Leadership Development

What makes a great leader? Great leaders have passion for a cause, value and respect others, communicate and listen effectively, possess excellent planning and organization skills, and are creative. All of these skills can be learned and developed because leaders are made not born.

Objective

This course is designed to give individuals in leadership roles the knowledge and skills to practice that are essential aspects of leadership development. Learn how to communicate visions and goals your employees.

Who Should Attend

This course is recommended for supervisors, managers, team leaders, and anyone who has a desire to improve their leadership abilities.

Course Content

- Understanding what leadership is and what effective leaders do
- Developing effective communication and listening skills
- Understanding the difference between a manager and a leader
- Learning values and behaviors that motivate others to achieve goals
- Enhancing people skills
- Improving planning and organizational skills
- Building improved business and meeting skills

Course length: 1 day
CEU credits: 0.8
Fee: $249

Project Management: Effective Planning, Execution and Control

Provided by ASQ

In this fast-paced, participative course, participants will gain knowledge in how to successfully manage all of their projects and adhere to guidelines outlined in the new ISO 10006 Guidelines for Quality Management in Projects and the Project Management Institute's Body of Knowledge (PMBOK). You will be provided with the tools and skills needed to ensure that all of their projects are successful. You will learn how to manage a project from beginning to end and will have the chance to put into practice their newly acquired skills. You will work on actual projects, developing your team, project scope and project plan. In addition you will complete a project risk assessment, understand the project change management and project close-out evaluation processes.

Objective

- Manage a project to the ISO 10006 Guidelines for Quality Management in Projects and guidelines contained in the PMBOK
- Understand all of the steps required to manage small and large projects from beginning to end
- Accelerate the development of project scope and plan development
- Create the team for small and large complex projects, and manage these projects on a global basis
- Clarify the roles and responsibilities of the project sponsor, project manager, project team members, and project stakeholders
- Understand the project issue management and change management process
- Create a risk management plan so that risks are proactively managed throughout the project
- Close out the project and retain project knowledge within the organization

Who Should Attend

This course is designed for team leaders, ISO project coordinators, Six Sigma coordinators, quality engineers, managers, supervisors and people who need to ensure their projects get done on time, and on budget and meet all customer requirements.

Course Content

- Introduction
- Project initiation
- Project definition
- Project planning
- Project execution
- Project close
- Conclusion

Course length: 3 days
Fee: $9848
Minimum attendees: 6

*Travel expense for the ASQ Instructor is additional

Supervision Basics

This course will help the new, as well as the experienced, supervisor gain valuable skills in the challenging role of supervision. Often times, staff are promoted to supervisory positions and feel overwhelmed by the task of managing people and resources while maintaining quality and production standards.

Objective

This course will introduce participants to management concepts, tips, and techniques that will assist them in becoming a successful supervisor/manager. It will address topics that often get overlooked when training the new, as well as experienced, supervisor.

Who Should Attend

This course is designed for personnel who are planning to move into supervising, those who have been promoted recently, and those experienced in management or supervision who need a refresher.

Course Content

INTRODUCTION TO SUPERVISION (3 hours)
- What is supervision
- How will it change your life
- Setting standards and walking the line
- Supervising former peers and friends - the pitfalls to avoid
- Mutual expectations and agreement
- Coaching

TIME MANAGEMENT, PROJECT PLANNING AND GOAL SETTING (3 hours)
- Managing your time and your employee's time
- Setting work and project goals
- Managing a project and measuring progress

EFFECTIVE COMMUNICATION IN THE WORKPLACE (3 hours)
- Non-verbal communication
- Understanding the need for effective communication in the workplace
- Communication techniques
- Techniques for delivering feedback

ACCOUNTABILITY, ASSESSING NEGATIVE PERFORMANCE, RESOLVING CONFLICT (3 hours)
- Dealing with difficult people
- Techniques for delivering criticism
- Using progressive discipline to save a problem employee
- Understanding cultural, gender, age, and race diversity
- Accountability of the supervisor vs. the work team

ISSUES CONFRONTING THE EXPERIENCED SUPERVISOR (3 hours)
- Change readiness—dealing with change in the workplace
- Interactive problem solving and decision making
- Creating a quality culture
- Understanding the difference between managing and leading
- Adapting to and making the team approach work

Course length: 2 days
CEU credits: 1.6
Fee: $439