

MODERN-DAY MANAGEMENT

Training Program

2017 - 2018



Designed for Leaders of Today and Tomorrow

www.umoncton.ca/modern-management



UNIVERSITÉ DE MONCTON
EDMUNDSTON MONCTON SHIPPAGAN

Éducation permanente

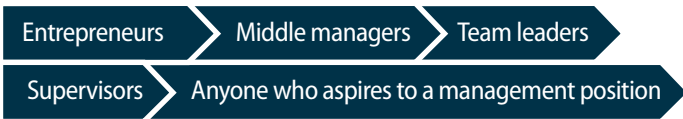
MODERN-DAY MANAGEMENT

PART-TIME TRAINING PROGRAM

Acquire management tools that will benefit you throughout your career!

The Modern-Day Management training program is comprised of 9 workshops distributed over 10 days of training covering topics that will allow you to become a more effective manager. The learning activities will give you the opportunity to refine essential leadership competencies and to develop skills that will enrich your professional life.

This Training Program is Designed for:



Testimonial



“The workshops offered through the Modern-Day Management training program have given me practical and applicable knowledge. I especially enjoyed the stimulating discussions led by competent and inspiring trainers. These exchanges have enriched the learning experience and have opened my eyes to the different realities of the other participants and to various components of management.”

Louis Philippe Levesque
Assumption Life



Learn more about the Modern-Day Management training program at www.umoncton.ca/modern-management.

10 GOOD REASONS

TO CHOOSE THE MODERN-DAY MANAGEMENT TRAINING PROGRAM

- ✓ Develop your management and supervision skills
- ✓ Improve your ability to direct better performing work teams
- ✓ Increase your motivation at work and that of your colleagues
- ✓ Improve your ability to communicate efficiently with colleagues and clients
- ✓ Acquire skills to intervene effectively during a conflict
- ✓ Become an effective change leader
- ✓ Improve your creative management skills
- ✓ Quickly accumulate practical management knowledge
- ✓ Progress in your career
- ✓ Receive a certificate of achievement

THEMES AND PROGRAM STRUCTURE

The specialized educational approach used throughout this program will allow you to progressively integrate the knowledge and skills acquired. You will also have the opportunity to network with leaders from various backgrounds.



1. Personal Manager Profile: *Insights® Discovery*

- Explore your unique personality.
- Develop your interpersonal skills in order to improve your personal and professional relationships.
- Implement new communication techniques to solve issues that occur within work teams.



2. Teamwork and Leadership

- Recognize the required behaviours to create and manage a high-performance team.
- Develop leadership skills that will allow you to positively influence your employees' performance.
- Recognize behaviours founded on integrity in leadership and teamwork and be able to apply the principles of integrity when communicating.



3. Prevent and Manage Conflicts

- Master various conflict management strategies.
- Learn to apply a behaviour evaluation method in conflictual situations.
- Choose the best tools to use, according to the conflict you aim to resolve.



EMPLOYERS

A winning investment for your organization!

This training program will benefit your organization by:

- training a more versatile workforce, equipped with an exceptional capacity to adapt to change;
- creating a more positive and stimulating work environment;
- increasing productivity and work satisfaction;
- improving relationships between management, staff and clientele;
- increasing its profitability and utilizing your resources more efficiently;
- reinforcing the sense of belonging within your organization.

4. Cultural and Intergenerational Diversity Management

- Recognize the preferences and values that motivate each of the different generational groups and adapt your management approach.
- Maximize the potential of every member of a multigenerational work team to ensure that the generational differences become an added value within the team.
- Develop techniques that will allow you to improve your relationships with individuals of diverse cultural backgrounds.
- Discover the norms and the protocols that govern intercultural interactions, and the fundamental skills that are necessary to manage effectively within this context.

5. Effective Delegation and Positive Confronting Techniques

- State the nature and the importance of a task and define the expected results.
- Book follow-up meetings and agree on the level of frequency and intensity of the monitoring.
- State the boundaries of authority devolved.
- Understand the six-step process that will transform the undesirable situation, while preserving the integrity of the individual involved.
- Identify ways of engaging staff to become much more receptive to feedback and more likely to change their approach, encouraging them to minimize toxic behaviors, and be part of a more peaceful, productive and courteous work atmosphere.

6. Recruit and Retain the Right Employee

- Review your recruitment and selection strategies according to your employer brand.
- Identify the most appropriate tools to select employees to fulfill your organizational needs.
- Acquire the tools and techniques that will allow you to refine your loyalty strategy in order to retain your most diligent and competent employees.

Certification

A certificate of achievement will be awarded to participants who have attended all workshops.

Locations

Moncton campus: Offered in English and French

Shippagan campus: Offered in French only

Cost

\$2,150 per person

Schedule

This Program is comprised of 10 days of training over a period of 6 months. The workshops are held between 9 a.m. and 4 :30 p.m. during the week. Please refer to our website for the exact dates.

REGISTER NOW!

www.umoncton.ca/modern-management

Do you have questions about the Program?

We offer individual or group consultations. Complete the online request form or, you can contact our customer service representatives:

Moncton campus: (506) 858-4121, edperm@umoncton.ca

Shippagan campus: (506) 336-3452, edperm@umcs.ca

This program can be adapted and offered exclusively to your employees within our facilities or, at your workplace. Contact us for more information.



7. Creative Management

- Acquire the specific tools and techniques to think creatively and discover how the workplace can profit from innovation and creativity.
- Define the most common distinctive features of creative people and learn what organizational and personal styles best promote creativity.
- Practice creative problem solving by applying techniques to find various problems that occur in the workplace.



8. LEAN Management: Optimizing Productivity

- Optimize your value chain to react to the market's evolution, to employee turnover and to the constraints of your sector.
- Apply techniques that will allow you to quickly assess your current situation and your improvement potential, as well as identify solutions in order to eliminate any form of waste within your production process.
- Improve your organization's operations while ensuring that your improvement plan remains linked to your strategic plan.



9. Change Management: Overcoming Resistance

- Acquire the knowledge and skills to efficiently lead and support change initiatives.
- Identify and address resistance to change.
- Develop and implement a change management plan to engage and empower people to act.