



Supervisory Skills and Management Training

(Gold Seal Certified Course)

By far, the biggest problem facing our industry today is the lack of skilled workers and managers for the future. They need to be trained the skills in leading, delegating, motivating, and managing available workers properly. Our success is going to be based on good management, both in the office, but more so in the field! Owners and managers will benefit by this course as well as field personnel because we have added a segment in relation to "Dealing with poor drawings, specifications, relationships, and reputations". A brief overview of the course:

Leadership

- Qualities and skills required to be a good leader
- How to deal with mistakes and how to correct
- Getting higher productivity from workers
- Maintaining respect with employees

Motivation and Teamwork

- How to motivate yourself daily
- How to motivate workers successfully
- Developing and keeping an effective team

Managing work effectively & efficiently

- Managing clients
- Writing and telephone management
- Coordinating and delegating work properly

Resolving disputes on site

- Public relations and the supervisor
- Coaching and counselling workers
- Conflict management and solutions

Stress Management

- Understanding stress/stress signals
- Working efficiently under stress
- Minimizing and eliminating stress at work

Hiring & Firing

- Interviewing potential workers
- Guidelines for hiring
- Employment Standards Act/changes
- Job specifications, duties, and lines of authority
- Where to find the best workers
- The firing process (the right & wrong way)

Worker performance

- Promoting training and sharing worker skills
- Coaching in lieu of managing approach
- Improving worker attitude and performance

Negotiation skills

- How to be the best at negotiations
- Gaining power in negotiations
- Mistakes and traits by both sides
- Preparation, strategy, and success skills

Time Management

- Eliminating time wasters
- Effective time management
- Making the best use of yours' and worker's time

Dates: May 10, 11 & 12, 2012

Time: 8:00 am – 4:30 pm

Cost: ICBA Members: \$495.00 + \$59.40 HST = \$554.40
 Non-members: \$525.00 + \$63.00 HST = \$588.00

Location: BCCTC Training Room, #211-3823 Henning Drive, Burnaby, BC V5C 6P3



Company: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Registrants: _____

Total Payment Enclosed (including HST): \$ _____

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

Card # _____ - _____ - _____ Expiry ____/____

Cardholder Name _____

Signature _____

- To guarantee registration, fax form to ICBA @ 604-298-2246 or email to info@icba.ca
- Send cheques payable to ICBA, 211 - 3823 Henning Drive, Burnaby, BC V5C 6P3
- No cancellations/refunds after May 2, 2012 (substitutions only)

For more information contact 604-298-7795

Please send me information about ICBA membership