

FLP: Interpersonal Communication & Management Decision Making

3 Days

Fundamentals of Leadership Certificate

Effective leaders are able to use communication to ensure that individual, team and organizational goals are clearly understood. This course defines the process of interpersonal communication and its influences.

Course 1: INTERPERSONAL COMMUNICATION & DECISION MAKING

HOW YOU WILL BENEFIT

This course offers insight and practical communication techniques for building successful relationships with others.

After this course, you will be able to:

1. Adapt your communication style so that it is appropriate for engaging others regardless of the situation.
2. Understand the relationship between interpersonal and team communications.
3. Employ a decision-making framework to situations.

Day 1 Effective Interpersonal Communication

- Learn the theories and concepts associated with interpersonal communication.
- Discover the communication techniques that leaders employ to engage team members.
- Use communication to establish priorities, generate ideas, resolve issues and assist in decision making.

Day 2 Insights, Feedback, Disclosure and Listening

- Explore how the individuals preferred behavioural pattern influences personal working style, interaction with others, decision making, working with the team, and dealing with difficult people.
- Understand how these differences affect team relationships and one-to-one communications.
- Examine the application of feedback, self-disclosure and empathic listening.

Day 3 Management Decision Making in Action

- Build upon the theories and concepts previously introduced.
- Learn how to apply a four-step decision-making process.
- Understand the framework of rational decision making and risk.

BUILD YOUR COMPETENCY IN

- Communicating with individuals and team members
- Listening and responding to people's concerns by altering your behavioural style

ATTEND THIS WORKSHOP IF YOU...

- Are a manager, supervisor or team leader
- Wish to build high-potential teams
- Want to refresh or build on your existing skills
- Have taken on a supervisory role and would like a better grasp of what is expected of you as a leader

HOW TO REGISTER

To register, call **(613) 727-7729**
Or email training@algonquincollege.com

Dates: January 11, 12, 13, 2010
April 6, 7, 8, 2010

Time: 8:30 a.m. to 4:00 p.m.

Fee: **\$995** (plus GST) for the 3-day course

Location: 340 Albert Street, 11th Floor
Constitution Square, Ottawa

*Check-in, coffee and muffins start at 8:00 a.m.
Afternoon refreshment provided.*

*Group size is limited to 20.
On-site delivery of this workshop is available.*

About The Fundamentals of Leadership Certificate

The Certificate Program is divided into three 3-day courses spaced one to three months apart to encourage the application of learning and transfer of skills to the workplace. The courses can be taken separately for individual advancement or skills development.

Participants completing the all three courses: Interpersonal Communication & Decision Making; Leadership Skills Development; and Performance Management will be awarded a **Fundamentals of Leadership Certificate** from Algonquin College.



Algonquin College's **Fundamentals of Leadership Certificate Program** equips managers with effective tools to bring out the best in their team members to achieve and exceed organizational objectives.

THE PROGRAM...

- Integrates the contemporary management concepts, skills and tools needed for successful leadership
- Enables managers to be effective guides and resources for their teams
- Reinforces learning and promotes the transfer of skills into the workplace through the use of action plans and a final Behavioural Application Report following the end of the program

RECOMMENDED CERTIFICATION PATH



Completion of the Certificate provides credit toward the following exemptions: MGT2350 Foundations for Success (16 hours); MGT2381 Human Resource Management (48 hrs) and MGT1000 Business Elective (48hrs). These courses are offered in the following diploma programs: Three Year Business Administration Program or Human Resource Management Certificate.

For more information or to register

Call Sue at (613) 727-7729

Email training@algonquincollege.com

PROGRAM INSTRUCTORS

FRANK RAMBEAU has over 30 years of hands-on human resources and consulting experience, gained with Digital Equipment of Canada Limited, Bell-Northern Research, and as a consultant. He has international work experience and has received Management and Organization Development training through National Training Labs and University Associates in the United States. Frank specializes in management training, negotiation, performance management, behavioural interviewing and organizational development.

IAN HENDERSON is committed to enriching people's lives and work. Ian's programs focus on self-development and on realizing a healthy, well-balanced work and home life. Ian has mentored countless facilitators, prepared newly recruited continuing education instructors, and aided loaned representatives at United Way/Centraide Ottawa to achieve Campaign results. He is a certified grief educator working in the area of bereavement and facilitating grief support groups. Ian's instructional design and delivery focus is in leadership development for first-time managers, supervisors and team leaders; time and stress management; achieving work-life balance; and helping people to fully develop their communication skills.