



# Leadership Certificate Program

Provides three training days with self-guided work related projects over a three month period.

**Day #1 - Creating Outcomes**  
 + Breaking the status quo  
 + Building the attitude  
 + Empowerment: making change happen

**Day #2 - Delegating Responsibly**  
 + Assessing the issue  
 + Effective communication  
 + Positive Performance Appraisals

**Day #3 - Changing the Most Challenging**  
 + "Problem" employees & crisis management  
 + Staying motivated ...and motivating others!

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
		● ★	● ★

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
				●	● ★

\*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
		●	●	●

**NOTES:**

Customized versions available for solely the Registered Staff or to include managers from all designations with Registered Staff.

Day #1 & Day #2 available as stand alone full day workshops with handouts/posters.



Have you considered eLearning? Check out the myTrainer InService Program!  
[www.fcsinternational.com](http://www.fcsinternational.com) **905 - 985 - 6811** [info@fcsinternational.com](mailto:info@fcsinternational.com)