

Leadership Fundamentals & Management Skills

Three part 9-day program leading to an Algonquin College

Fundamentals of Leadership Certificate

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
- Is designed to bring out the best in team members to achieve a measurable impact on the organization's bottom line
- 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

The essence of the program is to equip managers with effective tools to bring out the best in their team members to achieve and exceed the organization's objectives.

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

Course 1: INTERPERSONAL COMMUNICATION

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.

Module 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.

Module 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.

Module 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.

Course 2: LEADERSHIP SKILLS

Leaders need to understand how motivation is used to shape a high-performance team. This course covers fundamental leadership skills including concepts of motivation, organizational structure, power and leadership, and developing a positive work climate.

Module 4 Motivation for Effective Individual and Team Performance

- You'll be introduced to motivational theory, concepts and best practices.
- Understand motivation and how it influences individual and team performance.

Module 5 Power and Leadership

- Leaders use their power to get things done. Gain insight into the concepts of power and leadership.
- Learn what happens to communication when power is abused or well used.

Module 6 Team Decision Making

- Develop the performance potential of your team.
- Enhance motivational climate by adapting leadership style to team or employee readiness.
- Understand the stages of team development and recognize the difference between groups and teams.
- Recognize the difference between effective team operations and team dysfunction.
- Identify appropriate forms of team decision making for selected problems and issues.

A total of 9 days, the 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.

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Course 3: PERFORMANCE MANAGEMENT

Successful leaders facilitate and enable staff to perform effectively. In this course you'll learn how to provide constructive feedback based on measurable terms in a timely fashion while adapting personal style to meet the needs of staff and the situation.

Module 7 Performance Management

- Understand the framework used for performance management.
- Learn how to conduct a detailed task analysis study for each direct report.
- Lead formal and informal employee appraisal interviews.
- How to use and provide feedback for improved performance.

Module 8 Time and Stress Management

- Learn how to employ time and stress management techniques to increase personal and group productivity.

Module 9 Transformation and Change

- Central to all aspects of change are people and leadership. Employ strategies to introduce and encourage acceptance of change.
- This module includes a summary review and discussion of the overall program.

HOW TO REGISTER

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

Dates:

Course 1: September 22, 23, 24, 2009

Course 2: October 5, 6, 7, 2009

Course 3: November 2, 3, 4, 2009

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

Fee: **\$2,995** (plus GST) for the 9-day program

The Program will help you to build your competency in the following areas:

- Communicating with individuals and team members
- Listening and responding to people's concerns by altering your behavioural style
- Establishing priorities and objectives consistent with resources
- Encouraging and working with others for continuous improvement
- Taking action to increase people's effectiveness
- Providing meaningful and timely feedback
- Championing and adapting to change

COURSE LEADERS

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.

Convenient downtown location.

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.

*Participants completing the three courses will be awarded a **Fundamentals of Leadership Certificate** from Algonquin College.*