

CBM CERTIFIED BRANCH M ANAGER

Values and Personal Styles

Listening, Body Language, Giving Feedback, and Dealing with Difficult People

Conflict and Motivation

Delegation, Understanding Organizational Culture and Subculture

The Experience of Being a Manager

Performance Management

Effective Communication

Understanding and Appreciating Situational Leadership: The Art of Influencing Others

Creating a Motivational Climate

Communication and the New Workplace

Understanding Perception, Self-concept and Expressing Emotions

Using Listening and Feedback Skills to Build High-Performance Work Relationships

Motivate others in the face of uncertainty of change

Financial statement and accounting