

The Public Service

Leadership and Management Skills Boot Camp

Developing the new and existing manager's skill set



Now available in French



Building Blocks
LEARNING NETWORK

Mastering the skills and techniques for effective management and leadership

The fast pace of today's workplace and ongoing work pressures demand strong and more engaged employees and leaders. While management expects employees to deliver quality results on time, our managers and leaders are playing a critical role in motivating their team members to be the best they can. This can create both a challenge and an opportunity at the same time.

To help you embrace your role as a valued employee, manager or aspiring leader and deliver on high expectations, we recommend this three-day workshop to:

- in a hands-on boot-camp style, get back to basics and revisit the fundamental and current concepts of leadership
- understand the difference between management and leadership and understand better how to apply these skills
- learn strategies to renew and reinforce your team dynamic skills
- acquire practical skills that can be implemented right away to support your success!

How this course will benefit you

Fully aligned with the public service leadership competencies profile, this course is designed to help you develop and reinforce your leadership and management skills, and take you to the next level. Delivered by seasoned instructors with a hands-on approach, you will experience a series of case-studies and group exercises to help assimilate the topics covered. As a participant to this workshop, you will:

- be encouraged to bring concrete workplace matters you wish to work on
- identify the best leadership style to deal with the situation at hand
- develop the competencies of a good manager
- understand when it is best to delegate and how to effectively do so
- learn time management techniques to leverage your capability
- learn techniques to engage and lead your team



Leadership and Management Skills Boot Camp

Through this workshop, you will gain practical skills to support you in your day-to-day tasks, and to apply strong communications and leadership skills. Fully aligned with the public service leadership competencies profile, this workshop will help you increase your influence, navigate through change and build stronger relationships. This workshop is designed to develop the manager's skill set and to solidify the concepts through a hands-on teaching methodology.

Overview

Becoming a manager is an arduous albeit rewarding continuous exercise of learning and self-development that if not carefully managed, can forge leadership philosophies and styles in ways that may continue to haunt leaders throughout their careers.

Employees with strong individual performance are natural candidates to fulfill supervisory roles. To adjust to the new management responsibilities, these rising stars need to rely less on their existing expertise and more on skills that will allow them to effectively "be in charge".

Based on the public service leadership competencies profile, this workshop is designed for those who want to boost their leadership and management skills to the next level. You will learn how, as a current or future manager, you will need to rely less on your technical skills and much more on your conceptual and communications skills, such as planning, organizing, explaining, and inspiring.

Who should attend

- New or soon-to-be Managers, Supervisors or Team Leaders working in the public service
- Managers, Supervisors and Team Leaders looking to reinforce their management skills

Duration: 3 days

Price: \$1,395.00

Testimonials

"(The) instructor added tremendous real world experience to the delivery and made it seem very simple and practical. I thoroughly enjoyed this course and would recommend it to anybody!"

"Wouldn't change a thing about this course! — Enthusiastic, personal stories simplified complex theories so I could understand. — Excellent in all areas - engaging, intelligent, enthusiastic and positive."

"The fact that we can walk away and immediately apply what we've learned to the job is fantastic."

"Best course I've taken in 12 years in the OPS."

"This is fantastic for anyone who is considering management all the way up to "seasoned" managers wanting a refresher."

Please visit our web site to view a complete list of all the courses we offer. www.buildingblockstraining.com

Topics

The Basics

- Understand the roles and responsibilities of managers or supervisors
- Discover the essential management skill set
- Balance between “supervising” and “doing”
- Your place as a manager within the organization

Exercising Leadership

- Identify tools to enable people to be their best
- Strengthen your influence
- Learn different leadership styles and how they can be used according to the situation at hand
- Discover your natural leadership style

Delegating

- Understand when to delegate and when to do it yourself
- Learn to delegate without losing momentum
- Discover a simple step-by-step delegation formula
- Acquire time management techniques that increase your capability

Commitment vs. Compliance

- Achieve high employee engagement by getting people excited about their work
- Apply selective engagement techniques according to employee type (superstar, deadwood, problem child, workhorse)
- Determine when motivation is required

Communicating and Influencing

- Communicate clearly, succinctly and diplomatically
- Learn the four critical characteristics of effective communications
- Learn active listening techniques
- Give meaningful feedback for good and poor performance

Planning Techniques

- Identify the planning cycle and your role in that cycle
- Ensure timely execution of operational actions that support management goals
- Include others in action planning and project management

Managing Performance

- Identify sources of performance shortfalls
- Set achievable objectives for performance improvement
- Negotiate agreements for change and get buy in
- Set limits and follow through

Managing Teams

- Identify the different stages that all teams go through
- Get teams to focus on common goals and overcome competing interests
- Increase your team’s ability to manage and adapt to change

Coaching

- Understand why coaching works and why it is part of your job
- Coach for skill development and skill improvement
- Spread around the coaching responsibility
- Learn when not to coach

Contact us to talk about how we can help

Call 613-230-6255 or email to info@bblockstech.com to set up an appointment and discuss your specific training needs.

Please visit our web site to view a complete list of all the courses we offer.

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Training that works for you

As a learning institution focused on adult education and the needs of working professionals, we continuously strive to deliver value-added training programs for you, your team and your organization. For the Leadership and Management Skills Boot Camp course, Building Blocks:

- offers you cutting-edge training and a comfortable atmosphere where participants feel at ease to share and learn from each other about their work experiences and common hurdles that may prevent them from achieving their goals
- will equip you with practical skills and techniques that can be applied immediately when you return to work; our goal is that you can apply new tools and techniques to effectively deliver on results
- accepts a maximum of 14 participants per class; we limit the number of participants to maximize your learning experience and give you increased access to one-on-one instruction

In addition, participants have the opportunity to build on their learning through our coaching services to support continuous growth.

Onsite and Custom Courses

Onsite training is a great way to cover your group requirements in a cost-effective manner, while giving you the flexibility of scheduling the dates that work for your team. In addition, our expertise in creating customized courses gives you the option of developing a learning program geared towards your specific needs at any given time.

A custom course unique to your group not only provides the material that you want, but also the benefits of team-building opportunities where participants can partake in exercises on topics and issues that are relevant to your organization. This solution offers a complete return on investment by providing training specifically targeted to your needs and maximizing your training budget for the whole department.

[Contact us today for more information or to receive a quote for an onsite or custom course.](#)

Our Subject Matter Expert



Pat Masters

Pat Masters is a Senior Consultant to several international consulting organizations. She brings considerable experience (25+ years) in both public and private sector organizations. Her areas of knowledge and skills include management development, project management, strategic and operational planning, leadership, communication skills, problem solving and decision making, human resource management, development of internal consulting skills, organizational behaviour issues, facilitation and organizational development.

Ms. Masters has a strong capability for finding innovative approaches and solutions to meet management needs. Her facilitation and delivery style is dynamic, highly experiential. She takes the mystery out of complicated management, administrative and information systems.