



**NEW! Century College presents “Leadership Certificate”**

As an established leader, you want to continually improve your performance. This series is designed to hone your skills and enhance your knowledge of best practices for managing people.

**What you should know:**

- These practical, hands-on courses are taught by seasoned professionals
- All classes are held at Century College East Campus, Room 2313
- Class fee is \$130 including all class materials
- All classes take place 8:30am-12:30pm unless otherwise indicated
- **Complete all 6 courses listed below and receive the Century College Leadership Certificate.**
  - The Ethical Leader
  - Lead, Listen and Build: Creating Success through Coaching
  - Responding to Conflict: Strategies for Improved Communication
  - How to Build High Performance teams
  - Developing Powerful Presentations
  - Leading Change

Email [cynthia.jahnke@century.edu](mailto:cynthia.jahnke@century.edu) to receive your completion certificate.

■ **The Ethical Leader**

***This class enjoys a huge following and is taught by one of our outstanding instructors!***

Ethics matter. One of the greatest challenges in the public and private sectors is the supposed conflict between efficiency and ethics. This has been a topic of discussion even during the time of Socrates, and is still a real issue today. Look at the many individuals, from all positions in life, who learned this lesson the hard way—for ethics does matter. It is important at all levels of an organization, but critical at the top. The ethical leader is not a weak leader, but a challenging and dynamic one. This course presents real life case studies to address real life ethical dilemmas.

**Everett Doolittle, Century College Instructor**

- Wednesday, October 14, 2009  
**Course Number: 20103-001546**
- Thursday, March 25, 2010 - **12:30pm-4:30pm**  
**Course Number: 20105-000025**

■ **Lead, Listen and Build:  
Creating Success through  
Coaching**

***A vital course with fundamental Coaching skills for all Supervisors and Managers in their work environment!***

Coaching is one of the most powerful one-on-one management techniques for getting the best out of every employee. As a managers or supervisor, you need to sharpen your coaching skills if you want your employees to achieve high performance. This session will review what you can do to develop employees and help them meet, and even exceed, organizational expectations.

What you will learn about coaching your employees:

- Identify coaching styles and their consequences
- Recognize what it takes to be a great coach/ leader
- Understand why coaching is critical in today's work environment
- Incorporate a simple coaching process for successful interactions
- Communicate expectations in a way that makes others want to follow through
- Avoid barriers to effective coaching.

**Lisa Lynn, Century College Instructor**

- Tuesday, November 24, 2009  
**Course Number: 20103-001554**
- Thursday, March 11, 2010  
**Course Number: 20105-000022**

■ **Responding to Conflict:  
Strategies for Improved  
Communication**

***Invaluable information for Supervisors and Managers who deal with conflict issues in the workplace!***

It's time to manage conflict rather than have it manage you! Conflict is a normal by-product of working with others. How you deal with conflict and differing perspectives impacts your ability



to manage people and enjoy your work. Come discuss the types of conflict, outline strategies for dealing with differences, and build skills for positively resolving differences.

**Nan Larsen, Century College Instructor**

- Tuesday, October 20, 2009  
**Course Number: 20103-001548**
- Tuesday, February 16, 2010  
**Course Number: 20105-000019**

■ **How to Build High  
Performance Teams**

***A down-to-earth class on team-building – ideal for all Supervisors and Managers!***

Assigning several individuals to work together does not create a team. But a well-formed team is a synergistic endeavor in which great things can be accomplished. The team involves many unique individuals at different levels of skills, abilities, and motivation. Get to know the factors contributing to the dysfunction of a team: Learn how to handle absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results. Through the dynamics of true teamwork, a task force or even an entire organization –can accomplish far more than any one person could ever achieve alone.

**Everett Doolittle, Century College Instructor**

- Wednesday, December 9, 2009  
**Course Number: 20103-001557**
- Thursday, April 15, 2010 - **12:30pm-4:30pm**  
**Course Number: 20105-000029**
- Thursday, June 3, 2010  
**Course Number: 20105-001316**

## ■ Developing Powerful Presentation Skills

**NEW! This class will help you overcome the #1 fear - Public Speaking!**

It has been said that more people fear public speaking than fear death. Yet to succeed in today's highly competitive business environment, you need to communicate well and present yourself successfully. The ability to overcome nerves, gain confidence, and convey facts and information in a clear and concise manner is crucial. Get practical techniques to improve communication and reinforce your message in presentations. If you want to develop more skill and confidence speaking in front of others, this workshop is for you.

**Lisa Lynn, Century College Instructor**

- Thursday, October 1, 2009  
**Course Number: 20103-001533**
- Thursday, February 25, 2010  
**Course Number: 20105-000020**

## ■ Leading Change

**This class has a huge following and is taught by one of Century's finest instructors!**

"Everything is in a state of flux, including the status quo" – Robert Byrne. Do you feel under pressure to get more work done, of better quality, with fewer people, in less time, in new ways, with a smaller budget, in constantly changing conditions? If so you are not alone. Change has become a way of life in most organizations. While organizations thrive on routine and the status quo, leaders are required bring about change while minimizing resistance and stress. In this session you will learn tips and techniques for leading change by anticipating failure and learn how to mitigate risks.

**Nan Larsen, Century College Instructor**

- Tuesday, December 1, 2009  
**Course Number: 20103-001555**
- Tuesday, March 16, 2010  
**Course Number: 20105-000023**



**If you would like any of these programs brought to your business/ organization, please contact Joan Peterson at 651-773-1743 or email: joan.peterson@century.edu**

Century College is an equal opportunity, affirmative action employer and educator, and a member of the Minnesota State Colleges and Universities system.

This document can be made available in alternative formats to individuals with disabilities by calling 651-779-3354, 1-800-228-1978 or through the Minnesota Relay Service at 1-800-627-3529.

**To register, call 651-779-3341. For class information, call Joan Peterson at 651-773-1743 or email: joan.peterson@century.edu**

## Registration Form

Please fill out all information completely. Date of birth or social security number is required. This data is for student tracking purposes only, and will not be released or used for any other purpose.

Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Home Phone (\_\_\_\_) \_\_\_\_\_

Home Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Social Security # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (Confidential- to be used in registration system as your Student ID.) \_\_\_ Male \_\_\_ Female

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Business Phone (\_\_\_\_) \_\_\_\_\_

E-mail address \_\_\_\_\_

Course Number	Course Name	Course Fee
1. _____ - _____	_____	\$ _____
2. _____ - _____	_____	\$ _____
3. _____ - _____	_____	\$ _____
4. _____ - _____	_____	\$ _____

**Total Course Fees: \$ \_\_\_\_\_**

### PAYMENT INFORMATION

**Check(s) Enclosed** (Please write a separate check for the exact amount of each course, payable to Century College).

**Business purchase order attached**

Please charge to my: \_\_\_ VISA \_\_\_ MasterCard \_\_\_ Discover

Account # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_