![CMI Bitesize logo]

Micro-learning online programmes

FOR MANAGERS

SUSSEX BUSINESS SCHOOL

AIM HIGHER, GET FURTHER.

ABOUT BITESIZE

Bitesize are innovative series of practical online programmes which cater to the growing demand for micro-learning

DESIGNED FOR

Programmes are designed to equip learners with the skills and knowledge they need to support them in a current role and in career progression. Mapped against the CMI Professional Standards and Level 5 qualification learning outcomes, this mix of practical tools, case studies, checklists, videos and real world insights will give learners a better understanding of the topic.

HOW MUCH DOES IT COST

CMI Bitesize Series

£100 per programme in any series including three months CMI Membership

Learners may choose to complete one or any combination of multiple programmes in any series.

Please visit our website for special offers and to purchase any course.

BENEFITS FOR LEARNERS

- Bitesize courses are vailable on any type of device – whenever, wherever
- Completely flexible to suit your own needs
- Certificate of Recognition on completion to showcase your skills
- Three month's subscription included – access CMI's exclusive benefits and resources
- Eligible for Foundation Chartered Manager
- Opportunity to 'top-up' to Level 5 qualification in Management and Leadership

BENEFITS FOR ORGANISATIONS

- Ready-made programmes, delivered standalone or as part of a wider programme
- Addresses topical Management & Leadership challenges and skills for the future
- Caters to the growing demand for micro-learning
- Aligned to our Professional Standard and Level 5 qualifications
- Access CMI's full suite of resources, such as ManagementDirect

Each of these areas include three programme options to choose from for high impact virtual micro-learning for maximum output.

1. **Managing Change**

2. **Managing Equality**

3. **Leadership in the Digital Age**

4. **Conflict Resolution**

5. **Data Driven Decision Making**

6. **Project Management**

TOP UP TO FULL QUALIFICATION

On completion of each programme
learners will receive a CMI Certificate of Achievement that evidences their Continuing Professional Development.

Upon completion of all the CMI Bitesize programmes, the learner can complete an optional, final assessment to gain a Level 5 in Management and Leadership, putting them on the road to gaining additional qualifications and Chartered Manager status.

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Managing
Change

Programme 1:
Why Change Happens

This programme aims to give you, the learner, a deeper understanding of how to approach, discuss and action changes in your work environment.

INTRODUCTION TO PROGRAMME

1. What is meant by change management?

ACTIVITY 1

2. What is PESTLE? PESTLE analysis

ACTIVITY 2

3. Internal factors that drive the need to change in organisations Force field analysis

ACTIVITY 3

4. What is the potential impact of change within an organisation?

ACTIVITY 4

CONCLUDING SUMMARY

Managing Change

Programme 2:
Approaches to Change

This programme will outline several of the various models of change management available, talk through the steps and give a thorough understanding of how these models can be used to understand your own situation.

INTRODUCTION TO PROGRAMME

1. Models for managing change
   Exploring the theory
   Kotter's 8-step change model
   Kubler Ross change curve explained

2. Reflecting on the theory
   ACTIVITY 1

3. The role of leadership in change
   Situational leadership
   Action centred leadership
   ACTIVITY 2

4. Engaging stakeholders in change
   ACTIVITY 3

CONCLUDING SUMMARY

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Managing Change

Programme 3:
Initiating & Planning Change

This programme aims to outline the practical approaches to initiate, plan and manage change in your organisation.

INTRODUCTION TO PROGRAMME

1. The rationale for change

ACTIVITY 1

2. Planning for change
   Beckhard-Harris change equation
   Stakeholders - analysing power and interest
   Porter's five forces
3. Implementing and monitoring change
   Executing change
4. Overcoming risks and barriers
   Managing project risk

5. Communicating change
6. Supporting others through change

ACTIVITY 2

7. Monitoring impact of change
8. Sustaining change

ACTIVITY 3

CONCLUDING SUMMARY

Managing Equality, Diversity and Inclusion

Programme 1:
Legal & Organisational Approaches

This programme aims to give you, the learner, a deeper understanding of the impact of legislative requirements, justify the business case and approaches to promoting ED&I.

INTRODUCTION TO PROGRAMME

Defining equality, diversity and inclusion
The concept of equality, diversity and inclusion
1. The impact of legislative requirements on ED&I
   Actionable change
   The protected characteristics
   Legal requirements

ACTIVITY 1

2. The business case for equality
   Harnessing emotions and cultural movements
   Overcoming diversity sceptics

ACTIVITY 2

3. Promoting ED&I to staff and stakeholders

ACTIVITY 3

CONCLUDING SUMMARY

Managing Equality, Diversity and Inclusion

Programme 2:
Role and Responsibilities of a Manager

This programme is designed to enable you to gain an awareness of what is expected of managers in terms of workplace ED&I.

INTRODUCTION TO PROGRAMME

Defining equality, diversity and inclusion
Equality, diversity and inclusion in the workplace
The value of diverse teams
1. The role and responsibilities of a manager
Action for leaders

ACTIVITY 1

2. Language and behaviours of a manager
Managing difference
Signature traits
Challenging exclusion
Contingency planning

ACTIVITY 2

3. Leadership styles
Action centred leadership
Situational leadership

ACTIVITY 3

4. Managing individuals and teams commitment
Challenging inappropriate behaviour
Unconscious bias

ACTIVITY 4

CONCLUDING SUMMARY

CMI BITESIZE

Managing Equality, Diversity and Inclusion

Programme 3:
Develop and Implement Plans and Reports

This programme aims to outline the practical approaches to develop and implement plans and reports to support ED&I within an organisation.

INTRODUCTION TO PROGRAMME

Defining equality, diversity and inclusion
Championing equality, diversity and inclusion
1. Developing a plan
   Equality impact assessment
   Effective action planning

ACTIVITY 1

2. Benchmarking as a technique
   Data and information

ACTIVITY 2

3. Implementing a plan
   Stakeholders - analysing power and interest

ACTIVITY 3

4. Measuring outcomes against targets
   Reporting results to staff and stakeholders

ACTIVITY 4

CONCLUDING SUMMARY

Leading in a Digital Age

Programme 1:
Approaches to Managing and Leading Teams in a Digital Age

The aim of this programme is to equip managers with an understanding of the practical approaches to leading and managing teams effectively in a digital age.

INTRODUCTION TO PROGRAMME

1. How to lead a team
2. Models for leadership in a digital age

ACTIVITY 1

3. Practical approaches for managing and leading teams in a digital age. Understanding empathy

4. Interpersonal skills for managing and leading teams in a digital age Benefits of delegation

ACTIVITY 2

5. Role of communication in leadership

ACTIVITY 3

CONCLUDING SUMMARY

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Leading in a Digital Age

Programme 2:

Equipping High Performing Teams with the Right Skills and Experience

The aim of this programme is to explore different skills and experiences often found in high performing teams, establishing how capabilities can be assessed and the different learning and development activities we can undertake to build successful teams.

INTRODUCTION TO PROGRAMME

1. What makes a high performing team?

ACTIVITY 1

2. Skills for the digital age
   Talent management
3. Assessing knowledge and skills
4. Selecting the right learning and development activities

ACTIVITY 2

5. Coaching for development
   Coaching with GROW
6. Harnessing technology for development

ACTIVITY 3

CONCLUDING SUMMARY

Leading in a Digital Age

Programme 3:
Managing and Leading Hybrid Teams

The aim of this programme is to equip managers with an understanding of the practical steps required to monitor and meet the challenges of managing and leading hybrid teams.

INTRODUCTION TO PROGRAMME

1. How to manage and lead hybrid teams
2. Managing in new normal

ACTIVITY 1

3. Overcoming challenges leading hybrid teams
   Communication
   Motivating employees
4. Developing trust
   Trust building behaviours

ACTIVITY 2

5. Methods for monitoring and managing performance
   Conducting performance appraisals
   Objective versus subjective feedback
6. Seeking feedback from others
7. Giving constructive feedback
8. Best practice for supporting hybrid teams

ACTIVITY 3

CONCLUDING SUMMARY

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Conflict Resolution

Programme 1:
What is Conflict?

This programme will equip the learner to understand the types and causes, stages and impact of conflict within an organisation, so that you can identify the best way to approach a scenario when it arises.

INTRODUCTION TO PROGRAMME

1. Conflict in the workplace
2. Types of conflict

ACTIVITY 1

3. Managing conflict virtually
4. Stages of conflict
   Conflict - causes, symptoms and cures

ACTIVITY 2

5. Impact of conflict on organisational performance
6. What can dysfunctional conflict lead to?

ACTIVITY 3

CONCLUDING SUMMARY

Conflict Resolution

Programme 2:
Resolving Conflict in the Workplace

In this programme, we will be exploiting how to investigate and resolve conflict in the workplace - from formal to informal methods, and what to do if conflict cannot be resolved.

INTRODUCTION TO PROGRAMME

1. Why is is important to investigate conflict
2. Methods to resolve conflict
   Informal
   Formal

4. A zero tolerance policy
5. Undertaking a disciplinary interview
   Discipline and the manager's role
6. Whistleblowing

ACTIVITY 1

3. Organisational procedures for conflict resolution
   Grievance and the manager's role

ACTIVITY 2

7. Conflict situations - minor or major?

ACTIVITY 3

CONCLUDING SUMMARY

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Conflict
Resolution

Programme 3:
Knowledge, Skills and Behaviours
for Managing Conflict

This programme aims to outline the key knowledge and skills you
may need in the workplace to overcome conflict.

INTRODUCTION TO PROGRAMME

1. A leader's role in managing conflict

ACTIVITY 1

3. Having difficult conversations
4. Approaches to resolving conflict
5. Conflict mode - Thomas and Kilmann

2. Skills you'll need for conflict management

ACTIVITY 2

ACTIVITY 3

CONCLUDING SUMMARY

Data Driven Decision Making

With data and information volumes increasing at unprecedented levels, the ability to interpret, use and harness 'Big Data' can become an organisational challenge. The aim of this series is to equip the learner with an understanding of the purpose and practices of interpreting, managing and presenting business data to inform decision making.

The programmes within this series are:

Programme 1: The Use of Data and Information in Decision Making

Programme 2: Interpret Data and Information to Support Decision Making

Programme 3: Present data and Information Used for Decision Making

Project
Management

The ability to manage projects is a vital skill for all managers. Focussing on the knowledge and skills required to manage projects successfully and overcome problems and challenges, this series supports the learner to evaluate the methods and tools for planning tasks and activities, build stakeholder relationships, manage resources and risk, monitor progress and report on outcomes.

The programmes within this series are:

Programme 1: Understand the Role of Projects in Delivering Organisational Strategy

Programme 2: Processes for Initiating, Planning and Managing Projects

Programme 3: Understand the Factors which Contribute to Effective Project Management

ANY QUESTIONS?

Our dedicated onboarding team are standing by to assist you

WAYS TO GET IN TOUCH

We will be pleased to help you tailor your own programme of learning and answer any queries you may have.

Call us: +44 (0) 1424 551 066
Email us: hello@sussexbusinessschool.com

Have a quick question and need a quick response?

Reach out on Twitter: @SbsSussex

WHAT DRIVES US

FREE PERSONALISED LEARNING PLAN

Complete and send the career assessment questionnaire below to receive your free personalised career advice and learning plan to meet your career and professional development objectives. Our team will be in touch once we receive and analyse your information. Start here.

CHOOSE YOUR FUTURE

SPEAK TO A COURSE SPECIALIST

Book a free, no-obligation telephone or Zoom consultation with our Onboarding Manager. If you prefer Zoom or are not based in the UK please add your Zoom account email address and a note that you would like a zoom call to *Any other questions area of the form. Click here to book your slot.