

Management & Supervisory Skills Development

Customized Corporate Certificate Programs



College of the North Atlantic, in cooperation with the AMA International is offering management and supervisory skills development training. College of the North Atlantic is the exclusive training partner in Newfoundland and Labrador for AMA content.

AMA's Corporate Certificate Programs can offer a user-friendly, affordable avenue to on-site training. When enrolled in one of AMA's Corporate Certificate programs, staff has access to quality AMA courses offering just-in-time knowledge with respected College of the North Atlantic and AMA credentials all at an unmatched price.

The customized programs can encompass one or all areas of contemporary management including supervision, human resources, manufacturing, finance, sales, marketing and planning. AMA content has been rigorously evaluated for quality, cost-effectiveness and customer satisfaction. They have been developed to ensure consistency, continuity and comprehensiveness of training, regardless of the subject matter.

The College's Corporate Training and Continuing Education Division will work with you to develop an AMA Corporate Certificate Program to meet your unique training needs.

- Design a custom curriculum to satisfy learning objectives
- Establish the requirements with a minimum of 10 Continuing Education Units (CEUs)
- Set your own program schedule
- We can customize case studies and activities to your corporate culture.
- Use work place action plans to implement learning back into the workplace

Training Categories

(See reverse for complete course listing)

Leadership and Strategic Management

Management and Supervisory Skills Development

Communications Skills

Human Resources and Training

Marketing and Sales

Customer Service

Finance and Accounting

BUSINESS DEVELOPMENT OFFICER CONTACTS

Bay St. George
709.643.7825

St. Anthony
709.457.2719

Corner Brook
709.637.8570

Grand Falls/Windsor
709.292.5642

Gander
709.651.4804

Baie Verte
709.532.8066

Placentia/Carbonear
709.227.2037
709.596.8957

Clarenville/Bonavista
709.466.6945
709.468.2610

Burin
709.891.5606

Happy Valley/Goose Bay
709.896.6316 / 6365

Labrador North Coast
709.497.8595

Seal Cove, C.B.S.
709.744.6845

St. John's
709.758.7214
709.758.7554
709.758.7640

We're so much more.

AMA American Management Association®



Management & Supervisory Skills Development

Leadership and Strategic Management

Leadership skills for managers
First-level leadership: supervising in the new organization
Gaining competitive advantage with shared-leadership teams
How to develop a strategic plan
How to write a business plan

Management Supervisory Skills Development

Coaching for top performance
A manager's guide to safe hiring practices
Making teams work
How to build high-performance teams
The complete training course for managers
A manager's guide to human behavior
Managing and achieving organizational goals
What managers do
Creative problem-solving
First-line supervision
First-level leadership: supervising in the new organization
Delegating for business success
How to be an effective supervisor
Taking control with time management
Performance appraisals how to achieve top results
How to manage priorities
Communication skills for managers
How to manage conflict in an organization

Communications Skills

Communications Skills for Managers
Fundamentals of Business Writing
The Grammar and Proofreading Course
How to Sharpen Your Business Writing Skills
Interpersonal Communications Skills in the Workplace
Successful Negotiating
Interpersonal Negotiations Breaking Down the Barriers
Listen and Be Listened To
Planning and Leading Productive Meetings
Presentation Success Prepare & Deliver Effective Presentations

Human Resources and Training

Fundamentals of human resource management
Compensation: how to develop effective rewards programs
Performance appraisals: how to achieve top results
Performance management
Successful interviewing: techniques
The complete training course for managers

Marketing and Sales

Fundamentals of marketing
How to write a marketing plan
How to negotiate the sale from start to finish
Motivating salespeople through incentives and compensation
The psychology of selling: how to read your customer
Telephone selling: a consultative approach
Presentation success
Managing the customer satisfaction process

Customer Service

Delivering knock your socks off service
Knock your socks off service on the phone
How to be a great call center representative
Keeping customers for life
Managing the customer satisfaction process
Assertiveness for career and personal success
Interpersonal communication skills in the workplace
Practical problem-solving skills in the workplace
Taking control with time management

Finance and Accounting

Activity-based accounting
Adding financial planning to your practice
Alternative dispute resolution for Accountants
Financial tools to drive business strategy
How to build effective financial reporting systems
How to plan and manage your company budget
How to prepare a financial forecast
How to read and interpret financial statements
The job of the accounting manager
Finance and accounting for non-financial managers
Corporate governance: what it means for managers
A managers guide to financial analysis

Course Duration: 1-Day (7.5 hours) and 2-Days (15 hours)

Cost: \$285 / person (1-Day)

\$465 / person (2-Day)

Includes instruction, textbooks, lunch and refreshments

Group rates available

Course customization to your business/industry extra

We're so much more.

 **AMA** American Management Association®


**COLLEGE
OF THE
NORTH
ATLANTIC**