

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 five 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:

- Essential Skills of Leadership
- Essential Skills of Communicating
- Providing Performance Feedback
- Delegating
- 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

Course code: CELEAD 301-01
Sep 28 T
8:30 – 12:30 pm Room: BL144
\$199.00 + GST 4 Hrs

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

Course code: CELEAD 302-01
Oct 12 T
8:30 – 12:30 pm Room: BL144
\$199.00 + GST 4 Hrs

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

Course code: CELEAD 309-01
Oct 26 T
8:30 – 12:30 pm Room: BL144
\$199.00 + GST 4 Hrs

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

Course code: CELEAD 304-01
Nov 16 T
8:30 – 12:30 pm Room: BL144
\$199.00 + GST 4 Hrs

COMING IN 2011!

NEW! Leadership in Action Foundations Certificate & Leadership in Action Certificate – Tier Two

Competencies include:

1. Leadership Safety
2. Spoken and written communication
3. Decision making
4. Proactive problem solving
5. Behaviour, morale & productivity
6. Coaching/mentoring

Join our Continuing Education classes or contact our Corporate Training office for customized courses for your organization. **Call: 780-791-8942**



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

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

Course code: CELEAD 303-01

Nov 30 T
8:30 – 12:30 pm Room: BL144
\$199.00 + GST 4 Hrs

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.

Now available online.

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.

Now available online.

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 GST)

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