

FRONT-LINE MANAGEMENT

Delivering
SOLUTIONS today
for the workforce of tomorrow



Individual contributors who excel within an organization are often promoted into management or leadership roles. Technical excellence serves as a foundation, but without additional skills to engage others and focus work, management can be unnecessarily challenging. The Center for Workforce Solutions at Anne Arundel Community College offers business and training solutions to address these challenges.

Our solutions include, but are not limited to:

General Topic Areas

- Accountability
- Change Management
- Coaching and Mentoring
- Conflict Management
- Delegation
- Diversity
- Interpersonal Communications
- Innovation and Creativity
- Listening
- Negotiation
- Performance Management
- Presentation Skills
- Problem Solving
- Project Management
- Recruiting, Interviewing and Selection
- Sales
- Team Building
- Time Management
- Written Communications

Most Requested Courses

- The Hallmarks of Supervisory Success
- It's the Law: The Legal Side of Management
- Peer Today, Boss Tomorrow
- Clarifying Team Roles and Responsibilities
- Identifying Work Priorities and Setting Verifiable Goals
- Solving Problems: Tools and Techniques
- The Principles and Qualities of Genuine Leadership

- Meet on Common Ground: Speaking Up for Respect in the Workplace
- Leading with Emotional Intelligence
- Business Etiquette
- Managing Meetings
- Working with Difficult People and Behaviors

Customized Management Academies Front-Line Management

- Essentials of Leadership
- Getting Started as a New Leader
- Coaching for Success
- Coaching for Improvement
- Setting Performance Expectations
- Delegating for Results
- Resolving Conflict
- Making Effective Decisions

Organizational Development and Business Services

- Needs Assessment
- Consultative Services: Building Customized Programming
- Building Customized Internal Leadership Academies
- Blended Learning (online and/or in-class training)
- Learning Management System (LMS) Integration
- One-on-One Coaching