

Leadership - How Supervisors & Key Staff Can Improve their Organization's
Productivity
Training Program (80 Hours)

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|--------------------------|---|---------|
| <input type="checkbox"/> | <u>Communication Techniques and Administrative Issues</u> | Week 1 |
| <input type="checkbox"/> | <u>Active Listening and Attitude</u> | Week 2 |
| <input type="checkbox"/> | <u>Dealing With Difficult People</u> | Week 3 |
| <input type="checkbox"/> | <u>Productive Meeting Techniques</u> | Week 4 |
| <input type="checkbox"/> | <u>Productive Meeting Techniques Exercise</u> | Week 5 |
| <input type="checkbox"/> | <u>Internal Customer Service</u> | Week 6 |
| <input type="checkbox"/> | <u>Internal Customer Service Exercise</u> | Week 7 |
| <input type="checkbox"/> | <u>Functions of Management</u> | Week 8 |
| <input type="checkbox"/> | <u>Functions of Management</u> | Week 9 |
| <input type="checkbox"/> | <u>Interviewing and Coaching Exercises</u> | Week 10 |
| <input type="checkbox"/> | <u>Evaluation Techniques and Goal Setting Exercise</u> | Week 11 |
| <input type="checkbox"/> | <u>Team Building, Thinking Styles, and Resistance to Change</u> | Week 12 |
| <input type="checkbox"/> | <u>Problem-Solving Techniques</u> | Week 13 |
| <input type="checkbox"/> | <u>Problem-Solving Process</u> | Week 14 |
| <input type="checkbox"/> | <u>Presentation Skills and Problem-Solving</u> | Week 15 |
| <input type="checkbox"/> | <u>Presentation of Problem and Solutions Graduation</u> | Week 16 |