

ESSENTIAL SKILLS FOR SUPERVISORS CERTIFICATE PROGRAM



NLC LIVE Online™



**NORTHERN LAKES
COLLEGE**

**CONTINUING EDUCATION &
CORPORATE TRAINING**

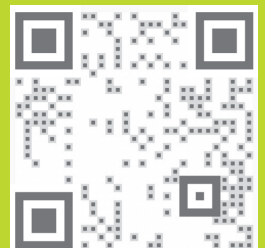
Register Online Today!

www.northernlakescollege.ca/cect

cect@northernlakescollege.ca

780-849-8623

Office Hours: Monday to Friday 8:15 a.m. - 4:30 p.m.



ESSENTIAL SKILLS FOR SUPERVISORS

Same quality of instruction you would receive in a traditional classroom just delivered in an online environment.





REGISTER
EARLY AND
SAVE

The Essential Skills for Supervisors Certificate program will provide you with an in-depth toolkit to help you succeed in getting the most out of your number one resource - employees. As an effective leader, you need to provide an atmosphere for success and excellence.



ESSENTIAL SKILLS FOR SUPERVISORS

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The courses in the Essential Skills
for Supervisors Certificate program
are approved for the Achievement
in Business Competencies (Blue
Seal) Program through the Alberta
Apprenticeship and Industry
Training Department and for "CEUs"
for Alberta Water/Waste Water
Operators.

ESSENTIAL SKILLS FOR SUPERVISORS

COMMUNICATION - GETTING THE MESSAGE ACROSS

(ES115)

Effective communication is the cornerstone of great leadership. Technical expertise is not enough; your success as a leader is dependent upon your interpersonal communication skills. This course will teach you how to send and receive clear messages that minimize confusion and emphasize understanding.

MANAGING TIME - SCHEDULING PEOPLE, PAPER (DIGITAL) AND PRIORITIES

(ES100)

Do you feel like you are drowning in a sea of never-ending demands on your time, continually trying to do more with less? Explore ways of working smarter so that you can proactively manage the people, paper and priorities that come your way. This course will teach you techniques to get control of your time and organize your workday so you can effectively supervise employees, minimize interruptions and still get your own work done!

RESOLVING CONFLICT - REACHING AGREEMENT AT WORK

(ES135)

Any time people work together differences of opinion, approach and priorities are inevitable. As a supervisor, you often have to deal with the fallout. In this course you will learn to maximize the opportunities created by differing ideas while reducing the potential for destructive conflict that results in anger, withdrawal or damage to morale.

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WORKING TOGETHER - BUILDING EFFECTIVE RELATIONSHIPS IN YOUR WORKPLACE

(ES120)

Are you struggling to get everyone to work together to get the job done? Do you wonder how to get your team on board when change is required? This course will help you to get everyone rowing in the same direction. You will learn how to build and sustain good working relationships that create cooperation, inter-dependence and high morale among employees.

STAYING POSITIVE - REWARDING AND ENERGIZING EMPLOYEES

(ES140)

Do you want to create a work environment that sustains the high energy, motivation and morale that your employees brought to the job on their first day? Do you wonder how to deal with the employee who has a persistently negative attitude? In this course you will learn how to recognize and reward your employees and build a positive workplace that keeps employees happy and productive.

INTERVENTION - MANAGING EMPLOYEES WITH PERSONAL PROBLEMS

(ES130)

Many employees will experience some form of personal trouble in their lives. Often these problems will show up in the workplace and affect job performance, productivity, team morale and safety. This course will teach you how to recognize troubled employees and direct them to the appropriate resources for help.

EFFECTIVE SUPERVISION - DIRECTING, COACHING AND FACILITATING EMPLOYEES

(ES110)

Great supervisors know how to adapt their leadership style to match the needs of the employee, the situation and the desired results. This course will help you develop a toolkit of supervisory skills so you can use the most effective approach in any situation and bring out the best in your employees.

LEADERSHIP - GIVING EMPLOYEES WHAT THEY NEED TO SUCCEED

(ES105)

As an effective leader you need to provide an atmosphere for success and excellence. Your employees rely on your ability to communicate the essential elements of your organization's vision, mission, and values. This course will help you identify your personal leadership style and how to use it effectively so that you can inspire your employees to focus on the big picture.

PERFORMANCE MANAGEMENT - OPTIMIZING RESULTS

(ES125)

This course will teach you how to monitor employee performance on an ongoing basis so that you can identify what employees are doing well and opportunities for coaching and problem-solving to help your employees achieve optimal performance.

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**Ask about our
Private Training!**

A Continuing Education & Corporate
Training Specialty

PRIVATE COURSE TRAINING

***Ask us about Private
training!***

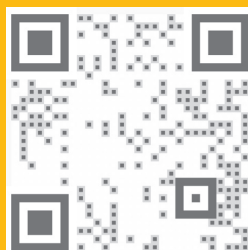
We understand that because every organization is different, so are your training requirements. That is why our wide range of programs and courses are completely customizable. Whether you want training solutions delivered at your site or ours, face-to-face or online, we offer specialized training to fit your schedule. Quotes are available to businesses upon request.

***Your training needs are
why we are here!***



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ESSENTIAL SKILLS FOR SUPERVISORS 2023 - 2024 SCHEDULE

REGISTER EARLY AND SAVE!

\$395 DISCOUNTED price

per course per student up to eight days before
the course starts. Regular Price \$425

Communication - Getting the Message Across

(ES115)

September 28-29, 2023

Thursday and Friday

9:00 a.m. - 4:00 p.m.

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(Code: ES115-23-24ZZSEP1)

Managing Time - Scheduling People, Paper (Digital) and Priorities

(ES100)

October 19-20, 2023

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online

(Code: ES100-23-24ZZOCT1)

Resolving Conflict - Reaching Agreement at Work

(ES135)

November 2-3, 2023

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES135-23-24ZZNOV1)

Working Together - Building Effective Relationships in Your Workplace

(ES120)

November 16-17, 2023

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES120-23-24ZZNOV1)

Staying Positive - Rewarding and Energizing Employees

(ES140)

November 30 - December 1, 2023

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online

(Code: ES140-23-24ZZNOV1)

Intervention - Managing Employees with Personal Problems

(ES130)

January 11-12, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online

(Code: ES130-23-24ZZJAN1)

Effective Supervision - Directing, Coaching and Facilitating Employees

(ES110)

January 18-19, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES110-23-24ZZJAN1)

Leadership - Giving Employees What They Need to Succeed

(ES105)

February 22-23, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES105-23-24ZZFEB1)

Performance Management - Optimizing Results

(ES125)

February 29-March 1, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES125-23-24ZZFEB1)

Communication - Getting the Message Across

(ES115)

April 4-5, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES115-23-24ZZAPR1)

Resolving Conflict - Reaching Agreement at Work

(ES135)

April 11-12, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES135-23-24ZZAPR1)

Staying Positive - Rewarding and Energizing Employees

(ES140)

May 2-3, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES140-23-24ZZMAY1)

Effective Supervision - Directing, Coaching and Facilitating Employees

(ES110)

May 30-31, 2024

Thursday and Friday

9:00 a.m. - 4:00 p.m.

NLC LIVE Online™

(Code: ES110-23-24ZZMAY1)



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