

# LEADERSHIP DEVELOPMENT CERTIFICATE

**Customized** Leadership Training designed to fit your supervisor's needs & schedules

## Flexible

- Choose classroom or online delivery
- Choose the order & number of modules
- Choose dates and times that work for you

## Targeted

- Choose specific training modules that suit your supervisor's & your company's needs

## Do supervisors in your organization...

- Resolve conflict positively?
- Delegate effectively?
- Give employee feedback that improves performance?
- Know how to bring out the best in their team?
- Effectively lead teams through change?

From hiring, leading projects, resolving conflict, setting goals and standards, and providing effective feedback, the Leadership Development Certificate at Keyano College, helps leaders successfully address their own wide range of management challenges.

## Certificate Requirements

In order to receive the Leadership Development Certificate, you must complete all 5 of the following 4 hour courses within one year in either scheduled classroom training at Keyano College, online or a combination of in-person/online ;

1. Essential Skills of Leadership
2. Essential Skills of Communicating
3. Providing Performance Feedback
4. Delegating
5. Communicating Up

Successful completion is determined by your participation and attendance.

**Fees** – each 4 hour course is \$199.00 + GST per person, per course, for either classroom training at Keyano College or online. You can register for the course(s) that meet your leadership needs in any order or register for the entire Leadership Development Certificate. Classroom training gives you interaction and networking from a skilled facilitator and your peers, while on-line training gives you the freedom to tailor your training needs to your busy schedule.

**Additional Value** - For no additional cost, as an on-line learner, you will have access to a virtual tutor to answer e-mail questions, suggest additional resources and assist you with your progress.

## How to register:

- Online training  
<http://www.seaconsultingonline.com/keyano.htm>
- **To schedule your customized training please call Nelda at 780-791-8942**

## Strategies for Leading Others:

**Essential Skills of Leadership** – enables your team leaders to direct their team toward shared goals to achieve the organization's strategic objectives.

You will learn how to;

- Work with team members in ways that maintain and enhance self-esteem
- Base discussions on performance, behaviour & work habits rather than personality or attitude
- Involve team members in goal setting, problem solving and decision making

**Essential Skills of Communicating** – enables leaders to develop effective communication skills aimed at the needs and interests of the listeners.

You will learn how to:

- Construct clear, concise messages in the interest of the receiver
- See communication as a two-way process
- Manage non-verbal behaviours to reinforce the intent of the message
- Create a climate of open communication

## Personal Leadership Power:

**Communicating Up** - team leaders can alert their managers to problems or opportunities by taking the initiative to provide them with focused information to assist them with their decision making.

You will learn how to:

- Frame communication from the manager's perspective
- Enter meetings with clear objectives
- Work with objectives and focus on benefits
- Ensure decisions are mutually understood

## Improving Individual Performance:

**Providing Performance Feedback** – establishes performance standards, solicits' team member's performance evaluations and establishes a summary evaluation that will be clear and credible to the individual.

You will learn how to;

- Base assessments on facts and behaviour
- Use positive performance feedback to encourage motivation
- Gain commitment to change through agreement

**Coaching Job Skills** – trains leaders to analyze, demonstrate, coach and train job skills within a climate of trust and respect.

You will learn how to;

- Involve the team member in the coaching process by asking questions and encouraging feedback
- Distinguish between coaching/ performance problems and issues requiring clearer instructions
- Increase accountability through reviews and repeated coaching sessions

**Delegating** – facilitates a successful result by ensuring individuals understand what is required.

You will learn how to;

- Develop skills and abilities by clearly communicating expectations while encouraging involvement
- Establish responsibility and authority by creating a framework for accountability and growth

## Overcoming Performance Barriers:

**Resolving Conflicts** – shows leaders how to eliminate the issue and minimize the impact of the conflict while using effective communication to move towards resolution.

You will learn how to;

- Distinguish between personality clashes and work problems
- Recognize positive and negative impacts of conflict
- Establish a cooperative atmosphere to resolve conflicts
- Help team members understand each other's point of view and lead them towards agreement

**Motivating Team Members** - explores how motivation is different for each individual and helps leaders understand what can be done to create an improved work environment that will motivate members of their team.

You will learn how to:

- Develop a clear plan of action for creating a work environment to motivate performance
- Increase skill practice to build confidence and competence
- Self-Assess your motivational practices
- Evaluate and Diagnose your self assessment

### Course Offerings

(all course fees are \$199.00 plus G.S.T.)

### Strategies for Leading Others

- Essential Skills of Leadership
- Essential Skills of Communicating
- Communicating Up

### Improving Individual Performance

- Providing Performance Feedback
- Coaching Job Skills
- Delegating

### Overcoming Performance Barriers

- Resolving Conflicts
- Motivating Team Members

#### ROOM LOCATIONS

**BL:** Bob Lamb Building

**AC:** Conservatory/VPA

**CC:** Clearwater Campus

**S:** Syncrude Technology

**SEIC:** Heavy Industrial Campus

**SSWC:** Syncrude Sport & Wellness Centre

**No Letter:** Keyano Main Building (Clearwater Campus)

# Tired of the same old teambuilding events for your staff?!

## LEAVE THE CREATIVITY TO WORKFORCE DEVELOPMENT!

Our teambuilding workshops boost morale and creativity in a non-intimidating way. We will work with you to create an event that meets your needs.

### Some of our corporate teambuilding events include:

#### • Iron Chef

Groups put on an apron, step out of the work environment and into the kitchen. The delicious food they create becomes the focus for working together on common goals, sharing responsibility and appreciating individual skills.

#### • Playing in the Mud

Facilitated by a visual artist, Art teambuilding brings people together to create a giant work of art or individual pieces. Creating artwork gives people the opportunity to get to know each other in a fun and social way. Artwork may be several individual pieces, a collaborative suite or one large single piece that gives your team something real to keep and be proud of.

#### • Rock the Stars

Choose one day themed musical programs such as "School of Rock" or "Corporate Idol", Battle of the Airbands or Lyric Writing. Teams form bands with help from "real" musicians, the activity culminates in a live concert where bands, dressed like rock stars unleash the star within.

#### • Whistle Where You Work

Create, improvise, and perform using music to draw out your team's creativity and cooperation. This workshop draws music created from many cultures and genres from Bach to contemporary rock and uses various percussion instruments and concludes with a performance of the team's new composition. Co-workers, family & friends can be invited to attend the grand finale.

All materials, planning and creative guidance are provided – tea/coffee and lunches can also be included if required.

**For more information contact [wfd@keyano.ca](mailto:wfd@keyano.ca)**

**keyano.ca**

