



NATIVE EDUCATION & TRAINING COLLEGE

UPCOMING WORKSHOPS ONSITE NORTH BAY

CONTACT US

101-147 MCINTYRE ST. WEST,
NORTH BAY, ONTARIO
P1B2Y5
T 866-678-3463
P 705-223-0434
WWW.NATIVETC.COM

CONTACT PERSON:
MARTINA DUFFY
MARTINA@NATIVETC.COM

COURSE COST \$485 FOR 2 DAY
WORKSHOP. THIS INCLUDES ALL
LEARNING MATERIALS AND
CERTIFICATION.

29-30 JANUARY 2019: BUILDING YOUR SELF ESTEEM AND ASSERTIVENESS TRAINING

- Topic's Covered
- Improving self-esteem
 - Building self-esteem
 - Increasing our self-esteem

19-20 FEBRUARY 2019: SKILLS FOR THE ADMINISTRATIVE ASSISTANT

- Topic's Covered
- Personal best, professional best
 - Putting others at ease
 - Distorted thinking
 - The steps to feeling good
 - Understanding and improving your assertiveness
 - Communication skills (written, verbal, non-verbal)

26-27 MARCH 2019: FACILITATION SKILLS

- Topic's Covered
- Defining your role and how facilitators work
 - Establishing ground rules
 - Content and process
 - Types of thinking
 - Dealing with controversial issues and divergent perspectives
 - Communication skills
 - Common facilitation techniques
 - Giving effective feedback
 - The language of facilitation
 - Dealing with difficult dynamics
 - Building sustainable agreements
 - Stages of team development
 - Analysis tools

30 APRIL- 1 MAY 2019: MINUTE TAKER

- Topic's Covered
- The role of a minute taker
 - The skills of a minute taker
 - Meeting agreements
 - Minute styles (formal, informal, and action)
 - What do I record?
 - Techniques for preparing minutes
 - The minute book
 - Taking minutes in an interactive meeting

28-29 MAY 2019: GIVING EFFECTIVE FEEDBACK

- Topic's Covered
- Feedback definitions
 - Speaking clearly
 - Communication strategies
 - Characteristics of effective feedback
 - Receiving feedback graciously
 - Testing the waters (role play practice)

25-26 JUNE 2019: SKILLS FOR THE ADMINISTRATIVE ASSISTANT

- Topic's Covered
- Personal best, professional best
 - Putting others at ease
 - Distorted thinking
 - The steps to feeling good
 - Understanding and improving your assertiveness
 - Communication skills (written, verbal, non-verbal)
 - Self-management
 - Setting goals
 - Working as a team and with difficult people
 - Learning to say no
 - Dealing with stress

30-31 JULY 2019: COMMUNICATION STRATEGIES

- Topic's Covered
- Identify common communication problems that may be holding you back
 - Develop skills to ask questions that give you information you need
 - Learn what your non-verbal messages are telling others
 - Develop skills to listen actively and empathetically to others
 - Enhance your ability to handle difficult situations

27-28 AUGUST 2019: PROJECT MANAGEMENT

- Topic's Covered
- Understand what is meant by a project.
 - Recognize what steps must be taken to complete projects on time and on budget.
 - Have a better ability to sell ideas and make presentations.
 - Know simple techniques and tools for planning and tracking your project.
 - Have methods for keeping the team focused and motivated.
 - Project management basics

24-25 SEPTEMBER 2019: STRESS MANAGEMENT

- Topic's Covered
- Defining stress and how it affects us
 - What is stress about?
 - Mental strategies
 - Time management tips
 - Drainers and fillers

29-30 OCTOBER 2019: PROBLEM SOLVING AND DECISION MAKING

- Topic's Covered
- How to apply problem solving steps and tools
 - How to analyze information to clearly describe problems
 - How to identify appropriate solutions Ways to think creatively and be a contributing member of a problem solving team
 - How to select the best approach for making decisions

26-27 NOVEMBER 2019: BUILDING YOUR SELF ESTEEM AND ASSERTIVENESS TRAINING

- Topic's Covered
- Improving self-esteem
 - Building self-esteem
 - Increasing our self-esteem