



## **Business Leadership Skills Certificate**

### **Business Leadership Skills Certificate Information Session**

You are invited to a free information session to learn about the Business Leadership Skills Certificate offered by Kilgore College. You will meet the instructors, review the course materials and get your questions answered. More importantly you will find out how these courses can assist you with your career objectives, all without cost or obligation.

***For reservations or for more information, please call 903-988-3731 or e-mail lwoodson@kilgore.edu***

**Date:** Thurs., Jan 19, 2012

**Time:** 6:30 p.m.

**Place:** Bert E. Woodruff Adult Education Center, Kilgore Campus, AC 211

The following courses can be taken individually or as a certificate. These courses will help individuals who want to advance into a supervisory position, who are new to management or who are seeking employment as managers and need to enhance personal skills. Participants successfully completing all 8 courses will receive a 144-hour Business Leadership Skills Certificate. For more information about this certificate and other training options, please call 903-988-3731 or e-mail lwoodson@kilgore.edu

### **Communication Skills for Managers and Supervisors**

18 hours, \$125

(BMGT 1022 – Workplace Communications)

This course covers communication skills essential for supervisors and managers in today's workplace. Topics include communication styles, listening, and effective verbal and non-verbal communication skills as they relate to individuals and groups in the business environment.

*Kilgore Campus:*

**KC097319.203 112Q**

Mon., Jan. 30

6:30-9:30 p.m., AC

6 weeks

**KC097447.204 112Q**

Sat., Feb. 4

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Leadership Skills for Managers and Supervisors**

18 hours, \$125

(BMGT 1020 – Leadership Skills for Supervisors/Managers)

This course is an overview of the necessary leadership skills required of supervisors and managers in today's workplace. Emphasis will be placed on the role and function of a leader, organizing time, space and information, understanding motivation and behavior, and developing your own leadership style.

*Kilgore Campus:*

**KC097311.202 112Q**

Tues., Jan. 31

6:30-9:30 p.m., AC

6 weeks

**KC097445.203 113Q**

Sat., Mar. 3

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Performance Management Skills**

18 hours, \$125

(BMGT 1011 – Employee Performance Review)

This course is designed to present the knowledge, skills and processes required for effective human performance with emphasis on the information and competencies required for leaders who are (or soon will be) in a supervisory or management position. Topics covered include setting performance goals, developing, coaching, and assisting employees, conducting performance appraisals, and handling performance problems.

*Kilgore Campus:*

**KC097310.202 112Q**

Wed., Feb. 1

6:30-9:30 p.m., AC

6 weeks

**KC097444.203 113Q**

Sat., Apr. 14

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Professional Business Speaking Skills**

18 hours, \$125

(POFT 1002 – Business Speaking Skills)

This course covers effective techniques to improve presentation and public speaking skills. Topics include content, voice, body language, and use of visual aids. Emphasis will be placed on how to improve listeners' retention and eye contact when making business presentations.

*Kilgore Campus:*

**KC097330.201 112Q**

Thurs., Feb. 2

6:30-9:30 p.m., AC

6 weeks

**KC097448.202 113Q**

Sat., May 12

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Quality Customer Service**

18 hours, \$125

(BUSG 1005 – Introduction to Customer Service)

This course covers the supervisor's role in the customer service process. Topics include dealing with angry customers, effectively handling customer complaints, and how to develop a quality customer environment in the workplace.

*Kilgore Campus:*

**KC097307.201 113Q**

Mon., Mar. 19

6:30-9:30 p.m., AC

6 weeks

**KC097441.202 114Q**

Sat., June 16

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Team Building in the Workplace**

18 hours, \$125

(BMGT 1019 – Team Building in the Workplace)

This course covers the basic principles of building and sustaining teams in organizations. Topics include team dynamics, process improvement, trust and collaboration, group dynamics, the role of the individual in a team, and leadership in the workings of a team.

*Kilgore Campus:*

**KC097348.201 113Q**

Tues., Mar. 20

6:30-9:30 p.m., AC

6 weeks

**KC097443.202 114Q**

Sat., July 14

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Workplace Critical Thinking and Problem Solving**

18 hours, \$125

(BMGT 1004 – Workplace Critical Thinking and Problem Solving)

This course emphasizes structured approaches to critical thinking and problem solving in the workplace. Emphasis will be placed on interpreting data for effective problem solving, recommending corrective action, critical thinking and problem-solving theories, and methods to improve productivity and profitability.

*Kilgore Campus:*

**KC097347.201 113Q**

Wed., Mar. 21

6:30-9:30 p.m., AC

6 weeks

**KC097446.202 114Q**

Sat., Aug. 11

8:00 a.m.-12:30 p.m., AC

4 weeks

### **Workplace Issues for Managers and Supervisors**

18 hours, \$125

(BMGT 1010 – Introduction to Supervision)

This course is designed to present the knowledge, skills and processes required to effectively address today's workplace issues legally, productively, and with human sensitivity. Topics include managing workplace diversity, preventing workplace violence and harassment, employment law for leaders, and coping with stress in today's evolving workplace.

*Kilgore Campus:*

**KC097351.203 113Q**

Thurs., Mar. 22

6:30-9:30 p.m., AC

6 weeks