

LEADERSHIP & MANAGEMENT



QNET presents:

Certificate in Leadership Development (CLD) – Spring 2013

7 day course - 8:15 a.m. to 4:30 p.m. on Tuesdays – May 7, 14, 21, 28, June 4, 11, 18, 2013

The seven day CLD / Workplace Leadership Course equips you to be a more effective leader. This program is different than other leadership courses. Almost every topic has learning that is unique to this program. Come ready for new ideas that may challenge your conceptions of leadership.

The approach is different, too. You will experience an informal atmosphere where leadership is discussed in a practical way that relates to the real world. You can sit back and take it in, or comment as much as you want. One thing that is certain - you will come out with a greater understanding of how to lead others. That is guaranteed.

Prepare yourself to lead successfully with the QNET Certificate in Leadership Development.

This course will teach you:

- Why leadership works
- What qualifies you to be a leader
- How authority works, how (and how not) to use it
- The difference between performance and results
- When (and when not to) discipline
- How chain of command works, and how it doesn't
- How to develop employees using sense and meaning
- What leadership really is
- Myths regarding motivation, and what the truth is
- The 4 causes of performance problems, and
- How to identify and fix them
- To stop expecting HR to do your job
- How to build teams
- How leaders should communicate

Course overview - This course covers the critical subjects of:

- **Leadership:** A Leader's Job - The Job Qualifications - Selecting Leaders - Management and Leadership - Addressing Performance - Performance and Well-Being - The Working Leader - The Peter Principle - Authority - Responsibility - Accountability - Leadership Styles - Decision Making - Input and Control - Delegation - Chain of Command - Unity of Command - When the Job Doesn't Get Done - Analysing Performance Problems - Motivation - Goals - Performance and Results - Rules and Procedures - Correcting Misconduct - Encouraging Initiative - Character - Pride - Self-Interest - Courage - Loyalty - Ethics - Teamwork - Advocacy - Conflict Resolution
- **Communication:** The Process - Confirmation - Components - Speaking vs. Writing - Asking Questions - Groups - Presentations - Gender Differences
- **Training and Development:** Developing Capability - Training vs. Evaluation - The Role of Evaluation - Sense and Meaning - Exercise - Primacy and Recency - Subdivision - Sequencing - Aspects of Performance - Explaining - Demonstrating - Assisting - Giving Feedback - Teaching Thinking and Judgement - Teaching Acceptance of Responsibility

Facilitator: Linton Sellen, Training Plus is an experienced manager, trainer and trainer of supervisors. He has won awards for his leadership, presentation skills and training ability. He received his post-secondary education from the Faculties of Management and Law at University of Manitoba. After receiving his Call to the Bar, he joined Canada's Air Force, earning his pilot wings, the highest instructional category available, and his commission as an officer. He was put in charge of the training and evaluation of Air Force supervisors and instructors and acquired years of first-hand practical experience as a manager, coach, and leader. For the last 15 years, Linton has conducted training of managers and supervisors and provided leadership consultation to organizations. He developed the *Workplace Leadership Course* to address the issues faced by the leader in the modern workplace.

Presented in partnership with Industry Workforce Development, Manitoba Entrepreneurship, Training & Trade and the Certificate in Applied Management: Organizational Effectiveness (CAM:OE), University of Manitoba, Continuing Education

REGISTER NOW - Fax this form to (204) 949-4990 or register online at www.qnet.ca

Name _____ Title _____

Organization _____ City _____

Ph _____ Fax _____ Email _____

\$2199+GST, Members of: QNET APICS MFPA MCCA MPIA \$2699+GST, Non-Members

PAYMENT METHOD: Cheque Enclosed VISA AMEX MasterCard

Card # _____ Expiry _____

Cardholder name _____ Signature _____

Participants will receive location and final details by email approximately 3 business days prior to the first day of the course. Contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the first day of the course. After that time, the full registration fee will apply. Replacement participants are accepted at any time. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT.



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