



## Webinars On Demand: Leadership III

### Coaching for the 21st Century

We are already 20 years into the 21st Century – 1/5th of the century is over and done with. And much has changed very quickly. This course focuses on the basics of coaching that never change and applies them to the interesting times we live in with all that has changed so rapidly. We have new situations to coach to and new issues to resolve. The course is designed to help you develop your leadership skills so that you can drive extraordinary results through improved coaching skills. We will look at what coaching is, identify the skills and capabilities needed to be an effective coach, and explore some approaches for being a more effective coach. Meet the challenge of the new century by building and enhancing your coaching skills.

#### Learning Objectives:

Upon completion of this course, you should be able to:

1. Define coaching as it is used in the 21st century.
2. Identify the skills needed to be effective coaches and lead a diverse workforce.
3. Explain approaches for being a more effective coach.

**Delivery Method:** QAS Self-Study

**CPE Credit:** 1.5 ICMA CPE credits

**Field of Study:** Personal Development

**Knowledge Level:** Basic

**Prerequisites:** Work experience in a professional staff environment or educational studies in accounting, business, or a related field.

**Advance Preparation:** None

**Release Date:** 5/17/2021

#### NASBA CPE information and Complaint Resolution and Refund Policy:

<https://www.imanet.org/career-resources/nasba-cpe-requirements?ssopc=1>



## Webinars On Demand: Leadership III

### Managing Remote Teams

Almost everyone has had to adapt to working from home with the 2020 pandemic, and many organizations are adopting remote work, or a blended environment where employees work remotely at least some days each week, even after the pandemic is over. But remote work, while it has many benefits for individuals and organizations, also has challenges, especially for those who have to manage a remote team. It is not harder nor easier than managing a local team – it is just different. To help you adapt to the differences, this course will help you assess your readiness to manage a remote team, talk about ways to overcome the main challenges associated with remote management, and provide tips for more effectively managing remote team members.

#### Learning Objectives:

Upon completion of this course, you should be able to:

1. Define remote work.
2. Identify the challenges and opportunities of managing a geographically disbursed team.
3. Assess their readiness to manage a remote team.
4. Describe tips and techniques for effectively managing a remote team.

**Delivery Method:** QAS Self-Study

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**Field of Study:** Personal Development

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**Advance Preparation:** None

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## Webinars On Demand: Leadership III

### Enhancing the Employee Experience

The goal of this course is to provide management accountants with the leadership abilities to enhance the employee experience within their organization in order to help retain employees and enhance organizational performance.

This course answers the following questions:

- What is the employee experience?
- How does the employee experience differ from employee engagement?
- What are the benefits and challenges of enhancing the employee experience?
- How do employees view the employee experience and how does that differ from the organizational view?
- What elements influence employee experience?
- How can we collect data to measure the employee experience?
- What KPIs can we use to measure the employee experience?
- How can I, as a manager, have a positive impact on the employee experience?

### Learning Objectives:

Upon completion of this course, you should be able to:

1. Define employee experience and differentiate it from employee engagement
2. Describe the benefits of and challenges to enhancing the employee experience
3. Identify processes or methods for measuring the employee experience
4. Explain the manager's responsibilities for developing the employee experience

**Delivery Method:** QAS Self-Study

**CPE Credit:** 1.5 ICMA CPE credit

**Field of Study:** Personal Development

**Knowledge Level:** Basic

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**Advance Preparation:** None

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