



# HARVARD ManageMentor®

Budgeting  
Coaching  
Decision Making  
Delegating  
Difficult Interactions  
Feedback Essentials  
Goal Setting  
Leading People  
Managing your Boss  
Meeting Management  
Project Management  
Strategic Thinking

*If you're interested in participating in HDC's Harvard ManageMentor offer, or you'd like more information for a staff member, please contact Loren Tierney, at [loren@housingconsortium.org](mailto:loren@housingconsortium.org)*

*This program brought to you by:*

## HDC LEARNS

*Learning, Education, Aptitude,  
Race & Equity, Network, and Support*



HOUSING  
DEVELOPMENT  
consortium

## Harvard ManageMentor offers instant practical help.

This easy-to-use online reference tool, *exclusive for HDC members*, provides information on 12 topics fundamental to your professional success.

Harvard ManageMentor delivers practical information to help existing, new, and aspiring managers, at all levels in an organization, do their job more efficiently and effectively.

## Zero in on the skills you need to succeed today.

Each online topic offers immediately applicable tools and advice for dealing with specific management issues.

### Each topic/course includes:

- Performance goals
- Videos
- Tools, handouts, & discussions guides
- Articles
- Hosted Conversation Cafes

***To be completed at your own pace, with 12 months access to all 12 topics.***

HDC is partnering with Harvard Business School to bring the online learning program Harvard ManageMentor to HDC membership. HDC has secured 25-50 licenses for HDC member staff and has identified up to 12 topics available for each license. Proposed/Possible topics and performance goals include:

## Budgeting

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- Linking budgeting to strategy and planning
- Developing an operating budget and preparing a capital budget
- Understanding sensitivity analysis and variance
- Linking budgeting to strategy and planning

## Coaching

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- Managing the coaching process: prepare for and conduct effective coaching
- Listening and questioning effectively in a coaching dialog
- Giving effective feedback during coaching in a coach-friendly environment

## Decision Making

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- Creating the right context and identifying objectives for the decision you are making
- Anticipating and avoiding decision-making challenges
- Generating and evaluating alternatives for a decision
- Communicating and implementing the decision

## Delegating

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- Preparing to delegate: determine what to delegate and to whom to delegate to
- Communicating the assignment and secure commitment to work
- Monitoring and supporting your direct report's delegated work

## Difficult Interactions

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- Deciding whether to address conflict
- Assessing the facts and addressing emotion
- Solving the problem and managing conflict between employees

## Feedback Essentials

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- Giving effective and customized feedback
- Creating a supportive environment that encourages feedback
- Seeking feedback to improve your performance

## Goal Setting

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- Developing unit and employee goals
- Fostering successful goal achievement and goal evaluation

## Leading People

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- Defining and communicating your vision
- Building trust in your leadership
- Cultivating emotional intelligence
- Motivating others to achieve your vision, and adopting a global mindset

## Managing Your Boss

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- Developing strategies for understanding and interacting effectively with your boss
- Building a strong partnership and communicating effectively with your boss
- Managing a bad boss

## Meeting Management

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- Preparing and conducting a meeting
- Using intervention techniques to address meeting obstacles
- Ending a meeting appropriately and ensuring action is taken

## Project Management

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- Establishing project scope and objectives
- Developing a realistic project schedule and budget
- Building an effective team
- Assessing and managing project risk
- Keeping projects on track
- Communicating project progress and problems to stakeholders
- Evaluating project results and lessons learned

## Strategic Planning & Execution

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- Developing components of a strategic plan
- Developing detailed action plans that support your organization's strategy
- Managing the execution of strategic plans
- Evaluating and rewarding performance in executing action plans