



- GOLD SEAL CERTIFIED COURSE -



# SUPERVISORY SKILLS & MANAGEMENT TRAINING

By far, the biggest problem facing our industry today is the lack of skilled workers and managers for the future! Although, there are no real solutions, the problem must still be addressed. 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! So, the owners and managers will benefit by this course as well as the field personnel because we have added a segment in relation to **“Dealing with poor drawings, specifications, relationships, and reputations”**.

### Leadership

- Qualities and skills required to be a good leader
- How to deal with mistakes and how to correct
- Solving problems and making right decisions
- 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
- Making decisions as a team

### Managing work effectively & efficiently

- Controlling and completing your workload
- Managing clients
- Writing and telephone management
- Coordinating and delegating work properly

### 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

### Resolving disputes on site

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

### 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

### Stress Management

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

Students will be required to provide researched responses to case studies and scenarios common to the workplace. An examination is provided.

**Dates:** Friday, January 28 & Saturday, January 29, 2011 (8 am-4:30 pm)  
**Location:** Comfort Hotel & Conference Centre – 3020 Blanshard Street, Victoria  
**Cost:** ICBA/VICA/MICA members \$495 + \$59.40 HST = \$554.40  
 Non members \$525 + \$63.00 HST = \$588.00



## REGISTRATION INFORMATION

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Registrants: \_\_\_\_\_

\_\_\_\_\_

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

Card # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Expiry \_\_\_\_\_ / \_\_\_\_\_

CardholderName \_\_\_\_\_ Cardholder 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 January 21, 2011 (Substitutions only)**