



Managing Matters

What is Managing Matters?

Managing Matters is a management development program through which Training Services Division delivers classroom courses to management teams in individual DHMH units. It includes courses that focus on management knowledge and skills needed by new and experienced managers, courses that deal with common issues that management teams face, and courses that feature the best in current leadership and management thinking through prerecorded presentations from recognized experts.

What's in it for you as a manager?

- Your management team will learn together and therefore, be more effective in coaching and supporting each other when issues arise in your units that require management involvement.
- Your management team will have common management knowledge and language.
- The design of the courses enables your team to apply the content to your unique and current needs.
- Your management team can develop an ongoing relationship with Training Services Division.

How to begin Managing Matters in your Unit?

- Make a commitment to the development of your management team and ensure that at the entire management team will attend any courses that you request.
- Provide a room at your facility that could accommodate the number who would attend.
- Look at the following courses and choose one that you would like to bring to your management team first. (See [Course Descriptions](#))

Management Knowledge & Skills	Common Management Issues	Trending Leadership & Management Topics (current titles)
Your Management Role	Everything DiSC Management	Click here for Current Titles
Communication Skills & Positive Attitude	Change in the Workplace	
Lead & Develop Your Team	Conflict Management	
Emotional Intelligence		

- Complete a [Special Request Form](#) and check the item that says “Begin the onsite Managing Matters Program for my management team.” You will need to indicate the top two courses with which you would like to begin the program and include your name, phone and email as the Team Leader.
- Send the form to susan.steele@maryland.gov. If you have any questions concerning the program you can email Susan Steele and let her know you are interested in discussing the program.