

## *Seminars and Workshops*

### *Management and Leadership*

#### ***Teambuilding***

Discover the importance of managing and communicating as a high performance team reinforcing creativity, ownership and accountability.

#### ***Management Skills for Supervisors***

Learn interpersonal, operational, and organizational techniques to manage teamwork and to gain cooperation in your business.

#### ***Developing Effective Leadership***

Examine the leader's role as a motivator and a coach to build trust, to generate enthusiasm, and to provide direction for a team under demands of organizational transition.

#### ***Training The Trainer***

Develop the competencies to prepare powerful presentations using effective teaching aids for the retention of new skills for in-company training programs.

#### ***Conflict Management***

Realize how to deal with anger, confrontation, and misunderstandings, and to recognize and manage potential conflict situations as they arise.

#### ***Stress Management***

Examine the effects that stress has on the performance of daily living, and learn specific techniques to cope and manage stress at work and at home.

#### ***Total Quality Management***

Outline specific strategies for implementing TQM, recognizing the need for training, feedback and open communication as an ongoing, successful TQM initiative.

#### ***Decision-making and Risk-taking***

Assess the balance of risks against benefits to arrive at the best possible decision, based on quality analysis and practical systemic techniques. Learn how to monitor results for continuous progress.

#### ***Motivating Yourself and Your Employees***

Gain insight into how attainable goals, harmonious work relationships and effective communication build self-esteem and self-confidence to enhance job satisfaction for managers and employees.