

Management Skills For Supervisors

12-day Part-time Credit Certificate Program



Program Overview

Supervisors, managers and leaders in today's organizations are expected to do "more with less," working in increasingly complex and competitive work environments. This program provides practical skills and tools for current managers and leaders to refine and enhance their ability to manage and motivate individuals and groups. For those making the transition into leadership and supervisory roles, this program is an opportunity to build confidence and skills to take on a management role. The program carries 6 units of course credits towards certificate, diploma and degree programs at Vancouver Island University. No prerequisites.

Career Opportunities

Small, medium and large businesses/organizations are in a better position to grow and become successful with employees who have effective management and supervisory skills. Labour market sectors such as tourism and hospitality, health, service, industrial, technology and education all require employees with interpersonal, team-building and administrative skills. This program will appeal to managers, assistant managers, supervisors, administrators, team or project leaders and department heads in business, industry, public and not-for-profit sectors.

Program Goals

This program aims to improve managerial effectiveness of participants through practical, specific training in interpersonal, team-building and administrative skills.

Program Format

The program is currently offered in a workshop format in three 4-day courses. This format allows participants to integrate new skills and learning on the job, then return to class for reinforcement, review and new material. Class format includes short lectures, videos, self-scoring inventories, role-plays, case studies and structured exercises to provide a stimulating adult learning experience.

Program Outline

The program is comprised of three 2 credit courses:

Interpersonal Skills (MGMT 145) – 4 day course (28 hours)

Focusing on: respecting individual differences, giving and receiving feedback, listening with sensitivity, clear communication, influencing and persuading others, resolving conflict. (2 credits)

Team Building Skills (MGMT 146) – 4 day course (28 hours)

Focusing on: leadership styles, motivation, building strong work teams, dealing with problem behaviours, facilitating meetings, understanding and managing change. (2 credits). Prerequisite: MGMT 145.

Administrative Skills (MGMT 147) – 4 day course (28 hours)

Focusing on: selecting and orienting staff, defining responsibilities and goals, conducting performance reviews, training techniques, delegating and coaching, writing skills, managing time and stress, making presentations. (2 credits). Prerequisite: MGMT 146.

Centre for Continuing Studies

Fees

Program Fee: \$2068 + student fees.
Note that fees and program dates are subject to change without prior notice.

Financial Assistance

This program is not eligible for student loans.

Graduation Requirements

Participants who complete all three parts of the program will receive a certificate from Vancouver Island University. In addition, participants may receive two credits per course towards certificate, diploma and degree programs at VIU. To qualify for credit, three take-home assignments demonstrating application of skills and knowledge to the work situation must be completed.

Program Requirements

There are no program requirements.

How to Apply

- Complete a Vancouver Island University Application for Admission form.
- A \$35 application fee is required for first time applicants to Vancouver Island University.
- Submit your application to:
In Nanaimo:
Vancouver Island University
Registration Centre, Building 200,
900 Fifth Street, Nanaimo BC V9R 5S5
Or
In Parksville:
Vancouver Island University, Registration Centre
Box 42, 100 Jensen Ave East Parksville, BC V9P 2G3
2nd Floor Parksville Civic & Technology Centre

For More Information

Check our website, www.viu.ca/ccs or call the Centre for Continuing Studies for dates and details, (250) 740-6160 or toll free 1-866-734-6252
Email: ccs@viu.bc.ca

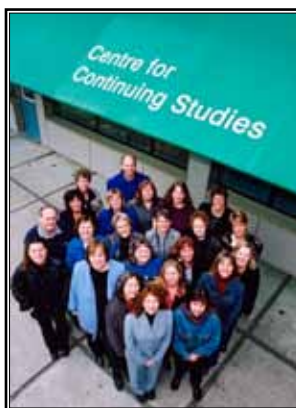
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Updated 2011/01/31



About Vancouver Island University

Vancouver Island University is a comprehensive university for the central Vancouver Island region. The main campus is located in Nanaimo; regional campuses in Duncan, Powell River and the Parksville/Qualicum area. More than 10,500 full-time and part-time students are enrolled in academic, career, technology, applied, and upgrading programs. In addition, 10,500 part-time learners are enrolled in continuing education programs.



About the Centre for Continuing Studies

The Centre for Continuing Studies at Vancouver Island University serves the education and training needs of thousands of lifelong learners in our region each year. The Centre seeks to expand learning opportunities for adults and to provide a welcome point of contact for business, industry, and individuals interested in accessing extensive educational resources. The Centre links

Vancouver Island University with community groups to develop education and training programs for people of all ages for professional, occupational and personal skill development.

Nanaimo Campus

900 Fifth Street
Building 310
Nanaimo, BC V9R 5S5
Tel: (250) 740-6160
Toll Free: 1-866-734-6252
Fax: (250) 740-6452
Email: ccs@viu.ca

Parksville/Qualicum Centre

100 Jensen Avenue East, Box 42
Parksville, BC V9P 2G3
Tel: (250) 248-2096
Toll Free: 1-866-734-6252
Fax: (250) 248-9792
Email: pqcampus@viu.ca

Cowichan Campus

222 Cowichan Way
Duncan, BC V9L 6P4
Tel: (250) 746-3519
Toll Free: 1-888-747-3519
Fax: (250) 746-3584
Email: ccscowichan@viu.ca

Powell River Campus

3960 Selkirk Avenue
Powell River, BC V8A 3C6
Tel: (604) 485-2878
Toll Free: 1-877-888-8890
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Email: julie.clarke@viu.ca

Visit our Website ■ www.viu.ca/ccs