

# CENTERNORTH

The Human Side of Strategic Leadership

## Workshops & Course Listings

For companies increasing their capabilities and expanding their global reach, CENTERNORTH offers a variety of skills training, short courses and workshops for junior and middle management. Employees are provided with the knowledge and skill sets to manage themselves, their jobs and their teams effectively and professionally.

### I. MANAGEMENT TRAINING AND DEVELOPMENT

#### A. Introduction to Project Management

Participants gain knowledge, tools and techniques as they learn to design and implement projects. They are highly challenged as their role progresses from that of individual achiever to working in teams with others.

*Benefit: improvement in both technical control and people management skills.*

#### B. Team Leader Program

Good teamwork encourages high levels of cooperation so that members work harder to influence each other positively and are more positively influenced by each other so that their team runs successfully and achieves stated goals. Team leaders acquire two sets of skills: supervisory skills and interpersonal skills to coordinate the synergy that makes a team successful.

*Benefit: uses group processes for the benefit of the team leader, the team and the organization.*

#### C. Practical Selling Skills

An introductory program designed to take participants through each phase of the selling process: from identifying key prospects, managing objections, closing the sale, and on to building successful client relationships that lead to future sales. It highlights vital personal and interpersonal competence.

*Benefit: gain confidence and skills to sell products and services successfully.*

## D. The Manager's Job

Being able to understand, integrate, and manage the various parts of a manager's job competently so that the team runs successfully within the larger system.

*Benefit: action plans are set for managing self, managing the job, and managing the team.*

## E. Communication and People Skills

People skills include:

- Interpersonal orientation, self-awareness, emotional awareness and competence, self confidence;
- Self-regulation, self control, trustworthiness, self motivation, adaptability, commitment, initiative;
- Social skills, influence, change catalyst, collaboration and cooperation, creating synergy and building bonds;
- Discovering strengths and weaknesses and setting an action plan.

*Benefit: develops learners into mature, effective communicators.*

## F. Leadership

Managing a team is one side of the coin – leading the team is the other side. Both are necessary for success. The team leader also has to learn how to manage himself/herself as a leader.

*Benefit: this skills program develops the qualities of a good leader.*

## WORKSHOPS AND SHORT SKILLS TRAINING

*Details of skills programs and workshops (facilitated at levels to suit learners)*

Workshop	Duration	Description
How to Participate in a Meeting	1 day	Attendees become aware of and are able to participate in meetings in a positive and meaningful way. <i>Benefit: empowered attendees play a key role as individuals helping the team effort and promoting the goals of the organization.</i>
Introduction to Business Meeting Procedure	1-2 days	This course is tailored to suit specific needs and focuses on what is important for the team, department and/or organization. This course is of importance to employees with little knowledge of the traditional formal procedures necessary to ensure the smooth running of meetings. <i>Benefit: cost-effective, efficient, participative meetings.</i>
Minute Writing	1 day	Learners are given the knowledge and learn the skills and provided with formulas, guidelines and job aids to help the process. <i>Benefit: record information in the best possible manner.</i>
Basic Writing Skills	2-3 days	This course meets the needs of learners who speak acceptable English but cannot communicate in writing. Practice in basic rules of English grammar, improved vocabulary, use of correct or more appropriate words. <i>Benefit: improved ability and confidence to write.</i>
Business Writing Skills	2-3 days	Formulas, guidelines and job aids are provided to say what needs to be said in a variety of situations in the best possible manner. <i>Benefit: ability to handle daily writing tasks.</i>
Report Writing	2-3 days	Learners are provided with guidelines, job aids, and time to practice the techniques necessary for proficiency. <i>Benefit: writing various types of reports that are understandable and convincing.</i>
Technical Report Writing	2-3 days	Technical report writing is based on techniques that can be learned. Learners are shown formulas and provided with guidelines and job aids to help the process. <i>Benefit: reports are relevant and to the point.</i>
Everyday Negotiating Skills	2 days	Good negotiators know how to create opportunities for mutual gain. They work towards getting what they want without humiliating opponents. <i>Benefit: a win-win relationship is the ultimate goal.</i>

Managing Change	1-2 days	Employees hear the word change and want to run. Change can, however, be exciting and challenging. <i>Benefit: a new outlook towards change.</i>
Thinking Skills	1-5 days	The course introduces learners to the fundamentals of logical thinking as an essential ingredient to good management practice. Participants learn to make judgments based on reason, not impulse, fact not opinion, and practical thought processes rather than gut reaction. <i>Benefit: employees think more productively, solve problems more skillfully and make better decisions.</i>
Customer Service	2-5 days	The foundation of building a customer-focused, service excellence culture rests in the hands of employees and their mindset towards customers. <i>Benefit: good client interaction techniques lead to improved customer relationships.</i>
People Management Skills	2-3 days	The focus is not on changing personality, but on building skills for getting on in the workplace This course equips employees with a solid understanding of how they can best interact with others. <i>Benefit: building skills in order to communicate and interact more effectively.</i>
Assertiveness Skills	2-3 days	To equip employees with the tools to interact in an appropriate way so that all are satisfied with the outcome. <i>Benefit: act in an appropriate way to get what you want.</i>
Presentation Skills	2-3 days	Participants are encouraged to practice in an open, supportive, non-threatening environment so that they can learn from their experiences. <i>Benefit: to provide employees with the skills and confidence to stand up and speak out in a variety of situations.</i>
Self Management	1-2 days	Managing one's self and one's time more effectively has been identified as a most pressing problem at all levels. <i>Benefit: it is possible to manage time better and achieve more.</i>
Coaching Skills	2-3 days	Coaching is a way of developing the full potential of employees who will ultimately determine the success of the organization. <i>Benefit: vital to empower others with improved skills.</i>
Telephone Skills	2 days	Customers judge an organization by the first people they make contact with. <i>Benefit: telephone skills promote a good image.</i>
Mentoring	2-3 days	Set the ball rolling and get mentors and mentees together. Continued support and ongoing meetings see that objectives progress according to plan. <i>Benefit: mentoring promotes improved employee performance.</i>

Working with Diversity	2 days	A workshop on creating an environment where all are encouraged to contribute their talents and skills to working together in a balanced and amicable manner. <i>Benefit: a more productive working environment.</i>
Stress Management	2 days	Identifies positive and negative stressors to help workplace interaction and individual well being. <i>Benefit: reducing stress related ineffectiveness.</i>
Team Building	2-4 days	Putting in place the mechanisms that enable a group to act as a unit and not as individuals each with their own agenda. <i>Benefit: Team members work better together.</i>
Emotional Intelligence	2-3 days	Becoming aware of the differences between appropriate and inappropriate responses such as anger, avoidance, evasion ... <i>Benefit: maturity in the approach to interactions with others.</i>