



Certified Facilitator

**PRIME***tuitive*

By: *PRIME* *tuitive* Education

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Seabird Island Band

A BC Rural Dividend Program

5 Days~January 20-24th~2895 Chowat RD, Agassiz ~ Light Breakfast & Lunch Included

## Effective Supervision & Leadership Program (LM001)

Day 1 & 2: **Written Communication(LM012)**~ As a leader and manager, written communications constitutes a majority of your daily tasks. From writing letters, e-mails, reports, memos, e-mail and blogs, you spend a considerable amount of your day engaged in various written communications. In the business world today, it's absolutely important to communicate clearly, concisely and effectively. In series 1, communications on a technical level was taught. In this unit, we focus solely on written communications.



Participants will learn how to improve their written communication skills and avoid common mistakes. Topics such as composition, style, structure, proposal writing and other forms of communications will be covered.

Day 2 & 3: **Conflict Management(LM022)** ~ Conflicts in the workplace are certain to happen at one point or another. Possessing the ability to mediate a disagreement and helping others to find a reasonable solution can be a very difficult task. However, one of your responsibilities as a leader and manager is learning to manage and facilitate conflicts in the workplace. Knowing how to deal with disputed in a rational, balanced and effective way is an important skill for all leaders and managers to acquire. In this unit, participants will learn useful techniques and processes to properly resolve and handle conflicts in the workplace.

Day 3 & 4: **Diversity(LM032)** ~ Understanding and managing the dynamics of diversity in the workplace allows people to respect and value differences. Working towards a common good can be achieved more efficiently if your team feels valued, respected and empowered. As a leader and manager, embracing diversity is key to a successful organization.

This unit will concentrate on the process of preparing leaders to embrace diversity and cultural aspects of leadership and management. By the end of this unit, participants will learn what organizational changes need to be made to meet the needs of a diverse workforce, as well as to maximize the potential of their work teams.

Day 4: **Delegation And Empowerment(LM042)** ~ Successful managing allows you to get more work done by using the knowledge, skills, and attitudes of other people. In order to do this, delegation and empowerment are essential elements and knowing the difference between the two terms is vital for any leader. In this unit, participants will learn how to effectively delegate responsibilities and empower employees in order to improve productively and contribute towards both individual and team development and motivation.



### **Registration**

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