



VIRTUAL LEADERSHIP SKILLS TRAINING 2023

These 2-hour, live, interactive classes offer insight, practical tools and techniques to help supervisors and those seeking management positions deal with important workplace issues such as: conflict resolution, communications, and supervision of employees.

The courses will be held via ZOOM and participants are expected to be on camera and have a working microphone in order to participate in class activities. The courses will also include real-world problem solving scenarios and group discussions.

These MSI LIVE course are free but are limited to 30 participants for each session.

The following courses are being offered:



INTRODUCTION TO MANAGEMENT SKILLS

JAN. 20, APRIL 18, JULY 21, AND OCT. 4

Leading people effectively and achieving workplace goals without employee conflicts, stress and misunderstandings is not an easy job. This course will address the role of the supervisor and provide practical information and tools that can be used build stronger teams, handle conflicts and to improve your management style.

Key topics:

- Importance of self-awareness
- Managing personal and organizational stress
- Building teams and trust
- Problem-solving approaches



INTRODUCTION TO COMMUNICATION SKILLS

FEB. 17, MAY 23, AUG. 18, AND NOV. 8

We communicate with each other every day, but in the workplace social interactions can be strained and cause conflict due to both personal and workplace pressures. This course will help identify key communication skills and how to effectively use these tools to develop a greater understanding with your employees and improve workplace productivity.

Key topics:

- Improving active listening skills
- Importance of body language
- Handling criticism and giving positive feedback



INTRODUCTION TO UNDERSTANDING CONFLICT

MARCH 10, JUNE 13, SEPT. 15, AND DEC. 6

The workplace is constantly changing and in times of stress it can be much more prone to conflicts both among employees and between employees and managers. This course will explore proven techniques for conflict identification and resolution, and provide tools to help create a more positive work environment

Key topics:

- A better understanding of conflict in the workplace
- 5 Conflict Approaches
- Understanding your personal conflict style

To register for these courses go to the [MSI LIVE Schedule](#) If a link is not present the class may not be offered yet, please check back.