

# LEADERSHIP (LEAD)

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## LEAD 1101 Credits: 1

### Critical Thinking Total Hours: 6.5

The Conference Board of Canada has identified critical thinking as one of the most-desired leadership skills. Through case studies and current events, students learn to apply critical thinking at work and identify the immediate benefits to expect from different courses of action.

## LEAD 1102 Credits: 1

### Managing Change Total Hours: 6.5

The only constant in life is change, which can be overwhelming. This course examines the business and human sides of change, presenting strategies for addressing employees' emotions during times of transition. Students explore their own role in the process by analyzing their personal reactions to change while learning the steps of communicating change, how to deal with employee resistance, and how to increase team commitment to change.

## LEAD 1104 Credits: 1

### Problem Solving Action Plan Total Hours: 6.5

Effective leaders successfully resolve complex problems, whether working individually or on a team. This course analyzes the steps of problem solving, develops interpersonal skills for integrating teams or groups into the process, and discusses how to use a solution to create an action plan.

## LEAD 1105 Credits: 1

### From Conflict To Collaboration Total Hours: 6.5

Learn how to resolve conflict caused by differences in goals, employee performance, and work habits. Explore causes of conflict, practical management skills, and conflict management concepts and styles, while applying the conflict resolution process to everyday work situations.

## LEAD 1108 Credits: 1

### Facilitation Skils Team Leader Total Hours: 6.5

Leading productive teams is a vital leadership skill. This course examines team-focusing tools and techniques, generating ideas and solutions, and sharpening facilitation skills through a variety of techniques that complement team synergy

## LEAD 1109 Credits: 1

### Speak Up Total Hours: 6.5

Communicate ideas more powerfully, overcome nervousness, handle impromptu speaking, and organize and practice for business presentations by using a selection of proven communication techniques. Course involves giving a presentation and receiving constructive feedback in a supportive environment.

## LEAD 1110 Credits: 1

### Creative Thinking At Work Total Hours: 6.5

Leaders who think creatively are highly valued because of their ability to solve problems, save money, and overcome challenges like limited budgets or reduced staff. This course explores critical thinking by analyzing the creative process and discussing the benefits and potential dangers of challenging the rules

## LEAD 1111 Credits: 1

### Stepping Up To Leadership Total Hours: 6.5

Becoming a leader requires learning new skills and developing an understanding of new roles. This course examines effective leadership techniques such as coaching, giving feedback, motivating, delegating, and problem solving. Students will return to work with an action plan for applying their new skills

## LEAD 1112 Credits: 1

### Using Leadership Language Total Hours: 6.5

Poor communication is one of the most common causes of workplace problems. This course examines communication in organizations, improves awareness of key issues in organizational communication, and outlines the three key behaviours that enable teams to function effectively. Students examine the impact of perception on communication, analyze four common leadership communication styles, and learn the art of style flexing to achieve results when communicating, negotiating, or delegating.

## LEAD 1113 Credits: 1

### Building A Productive Team Total Hours: 6.5

Building a productive team is the first step towards achieving the results desired by you and your employer. This course examines the characteristics of an effective team and discusses how strong teams build workplace synergy, increase productivity, improve work quality, and enhance morale.

## LEAD 1114 Credits: 1

### Finding Time For Results Total Hours: 6.5

Achieve daily results through effective time management. Learn practical techniques including setting goals and priorities, delegating tasks, holding productive meetings, handling interruptions, and understanding self-motivation.

## LEAD 1115 Credits: 1

### Coaching For High Performance Total Hours: 6.5

Coaching involves unlocking an individual's potential and maximizing their performance through careful guidance. Students learn essential steps in the coaching process, assess their coaching skills, develop methods for improvement, and discuss concepts such when and how to coach. Exercises include conducting a coaching discussion to improve/sustain performance and providing effective feedback regarding employee performance.

## LEAD 1116 Credits: 1

### Essential Lead Coach Skills Total Hours: 6.5

An overview of coaching communication skills. Through demonstration and practice, students strengthen their leadership coaching skills, learn how to apply in-depth listening, ask questions that stimulate employee insight/results, and inspire employees to take responsibility for agreed-upon actions.

## LEAD 1117 Credits: 1

### Skill Coaching Total Hours: 6.5

Teaching or modelling behaviours on the job is an essential element of coaching. Skill coaching involves assessing performance, providing advice/instruction, modelling, and providing timely feedback that enables employees to improve their performance. Participants learn to achieve results by using a systematic approach and to coach with different learning styles while gaining a repertoire of coaching methods.

## LEAD 1118 Credits: 1

### Coaching Next Level Total Hours: 6.5

Building on the prerequisite, this course presents a set of strategies and skills to leader-coaches, who must expand their capacity to assist individuals and teams in order to achieve practical outcomes. Learn when to use skill and/or motivational coaching and how to conduct collaborative, focused performance discussions; help employees overcome obstacles; and develop skills in self-management, creative collaboration, and accountability.

**Pre-requisite(s):** Coaching for High Performance (LEAD 1115)

**LEAD 1119 Credits: 1****Science and Art of Leadership Total Hours: 6.5**

Balancing science and art is integral to everyday leadership. Examine current views of the art of leadership, explore how organizations inspire innovation and change, and discover how personal values, beliefs, and ideas define a leader.

**LEAD 1120 Credits: 1****The Coach's Toolkit Total Hours: 6.5**

Leadership coaching is built on a foundation of specialized tools and skills, each of which is demonstrated and practiced in short exercises involving coaching situations. Tools and skills covered include: creating the coaching environment, building support in the workplace, and a set of practical resources to support the coaching partnership.

**Pre-requisite(s):** Coaching for High Performance (LEAD 1115)

**LEAD 1121 Credits: 1****Team Coaching Total Hours: 6.5**

Be a leader who coaches their team to resolve issues and business challenges. The leader-coach works with the team to create a common vision, develop a strategy, and appropriately delegate roles and responsibilities. Topics include: creating the team coaching environment, promoting understanding and effective action through directed questions, observing and critiquing team dynamics, discussing the "undiscussable", and fostering team self-responsibility and accountability.

**Pre-requisite(s):** Coaching for High Performance (LEAD 1115)

**LEAD 1138 Credits: 1****Business Comm for Leaders Total Hours: 6.5**

Learn the importance of effective communication in today's modern, multicultural business world. Examine communication between small groups, teams, and cultures while learning powerful communication skills that contribute to success at work.

**LEAD 1150 Credits: 2****Introduction to Business Total Hours: 24**

This overview of business operations in Canada provides essential knowledge for all managers and staff. Participants examine issues that arise from government policies, ethics, marketing, finance and economics, and the overall components of business operations. Prior Learning Assessment is available.

**LEAD 1151 Credits: 2****Human Resource Management Total Hours: 24**

Explores human resource processes and systems for supervisors, line managers, and entrepreneurs. Relevant for those who are management candidates within an organization or who want to learn business management skills for self employment. Prior Learning Assessment is available.

**LEAD 1152 Credits: 2****Finance Total Hours: 24**

An introduction to financial decision-making for students with little or no familiarity with accounting or finance principles. Curriculum focuses on investment, operating, and financial management decision-making. Participants will learn how to analyze and plan for the financial health of a business using accounting principles, as well as analyze effective financial strategies and investment options for business. Prior Learning Assessment is available.

**LEAD 1153 Credits: 2****Sales and Marketing Management Total Hours: 24**

Focuses on critical topics such as team building, relationship selling, services and non-profit selling, global selling, the multicultural workplace, technology, small business, and increasing competition. Other important contemporary marketing topics explored include integration of e-commerce and estimating marketing demand.

Prior Learning Assessment is available.

**LEAD 1154 Credits: 2****Business Ethics Total Hours: 24**

Explores a variety of topics related business ethics and the ethical dilemmas encountered by managers. The emphasis is on the relationships between the various stakeholders involved in business situations: government issues, individual issues, group issues, corporations, and nations.

Prior Learning Assessment is available.

**LEAD 1169 Credits: 1****Challenging Personalities Total Hours: 6.5**

Personalities and communication styles often can't be changed, but one can learn to work with them effectively. Gain a better understanding of why we get along with some, but run into conflict with, avoid, or feel put down by others. Students will explore techniques that enable them to feel less threatened, more powerful, and more confident.

**LEAD 1171 Credits: 1****Training for High Performance Total Hours: 6.5**

Essential for anyone involved in training. Examine the unique needs and characteristics of adult learners, key learning principles, and the role of the facilitator. Develop a set of hands-on tools for creating training programs that benefit management and employees.

**LEAD 1201 Credits: 1.5****Intro to Business Management Total Hours: 24**

An introductory class that provides an overview of business management and the essential knowledge that managers and staff need to operate a business. Participants are provided with a foundational look at key business functions, and cover issues that arise within Canadian business organizations. Subjects will include marketing, finance and accounting, human resources, government policies, ethics, and leadership and management.

**LEAD 1202 Credits: 1.5****The Fundamentals of Leadership Total Hours: 24**

Fundamentals of Leadership is designed to expand the skills, tools and behaviours that students will require to confidently carry out the responsibilities of their role whether it is in a formal or informal leadership capacity.

**LEAD 1203 Credits: 1.5****Sales/Marketing Fundamental Total Hours: 24**

Sales and Marketing Fundamentals explores the fundamentals of marketing and sales. In addition to the "four Ps" of marketing—product, price, place, and promotion—students will be introduced to how marketers create customer-driven marketing strategies based on their research and understanding of the marketing environment and customers. This course also provides the fundamental skills, tools and processes of professional selling. The focus is on "relationship" and "need-satisfaction" selling in a business-to-business environment. Through experiential exercises, practical applications and discussions, students develop, deliver and evaluate a wide range of selling methods and presentations.

**LEAD 1204 Credits: 1.5****Foundations of HR Mgmt Total Hours: 24**

People are the essential component in a company's ability to compete and succeed. This course will provide students with an understanding of how Human Resources contributes to positive culture and ultimately organizational success through the attraction, development, retention and engagement of employees.

**LEAD 1205 Credits: 1.5****Ethics in Business Total Hours: 24**

Ethics in Business explores a variety of topics related to ethics, and the ethical issues and dilemmas encountered by managers. The emphasis is on the relationships between the various stakeholders involved in business situations and will look at government issues, individual issues, group issues, corporations, and nations.

**LEAD 1206 Credits: 1.5****Finance/Accounting Fundamentals Total Hours: 24**

Finance and Accounting Fundamentals offers a basic introduction to accounting or finance principles. Students learn about accounting principles and processes, how financial statements are created, and how to analyze and plan for the financial health of a business. Students also analyze effective financial strategies, including budgeting and investment options for business.

**LEAD 1207 Credits: 1.5****Interpersonal Communication Total Hours: 24**

Explore strategies to support productivity and profitability through the effective management of dynamic interpersonal relationships. Good leadership begins with effective self-leadership, and this course provides students with an opportunity to identify their own communication preferences and learn how to build positive, accountable relationships with individuals and groups in the workplace.

**LEAD 1208 Credits: 1.5****Communicating in the Workplace Total Hours: 24**

Clear and respectful communication is one of the most powerful tools we all have within our control but not everyone communicates effectively, persuasively and ethically. This course is appropriate for anyone who needs or wants to strengthen their communications skills to advance their careers. Communicating in the Workplace guides students to plan and use a variety of business communication vehicles that are targeted to the specific audience and topic; attention will be devoted to the development of clarity in communication.

**LEAD 1209 Credits: 1.5****Project & Change Management Total Hours: 24**

Students examine the principles of leading and managing projects from inception to close. Topics include preparing project charters and project plans, creating change management plans, tracking and evaluating project progress and managing teams. This course will provide students with the fundamentals of Project and Change Management and the building blocks to obtain their Professional Project Management certification.

**LEAD 1210 Credits: 1****Reflective Leadership Total Hours: 15**

Students expand their knowledge of themselves as a leader and learn how to lead and manage others. Students explore their leadership vision, values, strengths, and beliefs and how these relate to dealing with changing circumstances, uncertainty, and ambiguity. The focus in the course is in moving from doing to leading and learning how to lead and manage a team with flexibility whether virtually or face to face. A key aspect of the course concerns how leaders can create a safe environment that supports a culture of diversity, inclusion and employee wellbeing.

**LEAD 1211 Credits: 1****Public Speaking & Narratives Total Hours: 15**

Students learn about public speaking and how it helps leaders communicate ideas more powerfully. Learners will overcome nervousness and handle impromptu speaking situations by using a selection of proven techniques. Students also learn to develop and deliver strategic narratives. These narratives can help leaders and their organizations share brand values and marketing messages, and communicate appropriately in times of crisis or change, while building trusting and deeply engaged relationships with consumers and staff. This course involves giving a variety of presentations and receiving constructive feedback in a safe and supportive environment.

**LEAD 1212 Credits: 1****Workplace Cult. & Org. Success Total Hours: 15**

A positive workplace culture encourages employees and the organization to collaborate in meeting goals. This course helps learners identify the leader's responsibility for using diverse tools that contribute to culture and organizational success.

**LEAD 1213 Credits: 1****Essential Coaching Skills Lead Total Hours: 15**

Learners are introduced to the specialized tools, skills, and practical resources used in leadership coaching. Students are then provided with an opportunity to practice using these tools and skills in a series of coaching situations. Students learn about the Coaching Model, and apply in-depth listening, and questioning techniques that stimulate coachee insight/results and inspire the coachee to take responsibility for agreed upon actions. The course will also include how leaders can create a coaching environment, and build support for coaching in the workplace.

**LEAD 1214 Credits: 1****Leadership Coach Next Level Total Hours: 15**

This course builds on the basics of leadership and coaching in order for learners to hone their conversational leadership coaching skills. Students learn the strategies and concepts that enhance a leader's ability to further develop coaching conversations by encouraging self-awareness, deeper relationships, increased performance levels, enhanced engagement, higher levels of motivation and sustainable change. Students learn when to use leadership skills and/or motivational coaching and how to conduct collaborative, behavioural and performance focused discussions.

**LEAD 1215 Credits: 1****Coach Your Team for High Perf Total Hours: 15**

This course provides an understanding of team dynamics and the readiness required for coaching a team to achieve high productivity and results. Students will learn how to align a team around a common purpose, and how to establish vision and values to create healthy team relationships while agreeing on roles and responsibilities. Students learn how to work with a team, learn with them, review progress, and help the team resolve issues by drawing out capabilities and commitments until the vision is achieved.

**LEAD 1216 Credits: 1**

**Lead Conflict to Collaboration Total Hours: 15**

This course will benefit anyone who deals with conflict in their personal, workplace or community settings. Students will learn what factors contribute to conflict, how to more effectively manage and reduce conflict, and how to effectively deal with challenging relationships. Students will also examine their own personal conflict style. As leaders, students will learn how unresolved conflict impacts culture and learn skills and concepts that not only reduce conflict but encourage an environment of collaboration and creativity.