



Schulich
School of Business
Executive Education Centre

Certificate in Management Skills for Supervisors

An outstanding 5-day certification program for new frontline managers, supervisors and team leaders, as well as those with experience looking to refresh their skills.

SEEC Moments of Insight include:

Mentally embracing the move from “doing” to “planning and supervising”.

The importance of setting the right example and acting as a role model.

Implications of your leadership style on your communication process.



Register for an Upcoming Session:

Jan. 29 - Feb. 2, 2018

August 13 -17, 2018

Our Participants Say it Best:

“I have gained the confidence in my leadership style and learned the skills required to work towards effectively leading my team of staff. The resources and experiences shared are transferable to any management or leadership role.”

J. Glover,
Acting Manager
Administrative Services,
Northumberland
Country Community and
Social Services

“MBTI was possibly the best tool to understand individuals’ temperaments, and understand why people act the way they do.”

T. Keetech,
Supervisor, Warehouse
Operations,
Atomic Energy of
Canada

“Excellent content, excellent/professional instructors and a great value add to your professional development.”

Nick Hadjiyianni,
Programs Manager,
Employment and Social
Enterprise Initiatives,
Community Living
Toronto

Register Today / Complete Details

<http://seec.online/11599>



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Certificate in Management Skills for Supervisors

Gain the skills for a highly rewarding career in management.

The ability for supervisors and administrators to evolve into management roles is a natural career progression in organizations today. This popular management certificate provides five days of foundational management training for supervisors, office administrators and newly appointed managers. **Participants will leave with an understanding of what's required to be an effective, productive supervisor, and valuable insights into their personal management orientation** which will help them understand, coach, motivate and lead staff for increased efficiency and greater value to their organization.

This challenging program helps you become a better leader

Who Should Attend

The curriculum is recommended for those **newly appointed supervisors or managers** or those with a **minimum of one year direct employee management experience**, including:

- Division and Branch managers
- Office managers and supervisors
- Training, HR and industrial relations specialists
- Project managers, team leaders and supervisors
- Branch managers
- Plant, production managers and superintendents
- Public sector supervisors and managers
- Development managers



What You Will Learn

1. Understand the role of **“supervisor” and “manager”** and the demands it places on you
2. Use the **Myers-Briggs Skills Inventory** to increase personal and group productivity
3. Learn how to increase your **leadership effectiveness**
4. Improve your **delegation, problem-solving and decision-making** skills
5. Develop a **‘management mindset’** as a leader, motivator and communicator
6. Improve your **business communication** skills with staff, management and customers
7. Excel as a team **leader and motivator**
8. Discover the secrets of conducting **effective meetings** that provide meaningful outcomes
9. Learn how/why **continual feedback is critical** to keep your staff highly motivated
10. **Adapt your supervisory style** to fit any organizational or departmental context
11. Learn how to **manage difficult employee behaviours**, resolve conflicts, and funnel negative energy into positive deliverables
12. Conduct **motivational performance evaluations**

What Participants Say:

“This course provided me with new tools to effectively manage myself as well as the people who report to me.”

C. Massicotte, Coordinator –
Integrated Crime Analysis Bureau
York Regional Police

“The program gives both new and experienced managers and supervisors the tools and skills to be successful.”

T. Walach, Facility Manager/
Chief Engineer
BPC District Energy Investments LP

One of the most comprehensive personal training experiences available.

Overview of Program Content Modules

PRE-WORK PACKAGE AND THE MYERS-BRIGGS ASSESSMENT SURVEY: Soon after you register you will be sent the Skills Inventory for Supervisors and Managers questionnaire. During the program, you will use the Myers-Briggs Assessment Survey. This management training tool has been successfully used by over 25 million individuals in 25 countries.

The Key Roles of Frontline Supervisors and Managers

Making the transition from co-worker to supervisor requires a unique set of skills. The opening session helps each participant develop a “**management mindset**” for **increased job effectiveness** and better understanding your management style.

- The Role of the Supervisor
- Developing a “Management” Mindset
- The Thinking and Planning Processes

Effective Leadership and Team Motivation Techniques

The most effective supervisors ‘lead’ instead of ‘manage’. This session will **analyze your current strengths and development areas** as a leader, and identify the most appropriate leadership style to fit your organization’s unique culture.

- The Supervisor as a Leader
- The Supervisor and The Team
- Motivation Techniques

Communications Skills Training/Staff Development

Communicating effectively with staff, managers and customers is essential for career success. **This session explores the communications process in detail.** You will master key verbal and non-verbal communications skills.

- Communicating for Results
- Communicating Expectations
- Training Employees

Improving Delegation, Problem-Solving And Decision-Making Skills

Supervisors must be able to problem solve, manage multiple projects and make critical business decisions within the guidelines set down by senior management. This session focuses on **how to leverage your time and improve your reasoning and problem solving** abilities.

- The Supervisor and the Problem-Solving Process
- The Supervisor and the Decision-Making Process
- Delegating Tasks

Employee Conflict Resolution and Performance Evaluation

Employee conflicts are an inevitable part of everyday worklife. The final session will present useful **techniques in conflict resolution and performance appraisals** to keep your staff highly motivated and productive.

- Managing and Resolving Conflict
- Developing Your People Through Performance Management
- Performance Appraisals and Discipline
- Program Wrap-Up

For complete program content and additional participant testimonials please visit us online at:



<http://seec.online/11599>

A Highly Interactive Training Format

A variety of modern teaching approaches and customized assessment tools will be used to **engage participants in the learning process** in ways that are informative, fun and highly interactive.

Lectures, leadership surveys, group case discussions, role plays, visual aids and team exercises will **reinforce the teachings** and give each participant the best opportunities for learning.

Instructor Profile

Laura Boyd-Brown, BBA, CAE, CHRP, CPSC

An accomplished speaker, seminar leader, strategist and coach, Laura has gained invaluable insights in business with over 25 years of corporate experience. A graduate in Business from Mount Saint Vincent University (BBA), she holds a Certificate in Adult Education from Saint Francis Xavier University (CAE), a Canadian Human Resources Leadership Professional designation (CHRP), a Canadian Registered Professional Recruiter designation (RPR), an accredited facilitator of the Myers Briggs Type Indicator (MBTI) and Personality Dimensions (PD), and is a Certified Professional Success Coach (CPSC).



Learning shouldn't stop at the end of your formal education in high school or university.

Because few of us have the same job for life, we constantly have to re-invent ourselves, learn new skills and adapt to the changing marketplace and business environment. Today's professionals and executives must be able to quickly develop and fine-tune personal business skills to adapt and grow.

The Schulich Executive Education Centre is a strategic business unit of the Schulich School of Business at York University in Toronto. Our role within the school is to provide lifelong learning for the development of professionals and executives long after their full-time education has been completed and they are in the work force.

All SEEC Programs Feature:

Just-in-Time Learning for Immediate Application

Executive and Professional Development at Schulich is focused, practical and immediately applicable to the skills you need and the task at hand. Select from a wide variety of relevant management topics at SEEC today, and use the new skills and techniques you learn at the office tomorrow.

Advanced Curriculum Structure

Our programs combine a variety of modalities to ensure optimal program effectiveness, relevance and retention for adult learners. They include mini-cases, break-out sessions, simulations, role playing and other interactive events to reinforce the concepts being taught.

Outstanding Faculty

Our accomplished faculty is drawn exclusively from both practitioners and academia, and each is an acknowledged leader and innovator in their field. Their professional activities, research and work experience allow them to bring a wealth of insight and cutting-edge knowledge to the program.

Risk Free Learning

SEEC Open Enrolment programs come backed with a 100% satisfaction guarantee.



A Lasting Memento

Participants receive a handsomely framed Certificate of Course Completion.



Upcoming Sessions & Locations

Jan. 29 - Feb. 2, 2018

August 13 -17, 2018

Schulich Executive Learning Centre
York University, 4700 Keele Street, Toronto
Tel: 416.736.5079

Programs run 9:00 a.m. - 4:30 p.m. each day.

Program Tuition & Registration Details

Program Tuition: \$4,150 + 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. SEEC'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.

Optional Accommodation

To enhance your learning experience, participants receive a special corporate rate at the The Schulich Executive Learning Centre Hotel (for programs held at the Schulich Executive Learning Centre), and the Fairmont Royal York Hotel (for programs held at The Nadal Management Centre). For details please visit the **Contact and Locations** section of our website.

Contact Us

For program content and administrative inquiries, please call us at 416.736.5079 (1.800.667.9380 toll free), or email us at exceedinfo@schulich.yorku.ca.

