

# LEADERSHIP & MANAGEMENT



QNET presents:

## Certificate in Leadership Development (CLD) – Winter 2013

7 day course - 8:15 a.m. to 4:30 p.m. on Mondays – January 28, February 4, 11, 25, March 4, 11, 18, 2013

The seven day CLD / Workplace Leadership Course equips you to effectively lead the people who report to you in a workplace environment. The leadership principles in this course enable you to appropriately analyze, delegate, and implement the best solutions to meet the objectives of the organization, while coaching and developing your people. Prepare yourself to lead successfully in the modern workplace with the QNET Certificate in Leadership Development.

### Learning objectives – Participants will be able to:

- Understand the importance of employee development
- Address performance issues and link performance to goals
- Delegate effectively and encourage independent initiative
- Motivate and build teams
- Understand the dynamics of communication between groups and individuals

### Course overview - This course covers the critical subjects of:

- Leadership: A Leader's Job - Management & Leadership - Addressing Performance - Performance & Well-Being - The Working Leader - The Peter Principle - Authority - Responsibility - Accountability - Leadership Styles - Decision Making - Input & Control - Delegation - Chain of Command - Unity of Command - Why the Job Doesn't Get Done - Goals - Performance & Results - Motivation - What Productive Employees Say - Trust - Encouraging Initiative - Rules & Procedures - Correcting Misconduct - Character - Pride - Self-Interest - Courage - Loyalty - Ethics - Teamwork - Advocacy - Managing Group Stress - Leading Friends - Characteristics of Effective Leaders
- Communication: The Process - Components - Confirmation - Forms - Listening - Questioning - Using Employee Ideas - Meetings - Presentations - Gender Differences
- Training and Development: Developing Capability - Training vs. Evaluation - The Role of Evaluation - How People Learn - The Laws of Learning - Sense and Meaning - Exercise - Primacy and Recency - Subdivision - Sequencing - Aspects of Performance - Explaining - Demonstrating - Assisting - Giving Feedback - Teaching Employees to Think - Teaching Employees to Accept Responsibility

### Facilitator: Linton Sellen, Training Plus

Linton Sellen 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 the University of Manitoba. Linton earned his multi-engine pilot wings, the highest instructional category available from the Canadian Air Force. With this and his commission as an officer, he was put in charge of the training and evaluation of Air Force supervisors and instructors. He also acquired years of first-hand practical experience as a manager, coach, and leader. For the last ten years, Linton has conducted management and supervisory training, and provided leadership consultation to organizations. Specializing in leadership, he developed the *Workplace Leadership Course* to address the issues faced by the leader in the modern workplace.

*The Certificate in Leadership Development (CLD) / Workplace Leadership Course is presented by QNET in partnership with the Alliance of Manitoba Sector Councils and Industry Workforce Development, Manitoba Entrepreneurship, Training & Trade and is eligible for credit in the Certificate in Applied Management: Organizational Effectiveness (CAM:OE) with the University of Manitoba, Continuing Education*

**REGISTER NOW** - Fax this form to (204) 949-4990 or register online at [www.qnet.ca](http://www.qnet.ca)

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ City \_\_\_\_\_

Ph \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

\$2199+GST, Members of:  QNET  APICS  cmbc  MTEC/Tourism  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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