

Professional Development Certificates

For persons interested in learning the fundamentals of bookkeeping for small- to medium-size businesses.

Certificate in Bookkeeping

Note: Courses may be done individually.

Core Requirements

Basic Accounting, Level 1

Acquire the accounting concepts and procedures you need to make informed operating decisions. Having that knowledge not only helps you manage your business, it balances your reliance on someone else's assessment of your company's financial condition. Among the topics you'll cover are balance sheets, income statements, ledger transactions, trial balances and closing entries.

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Tue., Sept. 22 – Oct. 27 (6 classes), 7 – 10 p.m. \$179 (text extra). Facilitator: Rob Ryan.

Basic Accounting, Level 2

Prerequisite: Basic Accounting, Level 1 or equivalent.
With a basic understanding of accounting principles and procedures in-hand, you're now equipped to take a penetrating look at detailed financial statements; how to read them; the reporting conventions they follow; and what they tell you and other stakeholders about your business.

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Tue., Nov. 3 – Dec. 8 (6 classes), 7 – 10 p.m. \$179 (text extra). Facilitator: Rob Ryan.

Introduction to Payroll Concepts

A must-do course for setting up and maintaining a reliable payroll system for new and existing businesses. Topics include the employer/employee relationship, types of remuneration, hours-of-work legislation, payroll deductions, employee termination, government remittances and year-end requirements.

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Scheduled for winter 2010

Simply Accounting, Level 1

See page 4.

Simply Accounting, Level 2

See page 4.

Electives (select one)

Microsoft Excel, Level 1

See page 3.

Migrating to Microsoft Office

See page 4.



Information was well presented and the instructor was very knowledgeable with the necessary details for a productive website.



Writing for the Web, Spring 2009



www.mun.ca/lifelonglearning



For persons interested in improving their business writing competencies.

Certificate in Business Writing

Note: Courses may be done individually.

Core Requirements

Writing Right: Basic Grammar

Do you know what a comma splice is? The appropriate use of a semi-colon? How to correct a run-on sentence? If you don't know the answer to those questions, or if you're just interested in refreshing your grammatical skills, this is the course for you. In learning the mechanics of writing, you'll be better able to express yourself accurately and effectively.

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Mon., Oct. 5 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Tamara Reynish.

Business Writing Fundamentals

Writing Right: Basic Grammar, is recommended.
Being able to communicate effectively in writing is a critical business skill. Just about any career ad now asks for superior or excellent written and oral communication skills. Through exercises and discussion, you'll learn what's required to be an effective writer including knowing your audience and the importance of being concise. You'll also look at the basic standards for appropriate e-mail communications, the elements of routine report writing and garner a number of tips for writing for diverse cultures.

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Tue./Wed., Dec. 1 and 2 (2 classes), 9 a.m. – 4 p.m. \$209. Facilitator: Doreen Whalen.

Technical Report Writing

Having sound technical report writing skills is a valuable asset given the impact reports have in effecting change and/or informing decisions. Under the guidance and encouragement of a skilled TR writer, you'll learn to craft reports that respect the value of concision, have a clear focus and demon-

strate an effective use of visual elements.

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Fri., Nov. 6 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Tamara Reynish.

Electives (select two of three)

Developing a Proposal

Producing a strong, winning proposal requires that you understand the sponsor's goals and objectives so that your proposition will intersect their needs. From there you'll move to tailoring a response, including conducting the necessary research. You'll finish by packaging and presenting a document that will be both compelling and true to purpose.

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Wed./Thu., Dec. 9 and 10 (2 classes), 9 a.m. – 4 p.m. \$209. Facilitator: David Yetman.

Basic Public Relations Writing

Take a public relations concept from drawing board to finished product. Along the way you'll be introduced to the basics of writing public relations messages for a variety of situations and audiences.

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Wed., Oct. 21 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Yvonne Hann.

Writing for the Web

How people process web content should inform how you present ideas and information on your website. So it's important that you understand and employ concepts like chunking, bulleting, linking and cutting text. They are important strategies that will help you communicate your web content effectively and keep people coming back to your site.

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Mon., Sept. 21 – 28 (2 classes), 7 – 10 p.m. \$169.
Facilitator: Beth Ryan.

For persons interested in developing support skills in the administration of human resources.

Certificate in Human Resource Administration

Note: Courses may be done individually.

Diversity Awareness

Elevate your awareness of your approach to cultural diversity through the application of the Intercultural Development Inventory (IDI) tool, supplemented by group feedback and the exploration of guidelines for managing the nuances of cross-cultural communication. The workshop will be of particular value to administrative staff, educators, employers and other professionals working with diverse cultures.

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Wed., Oct. 14, 9 a.m. – noon (1 half day) \$79 (includes IDI computerized feedback). Facilitator: Sonja Knutson. **Note:** Individualized feedback (about 1 hour per person) can be arranged for a later date at a cost of \$25 per person.

Understanding the Workplace: Generation Gap Communication

For the first time in history, four generations are working together, side by side: traditionalists, baby boomers, Generation Xers and millenials. Each generation brings to the workplace varying beliefs, values and attitudes, hence the potential for generational clashes. Learn about the various profiles of generational demographics within today's workplace, and use that knowledge in training them, motivating them, in resolving conflicts and in creating new sets of shared values.

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Wed., Oct 14 (1 half-day class). 1 – 4 p.m. \$89.
Facilitator: Don Crickard.

Coaching for Peak Performance

See Certificate in Team Effectiveness, page 35.

Respectful Workplace

A respectful work environment; i.e., an environment in which all employees are treated with respect and dignity, creates a healthy atmosphere for everyone involved. This one-day workshop will take you through exercises that will inform you as to what a respectful work environment is, and how to maintain that environment. An interactive and thought-provoking session!

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Fri., Oct. 23 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Andy Butt.

Hiring for Retention

Handled strategically, recruitment and retention can contribute significantly to your company's operational and financial success. Join a recruitment and retention specialist for a rewarding look at what it takes to hire the right people and keep them! You'll learn how to develop and implement strategic recruitment plans and how to bring them to life through effective advertising and interview techniques. You'll then learn how to keep those valuable assets in place through the implementation of appropriate support structures and the development of a succession plan.

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Thu., Dec. 3 (1 class), 9 a.m. – 4 p.m., \$169.
Facilitator: Alex Twells.

program requirements cont'd. next page

Delivered in such a manner that I could confidently walk away and apply effectively to our business what I learned.

Knowledge Transfer, Spring 2009

(HR program requirements cont'd from previous page.)

Successful Performance Appraisals

Develop the skills you need to administer a successful appraisal experience! Performance appraisal can be a rewarding and enriching experience for companies and employees alike. Learn to identify common mistakes often made in conducting performance appraisals, and find out what you can do to avoid those mistakes. In the process, you'll experience and practise techniques for transferring skills from the classification description to the performance review.

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 Thu., Oct. 1 (1 class), 9 a.m. – 4 p.m., \$169.
 Facilitator: Alex Twells.

Knowledge Transfer

There is an increased awareness regarding the importance of knowledge transfer within today's interconnected global economy. Effective knowledge transfer demands elements of effective communication, organizational knowledge and is a key component to successful human resource management. You will learn what knowledge transfer is, how to manage knowledge transfer, as well as evaluating potential barriers and strategies within your workplace that will allow you to apply and explore the context of knowledge, your organization's most valuable intangible asset.

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 Wed./Thu., Nov. 25 and 26 (2 classes),
 9 a.m. – 4 p.m., \$209. Facilitator: David Yetman.



The most complete and proven test preparation service in an interactive group setting.

GMAT-Test Preparation Course

Kaplan's GMAT-Test preparation course is for students who want complete prep and intend to work hard in and out of the class. In an interactive group setting, you will learn Kaplan's exclusive and proven GMAT strategies and methods covering every skill and topic tested on the exam. Kaplan's prep course will help you get the score you need to get into your target MBA program.

MCAT-Test Preparation Course

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For more information or to register, call 1.800.527.8378 or see www.kaptest.ca

One of our customers said it best: "The day you stop learning, is the day you stop living."



For the influencers in your organization and those who aspire.

Certificate in Leadership

Note: Courses may be done individually.

Core Requirements

Effective Leadership

Leadership is about helping others to realize their potential and, perhaps, to go beyond. It can be demonstrated by individuals at all levels of an organization. Discussions will focus on what it takes to be a leader – managing change, providing strategic thinking, setting direction, coaching, motivating, maximizing organizational performance and leading in difficult times.

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Fri., Dec. 4 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Ted Lomond.

Project Management

The success of any project depends on the effectiveness of how it is managed. In this class you'll be introduced to the principles and practices of effective project management including: setting goals, assigning priorities to tasks, considering budgetary constraints, assessing performance at critical stages in the project, dealing with unanticipated situations and meeting deadlines.

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Mon., Nov 16 – 23 (2 classes), 9 a.m. – 4 p.m. \$209 (includes materials). Facilitator: Ted Lomond.

Time Management: Getting the Most Out of Your Day

Not enough time in your day? In reality, you have more time than you think. You just don't use it well or in a way that suits your style. Find out how to set realistic objectives then learn how to prioritize them, to work through others, to develop short- and long-term plans and to deal with time wasters.

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Tue., Nov. 17 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Don Crickard.

Electives (any two)

High-Impact Presentation Skills

An "everything-you-need-to-know" workshop for delivering a solid presentation with clarity and confidence. You'll learn how to organize your thoughts and information, build credibility, prepare eye-catching visuals and present with power.

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Wed., Nov. 9 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Don Crickard.

Stepping Up To Supervisor

Making the transition from working beside fellow employees to supervising them can be both exciting and challenging for everyone involved. It's a different working relationship requiring a different set of skills, skills that this class will identify to you so that you can function effectively in a supervisory role.

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Tue., Sept. 22 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Ted Lomond.

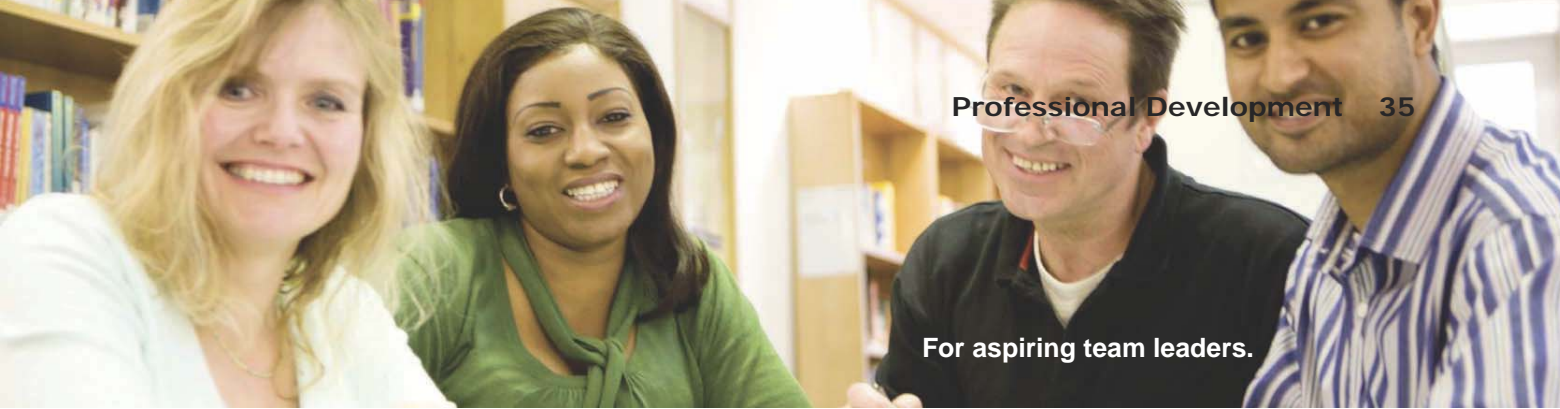
Communicating with Difficult People

See Certificate in Team Effectiveness, right.

Writing Right: Basic Grammar

See Certificate in Business Writing, page 31.





For aspiring team leaders.

Certificate in Team Effectiveness

Note: Courses may be done individually.

Core Requirements

A Day of Self-discovery: "All About Me"

The workplace demands that all employees become effective and productive team members. Yet, how many of us know or take the time to discover what unique strengths and capabilities each of us bring to the team table? Come and discover who you are, in a safe and interactive environment, through the lens of personality, thinking intentions, emotional intelligence and conflict management style.

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Thu., Oct. 1 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Craig Matthews.

Towards Optimum Teamwork!: Shifting From "Me" to "We"

Outstanding business performance thrives on the interaction and synergy of highly functioning teams. But how do you get everyone focused on "job done"? By managing your own working style as well as those of your other team members, and by fostering more productive personnel interactions and relationships, the mechanics of which are covered in this information-packed, one-day presentation.

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Tue., Nov. 10 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Craig Matthews.

Coaching for Peak Performance

Do you know the four most effective coaching styles and when to apply them? Whether you work in a formalized coaching capacity or just want to improve your ability to support other members of your team as a peer coach, this session will introduce you

to the four coaching styles and help you determine which one is best for you. It's an invaluable skill in supporting the developmental needs of all employees, from the inexperienced worker to the seasoned professional.

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Mon., Nov. 23 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator Craig Matthews.

Electives (two of four)

Communicating with Difficult People

Difficult personalities are a fact of life. We encounter them in the workplace as well as in our personal lives. Knowing how to communicate with difficult people is key to living and working with them. To that end, you'll learn about the nature of conflict and its consequences for the people involved, gain some insights into personality types, look at conflict management styles and where best to use them, examine the communications process and the importance of active listening skills and be made aware of the functionality of agreement and constructive disagreement.

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Tue./Wed., Dec. 15 and 16 (2 classes),
9 a.m. – 4 p.m. \$209. Facilitator: Don Crickard.

Effective Leadership

See Certificate in Leadership, page 34.

Change Management

See Certificate in Workplace Comm., next page.

Conflict Resolution

See Certificate in Workplace Comm., next page.

 www.mun.ca/lifelonglearning

From a Human Resources perspective, continuous learning is simply good business.



For the skills enrichment of administrative professionals.

Certificate in Workplace Communications for Administrative Professionals

Note: Courses may be done individually.

Customer Service: Keep Your Customers Coming Back

However they approach you—by phone, in person, by fax, e-mail or the Internet—your customers are the most important factor in your plans for success. The good news is, there are many things you can do to create and maintain strong customer relationships. In this must-not-miss workshop, you'll learn why building and maintaining customer relationships is so crucial and what you can do to secure your customers' loyalty.

Mon., Nov. 30 (1 class), 9 a.m. – 4:30 p.m. \$169. Facilitator: Don Crickard.

Managing Stress

Learning how to manage stress has positive impacts both professionally and personally. Managing stress is a healthy response. In this workshop, you will explore: recognizing your stressors and your reactions to them; how to change your negative behaviours associated with stress; how to evaluate your lifestyle and learn how to better care for yourself. These skills will help you manage your stress and contribute to your personal effectiveness.

Fri, Oct. 16 (1 class), 9 a.m. – 4 p.m. \$169. Facilitator: Carolyn Hapgood.

Communication at Work

Your ability to communicate effectively determines whether you can earn the respect and exert the influence required to get things done for yourself and your organization. Everyone has a predominant communication style that both helps and hinders interpersonal relationships. Most often communication fails because what was said is not what was heard. Effective listening, nonverbal communica-

tion and the importance of a positive attitude will be examined. You will leave with tips to overcome barriers to communication and keys to performance and personal well-being.

Thu./Fri., Nov. 12 and 13 (2 classes), 9 a.m. – 4 p.m. \$209. Facilitator: Doreen Whalen.

Change Management

Change is constant and the need for workplace change has never been greater. This class covers understanding resistance, stages of the change cycle, overcoming mistrust and miscommunication, change as an opportunity and moving from powerlessness to empowerment.

Tue., Sept. 22 (1 class), 9 a.m. – 4 p.m. \$169. Facilitator: Alex Twells.

Conflict Resolution

Become familiar with the dynamics of conflict and develop tools and techniques that will help you respond to conflict in a manner that makes the outcome a constructive experience rather than a force for destruction. You'll also learn the importance of managing the stress related to conflict, a skill critical to the successful management of a conflict situation.

Wed./Thu., Dec. 9 and 10 (2 classes), 9 a.m. – 4 p.m. \$209. Facilitator: Craig Matthews.

Very beneficial to work and personal life.

Conflict Resolution, Winter 2009

Advanced Certificate in Workplace Communications

New!

A professional development certificate for administrative professionals.

Note: Courses may be done individually.

Etiquette Essentials

This interactive session will help you rediscover the fundamentals of courtesy, honesty and respect in the workplace by providing tools and techniques that can be applied in a variety of situations such as meetings, customer service, networking (inside and outside of the office), handling those “sticky situations” with colleagues and supervisors, managing your digital identity and professional image. The session will demonstrate how the reintroduction of these principles will transform your work day from chaos and conflict to civility and professionalism.

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Thu., Oct. 8. (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Michelle Snow.

High-Impact Presentation Skills

See Certificate in Leadership, page 34.

Project Management

See Certificate in Leadership, page 34.

Time Management: Getting the Most Out of Your Day

See Certificate in Leadership, page 34.

Writing Right: Basic Grammar

See Certificate in Business Writing, page 31.

Certificate in Workplace Dispute Communications

New!

A professional development certificate for administrative professionals.

Note: Courses may be done individually.

Conflict Resolution

See Certificate in Workplace Communications, left.

Building Your Communication Toolbox

In today’s workplace, being a skilled communicator at work is a must. This workshop will focus on two key elements of effective communication, listening and assertiveness. These skills when mastered will give you more confidence to tackle difficult issues or conversations in your work environment. Both workshops will use role-play exercises to practice the skills being taught.

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Tue., Sept. 29 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Theresa O’Leary.

vide you with the essentials of mediation, including a model to enable you to practice language skills and other techniques needed by a mediator.

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Wed./Thu., Nov. 18 and 19 (2 classes),
9 a.m. – 4 p.m. \$209. Facilitator: Tamara Reynish.

Mediation Practice

Mediation Skills is recommended.

Alternative dispute resolution can sometimes require an in-depth approach. This class features the development and use of mediation techniques that stem from a basic working knowledge of the mediation model. Become familiar with detailed facets of this dispute resolution method through role playing, the function of the parties and mediating with multiple disputants.

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Mon., Dec. 14 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Tamara Reynish.

A shared learning experience is the best learning experience . Invite a colleague to register with you.

