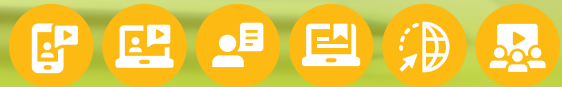


ESSENTIAL SKILLS FOR SUPERVISORS CERTIFICATE PROGRAM



NLC LIVE Online™



**NORTHERN LAKES
COLLEGE**

**CONTINUING EDUCATION &
CORPORATE TRAINING**

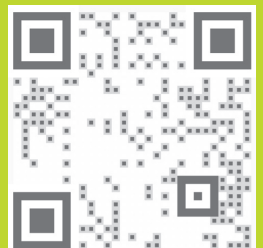
Register Online Today!

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.





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.

**REGISTER
EARLY AND
SAVE**



ESSENTIAL SKILLS FOR SUPERVISORS

REGISTER
EARLY AND
SAVE

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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.

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

Course Code: 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!

WORKING TOGETHER - BUILDING EFFECTIVE RELATIONSHIPS IN YOUR WORKPLACE

Course Code: 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.

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INTERVENTION - MANAGING EMPLOYEES WITH PERSONAL PROBLEMS

Course Code: 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

Course Code: 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

Course Code: 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

Course Code: 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.

COMMUNICATION - GETTING THE MESSAGE ACROSS

Course Code: 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.

RESOLVING CONFLICT - REACHING AGREEMENT AT WORK

Course Code: 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.

STAYING POSITIVE - REWARDING AND ENERGIZING EMPLOYEES

Course Code: 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.



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