

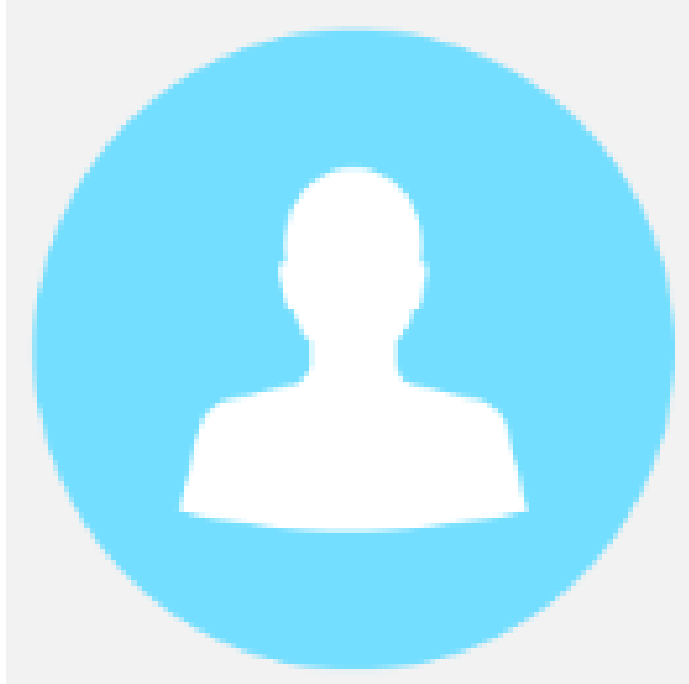
What does successful leadership look like to you?





## **Professional Effectiveness**

The AMA<sup>®</sup> Professional Effectiveness Domain encourages the mastery of personal awareness and interpersonal competencies. Collectively, this skillset heightens the supervisor's self-awareness and ability to optimize communications amongst their direct reports, colleagues, and university leadership.



## Professional Effectiveness

- Communications
- Emotional Intelligence
- Presentation Skills



# Relationship Management

The AMA<sup>®</sup> Relationship Management Domain encourages the establishment and maintenance of essential professional and team relationships. These relationships are needed to support operational and strategic goals, a culture of trust, and successful collaborations.



**AMA** American Management  
Association®

## Relationship Management

- Conflict Management
- Motivation
- Collaboration
- Influence
- Delegation
- Coaching for Performance
- Managing Change



**AMA** American Management  
Association®

## **Business Acumen**

The AMA® Business Acumen Domain promotes the supervisor's understanding of the university's functional operations, strategic priorities, and our approach to customer service.



## Business Acumen

- Manage Project
- Financial Acumen
- Customer Focus
- Talent Management



**AMA** American Management  
Association®

## **Analytical Intelligence**

The AMA® Analytical Intelligence Domain encourages the application of systems thinking, critical analysis, and the heightened use of data analysis to support university objectives and decision making.





## Analytical Intelligence

- Critical Thinking
- Managing and Mastering Data

# Additional Information: AMA-MBOK



# HUMAN RESOURCES

Developing, engaging and retaining innovative talent.

We support our employees through recruitment, compensation program, benefits, career development and more. We support our managers with tools and resources, so they can keep tackling the next giant leap.



HR Contacts & Support



1 Hour with HR Series



Healthy Boiler Wellness Program

# *SUPERVISOR TRAINING AND RESOURCES*

Purdue Supervisors' gateway to essential workforce management training.



Training and Resources



Performance Management



Supervisors' HR Toolkit



Supervisor Training in  
SuccessFactors LMS

# Training and Resources

Purdue supervisors operate within four management domains, each requiring a unique set of skills. These domains are designed to heighten our supervisors' contributions to the success of their direct reports and the university at-large. Purdue University has partnered with the American Management Association (AMA) to provide online access to the [Management Body of Knowledge \(MBOK\) for supervisors](#). The MBOK provides foundational awareness of each management domain. Learn more below about each domain and access workforce management training and resources.



## Management Domains

PROFESSIONAL EFFECTIVENESS	+
RELATIONSHIP MANAGEMENT	+
BUSINESS ACUMEN	+
ANALYTICAL INTELLIGENCE	+

## Initiate a Supervisor 360 Feedback Assessment

Supervisor feedback is an invaluable resource. Preview our [SuccessFactors Supervisor 360 Feedback Assessment](#) with questions and tips for launching an assessment

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# 1

## Communication

### LEARNING OBJECTIVES

By the end of this chapter, you will be better equipped to:

- ◆ Identify the elements of communication that transcend communication channels or situations.
- ◆ Apply communication skills in managing team performance, member satisfaction, and innovation.
- ◆ Develop a shared understanding of team goals using various communication strategies.
- ◆ Deliver clear messages related to team and organizational vision, goals, and expectations.
- ◆ Employ strategies and techniques that minimize defensiveness and resistance to emotionally charged communications.
- ◆ Identify verbal communication approaches to meet the needs and expectations of different audiences (for example, when delivering feedback to direct reports or contributing at meet-



Thank You!

