MANAGING PEOPLE MORE EFFECTIVELY

Course Focus

We experience stress as a normal response to changes, demands, pressures, or threats. When we fail to deal effectively with stressful situations, we continue to experience the stress response, leading to tension. This course provides coping strategies and stress-reducing techniques that managers and their employees can use—not only to improve their job performance but also to greatly reduce their risk of experiencing the harmful effects of ongoing stress.

In the second part of the course, coaching techniques and exercises are presented. Counseling is an increasingly important skill for managers in the hospitality industry. Those managers who have mastered the basic skills of coaching can improve productivity by serving as resources to their colleagues and to their organization.

Who Should Take this Course?

Hospitality professionals who lead or manage teams of people and seek to enhance productivity and effectiveness for themselves and their employees; anyone wishing to enhance their skills in time and stress management.

Course Benefits

After completing this course, participants will be able to:

- Recognize and manage your own stress-related symptoms
- Recognize signs and symptoms that indicate an employee may need your help managing stress-related problems, or may need professional help
- Implement appropriate and effective coaching strategies.

Pricing & Registration

The online course price is US$769. Register online at:

hotelsschool.cornell.edu/execonline
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Course Topics

This course looks at stress from the perspectives of both the individual and the organization. In it, you learn the different types and sources of stress and how people react to them. You develop your ability to recognize the signs of stress so that you can manage stress effectively. You discover the factors that determine an individual’s ability to cope with stress. Additionally, you learn the steps of the counseling process, the signs that indicate that an individual may need counseling, and the signs that indicate an individual may require professional help.

Course Format

Our online courses take a problem-based approach to learning, and we build each course around realistic case studies and scenarios. All courses are self-paced, and are managed by an online facilitator who leads the online discussions and is available to answer any questions about the course content. You will have a 2-week instructional period at the beginning of the course within which you will complete the required elements of the course. You will have access to the course content for one additional week following the instructional period.

Number of Hours to Complete Course: 6

This course is part of an online certificate:

- Certificate in Hospitality Management
- Certificate in Leading Customer-Focused Teams
- Master Certificate in Hospitality Management
- Master Certificate in Foodservice Management

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