



November 1 - 3, 2017

July 16 - 18, 2018

What
Participants Say:

"This program provided very practical information and tools to allow me to be a stronger communicator with both my team and upper management. I look forward to putting into practice some of the ideas imported in this course."

T. Miller,
National Sales
Manager, Spafax

"Excellent course! I recommend all managers participate and re-participate to expand/develop conflict and communication skills."

N. Marubashi,
Assistant Manager, TTC

"I am a better manager because of the knowledge and tools gained during this course."

C. Calabrese,
Manager, Network
Operating, Horizon
Utilities Corporation

"I will use the tools and information provided at work and in my personal life. Thanks for this practical seminar."

S. Alizadeh,
Core Network Senior
Advisor, Bell Mobility

OPEN ENROLLMENT • Management & Leadership

Managing Change, Conflict & Communications: A Manager's Tool Kit

Receive a complete leadership perspective to managing the three Cs with our Professional Action Planner.



Develop an advanced skill-set in change leadership, conflict management and employee communications.

Whether you are a division manager, director or vice president, the new face of business is changing many aspects of your day-to-day management. Staff are being reorganized, business strategies are changing and there is an increased sense of urgency to produce.

Be more effective in your leadership position with concrete business strategies for managing three key areas: **business change initiatives; internal and external conflicts; and effective communication of new business strategies.**

The Best Part:

You will be completing a professional action plan on a case study. This will relate the topics discussed to real life situations at work.

Enrol today to earn your certificate.

See back for three ways to register.

Managing Change, Conflict & Communications: A Manager's Tool Kit

What You Will Learn

1. Learn how **change leadership, conflict management** and **employee communications** relate and impact results
2. Evaluate your own change leadership style and **master conflict resolution and negotiation techniques** to handle any business issue
3. **Improve your communication approach** to ensure employees effectively achieve new business goals
4. **Work through a professional action plan** designed to manage current change challenges in your department or across the organization

You Will Also Master These Critical Leadership Competencies:

1. **Examine how change is a constant driver. How do you deal with change?** How to manage yourself and your employees through change?
2. **How do you deal with conflict?** Which conflict management techniques work **best in different situations?**
3. Become a **master communicator** during conflict and change.
4. Become a **more sophisticated manager and change facilitator** when faced with highly challenging business issues

Who Should Attend

This course is ideal for businesses and public sector departments charting a strategic new course. It will give you a clear understanding as to where change and conflict start. It will provide concrete techniques to diminish your staff's fear of the change and reduce the conflict through specific communication techniques. It is perfect for:

- **Department VP's, directors and senior managers** who are currently responsible for overseeing new change mandates
- **Public sector** department managers
- **Managers, supervisors and project leaders** who manage large departments or implement business strategies
- **Regional, national and international business managers**
- **HR, training and employee communications** specialists
- **Business administration, operations and customer service** leaders
- **Front-line managers** faced with business transition

A Complete
Leadership
Tool Kit



This course will have a measurable impact on your personal life, as well as your business life.

Program Content

Change Leadership Skills

Developing Your Capacity to Lead Business Transitions

- Where does change come from and how to manage it?
- How do effective leaders tackle change?
- What types of resistance to change can managers expect?
- Successful change leadership approaches

Improving Your Management Scope and Perspective of Change

- Your change leadership style
- How you personally deal with change
- How can I help myself?
- How can I help others work through change?

Professional Action Planner: What Needs Changing In Your Business Environment – Defining the Benefit

Conflict Management Skills

Identifying How Conflicts Occur

- How conflicts rob your business and erodes employee performance
- Conflict resolution fundamentals for leaders
- Sources of conflict in our business and personal life
- Conflict self-assessment: how do I respond to emotional drivers of conflict?

Developing Your Conflict Leadership Approach

- **Conflict management styles** that highly effective managers use
- How to adapt your style to different situations
- **Self-management techniques:** how can I help myself work through conflict?
- **Employee management:** how can I help others work through conflict?

Professional Action Planner: Analyzing a 'Real' Conflict Challenge with Resolutions

Communications Strategies

How Highly Effective Leaders Communicate

- Communication strategies to improve performance: delegation audit, negotiation techniques, influencing strategies
- Self-assessment of your natural communication style
- Personal exercise: what are my communications strengths and weaknesses?
- How can I help others communicate better with me?

A Complete Learning Approach

1. **Evaluate your own approaches** and attitudes towards change and what to do about them.
2. **Through a conflict self-assessment**, learn how to better handle any type of internal or external conflict.
3. **Hands-on employee communications exercises** to teach you management communication techniques.
4. **Return to work with a management action planner**, which can be used for action steps to realize immediate results you are targeting.

Instructor Profile

Gladys Carroll, PMP

Gladys manages teams with strong leadership ability and a positive and supportive approach. She has facilitated seminars throughout North America, delivering workshops on various aspects of business and technology. She develops and presents training programs that focus on growth through attitude and behaviour modification, while enhancing bottom-line measurable results. Using Action Planners ensures participants take away actual action steps to implement immediately into their own environment.

Gladys is a Certified Trainer of the DiSC™ Assessment system and the PROFILE™ personality system for 10 years and has a certificate in Telecommunication Management and e-CRM (Customer Relationship Management). She has her Project Management Professional (PMP) designation, through Project Management Institute.

In-Company Training

This and all SEEC programs can be delivered on-site or customized for your group's needs. For all custom program enquiries please e-mail customseecprograms@schulich.yorku.ca or telephone 416.360.8850.

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Nadal Management Centre

July 16 - 18, 2018

Executive Learning Centre

Ways to Register

Online

seec.schulich.yorku.ca

Fax

Download a registration form at seec.schulich.yorku.ca and fax to 416.736.5689

Mail

Download a registration form at seec.schulich.yorku.ca and mail to the address under Payment Options at right

Course Tuition & Registration Details

Program Tuition: \$2,950 + applicable taxes. This includes instruction, all seminar materials, lunches, refreshments, but not hotel accommodations.

Special Team Savings: Save \$150 each when two or more team members from the same organization register for this program at the same time.

Please Note: Fees, dates, speakers and applicable taxes are subject to change. York's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 15 days in advance of the seminar start date. Late transfer requests, less than 15 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 15 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 15 days prior to the seminar will be subject to a \$500 administration fee. Participants must attend all program days and fulfill all program requirements in order to receive a certificate. HST# R119306736.

Program Locations

Your course will take place at the following SEEC facility from 9:00 a.m. to 4:30 p.m. each day:

November 1 - 3, 2017

The Miles S. Nadal Management Centre, 222 Bay St., 5th Floor, Ernst & Young Tower, Toronto, Ontario M5K 1K2
Tel: 416.360.8850

July 16 - 18, 2018

Schulich Executive Learning Centre, York University, 4700 Keele Street, Toronto, Ontario M3J 1P3
Tel: 416.736.5079

Payment Options

SEEC accepts Visa, MasterCard, American Express and cheques.

If paying by mail, registration forms can be sent to:

Schulich Executive Education Centre, The Executive Learning Centre, Schulich School of Business, York University, 4700 Keele Street, Toronto, ON M3J 1P3

Please make cheques payable to: York University – Schulich Executive Education Centre

Optional Accommodations

For sessions held at The Miles S. Nadal Management Centre, please consider staying at the **Fairmont Royal York Hotel**. Call 416.368.2511 and ask for the "York University CAUBO" special corporate rate.

For sessions at the Schulich Executive Learning Centre, join us at **The Schulich Executive Residence**. Participants attending this program receive a **special discounted price of \$89/night with the promotion code SEEC17**. Call 416.650.8300 for information and reservations, or book at elc.schulich.yorku.ca.

Contact Us

Call us at 416.736.5079 (1.800.667.9380 toll free), or email exceedinfo@schulich.yorku.ca.

Experience The Schulich Executive Learning Difference...



World class faculty and instructors



State-of-the-art learning facilities



Comprehensive take-home materials

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Includes a handsomely framed Certificate of Course Completion. This and all SEEC open enrolment programs allow you to:

- Rapidly update your education to an executive level in areas key to your success
- Link theory to practice with a hands-on, action-based learning curriculum
- Enjoy immediate ROI through application of your learning right away
- Share experiences and knowledge with other professionals in limited-size classes
- Leverage the expertise and insight of industry savvy, real-world instructors
- Network among graduating colleagues to develop lasting business friendships



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