

# MANAGING TEAM

# DIVERSITY IN LEADERSHIP

## 2020

**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.

**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.

**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.

MARCH 9TH - 13TH, 2020  
9 AM - 4 PM  
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