

WELCOME TO HARVARD MANAGEMENTOR

This user guide provides a quick overview of how to get started and use Harvard ManageMentor.

OVERVIEW

Harvard ManageMentor helps you learn critical management skills that you can put to use immediately. Each of Harvard ManageMentor's topics provides you with a variety of opportunities for learning key concepts, assessing and practicing your skills, and applying and sharing the knowledge you have gained.

Harvard ManageMentor is divided into topics listed on the home page. From the home page, browse topics alphabetically, by category, or by role.

Each topic is divided into the sections listed below. Links to these sections appear on the left of your screen upon entering the topic through the Get Started button of the topic homepage.

- **GET STARTED:** Review the topic objectives, topic completion criteria, and What Would You Do—a short scenario that introduces the topic.
- **LEARN:** Engage in interactive learning activities, gain insights from experts, and learn key concepts.
- **PRACTICE:** The scenario activity and check your knowledge provides immediate feedback so you can practice new skills and assess your understanding.
- **APPLY:** Access Steps, Tips, and Tools to put to immediate use in your workplace.
- **DEVELOP OTHERS:** Access grab-and-go resources to educate and teach others. Lead a discussion, share an idea, or start a group project.
- **ASSESS:** Some organizations may include a Post-Assessment and Impact Survey to measure your understanding and intent to apply new knowledge to your job.
- **EXPLORE FURTHER:** Download timely and relevant Harvard Business Review articles and cases to continue your learning or generate discussion.

As you progress through a topic, you can also:

- Ask questions and join discussions with your peers inside the Forum
- Comment on and recommend your favorite topic pages
- Easily share content with colleagues using the e-mail tool
- View your progress from any page within Harvard ManageMentor by using My HMM
- Search to quickly find and get to the content you want

The following pages provide a more complete view of Harvard ManageMentor's structure and what you can discover throughout your experience.

PROGRAM NAVIGATION

Navigating through Harvard ManageMentor is an easy point-and-click process. Harvard ManageMentor will load within your web browser or company’s learning management system (LMS). Most navigation takes place within the web pages, except for the occasional use of your internet browser’s Back button.

HOME PAGE

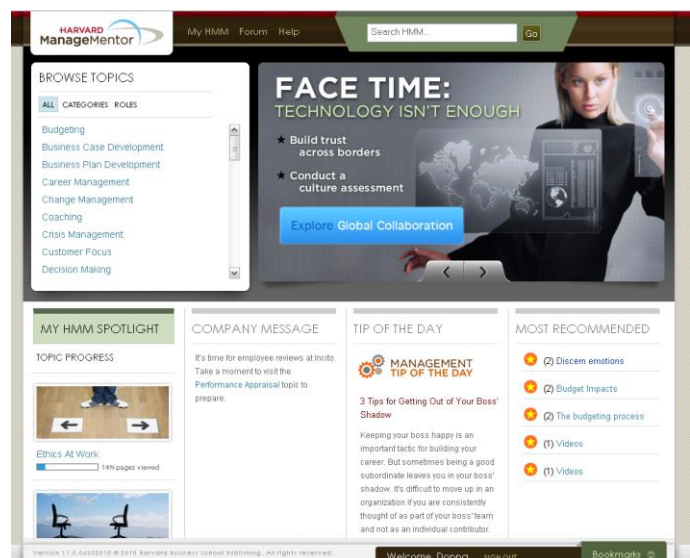
If you logged into Harvard ManageMentor through the sign-in page, the first screen you will see after logging in is the Harvard ManageMentor Home Page.

BROWSE TOPICS

On the Home Page, you’ll immediately notice the Browse Topics window in the upper left of your screen. Here you can access each topic contained in Harvard ManageMentor—sorted alphabetically, by category, or by role. Note: some organizations may choose to turn off the browse by category or role functions—if you do not see these options, this is likely the case.

FEATURED CONTENT

To the right of Browse Topics, you’ll see an area that highlights several featured topics, with brief descriptions of key content. You can rotate through these featured topics manually by clicking the arrows below each image.

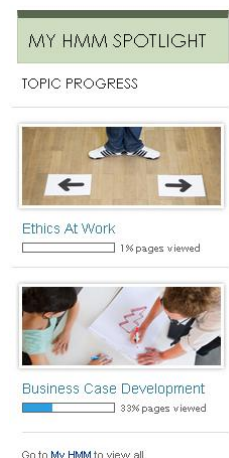


WIDGETS

The area across the bottom of the Home Page displays widgets, or configurable content. Widgets provide different types of content to enhance your Harvard ManageMentor experience. Your organization chooses which widgets are displayed.

The first widget you’ll see on the left is My HMM Spotlight. It provides a snapshot, or dashboard, of your most recent topic progress.

To the right of My HMM Spotlight are three additional widgets. Exactly which widgets appear on the Home Page of your Harvard ManageMentor product will vary depending on the selections your organization has made.



Several different widgets are available for Harvard ManageMentor—including widgets that display live information, opportunities for interaction with your colleagues and peers, and expert news and content. Among the widgets you may find here are:

- Live Feeds (RSS)
- New to HMM?
- Tip of the Day
- Company Message
- Company Links
- Company Poll
- Content Spotlight
- Recent Forum Posts
- Most Recommended

GLOBAL FEATURES & NAVIGATION

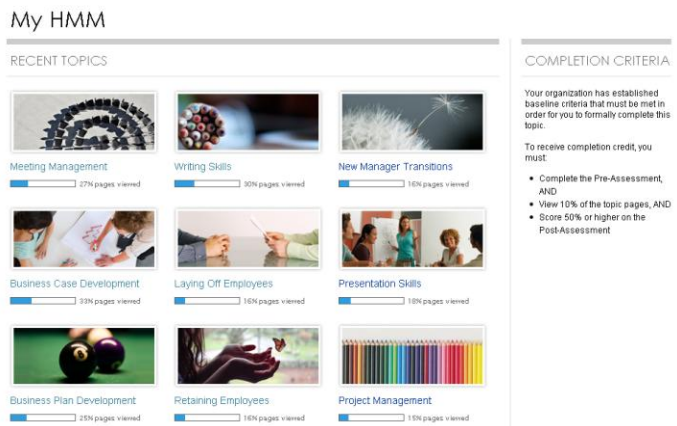
In addition to Browse Topics, Featured Topics, and Widgets, you’ll also see that the home page contains header and footer navigation bars at the top and bottom of the screen respectively. This navigation is global, which means that it will persist throughout your Harvard ManageMentor experience and appear throughout the product. Please note that you can return to the Home Page at any time by clicking the Harvard ManageMentor logo in the header navigation bar.

The following features can be accessed using these navigation bars from anywhere within Harvard ManageMentor:

My HMM

Visit My HMM to access topics you have begun. The topics are displayed chronologically, so you can easily see which topic you most recently visited.

The progress bar illustrates the percentage of pages you have visited in a topic. A checkmark in place of the progress bar indicates that you’ve completed the topic.



If your organization provides certificates upon completion of Harvard ManageMentor topics, you can find them here. You will also see any criteria your organization has set for completing topics in Harvard ManageMentor.

FORUM

Looking to ask questions, get answers, or connect with colleagues across your organization? Try out the Forums. The forum is organized into “boards” that cover a topic or group of closely related topics. Boards are further organized by category on the left.

Inside the Forum, you can create a new post to ask a question or kick off a discussion, reply to posts others have started, or search the Forum to find a specific discussion or post.

To create a new post, simply click on the Create a New Post button. This will bring up a window for you to enter the post. Select the board where you want the post to appear, create a title, and write the text of your post. When you are ready, click the Create New Post button in the window and your post will appear.

Forum



Ask. Answer. Engage. Harvard ManageMentor Forum is a place for you to ask questions, get answers, and share your experiences. The Forum is private to your organization, so reach out to your colleagues for advice, connect with others in similar situations, and tap into the collective wisdom of your community.

[Posting guidelines](#)

Create a new post

Search the Forum...

Go

HELP

Click the Help button to access tutorials on Harvard ManageMentor. Take the Product Tour to get a quick overview of Harvard ManageMentor. To learn more about a specific feature, watch a tutorial. Help is also the area where you can provide feedback to your organization or product feedback to Harvard Business Publishing.

SEARCH

To use Search, simply type in a keyword or phrase in the search box and click Go. Your search results will display the most relevant content first. Easily identify types of content—such as tools, articles, and videos—by the icons next to the results. Topic results include the ability to go directly to the Quick Path of the topic, or to listen to HMM in Brief, a six to eight minute audio summary. You can filter your results using the refine results box on the left.

SIGNOUT

At the lower right of your screen, you'll see your username and the Signout button. Clicking this will sign you out of Harvard ManageMentor and return you to the login screen. Your progress will be saved.

BOOKMARKS

In the green box to the right of your username, you'll find the bookmarks button. To bookmark a page in Harvard ManageMentor to visit later, click this bookmarks button and then click "add this page to bookmarks". A link with the page's title will be added here and be available each time you log in to Harvard ManageMentor. Simply click the link to visit that page. Easily clear all your bookmarks or delete pages individually by clicking the 'x' next to the page title.

TOPIC HOME PAGE

After clicking on a topic under Browse Topics on the Home Page, you'll be brought to that topic's home page. **Note:** you can return to this page from *within* a topic by clicking "Topic Home" on the upper right of any screen inside of a topic.

On this page, you'll find:

GET STARTED

Click on Get Started to experience the complete topic and all associated content.

SHORTCUTS

If you are pressed for time, consider using one of the shortcuts. Note: each shortcut will launch in a new window—once the shortcut has launched, navigate inside the window the same way as for the full topic.

- **QUICK PATH**

The Quick Path is a twenty minute overview of the topic's most essential points.

- **TASKS**

If you want to develop a specific skill, try selecting a task in the drop down menu. The task will walk you through the key information you need.

- **AUDIO**

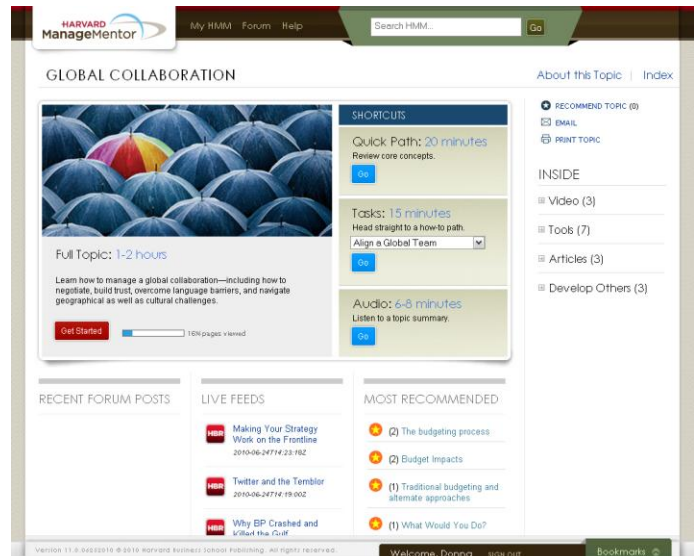
If you are on the go, consider downloading the mp3 audio file to your desktop or mobile device. The audio files highlight key concepts from the topic in 6- 8 minutes. You can also listen directly from your computer.

WIDGETS

You will find that widgets also appear on the topic home pages. These widgets may be the same widgets that you saw on the main home page or different widgets. If a widget appears on a topic home page, its content will be related to that topic whenever possible.

ABOUT THIS TOPIC

This section provides a short biography of each topic's mentor, the subject matter expert who advised Harvard Business Publishing on the content. It also displays a list of the resources used to develop the topic.



PRINT TOPIC

To print an entire topic, use the Print link in the right sidebar of the topic home page. You can choose to print either the page you are on, or the full topic. You may also print from within a topic using the same method.

INSIDE

Inside provides quick access to video, tools, and articles. Click to expand the list and explore some of the most valued content in Harvard ManageMentor.

THE FULL TOPIC

Whether Harvard ManageMentor is a learning resource available to you on-demand, or part of training in your organization, the experience is designed to provide content that is engaging, actionable, and relevant.

Going through a Harvard ManageMentor topic is easy. You can navigate using the left navigation menu, expanding and clicking to the pages you'd like. Or, you can simply click the previous or next buttons at the bottom of each page.

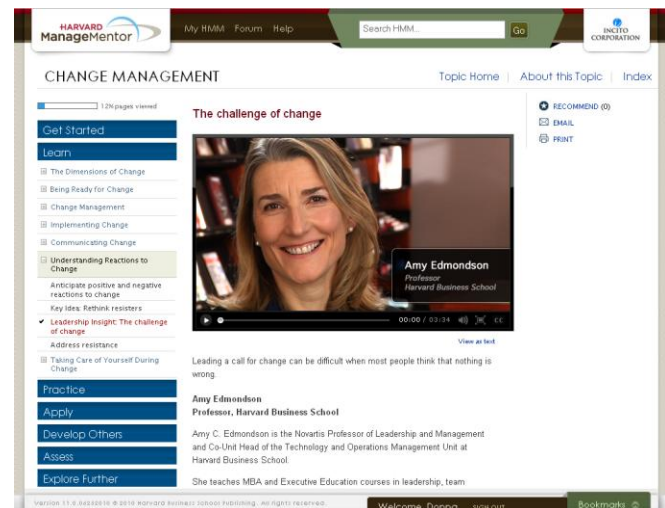
The descriptions below provide more detail on what you'll find in Harvard ManageMentor:

GET STARTED

This section sets up the topic with a brief scenario titled "What Would You Do?" and then provides you with an overview of the topic's learning objectives, completion criteria, and a pre-assessment to check your baseline knowledge of the topic.

COMPLETION CRITERIA

Your company may have criteria for completing your learning. It is important to understand your organization's completion criteria for Harvard ManageMentor before taking any assessments. Completion criteria typically involve some combination of pages visited, taking the pre-assessment, and successfully completing the post-assessment. Upon completion, you may have the option to print a certificate of completion from My HMM.



USING LEARN

In Learn, you'll be presented with the key concepts about the topic. Experience the content by reading, watching animated Key Ideas, trying out interactive activities, and viewing Leadership Insights from renowned experts.

USING PRACTICE

In Practice, you'll find interactive exercises so you can practice what you've learned. These exercises are self-checks only; your answers here will not be used to evaluate your performance in the topic.

- **SCENARIO**

Each topic has a unique scenario for you to evaluate. Click on the Play symbol to begin the interactive scenario.

After you have watched (or read) the scenario, reveal a question by clicking on the arrow. Select an answer by clicking on the bullets below it. Feedback about your choice will appear on the right side of the answer choices. Rollover the other choices to read additional feedback. Click the Next button to proceed to the next question. Upon finishing all questions, a conclusion to the scenario displays.

- **CHECK YOUR KNOWLEDGE**

Check Your Knowledge is an activity to help you assess for yourself how well you comprehend the key concepts. Click the button next to the correct answer choice. After you have read the feedback, explore the other choices. *Note: Your first selection will be used in tallying your score.*

COLLABORATION COMPONENTS

Throughout Harvard ManageMentor you'll have the opportunity to connect with your peers using the following tools:

COMMENTS

Want to react to, or discuss something you have experienced in Harvard ManageMentor? Leave a comment and start a dialogue with your colleagues. At the bottom of each topic page, type in your comment, and click "Add comment". Note: your username will appear next to the comment; once you leave a comment, you can't delete it.

RECOMMEND

Found a page or completed a topic that you think is really useful and relevant?

To recommend it, roll over 'recommend' in the upper right of the screen and click. The number of times a page has been recommended appears in parentheses.

EMAIL

Have a page you would like to share with a colleague? Click EMAIL and your default mail program will open. The message will include a path to the page you want to share.

POLLS

Throughout the product you'll find polls that ask for your input on key topic concepts. Share your own perspective and then see how your colleagues responded.

FORUM

At any time, visit the Forum to ask questions and join discussions with your colleagues. Find yourself commenting a lot on a topic? Consider starting a discussion thread in that topic's forum! You can always reach the main Forum by clicking on "Forum" in the header navigation bar.

USING APPLY

In Apply, you will find Steps, Tips, and Tools that provide actionable ways to put your learning to immediate use. You may wish to print out the steps or tips for your reference. Download the electronic tools, open in a word processor or spreadsheet application, and fill them out or customize them for your use.

USING DEVELOP OTHERS

In Develop Others, you'll find easy to use, grab and go resources to educate and teach others. Download materials to help you lead a discussion, share an idea, or start a group project.

USING ASSESS

In Assess, you'll find a post-assessment and impact survey tools. Your organization may decide to offer or require the Post-Assessment test as part of your completion criteria. The Post-Assessment is designed to measure your understanding of a topic, and may be compared to a pre-assessment score. Please note that you may take the Post-Assessment multiple times if desired—only the scores from your first and last attempts (and the number attempts you made) will be recorded.

If enabled, the Impact Survey polls you on your plans to put your learning into practice—this helps capture information on how effective and practical your learning has been.

USING EXPLORE FURTHER

In Explore Further, you'll find additional resources to help you continue your learning such as articles and live feeds related to the topic.

HELP AND FEEDBACK

This guide has provided a quick overview of the features and content in Harvard ManageMentor. For additional help with using Harvard ManageMentor or to provide feedback on your experience, follow the instructions below:

HOW TO GET HELP

Looking for technical support? Please direct troubleshooting questions to your company's help desk or system administrator.

HOW TO GIVE FEEDBACK

Harvard Business Publishing is committed to continuous learning and improvement and welcomes suggestions and reactions from you. To provide feedback about Harvard ManageMentor, visit Help and click Product Feedback. Enter your comments and click E-mail Feedback.