

# LEADERSHIP & MANAGEMENT



QNET presents:

## Certificate in Leadership Development (CLD)

7 day course - 7:45 a.m. to 4:00 p.m. on Thursdays – November 6, 13, 20, 27, December 4, 11, 18, 2014

The seven day CLD / Workplace Leadership Course equips you to effectively lead the people who report to you in a workplace environment.

This program is different than any other leadership course. The content is not the usual content. 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. At this no-nonsense course participation is always welcome, but never required. 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 ask questions 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.

### This course will teach you:

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

### 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** of Training Plus is an experienced manager, trainer and trainer of supervisors. He has won awards for his leadership, presentation skills and training ability. Following post secondary education from the Faculties of Management and Law at the University of Manitoba, Linton joined Canada's Air Force where he earned his pilot wings 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 businesses and other organizations. Specializing in leadership, he developed the *Workplace Leadership Course* to address the issues faced by the leader in the modern workplace.

This course is eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in the University of Manitoba, Continuing Education. It is presented by QNET in partnership with Industry Workforce Development, Manitoba Entrepreneurship, Training and Trade.

### Fee: (includes a light lunch each day)

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

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



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