

Leadership & Management Training Program (80 Hours)

- **Communication Techniques and Administrative Issues**
- **Active Listening and Attitude**
- **Dealing With Difficult People**
- **Productive Meeting Techniques**
- **Productive Meeting Techniques Exercise**
- **Internal Customer Service**
- **Internal Customer Service Exercise**
- **Functions of Management**
- **Functions of Management**
- **Interviewing and Coaching Exercises**
- **Evaluation Techniques and Goal Setting Exercise**
- **Team Building, Thinking Styles, and Resistance to Change**
- **Problem-Solving Techniques**
- **Problem-Solving Process**
- **Presentation Skills and Problem-Solving**
- **Presentation of Problem and Solutions Graduation**