

Discover your own personal leadership characteristics. Learn to define primary qualities needed by leaders and develop the soft skills and techniques to set yourself up for success. This program will also lay the groundwork for technical skills training that will provide you with competencies required in the business world.

Research shows that adults learn best by exposure, experience and repetition of the experience.

This program will be delivered one module per month, with the first intake beginning in September. Modules will incorporate discussions, individual exercises, lectures, videos, group work, home study and assignments.

Upon completion of all modules in each Level you will receive a certificate.

Level 1 of the program will focus on the soft skills training, and include the following modules:

- Thought Patterns for High Performance (2 days) - Sept 21 & 23/04 compulsory module \$400
- Core Skills for Interaction (1.5 days) - Oct 27-28/04 compulsory module \$350
- Building Trust (1/2 day) - Oct 28/04 \$300
- Professional Image/Business Dining Etiquette (1 day) - Nov 24/04 \$200
- Integrity and Ethical Behavior (1 day) - Dec 8/04 \$300
- Working as a Team (1/2 day) - Jan 26/05 \$300
- Working Through Conflict (1/2 day) - Jan 26/05 \$150
- Public Speaking (1 day) - Feb 23/05 \$200
- Networking (1/2 day in class; plus 1/2 day on golf course with mentors) - Mar 30/05 \$300

Level 2 of the program will focus on the technical skills training, and includes the following modules:

Dates yet to be determined.

- Leader vs Manager (1 day) \$200
- Written Communications (2 days – business letters, reports, e-mail communication/management, etc.) \$400
- Financial Training for Non-Financial Managers (1 day) \$200
- Customer Service (1 day) \$200
- Time Management (1 day) \$200
- Leading Successful Meetings (1 day) \$200
- Event Planning (1 day) \$200
- Taking Charge of your own Development (1 day) \$200

A team of professional women/mentors have volunteered to work with each participant through this process. Once participants have registered, program delivery will take place at various worksite locations.

Course Fees

Fees can be paid by registering for each module.

All program materials, refreshments, lunch, handouts, golf/green fees, registration and certificate are included in course fee. (Rates are subject to change.)

NAIT's Facilitators

All program facilitators are industry experts in their field. They have been selected for their ability to provide practical and relevant instruction acquired through personal education and experience.

For program information, phone 780.378.5044, e-mail patm@nait.ab.ca



Business Soft Skills

www.nait.ca/coned

Bring on the future