



- GOLD SEAL CERTIFIED COURSE -
COMMUNICATION SKILLS TRAINING

This Gold Seal Certified Course is designed to improve skills in communication for supervisors, and management in the office and in the field. This course, along with all management and supervisor training courses, has been evaluated as "excellent overall" by more than 3000 participants and companies in BC. Includes manual. Brief Summary:

- ✓ **Effective Leadership through Communication Skills**
- ✓ **Communications Skills to increase Motivation and Productivity**
- ✓ **Communicating Loyalty and Dedication to the Company**
- ✓ **Dealing with Difficult People, Conflict and Confrontation**
- ✓ **Assertion**
- ✓ **Communicating motivation**
- ✓ **Communication through Body Language**
- ✓ **Active Listening**
- ✓ **Questioning and gathering information**
- ✓ **Anger and Conflict Management Skills**
- ✓ **Communicating Discipline and Termination**
- ✓ **Resolving Disputes through Communication**
- ✓ **How to Prepare for and Facilitate Meetings**
- ✓ **Communication through Writing Skills**
- ✓ **Drafting and preparing proper reports and correspondence**
- ✓ **Communicating teamwork to staff and workers**

Students will be required to research scenarios and workplace situations where good communication skills are required. An examination is provided.

Dates: Friday, March 18 & Saturday, March 19, 2011 (8 am - 4:30 pm)
Location: CSTC Training Room #211—3823 Henning Drive., Burnaby V5C 6P3
Costs: ICBA members \$495.00 + \$59.40 HST = \$554.40
 Non members \$525.00 + \$63.00 HST = \$588.00



REGISTRATION INFORMATION

Company: _____

Address: _____

Phone: _____ Fax: _____

Registrants: _____

Payment: Cheque Credit Card VISA / MASTERCARD (circle one)

Card # _____ - _____ - _____ Expiry _____ / _____

Cardholder Name _____ Signature _____

- **Course is often overbooked**—seating limited to 30
- To reserve a seat, fax this form to 604-298-2246 & for more information, contact 604-298-7795
- Send cheques payable to ICBA 211-3823 Henning Dr, Bby V5C 6P3
- **No cancellations/refunds after March 11, 2011 (Substitutions only)**