



## IATA Distance Learning Courses offered with Harvard ManageMentor

### Module Titles

HMM is divided into over 40 modules, each covering an essential management topic, as follows::

1. Budgeting
2. Business Case Development
3. Business Plan Development
4. Career Management
5. Change Management
6. Coaching
7. Crisis Management
8. Customer Focus
9. Decision Making
10. Delegating
11. Developing Employees
12. Difficult Interactions
13. Dismissing an Employee
14. Diversity
15. Ethics at Work
16. Feedback Essentials
17. Finance Essentials
18. Goal Setting
19. Global Collaboration
20. Hiring
21. Innovation & Creativity
22. Innovation Implementation
23. Laying Off Employees
24. Leading & Motivating
25. Managing Upward
26. Marketing Essentials
27. Meeting Management
28. Negotiating
29. New Manager Transitions
30. Performance Appraisals
31. Performance Measurement
32. Persuading Others
33. Process Improvement
34. Project Management
35. Retaining Employees
36. Strategic Thinking
37. Strategy Execution
38. Presentation Skills
39. Stress Management
40. Team Leadership
41. Team Management
42. Time Management
43. Writing Skills
44. Virtual Teams