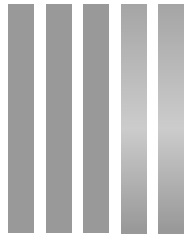




SASKATCHEWAN
CHAMBER *of* COMMERCE



BUSINESS
MANAGEMENT
ESSENTIALS



SASKATCHEWAN CHAMBER *of* COMMERCE

BUSINESS MANAGEMENT ESSENTIALS

in partnership with:



INTRODUCTION

Employee recruitment and retention remains, as always, a top priority for small business in Saskatchewan. Keeping good people is key to growing a successful business and we have heard this message loud and clear from businesses across the province. To meet this need, the Chambers have created a training initiative that addresses a number of topics from customer service to conflict resolution.

PROGRAM DESCRIPTION

Saskatchewan Chamber has partnered with the Sask Colleges to deliver dynamic and informational management/leadership workshops that will help employees to build on their core business, supervisory and leadership skills.

The Business Management Essentials (BME) provided by the College are ideal for aspiring, new and current supervisors and business professionals. These programs will help learners improve their management and leadership acumen through practical, skill-oriented business courses. This training is provided through virtual online classes facilitated by leading edge instructors who will challenge and build the learner's core business, leadership and management skills.

The BME program is designed with two levels of achievement. Once four workshops have been successfully completed, a Level 1 Certificate will be awarded. When eight workshops have been completed, the Level 2 Certificate will be awarded. There will be in excess of eight workshops for businesses to choose from.

In order for a business to be considered for Canada-Saskatchewan Job Grant (CSJG) funding www.saskatchewan.ca/job-grant, they must register for either Level 1 training consisting of four (4) workshops; or Level 2 training consisting of a subsequent four (4) workshops.

Workshops described in this program outline may be subject to change.



Business Management Essentials

COURSE NAME	COMPLETED
Customer Service	
Time Management	
Supervising Others	
Communication Strategies	
Business Writing	
Workplace Bullying/Harassment	
Conflict Resolution	
Strategies & Support for Mental Health in the Workplace	
Meeting Management	
Leadership & Influence	
Performance Management	
Teamwork & Team Building	

Pricing Structure

Regular Price	\$174.00
Chamber Member Price	\$149.00
Chamber Member Price for Group of 4 workshops	\$499.00

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you are on the front lines of a company, serving the people who buy your products. Perhaps you are an accountant, serving the employees by producing their pay cheques and keeping the company running. Alternatively, maybe you are a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Participants will be provided a strong skill set including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management workshop will cover strategies to help participants learn these crucial strategies. Participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We will cover all this and more during this workshop.

Supervising Other

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it is the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Business Writing

Writing is a key method of communication for most people, and it is one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), gives you that extra edge in the workplace.

The Business Writing workshop will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide participants with that extra benefit in the business world that a lot of people are losing.

Workplace Bullying/Harassment

This one-day workshop will explore workplace harassment including bullying. More and more we hear of the importance of organizations learning to deal with these issues in the workplace. This workshop will cover the facts that will help you identify and address the behaviour and will give the participants an opportunity for discussion on the issues with their peers.

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Strategies & Support for Mental Health in the Workplace (Bridges Health)

In any given year, 1 in 5 Canadians will experience a mental health challenge or illness, with countless others being directly or indirectly affected by family members, friends, or colleagues. In the workplace, mental health can affect teams, performance, and culture, as well as placing stress on leaders managing those teams. It is more important than ever for organizations to create workplace cultures promoting mental wellbeing to ensure all employees feel safe and supported.

Strategies & Support for Mental Health in the Workplace offers a comprehensive curriculum surrounding psychological health and safety, with a focus on individuals responsible for leading teams in the workplace. Practical takeaways include strategies of how to navigate difficult conversations with employees about mental health, managing accommodations and return to work strategies for employees with mental health concerns, and focusing on individual self-care routines to manage stress and prevent burnout as leaders.



Meeting Management

This workshop is designed to give participants the basic tools they need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop, participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

Leadership & Influence

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it.

Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.



Performance Management

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a streamlined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill set and make them a more valuable employee through feedback and coaching.

Teamwork & Team Building

For most of us, teamwork is a part of everyday life. Whether it is at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.



CANADA-SASKATCHEWAN JOB GRANT INFO

The Canada-Saskatchewan Job Grant (CSJG) is an employer-driven program that provides eligible employers with financial support to train new or existing employees for jobs in their organization. Training can help support a new hire to the organization, result in a new or better job for an existing employee or reduce skills gaps of an employee. The CSJG provides opportunities for unemployed and underemployed workers to train for jobs.

Eligibility Criteria:

Employers

Private employers and not-for-profit sector employers are eligible. Publicly funded organizations such as health regions, municipalities, and school divisions are not eligible.

Trainees

Canadian citizens or permanent residents qualify.
Temporary foreign workers are not eligible training participants.

BME Program Example with successful CSJG Funding

Level 1 or Level 2 – 4 workshops

Tuition	\$499.00
CSJG Funding 2/3	\$333.00
Employer 1/3	\$166.00

Small employers (less than 50 employees) may be entitled to additional funding.

Canada-Sk Job Grant Website:

<https://www.saskatchewan.ca/business/hire-train-and-manage-employees/apply-for-the-canada-saskatchewan-job-grant>



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Contact Info

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