. Foundations in Operations Management
3. Managing Physical Resources
4. Develop and Manage Operations Budgets

**Level:** Supervisors and Middle Managers in Operations

## PROFESSIONAL CERTIFICATE IN CUSTOMER SERVICE MANAGEMENT



### OVERVIEW:

In this Professional Credential in Customer Service Management, program you will learn how to successfully deliver quality service to customers and develop cohesive workplace and customer relationships, develop excellent communication skills, and improve your personal effectiveness.

### COURSES:

1. Meeting Customer Needs
2. Managing Customer Complaints
3. Managing Service Quality
4. Leading a Customer Service Team

**Level:** New and aspiring First-line Managers

## PROFESSIONAL CERTIFICATE IN AGILE PROJECT MANAGEMENT



### OVERVIEW:

The Global Certificate in Agile Project Management is an intensive suite of 5 courses, designed to enable experienced middle managers and operations professionals to develop the knowledge and skills with which to plan, lead and manage projects in the organization, using best practice agile management principles.

### COURSES:

1. Planning Workplace Projects
2. Developing a (Project) Business Case
3. Managing Workplace Projects
4. Agile Project Management

Level: Project Team Leaders and Middle Managers

## PROFESSIONAL CERTIFICATE IN SUPPLY CHAIN MANAGEMENT



### OVERVIEW:

This program is designed to enable new and experienced middle managers, to develop the skills and knowledge to manage the operations of a business unit. You will learn how to develop operational plans, develop and control operations budgets, plan for and manage the physical resources (materials, facilities and equipment), and develop and manage workforce plans.

### COURSES:

1. Procurement Fundamentals
2. Materials and Inventory Management
3. Foundations in Supply Chain Management
4. Managing Supply Chain Operations

Level: Supervisors and Middle Managers

# Finance and Business Administration Professional Credentials

Global Professional Credentials in Finance and Business Administration provide middle and senior managers with the range of skills and knowledge with which to effectively lead and manage all aspects of the administrative functions of a business and to accelerate their careers in business administration.

## PROFESSIONAL CERTIFICATE IN FINANCIAL MANAGEMENT



### OVERVIEW:

The Professional Certificate in Financial Management is designed for Middle Managers seeking to gain a comprehensive understanding of the core principles of accounting and finance management used in organizations today.

### COURSES:

1. Foundations in Accounting
2. Financial Analysis and Decision Making
3. Budgetary Planning and Control
4. Developing a Persuasive Business Case

**Level:** Middle and Senior Managers

## PROFESSIONAL CERTIFICATE IN BUSINESS ADMINISTRATION



### OVERVIEW:

This intensive suite of 5 courses is designed to enable experienced middle managers to develop the knowledge and skills with which to successfully manage the administration of business unit activities, finances and human resources

### COURSES:

1. Understanding Organizations
2. Foundations in Human Resources Management
3. Foundations in Accounting
4. Budgetary Planning and Control
5. Managing Business Meetings

**Level:** First-Line and Middle Managers

## PROFESSIONAL CERTIFICATE IN BUDGETING AND COST MANAGEMENT



### OVERVIEW:

The Global Certificate in Budgeting and Cost Management provides first-line managers and business owners with the essential knowledge to be able to develop and manage business budgets, and analyze and control the costs within the organization.

### COURSES:

1. Developing Business Budgets
2. Foundations in Cost Management
3. Foundations in Accounting
4. Budgetary Planning and Control

**Level:** First-Line and Middle Managers

## PROFESSIONAL CERTIFICATE IN ENTERPRISE MANAGEMENT



### OVERVIEW:

Comprising 4 courses and 100 hours of online learning, this program is designed for experienced middle and senior managers tasked with improving enterprise performance and introducing best practices in managing and optimizing the financial, operational and human resources in the enterprise.

### COURSES:

1. Understanding the Organization and its Culture
2. Finance for Senior Managers
3. Executive Leadership in Practice
4. Develop a High-Performance Organization

**Level:** First-Line and Middle Managers

## PROFESSIONAL CERTIFICATE IN MANAGING CORPORATE SOCIAL RESPONSIBILITY



### OVERVIEW:

The Professional Certificate in Corporate Social Responsibility comprises 3 courses, and has been designed to provide business leaders and managers with the essential knowledge to be able to develop CSR strategy, processes and systems to enhance the reputation and profile of the organization to key stakeholders and the business and wider communities in which it operates.

### COURSES:

1. Develop and Manage CSR
2. Ethical Leadership and Management
3. Developing a Balanced Scorecard

**Level:** Middle and Senior Managers

## PROFESSIONAL CERTIFICATE IN BUSINESS PERFORMANCE MANAGEMENT



### OVERVIEW:

The Global Certificate in Business Performance Management is designed for Senior Managers seeking to develop their knowledge of best practice in managing and improving the performance of the organization. You will learn how to develop and deploy processes and systems to roll-out and utilize an effective organization-wide performance management system.

### COURSES:

1. Reviewing Business Performance
2. Developing a Balanced Scorecard
3. Finance for Senior Managers
4. Measuring and Reporting on Business Performance

**Level:** Senior/ Executive Managers

## PROFESSIONAL CERTIFICATE IN CORPORATE GOVERNANCE



### OVERVIEW:

The Global Professional Certificate in Corporate Governance comprises 4 courses, and provides executives, company directors and managers with the essential knowledge to be able to develop strategy, processes and systems to better manage corporate governance, reduce risk and ensure successful and harmonious relationships with key stakeholders, both internal and external to the organization..

### COURSES:

1. Lead and Manage Governance in the Organization
2. Understanding Organization Culture, Values and Ethics
3. Managing Risk in the Organization
4. Financial Analysis and Decision Making

**Level:** Senior/ Executive Managers

# People and Organization Management Professional Credentials

Global Professional Credentials in People and Organization Management provide aspiring, newly appointed and experienced managers with the range of skills and knowledge with which to effectively engage and manage people and teams and maintain motivation and commitment and create high performing and successful organizations.

## PROFESSIONAL CERTIFICATE IN EFFECTIVE SUPERVISION



### OVERVIEW:

The Certificate in Effective Supervision is the perfect learning suite for new and aspiring supervisors. Learn how to manage people and work activities effectively, develop cohesive workplace relationships, develop excellent communication skills, and improve your personal effectiveness. Certificate in Effective Supervision quantity

### COURSES:

1. Foundations in Management
2. Interpersonal Communication Skills
3. Foundations in Leadership
4. Managing Effective Workplace Relationships
5. Managing Employee Performance

**Level:** First-Line Managers

## PROFESSIONAL CERTIFICATE IN MANAGING CONFLICT, BULLYING AND HARASSMENT



### OVERVIEW:

The Professional Certificate in Managing Conflict, Bullying and Harassment provides supervisors and managers with essential tools to prevent and resolve conflicts, identify and address harmful behaviors, and foster a culture of respect and inclusion.

### COURSES:

1. Managing Conflict in the Workplace
2. Managing Bullying and Harassment

**Level:** First-Line Managers

## PROFESSIONAL CERTIFICATE IN MANAGING PEOPLE FOR PERFORMANCE



### OVERVIEW:

Transform your management practice with the Global Professional Certificate in Managing People for Performance. Rapidly gain the skills and knowledge to improve the performance of your people and create an empowered, motivated and performance-focused team.

### COURSES:

1. Effective Delegation and Empowerment
2. Managing for Performance
3. Management Communication Skills
4. Managing Employee Performance

**Level:** Middle Managers

## PROFESSIONAL CERTIFICATE IN BUSINESS COMMUNICATION SKILLS



### OVERVIEW:

Comprising 5 courses and 100 hours of online learning, this program is designed for experienced middle and senior managers tasked with improving enterprise performance and introducing best practices in managing and optimizing the financial, operational and human resources in the enterprise.

### COURSES:

1. Interpersonal Communication Skills
2. Making Professional Presentations
3. Managing Meetings
4. Effective Negotiating Skills
5. Writing for Business

**Level:** First-Line Managers

## PROFESSIONAL CERTIFICATE IN EFFECTIVE MANAGEMENT



### OVERVIEW:

This program is designed to assist experienced supervisors and managers, to develop their skills and knowledge to effectively manage a business unit and multiple teams. Learn how to manage people for improved performance, manage costs and budgets and develop and lead high performance teams.

### COURSES:

1. Leading and Managing Employee Engagement
2. Developing your Leadership Styles
3. Making Professional Presentations
4. Planning and Managing Complex Teamwork
5. Managing for Efficiency and Effectiveness

**Level:** Middle Managers

## PROFESSIONAL CERTIFICATE IN PERSONAL EFFECTIVENESS FOR MANAGERS



### OVERVIEW:

This **Professional Certificate in Personal Effectiveness for Managers** comprises 5 courses and is designed to equip you with the tools and mindset needed to accelerate your career, enhance your leadership abilities, and set you apart from your peers. You'll learn how to sharpen essential leadership skills such as assertive communication, emotional intelligence, and time management, making you more productive, motivated, and capable of driving results.

### COURSES:

1. Managing Personal Effectiveness
2. Develop Emotional Intelligence
3. Managing your Career
4. Effective Decision Making and Problem Solving
5. Managing Stress at Work

**Level:** Middle Managers

# Human Resources Management Professional Credentials

Global Professional Credentials in Human Resources Management provide new and experienced Human Resources Professionals with the range of skills and knowledge with which to manage and lead people management activities and services in the organization, and provide the learning and the credentials to succeed in senior H-R-M positions.

## PROFESSIONAL CERTIFICATE IN HUMAN RESOURCES MANAGEMENT



### OVERVIEW:

On completing the Professional Certificate in Human Resources Management, you will be ready to enter and succeed in a role as a Human Resources Officer in your chosen organization. You will acquire an in depth understanding of the range of responsibilities of human resources departments, and H-R professionals.

### COURSES:

1. Foundations in Human Resources Management
2. Managing Employee Performance
3. Managing Recruitment and Selection
4. Managing Employee Development
5. Managing Equality and Diversity in the Workplace

**Level:** First-Line Managers and H-R Professionals

## PROFESSIONAL CERTIFICATE IN LEARNING AND DEVELOPMENT



### OVERVIEW:

This program is designed to enable experienced first-line and middle managers, and H-R Professionals to develop the knowledge and skills with which to successfully plan for and lead training and development activities within the organization.

### COURSES:

1. Foundations in Training and Development
2. Managing Employee Development
3. Instructional Skills for Workplace Trainers
4. Making Professional Presentations

**Level:** First-Line and Middle Managers and H-R Professionals

## PROFESSIONAL CERTIFICATE IN RECRUITMENT MANAGEMENT



### OVERVIEW:

This Program has been developed to enable business managers and H-R professionals to acquire the knowledge and skills to plan for and manage the recruitment processes in the organization. In addition, you will learn how to align recruitment practice with workplace planning strategy, succession planning and talent management.

### COURSES:

1. Managing Recruitment and Selection
2. Managing Workplace Planning
3. Managing Talent in the Organization

**Level:** First-line and Middle Managers and H-R Professionals

## PROFESSIONAL CERTIFICATE IN LEARNING AND DEVELOPMENT



### OVERVIEW:

Comprising four comprehensive courses, the Professional Certificate in Learning and Development equips HR professionals and managers with the skills to plan, deliver, and evaluate workplace learning programs. Gain expertise in training, instructional delivery, and career development.

### COURSES:

1. Foundations in Training and Development
2. Managing Talent in the Organization
3. Training Skills for Workplace Trainers
4. Making Professional Presentations

**Level:** Middle Managers and H-R / New Training Professionals

## PROFESSIONAL CERTIFICATE IN MANAGING EMPLOYEE PERFORMANCE AND DEVELOPMENT



### OVERVIEW:

Comprising 3 courses, the Professional Certificate in Managing Employee Performance and Development provides team leaders, line managers and H-R professionals with the knowledge and skills to plan for and manage employee performance, and also, importantly, and how to help your employees manage their individual development using best practice coaching and employee development methods..

### COURSES:

1. Managing Employee Performance
2. Managing Individual Development
3. Workplace Coaching Skills

**Level:** Team leaders, line managers and H-R professionals

## PROFESSIONAL CERTIFICATE IN COACHING AND MENTORING MANAGEMENT



### OVERVIEW:

Comprising 3 courses, the Global Professional Certificate in Coaching and Mentoring will provide managers, consultants and H-R professionals with the knowledge, skills and tools to develop and deliver effective coaching and mentoring programs within the organization.

### COURSES:

1. Foundations in Workplace Coaching Management
2. Foundations in Workplace Mentoring
3. Workplace Coaching Skills

**Level:** Middle Managers and H-R / Coaching Professionals

## PROFESSIONAL CERTIFICATE IN EXECUTIVE COACHING



### OVERVIEW:

The Global Professional Certificate in Executive Coaching comprises **4 courses**, which provide management and HR professionals with the key knowledge and skills required to successfully coach incumbent and aspiring C-Suite leaders.

### COURSES:

1. Foundations in Coaching
2. Executive Coaching in Practice
3. Professional Coaching Skills
4. Personal Development for Strategic Leadership

**Level:** Middle Managers and H-R / Coaching Professionals

## PROFESSIONAL CERTIFICATE IN ORGANIZATIONAL DEVELOPMENT



### OVERVIEW:

Comprising 4 courses, the Global Professional Certificate in Organizational program is designed to enable experienced senior H-R Professionals to successfully plan for and lead the improving of the organization's capability through the alignment of strategy, structure, people skills, rewards, leadership practice and management processes.

### COURSES:

1. People and Organization Behavior
2. Managing Talent in the Organization
3. Strategic Human Resources Management
4. Developing a High Performance Organization

**Level:** Middle Managers and H-R / Coaching Professionals

# Leadership and Strategy Management Credentials

Global Professional Credentials in Leadership and Strategy Management provide experienced middle and senior managers with the range of skills and knowledge with which to lead the development of business strategy, and guide and direct the organization in innovative thinking, strategic capability development, and in the achievement of the organizations strategic agenda.

## PROFESSIONAL CERTIFICATE IN STRATEGIC PLANNING



### OVERVIEW:

The Global Certificate in Strategic Planning and management is designed for senior managers and consulting professionals tasked with developing and managing the roll-out and implementing of strategic plans within the organization.

### COURSES:

1. Understand the Organization Operating Environment
2. Developing Business Strategy
3. Developing the Strategic Plan
4. Implementing Business Strategy

**Level:** Senior and Executive Managers

## PROFESSIONAL CERTIFICATE IN ETHICAL LEADERSHIP AND MANAGEMENT



### OVERVIEW:

Comprising 3 courses and 60+ hours of online learning, the professional certificate in ethical leadership program is designed to enable experienced senior managers, to acquire the knowledge and tools to lead ethical best practice and help create an organization culture committed to values of decency, equality, and integrity.

### COURSES:

1. Understanding Organization Culture, Values and Ethics
2. Ethical leadership
3. Emotional Intelligence for leaders

**Level:** Senior and Executive Managers

## PROFESSIONAL CERTIFICATE IN LEADING INNOVATION



### OVERVIEW:

This certificate program is designed for managers tasked with transforming the organization culture to support and enable innovation and entrepreneurship across the enterprise, and develop and market new business ventures.

### COURSES:

1. Leading Innovation in the Organization
2. Develop a Culture to Support Innovation and Creativity
3. Make Business Case for Innovation
4. Develop and Market New Business Ventures

**Level:** Senior and Executive Managers

## PROFESSIONAL CERTIFICATE IN EXECUTIVE LEADERSHIP



### OVERVIEW:

Comprising 4 courses and 80+ hours of online learning, this program is designed to enable experienced senior managers, to acquire an in depth understanding of the leadership theory, and strategic management knowledge base required to enter and succeed in an Executive 'C-Level' position.

### COURSES:

1. Understanding Organization Culture
2. Executive Leadership Theory
3. Personal Development for Strategic Management
4. Executive Leadership in Practice

**Level:** Senior and Executive Managers

## PROFESSIONAL CERTIFICATE IN CHANGE MANAGEMENT



### OVERVIEW:

Gain the skills to plan, lead, and sustain successful change initiatives with the **Global Professional Certificate in Change Management**. Designed for middle and senior managers, this fully online program combines 80 CPD hours of practical learning across four focused courses.

### COURSES:

1. Understanding Innovation and Change
2. Managing Change in the Organization
3. Develop an Innovative Work Culture
4. Leading an Innovation and Improvement Team

**Level:** Middle and Senior Managers

## PROFESSIONAL CERTIFICATE IN MANAGING CORPORATE GOVERNANCE



### OVERVIEW:

The **Global Professional Certificate in Corporate Governance** comprises 4 courses, and provides executives, company directors and managers with the essential knowledge to be able to develop strategy, processes and systems to better manage corporate governance, reduce risk and ensure successful and harmonious relationships with key stakeholders, both internal and external to the organization.

### COURSES:

1. Understanding Organization Culture, Values and Ethics
2. Lead and Manage Governance in the Organization
3. Financial Analysis and decision Making
4. Managing Risk in the Organization

**Level:** Middle and Senior Managers

## PROFESSIONAL CERTIFICATE IN LEADING EFFECTIVE TEAMS



### OVERVIEW:

Designed for new team leaders and supervisors, this Certificate in Leading Effective Teams program is the ideal boost for your new career in management. You will learn the core principles and practices of leadership, how to effectively lead and manage teams, how to handle meetings, manage stress and conflict and resolve problems at work.

### COURSES:

1. Building an Effective Team
2. Managing Team Meetings
3. Motivating People for Performance
4. Solving Problems at Work
5. Foundations in Leadership

**Level:** New Team Leaders and Supervisors

## Contact us to get started.

For more information about deploying Professional Credentials in your organization, contact us at:

[info@globalmanagementacademy.com](mailto:info@globalmanagementacademy.com) | or Call us: +44 (0) 77800 65110 | +61 406 314 781