



## Century College Leadership Certificate

### Continuing Education & Customized Training

#### Five Easy Registration Options

- **Online:** [century.augusoft.net](http://century.augusoft.net)
- **Phone:** 651.779.3341
- **Fax:** 651.779.5802
- **Mail to:** Century College, CECT Dept.  
3300 Century Avenue North  
White Bear Lake, MN 55110
- **In Person:** East Campus  
Mon-Thu, 8am-7pm  
Fri, 8am-4pm

#### Questions?

Contact **Joan Peterson**  
at [joan.peterson@century.edu](mailto:joan.peterson@century.edu)  
or **651.773.1743**.

These programs can also be brought to your business/organization! Call Joan for more details.



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, Rm 2313
- Class fee is \$135 including all class materials
- All classes take place 8:30am-12:30pm

Complete one class of each of the six courses listed below:

- 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

#### TAKE 6 AND SAVE \$81!\*

Enroll in all 6 Leadership Certificate Program classes at the same time and Save **10 percent off** the total cost!

*\*Note: You must enroll in all classes within a season, e.g. fall, winter, or spring sessions.*

#### The Ethical Leader

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: ethics matter.

You will learn how to:

- Recognize the importance of ethics at all levels of an organization
- Be a challenging and dynamic leader—and still ethical
- Address real-life ethical dilemmas, using real-life case studies

East Campus, Rm 2313 **\$135**

**Wednesday, Oct. 5, 2011 8:30am-12:30pm**  
**Wednesday, Jan. 18, 2012 8:30am-12:30pm**

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

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

You will learn how to:

- 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
- Learn barriers to effective coaching and how to deal with them

East Campus, Rm 2313 **\$135**

**Wednesday, Nov. 9, 2011 8:30am-12:30pm**  
**Thursday, Feb. 16, 2012 8:30am-12:30pm**

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

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.

You will learn how to:

- Recognize the types of conflict
- Practice strategies for dealing with differences
- Build skills for positively resolving differences

East Campus, Rm 2313 **\$135**

**Tuesday, Dec. 6, 2011 8:30am-12:30pm**  
**Tuesday, Feb. 28, 2012 8:30am-12:30pm**

### **How to Build High Performance Teams**

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. 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.

You will learn how to:

- Recognize the factors contributing to the dysfunction of a team
- Address issues such as absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results

East Campus, Rm 2313 **\$135**

**Wednesday, Oct. 12, 2011 8:30am-12:30pm**  
**Wednesday, Feb. 8, 2012 8:30am-12:30pm**

### **Developing Powerful Presentations**

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 in a variety of settings. The ability to overcome nerves and deliver messages to a variety of audiences is crucial. If you want to develop more skill and confidence developing the message and speaking in front of others, this workshop is for you.

You will learn how to:

- Effectively prepare your message
- Convey information in a clear and concise manner
- Make an impact with your communication
- Use different presentation styles to influence the message
- Connect with the audience effectively
- Use visual tools for an enhanced delivery
- Deal with unruly audience members
- Reinforce your message effectively
- Use practical techniques to make your next one-on-one or group presentation a success

East Campus, Rm 2313 **\$135**

**Tuesday, Oct. 18, 2011 8:30am-12:30pm**  
**Thursday, Mar. 29, 2012 8:30am-12:30pm**



## Leading Change

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, and the most effective leaders are learning how to adapt. While some organizations flourish on routine and the status quo, it's more likely that today's leaders are required to embrace change as a fact of life.

You will learn how to:

- Use proven tips and techniques for leading change
- Minimize resistance and stress among your team
- Anticipate failure and mitigate risks
- Thrive on change as a path to success

East Campus, Rm 2313      **\$135**

**Tuesday, October 25, 2011 8:30am-12:30pm**

**Tuesday, April 10, 2012 8:30am-12:30pm**

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## Textbook Information

Textbooks should be purchased before the first class and are available at the Century College Bookstore located on the West Campus, 651.779.3281 or online at <http://centurycollegebookstore.com>

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

This document can be available in alternative formats to individuals with disabilities by calling 651.779.3354 or 1.800.228.1978 x 3354 or Minnesota Relay Service at 1.800.627.3529.

# Century College Leadership Certificate 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 # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_      \_\_\_ Male \_\_\_ Female  
Business Name \_\_\_\_\_ Business Phone (\_\_\_\_) \_\_\_\_\_  
Business Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
E-mail address \_\_\_\_\_

Course Name	Course Date	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 \_\_\_\_/\_\_\_\_/\_\_\_\_