

## 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.

.....  
Tue., Jan. 26 – Feb. 16, 7 – 10 p.m. plus Sat., Jan. 30, 9 a.m. – 4 p.m. (5 classes). \$179 (text extra).  
Facilitator: Rob Ryan.

#### Basic Accounting, Level 2

Prerequisite: Basic Accounting, Lvl. 1 or equivalent. With a basic understanding of accounting principles and procedures, 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.

.....  
Tue., March 2 – 23, 7 – 10 p.m. plus Sat., Feb. 27, 9 a.m. – 4 p.m. (5 classes). \$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.

.....  
Fri., March 5 (1 class), 9 a.m. – 4 p.m. \$169 (text extra). Facilitator: Rob Ryan.

#### Simply Accounting, Level 1

See page 4.

#### Simply Accounting, Level 2

See page 4.

#### Electives (select one)

#### Microsoft Excel 2007, Level 1

See page 4.


#### Migrating to Microsoft Office 2007

See page 4.

This (course) was informative, well organized and very professional. Lots of opportunity for feedback and practice.

Basic Public Relations Writing

 [www.mun.ca/lifelonglearning](http://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

#### Basic Grammar

What is a comma splice? What is the appropriate use of a semi-colon? How do you correct a run-on sentence? Refresh your grammatical skills and learn the mechanics of writing. By the end of the course, you'll be better able to express yourself accurately and effectively.

.....

Mon., Feb. 8 (1 class), 9 a.m. – 4 p.m. \$169.

Facilitator: Tamara Reynish.

#### Business Writing Fundamentals

Basic Grammar, is recommended.

Being able to communicate effectively in writing is a critical business skill. 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 tips for writing for diverse cultures.

.....

Tue./Wed., March 30/ 31 (2 classes), 9 a.m. – 4 p.m.

\$215. 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 demonstrate an effective use of visual elements.

.....

*Scheduled for Spring 2010.*

### 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.

.....

Wed. March 10, 9 a.m. – 4 p.m. and Thu. March 11, 9 a.m. – noon (1.5 classes), \$199. 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.

.....

*Scheduled for Spring 2010.*

#### Writing for the Web

How people process web content should determine 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.

.....

*Scheduled for Spring 2010.*

 [www.mun.ca/lifelonglearning](http://www.mun.ca/lifelonglearning)

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.

.....  
Tue., Feb. 23 (1 half-day class), 9 a.m. – noon. \$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 millennials. 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.

.....  
Wed., Feb. 10 (1 class), 9 a.m. – 4 p.m. \$169. Facilitator: Don Crickard.

## 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 want to improve your ability to support other members of your team as a peer coach. This seminar will introduce you to the four coaching styles and help you determine

which one is best for you. This skill is invaluable in supporting the developmental needs of all employees, from the inexperienced worker to the seasoned professional.

.....  
Mon., March 22 (1 class), 9 a.m. – 4 p.m. \$169. Facilitator Craig Matthews.

## Respectful Workplace

A respectful work environment 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. Topics will include classifications of behaviour, respectful workplace barriers, workplace harassment issues, and necessary steps to create a respectful work environment.

.....  
Fri., Feb. 26 (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.

.....  
Tue., April 6 (1 class), 9 a.m. – 4 p.m. \$169. Facilitator: Alex Twells.

cont'd on next 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. Learn to identify common mistakes often made in conducting performance appraisals, and find out what you can do to avoid those mistakes. You'll experience and practice techniques for transferring skills from the classification description to the performance review.

.....  
Tue., March 9 (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.

.....  
Wed., March 24, 9 a.m. – 4 p.m. and Thu., March 25, 9 a.m. – noon (1.5 classes). \$199. Facilitator: David Yetman.



Your registration connection **737.7979**

**Excellent. A relevant course for today's workforce.**

Understanding the Workplace: Generation Gap Communication

**Aim high!  
Achieve  
more!**



**Professional Development and Training**

The Division of Lifelong Learning offers customized training solutions for private- and public-sector organizations and businesses.

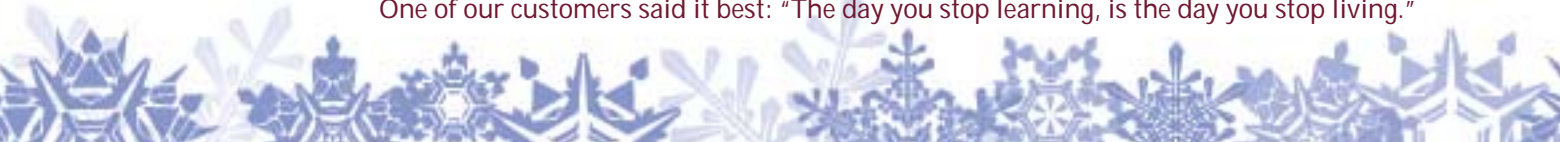
Learn more about what we can do to facilitate your organization's staff development and training needs.


Call Dan Dillon, Business Development Officer — 709.737.4389 (ddillon@mun.ca) — or see the Corporate Training page on our website.



**[www.mun.ca/lifelonglearning/contract\\_training](http://www.mun.ca/lifelonglearning/contract_training)**

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.

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

#### Project Management

Project success 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.

.....  
 Mon./Tue., March 1 and 2 (2 classes), 9 a.m. – 4 p.m.  
 \$229. 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. 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.

.....  
 Tue., March 16 (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.

.....  
 Mon., Feb. 15 (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. It's a different working relationship requiring a different set of skills. This class will focus on the skills required to function in a supervisory role.

.....  
 Wed., Jan. 27 (1 class), 9 a.m. – 4 p.m. \$169.  
 Facilitator: Ted Lomond.

#### Communicating with Difficult People

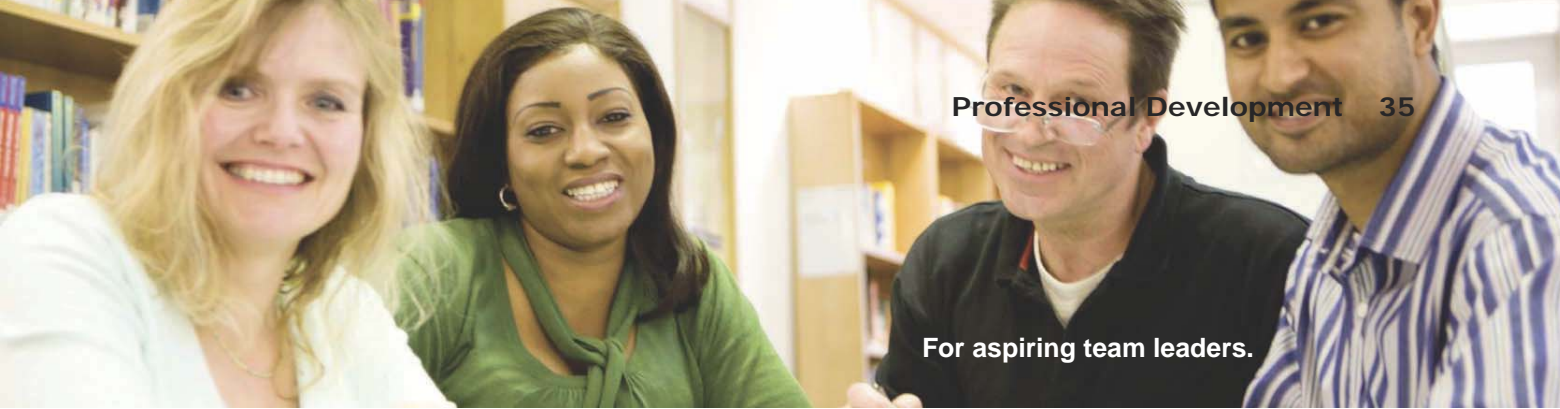
See *Certificate in Team Effectiveness*, right.

#### Writing Right: Basic Grammar

See *Certificate in Business Writing*, page 31.

**“The service provided to us by Lifelong Learning has been exemplary and the training has been excellent.”**

Doreen Wells  
 Supreme Court of Newfoundland



For aspiring team leaders.

## Certificate in Team Effectiveness

**Note:** Courses may be done individually.

### Core Requirements

#### A Day of Self-discovery

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? Discover your strengths through the lens of personality, thinking intentions, emotional intelligence and conflict management style.

.....  
Mon., Feb. 8 (1 class), 9 a.m. – 4 p.m. \$169.  
Facilitator: Craig Matthews.

#### Towards Optimum Teamwork

Outstanding business performance thrives on the interaction and synergy of highly functioning teams. 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 course.

.....  
Fri., March 26 (1 class), 9 a.m. – 4 p.m. \$169.  
Facilitator: Craig Matthews.

#### Coaching for Peak Performance

.....  
*See Certificate in HR Administration, page 32.*

### 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. You'll learn the nature of conflict and its consequences for the people involved, gain insights into personality types, explore conflict management styles and implementation, examine the communications process and the importance of active listening skills.

.....  
Mon./Tue., April 12/13 (2 classes), 9 a.m. – 4 p.m.  
\$215. Facilitator: Don Crickard.

#### Effective Leadership

*See Certificate in Leadership, previous page.*

#### Change Management

*See Certificate in Workplace Communications, next page.*

#### Conflict Resolution

*See Certificate in Workplace Communications, next page.*



 [www.mun.ca/lifelonglearning](http://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**

Delivering exceptional customer service is essential in today's competitive business world. You will be introduced to the basics of providing customer service. You will discover what customers expect and you will examine ways that you can contribute in a positive manner to your customers' experience to ensure that they will return again and again.

.....  
Thu., Jan. 28 (1 class), 9 a.m. – 4 p.m. \$169.  
Facilitator: Don Crickard.

### **Stress Management**

Learning how to manage stress has positive impacts both professionally and personally. In this course, you will explore: how to recognize 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., Feb. 19 (1 class), 9 a.m. – 4 p.m. \$169.  
Facilitator: Carolyn Hapgood.

**Communication at Work**  
*Scheduled for Spring 2010.*

### **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.

.....  
Mon., March 1 (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 positively. This seminar will help you identify your own conflict management style as well as when to apply other conflict styles to meet the demands of various situations.

.....  
Tue./Wed., March 2/3 (2 classes), 9 a.m. – 4 p.m. \$215.  
Facilitator: Craig Matthews.

I have been supervising now for about 15 years and I learned so much from this course. I could relate to a lot of those issues.

Project Management

# Advanced Certificate in Workplace Communications

A professional development certificate for administrative professionals.

**Note:** Courses may be done individually.

## Workplace Etiquette

Projecting a professional image is critical in the business world. This interactive session will give you the skills to build and strengthen business relationships. Topics include the fundamentals of courtesy and respect, introductions, networking, business attire, business social events, meetings, managing your digital identity and professional image.

.....

Tue., Feb. 9 (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.

## Basic Grammar

See *Certificate in Business Writing*, page 31.

# Certificate in Workplace Disputes Communication

A professional development certificate for administrative professionals.

**Note:** Courses may be done individually.

## Conflict Resolution

See *Certificate in Workplace Communications*, left.

## Communication at Work

Scheduled for Spring 2010.

## Mediation, Level 1

Conflict Resolution is recommended.

When conflict resolution fails, disputes can be resolved through mediation. This workshop will provide you with the essentials of mediation including a model to enable you to practice language skills and other techniques needed by a mediator.

.....

Mon./Tue., March 22/23 (2 classes), 9 a.m. – 4 p.m.

\$209. Facilitator: Tamara Reynish.

## Mediation, Level 2

*Mediation, Level 1, 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.

.....

Wed., April 7 (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.