

## Leadership and Management Certification

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### A 3-Day *Hands-On* Workshop

This certification program addresses essential workplace competencies that will help your managers, supervisors and team leaders reach new levels of professionalism, leadership and performance. Managers, supervisors and team leaders who want to reach new levels of proficiency in professionalism, leadership and performance will benefit from the new techniques, skills and concepts presented in this course that teaches participants techniques for blending management approaches with effective leadership skills and philosophies. *This course is a Top Seller with a 99% customer satisfaction rating!*

### Subjects covered in this workshop—

- Why Change is Healthy in Government Organizations
- To Change or not to Change?
- Introducing Change
- Managing During Change
- Decision Making
- Motivating the team
- Gaining Consensus (Buy-in)
- Team Reputation and Identity
- Assessment of Performance During Change
- Communication
- Active Listening
- Leading an Organization to Success
- Determining Organizational Priorities
- Problem Solving and Decision Making
- Managing Difficult People