



## Public Courses (Fall 2024) Skill Development for Supervisors

*Be the leader you were meant to be!*

### CLASSROOM TRAINING:

**Location:** Room AOT 625 - Anvil Centre (6<sup>th</sup> Floor)  
777 Columbia St, New Westminster, BC V3M 1B6

**Cost:** \$199 plus applicable taxes for each session **or...**  
\$699 plus applicable taxes for the 4-session package (**You save \$97!**)

**Time:** 4 hours: 8:30 a.m. – 12:30 p.m.

### Course: Essential Skills for Supervisors

#### **Workshop #1: The Role of Management, Leadership, and Coaching** **CRN #31347**

**Date:** Wednesday October 9<sup>th</sup>, 2024 (8:30am – 12:30pm)  
*Workshop details below*

#### **Workshop #2: Effective Communication for Supervisors** **CRN #31348**

**Date:** Wednesday October 16<sup>th</sup>, 2024 (8:30am – 12:30pm)  
*Workshop details below*

#### **Workshop #3: Resolving Conflicts and Difficult Situations** **CRN #31349**

**Date:** Wednesday October 23<sup>rd</sup>, 2024 (8:30am – 12:30pm)  
*Workshop details below*

#### **Workshop #4: Decision Making, Critical Thinking & Creativity** **CRN #31350**

**Date:** Wednesday October 30<sup>th</sup>, 2024 (8:30am – 12:30pm)  
*Workshop details below*



## **1. Essential Skills: The Role of Management, Leadership and Coaching**

Many Supervisors in the workplace today have never received any formal supervisory training for their role. They may have been a great employee, which is usually the reason why they were promoted, but moving from managing yourself to supervising other people can be an incredible leap. This workshop is designed for both new and experienced Supervisors who wish to move beyond basic management skills and develop strong abilities to better lead their teams and shape their corporate culture.

## **2. Effective Communication for Supervisors**

Supervisors of all levels within an organization need to be able to communicate effectively with employees, colleagues, and upper management. By improving communication skills, Supervisors can improve the flow of information, enhance teamwork, promote accountability, reduce errors, ramp up productivity, and provide greater consistency with fewer errors. Ultimately, effective communication improves the bottom line and facilitates growth. This workshop helps supervisors build strong communication skills and helps them promote the development of these skills among their employees.

## **3. Resolving Conflicts and Difficult Situations**

Challenging situations are a fact of life in any workplace. These situations arise for a variety of reasons including our own or other people's behaviours, conflicts of interest, personality clashes, errors and a variety of unexpected circumstances. If managed well, they can have a powerful and positive effect. But if managed poorly, or ignored, they can be disastrous for business as conflicts negatively affect staff morale, efficiency and commitment. In this highly interactive workshop geared specifically for Supervisors, participants will not only learn effective strategies to resolve conflicts and difficult situations with sensitivity and respect, they will also participate in active role-playing to hone their skills.

## **4. Decision Making, Critical Thinking & Creativity**

Supervisors with critical thinking skills can understand the logical connections between ideas, identify inconsistencies or mistakes in reasoning, and make effective decisions. Leaders that can develop these skills can also guide their people in creative problem solving, thereby improving productivity, and realizing potential opportunities for sales, service and organizational growth. People and organizations that understand and use critical and creative thinking methods can deal with complex situations, make better and faster decisions, create a more collaborative team environment, plan, manage and implement solutions more thoroughly and effectively, and generate innovative ideas to effectively manage costs and grow the business.

*Please Note: We reserve the right to cancel any course due to insufficient registration.*

**For more information on available training programs or a free consultation contact:**

**David McLellan: Phone: 604-365-9564 Email: [dmclell2@douglascollege.ca](mailto:dmclell2@douglascollege.ca)**