



Small town values. Downtown expertise.

P.O. Box 127, 145 Main Street East

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Emerging Leaders Training

Duration: 24 hours including optional online Employment Law module

Homework & Pre-Work: 1.5 hours total (Assessment & Coaching Session)

Media: Zoom

Class Size: Maximum 20 participants

Certificate? At completion

Participants requirements

- A computer with webcam, microphone and speakers.
- Zoom Basic software (free) loaded onto your computer:
<https://zoom.us/signin>
- Sufficient internet bandwidth.
- A private space so you can speak and hear the audio.
- All content is proprietary and copyrighted, all information is provided for personal use, therefore participants must agree to not record any session.

Prerequisite

- None

Who should attend?

This course is designed for newly appointed or prospective people leaders and supervisors, and as a refresher training for experienced supervisors and managers.

Course Description

Participants will develop and strengthen leadership skills and gain a better understanding of their role as a leader. Examine skills and strategies for managing personal conflict through effective communication, increase knowledge of legal duties and responsibilities, develop time management strategies, and learn how to effectively motivate team members.

The Program is an interactive and hybrid in-person/online training program with the added benefit of networking with other course attendees and presenters.

Course Outline

Module 1: The Role of the Leader and Personal Effectiveness

Poor leadership is largely cited as the number one cause of resignations; being a good leader is a choice requiring concerted effort in order to succeed.

This module explores common challenges and opportunities of being a leader. Participants will gain an understanding of the roles and responsibilities of managers as leaders, typical issues leaders face in their

roles, and strategies to engage in order to set the direction for their team's success. Concepts of emotional intelligence and applicability to development as a leader are also examined.

*Module 2: Employment Law**optional online module*

An overview of the legal framework for Employers in Ontario including the Employment Standards Act, Accessibility for Ontarians with Disability Act (AODA), Human Rights and Pay Equity. Topics include key considerations around recruitment/selection, onboarding, performance management, retention strategies, and terminations.

The module will introduce basic requirements and concepts for risk mitigation and control, accident investigation, accommodation, and worker training. Topics include navigating applicable legislation and practical solutions for integrating safety into workplace operations. Participants will be exposed to several processes, tools, and strategies to implement in their workplaces in order to foster and promote an improved and proactive safety culture.

Module 3: Communication

Effective communication is essential to an organization's success, this workshop explores best practices and approaches to communication while examining strategies to close the gap between a team's current and desired level of performance through effective coaching.

*Module 4: Time Management * online self-guided module*

Looking for a simple solution to increase productivity and efficiency? Numerous studies have indicated positive correlation between strong time management skills and business success.

This workshop explores the use of time and priority tools to increase productivity and efficiency, including discussion on benefits and barriers to successful delegation. Participants will have the opportunity to apply practical time management strategies in order to work smarter, not harder.

Module 5: Motivation & Engagement

Discover the power of engagement and why motivation matters through an interactive discussion of strategies to build better working relationships; this module examines the role a leader plays in employee engagement and motivation. Participants will have the opportunity to practice strategies instrumental to gaining individual and team buy-in for a stronger, more productive and cohesive workforce.

Description of learning tools & method

Training is designed to be interactive and attendees are encouraged to participate in group exercises, self-assessments and online discussion, as well as to share experiences, challenges, and questions.



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Participants will be expected to complete an EQ-i 2.0 assessment and follow up one-hour 1-1 coaching session as well as attempt to apply their learning in order to debrief during the following session.

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