

Leadership Certificate Program

Aurora College, Yellowknife Campus is offering the Leadership Certificate Program in partnership with Vancouver Community College.

Each course is one day in length and costs \$250.00 per course (\$3,250.00 total for all 13 courses in the Certificate Program).

The instructor is Janet Dean from TangleTree Enterprises Ltd.

The Leadership Certificate Program will help participants develop knowledge, skills and confidence to lead, supervise and manage others. The program consists of 13 courses featuring 6 core courses and 7 electives. Students who successfully complete all 13 courses will receive a Certificate in Leadership from Vancouver Community College. You do not have to register for the whole program; courses can be taken on an individual basis. You will receive a Certificate from Vancouver Community College upon completion of all 13 courses.

The courses will run from January 18 – 21, February 8 - 11 and April 4 – 8, 2016. Below is the information on each of the courses.

These workshops will be held at Yellowknife Campus. For information/registration contact Karen Horn at 920-8802 or email: khorn@auroracollege.nt.ca

Core Courses

Monday, January 18

Stepping Up to Leadership

Becoming a leader is not an easy transition. It requires a whole new set of skills, as well as an understanding and acceptance of new roles - from "doer" to "delegator". At the end of this course you will understand the skills required to lead effectively by:

- using leadership skills;
- coaching staff;
- giving performance feedback;
- creating a motivational workplace;
- delegating work and employing problem-solving techniques.

Tuesday, January 19

Using Leadership Language

"Lack of communication" is one of the most frequently cited causes of a multitude of workplace ailments. Whether it is with your staff, peers or supervisors, clear direct communication results in more productive interactions and effective actions of others. At the completion of this course, participants will understand the communication process in organizations, have increased awareness of key problems in organizational communication, understand the impact of perception on the communication process and have analyzed communication styles in organizations.

Wednesday, January 20

Building a Productive Team

During this course, participants will understand the importance of team building, identify the characteristics of an effective team, apply measures and techniques to apply synergy in the workplace and learn how to increase work productivity, quality and enhance team morale.

Thursday, January 21

Critical Thinking Skills

Critical thinking was defined by the Conference Board of Canada as one of the most desired skills in leaders today. Using case studies and current events, this course will help the participants apply the concepts of critical thinking in what they do at work and show them what immediate benefits to expect.

Monday, February 8

Managing Change

Change is constant nowadays. Employees are tired of hearing that another change is on the way, especially since they are still adjusting to the last one. Organizations need to consider both the business side of change as well as the human side. During this course participants will recognize how they personally react to change, come to understand their role in the change process, apply five steps to communicating change to employees, deal with employee resistance and increase team commitment to change.

Tuesday, February 9

Finding Time for Results

Manage your day, your projects and yourself. In this course you will learn the following time "diet" techniques: analyzing your day, setting goals and priorities, delegating, creating productive meetings, handling interruptions, and understanding your self motivation to complete your day and projects.

Elective Courses**Wednesday, February 10**

Facilitation Skills for Team Leaders

Leading productive teams is an acquired skill. Learn how to focus the work team without stifling creativity. Assist your team to analyze issues from different perspectives and to build on their collective synergy. Participants will be taught the tools and techniques for generating ideas and determining solutions. Participants will be given the opportunity to lead and/or manage one or more practice sessions. Sharpen your facilitation skills by learning and practicing the following tools and techniques: brainstormings, force field analysis, positive/negative analysis, cause/effect diagrams, 5 why's, prioritizing and decision making tools.

Thursday, February 11

From Conflict to Collaboration

This course provides practical information and skills to resolve conflict caused by differences in goals, employee performance and work habits. In this course participants will: define the causes of conflict; understand conflict management concepts and styles; assess your current strengths and areas for improvement in resolving conflicts; use specific communication skills to clarify and understand issues, interests and concerns; apply the conflict resolution process to your everyday work situations; and set goals for building competency in the use of conflict resolution skills and methods.

Monday, April 4

Performance Management: Goals and Reviews

Performance Management involves working with employees in setting and reaching agreement on goals, action plans and follow-up reviews. Through discussion and practice you will gain the knowledge, skills and confidence to be able to understand the keys aspects of effective performance; write performance goals, measures and action plans; and provide positive and constructive performance feedback, leadership, training, information and support required for successful achievement of goals.

Tuesday, April 5

Creative Thinking at Work

People today are being asked to do more with less and to find innovative ways to save money. Creative thinking is a tool you can use to accomplish both of these. It can help you solve problems, save money and make do with less - all things required in today's work environments.

This course covers the fundamentals of generating new ideas and options.

Topics covered include: what is creative thinking, opening mental locks, soft and hard thinking, the creative process and challenging the rules.

Wednesday, April 6

Problem Solving and Action Planning

Leaders always encounter problems in the workplace. The effectiveness of leaders is often determined by their ability to successfully resolve complex problems, both on their own and with their work team. This course provides knowledge and practice sessions on interpersonal skills for successful group / team participation in the problem-solving process; techniques for assisting in the problem solving and decision making process; getting from a solution to an action plan; and successful implementation of an action plan.

Thursday, April 7

Coaching for High Performance

Coaching is unlocking a person's potential to maximize their own performance. It is helping them rather than teaching them. At the end of this session participants will be familiar with success factors for coaching, identify when to coach and which type of coaching is required, understand essential steps in the coaching process, conduct a coaching discussion to improve/sustain performance, assess your coaching skills effectiveness and develop a personal improvement plan.

Friday, April 8

Business Etiquette for Leaders

Employers and clients look for human qualities that make the difference: courtesy, image, trust and perceptions of reliability. Learn people skills that build self-confidence, leadership, add sophistication to your professional image, and strengthen client relationships. Put into action: dining etiquette, handshaking, small talk and networking skills, as well as meeting, phone and techno-etiquette. Make a positive first impression and more. Research conducted by Harvard University and The Carnegie Foundation shows that technical skills and knowledge account for only 15% of getting, keeping and advancing in a job. This is essential for all who aspire to move up the corporate ladder.