

Frequently Asked Questions

Course Title: Engaging Leadership

Course #: 4003

Duration: 2 Days

Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

1. What business or organizational need does this course address?

Learn to identify factors that generate engagement and disengagement and gain the tools to cultivate workplace relationships. Through interactive discussions and exercises, this course will help you engage your team members and promote a workplace environment that supports adaptability, innovation, and growth. In addition, you will practice conversations that sustain engagement during times of change and conflict.

2. Who should attend?

This course is designed for frontline supervisors and new middle managers. More experienced mid-level managers will also benefit from this course.

3. What will I learn how to do in this course?

- Analyze the impact of employee engagement throughout the organization
- Develop an engaging workplace environment that leverages a variety of individual capabilities
- Use the power of conversation to encourage engagement
- Examine how to form productive relationships using networking and mentoring best practices to increase engagement

4. What kinds of activities are included in this course?

Individual, small-group, and large-group exercises; lecture and discussion.

5. Are there prerequisites for this course?

Suggested:

- [Leadership Skills and Techniques](#)

6. Do I have to complete any prework for the course?

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There is no prework required for this course.

7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

8. Does this course count for credit toward a Management Concepts Certificate Program?

This is a core course in the following program(s):

- [Leadership Certificate Program](#)

This is an elective course in the following program(s):

- [Business Analysis and Requirements Management Master Track](#)
- [Project Management Master Track](#)
- [Agile in Government Master Track](#)
- [Program Management Certificate Program](#)

9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 16

NASBA Field of Study: Personal Development

NASBA Level: Intermediate

CEUs: 1.3

PDU: 14

CLPs: 16

10. What course(s) do you recommend after I complete this course?

- [Building and Sustaining Teams](#)
- [Fostering Accountability, Adaptability, and Resilience](#)

11. What are Additional Features?

Frequently Asked Questions

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).

12. What's in it for me?

This course provides team leads and middle managers with the tools to increase employee engagement. Through application exercises and meaningful discussions, leaders will be able to leverage unique motivators regardless of organizational constraints.