Deliverables for Professional Development

After completion of the Professional Development Course, MBA students will have the knowledge and skills to be able to:

Communication/Effective Listening

- Produce and deliver graduate level individual and team public presentations
  - Power Point
  - Case Competition preparation
  - Filmed and critiqued
- Use and be familiar with appropriate methods of business communications
  - Written: Letter, memo, and invites
  - E-mail – Cut the “Lol” and “TTYL” and do it right
  - Best time and presentation of a “Thank You”
  - Phone
  - The right time to use the best method
- Demonstrate strong verbal and non-verbal communications
  - Give oral presentations
  - Produce various communications pieces or examples
  - Importance of posture and body language in relaying confidence and knowledge
- Understand the importance and characteristics of confidence and assertiveness
  - Vocabulary
  - Posture
  - Delivery of Ideas
- Engage in critical listening and understand its advantages
  - Exercises from class activities
- Construct effective message strategies for the workplace
  - Hierarchy
  - Timing of message
  - Method of delivery
    - Direct/indirect
    - Private/Public
    - Carbon Copies/Blind Carbons
    - As a campaign over time
Interview Skills

- Demonstrate business vocabulary fluency
  - Mock Interviews
  - Verbal Resume
- Display strong visual presence in the interview setting
  - Business Attire
  - Posture
  - Expressions
- Understand various employer perspectives and expectations
  - Personal feedback from Recruiters
  - Skills necessary for a position or company
  - Company knowledge
  - Managerial level hire, so be managerial
- Answer questions from various interview models
  - Direct
  - Behavioral
  - Hypothetical
  - Case
- Create a graduate level interview response strategy including use of examples and positive personal contributions
  - Skills that must be covered
  - Institutional knowledge
  - Experiences from personal perspective
  - Strengths and Roles
- Conduct thorough interview preparation including company and personnel research
  - Industry Research – key issues, trends and competitors
  - Organizational Research – history/milestones, hierarchy, and culture
  - Alumni and Friends connections
  - Select best personal story examples
  - Contact current employees
Interpersonal Interaction

- Articulate positive personal work tendencies, strengths and skill sets
  - Use SOI and other tools to prepare best map of yourself as a team member and leader in given situations
- Understand and appreciate a variety of personality and work styles to maximize human resources as a leader or team member
  - Use SOI and other instruments to understand roles others play in group and leadership situations
  - Identify traits exhibited in various styles
  - E.Q. Development
- Facilitate effective team meetings
  - Agendas
  - Goals
  - Time management
  - Morale / Focus
- Provide and receive positive feedback and constructive criticism
  - To peers
  - To supervisors
  - From peers
  - From supervisors
- Understand and appreciate organizational hierarchy
  - Political implications
  - Historical perspective
  - Opportunity for growth
- Display knowledge of gender/race/cultural issues important to teamwork
  - How to act and react in various situations
  - How to deal with anecdotal situations as a supervisor
  - Events and experiences – Attend or read about cultural events.
- Engage in various conflict resolution approaches
  - Avoidance
  - Directness
  - Mediation
  - Contracts
  - Diplomacy
  - Consensus
Networking

- Appreciate the necessity of networking for organizational and personal success and opportunity development
  - Opportunities
  - Pathways
  - Exponential Growth
- Engage other individuals for purpose of introduction to a third party
- Develop database/tracking system for managing contact information
  - Card Holders
  - Databases
  - Calendars
- Seek organizational membership for network enhancement
  - Discuss types of organizations
  - Progression into leadership in organizations and their benefits
- Develop best practices for regular maintenance of network
  - Calendars
  - “Form” correspondence
- Engage appropriate sections of network for special purposes
  - Not everyone needs to be contacted each time
  - Not everyone should know your plans
  - Certain people are of help, some are not
  - In certain cases, start with “more accessible” people and then work your way up
- Practice “event” related conversation strategies such as entering and exiting discussions
  - Cocktail parties, dinners, social only, work related, golf etc…
- Deliver a concise and pointed career goals statement
  - Know who you are
  - Know what you want
  - Know what you need