

GREAT MANAGERS DESERVE MORE THAN ONE-AND-DONE TRAINING

Effective leadership is a competitive advantage, but too many organizations are falling short. According to SHRM research, **1 in 3** workers report their manager lacks the ability to effectively lead a team.

The impact of this gap is clear: Employees with highly effective managers are nearly **twice** as likely to feel satisfied and fulfilled in their role and to experience a strong sense of belonging at work, which are all key drivers of performance, retention, and culture. The business case is undeniable: Companies that foster effective management and employee engagement see profit margins rise by as much as **25%**.

Closing this leadership gap takes more than a single workshop or seminar. With **58%** of managers reporting they've never received formal training and **60%** of new managers failing within two years, organizations need a development approach that goes beyond quick fixes and one-time training.



6-12 months: New managers experience a steep learning curve and struggle with skill gaps and increased stress.

During first 24 months:
60% of new managers fail.

24 months

46% of new managers say they'll likely quit their job within the next 12 months because they're experiencing too much work-related stress.

POOR LEADERSHIP IS A PRICEY PROBLEM

The cost of poor people management adds up quickly through missed targets, high turnover, and disengaged teams. It's one of the most preventable threats to a company's financial health and future growth.

\$223B

Amount lost by U.S. organizations in the past five years due to employee turnover.

90%-200%
of an employee's annual salary

The cost of replacing people managers when factoring in additional training, onboarding, and lost productivity.

28%

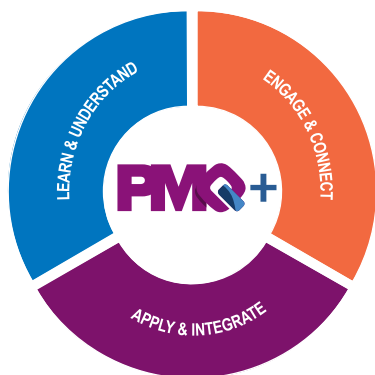
Amount of HR professionals' time spent on addressing problems caused by poor people managers.



SHRM PEOPLE MANAGER QUALIFICATION + PROFESSIONAL MENTORSHIP

SHRM's People Manager Qualification paired with one-on-one professional mentorship (PMQ+) is an immersive program that equips people managers with the skills and support they need to lead effectively, foster transparency, and inspire their teams.

The self-paced online course builds foundational competencies in the areas that matter most — communication, performance management, situational judgment, and team leadership — while live, interactive cohort sessions create opportunities for shared learning and problem-solving. The experience is anchored by year-long access to a personal mentor, offering guidance, accountability, and encouragement to help managers apply what they learn, overcome challenges, and drive lasting impact.



PMQ Online Course

Practical, high-impact leadership training for front-line managers.

PMQ Cohort Sessions

Four peer group sessions offer community and a chance to dive deeper with other people managers.

Professional Mentoring

On-demand, real-time guidance for a full year. One-on-one personalized mentors, accountability buddies, and support to navigate challenges with confidence.

Optional Monthly Leadership Webinars for 1 Year

THE PMQ+ DIFFERENCE

Today's managers need more than a playbook. They need ongoing development that sticks. This program delivers sustained personalized development to help managers grow through real-world challenges, supported by expert mentors and a strong peer network.



ONE-ON-ONE PERSONALIZED MENTORSHIP

Personalized mentor matching by industry, guided by a mentor concierge, and tailored sessions that embed your organization's strategy and leadership priorities into every interaction.



SUPPORT NAVIGATING CHALLENGES

On-demand guidance to help managers navigate real-time challenges such as conflict management and workplace incivility.



1 YEAR OF CONTINUOUS LEARNING & SUPPORT

SHRM Corporate Membership, monthly leadership webinars, and mentorship that extends to family members together deliver a year of learning and support beyond the workplace.



OPPORTUNITIES FOR NETWORKING

Cohort sessions designed to build a professional network of support for people managers.

REAL RESULTS, REAL IMPACT

This program doesn't just promise impact; it delivers. Here's what participants and organizations are achieving:

90%

of participants say the program is helpful for learning about people management.

87%

overall satisfaction rate from those who completed PMQ.

87%

of participants feel they have gained confidence and are ready to manage a team.

86%

of learners found the PMQ program very engaging.

A PMQ+ SUCCESS STORY

When Turf Masters, a regional lawn care company, set out to strengthen its front-line management team, its goals were clear: Boost manager confidence, reduce stress, improve job satisfaction, and ensure employees felt supported and valued. By enrolling in the PMQ+ program, team members gained the tools and insights they needed to achieve meaningful change and saw measurable results by the time the course was complete.



- **27% increase in ability to handle conflict.**
- **24% increase in ability to manage stress.**
- **17.5% increase in confidence to lead a team.**

"The PMQ+ program has already proven to be invaluable, and I am confident it will greatly support my growth in my leadership role and overall career."
— Landscaping and Lawn Care Field Manager with 7+ Years in Leadership

READY TO TAKE YOUR PEOPLE MANAGERS' SKILLS AND KNOWLEDGE TO THE NEXT LEVEL?
SCAN TO SPEAK TO A SHRM BUSINESS SPECIALIST ABOUT PMQ+.

