

Durham College Corporate Training

Leadership Essentials

This course combines a focus on developing effective strategies for motivating individual employees and creating dynamic team environments with new techniques to improve motivation and workplace communication. Essential for any manager is the component focused on modern management principles.

Modules:

1. Individuals at Work
2. Creating Effective Work Teams
3. Communicating in Today's Organization
4. Motivating Employees
5. Managing Workplace Change & Transitions
6. Modern Management Principles

Course	Cost	Duration
Leadership Essentials Program	\$ 725.00	48 hours
	\$ 375.00	24 hours
	\$ 125.00 per individual module	8 hours

Advanced Leadership

This course builds on the experience of a seasoned manager with a focus on the development of subordinates, coaching employees with a focus on continual improvements, understanding global markets and developing quality management frameworks.

Modules:

1. Developing Human Assets
2. Coaching Employees for Success
3. Managing Continuous Improvement
4. Applied Problem Solving Techniques
5. Understanding the Global Marketplace
6. Creating a Quality Framework

Course	Cost	Duration
Advanced Leadership Program	\$ 725.00	48 hours
	\$ 375.00	24 hours
	\$ 125.00	8 hours

Project Management

Project management is the discipline of organizing and managing resources (e.g. people) in such a way that the project is completed within defined scope, quality, time and cost constraints.

The project manager often has to determine and implement the exact needs of the client, based on knowledge of the firm. The ability to adapt to the various internal procedures of the contracting party, and to form close links with the nominated representatives, is essential in ensuring that the key issues of cost, time, quality, and above all, client satisfaction, can be realized.

Modules:

1. Introduction to Project Management
2. Project Planning and Controls
3. Leadership in Projects
4. Risk Management in Projects

Course	Cost	Duration
Project Management	\$ 300.00 per module	16 hours

Customer Service

Whether you are the person on the front line, or the one serving the front line, you touch customers. Everyone serving internal or external customers needs these fundamental skills! Re-energize your staff with the required skills for excellent customer service. Six-modules comprised of essential practices for everyone will provide your staff with skills and awareness necessary to delight your internal and external customers. Training curriculum is available in one or two day formats.

Modules:

1. Attitude of Excellent Service
2. Identifying Customer Needs
3. Thoughtful Body Language and Words
4. Uncompromising Service at Every Contact Point
5. Resolving Conflict
6. Exceeding Customer Expectations

Course	Cost	Duration
Customer Service	\$ 175.00	8 hours
	\$ 350.00	16 hours

Sales

This course focuses on developing effective sales skills and strategies for helping individual employees to create dynamic sales environments with new techniques to improve motivation and communication.

- **Module 1:** Creating a Sales Mindset, Knowing the Reseller, Setting Goals for Sales Success, Engaging the Reseller, Learning's from the Session
- **Module 2:** The Call Process, Value Proposition, Questioning Skills, Script with Questioning Skills, Handling Objections
- **Module 3:** Presenting and Educating, Influencing and Persistence, Transition to Sales – Closing, Competition
- **Module 4:** Presentations - Putting it all Together, Building Customer Relations, Territory and Time Management, Future Actions

Course	Cost	Duration
Sales	\$ 125.00	8 hours

Occupational Health and Safety

This course describes the health and safety responsibilities of employees and employers, outlines the major laws relating to employee security and safety, identifies the implications of employee security programs, and identifies and measures the financial effects of health and safety programs. The course also looks at evolving issues in the modern management of health and safety programs.

- Role and importance of the various stakeholders in health and safety
- Occupational Health and Safety Laws
- Physical agents: Chemical and biological

- Psychosocial hazards
- Hazard recognition, assessment and control
- Training
- Motivating safety behaviour at work
- Emergency response and preparedness
- Accident investigation
- Workplace wellness
- Workers Compensation & miscellaneous issues in health and safety

Course	Cost	Duration
Occupational Health and Safety	\$ 300.00	16 hours