

Team Skills 2**MGMTSSC14**

This course is designed to further enhance the skills learned in Team Skills 1. The participants will increase their understanding of team work with an emphasis on team development.

Workplace Diversity**MGMTSSC87**

This course allows students to acquire knowledge and gain practical information about gender, generational, and cultural diversity.

Looking Within**PERS10012**

Focus on identifying individual personality and learning style, workplace behavioural style, strengths, skills and experiences

Center Stage**PERS10013**

Focus on demonstrating skills, experience and strengths with an emphasis on presentation skills and portfolio development.

Please contact Cate Walker-Hammond

at 905-575-1212, ext. 3025

or by e-mail

cate.walker@mohawkcollege.ca

if you are interested in this program.

For course information

contact Pat MacDonald at 905-575-2404

or by e-mail

pat.macdonald@mohawkcollege.ca

WORKPLACE LEADERSHIP

CERTIFICATE PROGRAM

Support Staff PD Certificate –
Career Focus for Support
Staff

PROGRAM OUTCOMES:

- Employability skills and leadership development
- Increased self-confidence and emphasis on self management, lifelong learning, and employability skills
- Identification of personal strengths
- Awareness of the diversity of the College Support Staff community and campuses and the variety of work functions and skills
- Cross college team building and networking
- Increased engagement in the college community, fostering motivation and productivity
- Increased awareness and understanding of college-wide activities such as performance feedback, learning plan and professional development, portfolio development, recruitment and interviewing processes.

Program of Studies

The 15 courses below are 12 hours each

MGMTSSP05	Change Management
COMMSSC12	Communication Skills 1
COMMSSC46	Communication Skills 2 *
MRKTSSPC04	Customer Service Job1
MRKT10015	Customer Service Job 2
CONFSSP88	Dealing with Difficult People
MGMTSSPC9	Effective Writing Skills
LAWSSSPC6	Ethics in the Workplace
MGMTSSE17	Leadership Development 1
MGMTSSE18	Leadership Development 2 *
MGMTSSC11	Team Skills 1
MGMTSSC14	Team Skills 2 *
MGMTSSC87	Workplace Diversity
PERS10012	Looking Within
PERS10013	Centre Stage

* level 1 courses must be taken before level 2.

Change Management MGMTSSP05
Learn to understand the changed relationship between job and employee, address negative survivor reactions, and encourage healthy actions for a productive workplace.

Communication Skills 1 COMMSSC12
The ultimate effectiveness of personal and workplace relationships is based on how individuals relate to each other. Enhancing communication skills is the focus of this workshop, with particular attention to problem solving, listening skills and honest expression of feelings and ideas.

Communication Skills 2 COMMSSC46
Using educational concepts discussed in Level 1, participants will have the opportunity for skill practice in listening, providing feedback, giving and receiving criticism, using body language effectively and resolving conflict with role-plays, exercises and student presentations.

Customer Service Job 1 MRKTSSP04
Learn to identify your customer base, determine areas for customer service enhancements and craft resources to achieve maximum results for a minimum cost.

Customer Service Job 2 MRKT10015
This course builds on what was taught in Customer Service Job 1. It will develop your understanding of good customer service for a competitive edge. Prerequisite: MRKTSSP04

Dealing with Difficult People CONFSSP88
Learn to identify various types of difficult people and develop effective strategies for dealing with them and making them part of the team. This session will help to eliminate your frustration and learn to use proven methods for getting positive results.

Effective Writing Skills MGMTSSPC9
Examine basic principles for use in various written communication, and practice writing using a variety of formats

Ethics in the Workplace LAWSSSPC6
Acquire skill to help your organization develop and maintain a code of ethics in the workplace

Leadership Development 1 MGMTSSE17
This course looks at how each of us can be a leader in our workplace, examine what leadership is and its importance to workplace success. Through discussions and self-assessments you gain perspective of your own strengths and weaknesses as leaders and will develop a personal leadership development plan.

Leadership Development 2 MGMTSSE18
Building upon the leadership principles examined in Leadership 1, participants will increase their understanding of leadership through introduction to such topics as self-leadership and emotional intelligence.

Team Skills 1 MGMTSSC11
This course is designed to familiarize the participant with the essential components of working as a productive member of a team. Today's businesses and community organizations are discovering that effective team skills are vital to ensuring a cohesive, cooperative work environment.