



Developing tomorrow's leaders today

Certificate in Leadership Skills Development

Become a Leader in '09 who is better equipped to handle workplace challenges with solid knowledge, tools and resources. The Center for Business, Industry & Labor's **Certificate in Leadership Skills Development** is presented in five dynamic, skill-based modules that help build both depth and breadth in your abilities to engage and lead people. Located at Florissant Valley Community College, training will be from 8 a.m. to noon for each course.

The Certificate in Leadership Skills Development includes:

Essentials of Leadership – Oct. 15, 8 a.m. – noon

This foundational course helps managers and key employees:

- Multiply their effectiveness by motivating their team and helping people to be more effective.
- Accomplish more in interactions in less time, while enhancing interpersonal relationships.
- Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act.

Coaching for Success – Oct. 29, 8 a.m. – noon

One of the most challenging aspects of management is getting the most from your staff through their individual and team performances. This course will provide a coaching framework for you to help your employees develop to their full potential. You will be provided with tools to assess your employee's commitment and competence to provide effective feedback, and to determine the most effective coaching response for a variety of situations.

Launching a Successful Team – Nov. 12, 8 a.m. - noon

Leaders learn the process of setting up a team charter, including goals, ground rules, and other important elements of a successful team. The course provides practical, actionable tools to help members stay on track, avoid the problems that plague many teams, and achieve success.

Reaching Agreement – Dec. 3, 8 a.m. - noon

The velocity of work, the diversity of ideas and people, and the rapid flow of information make it increasingly difficult to get groups to agree and commit to action. This course focuses on the dynamics of group agreement and the importance of having everyone's commitment. It teaches seven techniques for making clear, high-quality decisions that have the buy-in and commitment of every group member.

Leading Four Generations in the Workplace – Dec. 17, 8 a.m. – noon

Today's workforce is comprised of four distinct generations; each with its own shared history, common biases and core beliefs. Learning what makes each generation tick and taking the time to consider your communication approach will advance your relationships and help you lead your team during good times and through stressful situations. This course gives participants that generational insight. Throughout this course, participants will learn the common drivers of each generation—what are they looking for, how to interact with them, how they make decisions, and what is most important to them.



About your instructor -

Barry Schapiro is a CBIL Practice Leader and DDI-Certified facilitator, as well as an experienced trainer and public speaker with a professional career spanning over 40 years, all of it in St. Louis. *Leading Four Generations in the Workplace* is a program developed at CBIL by Barry after a year of research and development, and he is now one of the Metro area's authorities on this topic.