



The Certified Technicians & Technologists Association of Manitoba  
PO Box 70064 Kenaston PO  
Winnipeg, MB R3P 0X6  
www.cttam.com

## SNAP! Communications & Training

### "BASICS OF SUPERVISING PEOPLE" – LEVEL 2

#### \*\* REGISTRATION FORM \*\*

**Date:** Friday, October 29<sup>th</sup>, 2021  
**Time:** 8:30 a.m. to 3:30 p.m.  
**Location:** Victoria Inn, 1808 Wellington Avenue  
(Regency Room)

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

List additional names here, if required:

1. \_\_\_\_\_ 2. \_\_\_\_\_

Payable by: Credit Card, Cheque (Payable to CTTAM) or E-Transfer

Method of Payment:  Visa  Mastercard  Cheque  E-Transfer

\* Send E-Transfer to [admin@cttam.com](mailto:admin@cttam.com) and include course name in memo field.

Number of Registrations: \_\_\_\_\_ @ \$225 each Total Amount: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_  
Month Year

Signature: \_\_\_\_\_

#### **IMPORTANT NOTES:**

- Please contact the office if you have any allergies as lunch will be provided
- Attendees must be fully vaccinated and be able to produce proof of vaccination and I.D.

Email registration form to:

Cathy Penner

Registration Services Coordinator

Email: [cpenner@cttam.com](mailto:cpenner@cttam.com)

Phone: 204-784-1082



### ***Ken Allen, SNAP! Communications and Training***

Ken Allen, of SNAP! Communications and Training, is a Communications and Training Consultant and adult educator focused on providing professional consultation services, and delivering engaging, thought provoking and transformational learning sessions that provide participants with skills they can use right away.

A graduate of the University of Manitoba, certified adult educator, and a professional communicator, Ken's energy is contagious. The learning environment Ken creates makes it easy for participants to take risks and be open to learning. With experience as a Human Resource Development Consultant, Communications Officer, Media Spokesperson, and Heavy Construction Supervisor, Ken's experiences, provide many examples and stories that illustrate course concepts. Ken provides consulting services and delivers training courses focused on; Leadership Development, Media Interview Skills Development, Training and Development and Strategic Communications Planning.

Ken's background provides helpful insights for leaders, and includes:

- Partner with The Province of Manitoba's Organization and Staff Development (OSD) to provide training, consulting and keynote presentations for 10 years.
- Training Officer at Red River College in Winnipeg. Ken previously delivered courses on a weekly basis in the Human Resource Management Certificate Program for six years.
- Communications Officer and Media Spokesperson for the City of Winnipeg (ongoing), focused on strategic communications planning. Ken has participated in over 3,500 interviews with local and national media.
- Corporate Human Resource Development Consultant and trainer for the City of Winnipeg, specializing in leadership development for five years.
- Heavy Construction Supervisor for 15 years in the field of road construction and snow clearing operations, where leadership skills were developed on the frontline.

## **BASICS OF SUPERVISING PEOPLE COURSE – “LEVEL 2”**

**LEARNING OBJECTIVES:** *(Please note that “Level 2” builds on concepts introduced in Level 1)*

By the end of the session participants will be able to:

- Describe the key skills of an effective leader.
- Describe the benefits of building trust in the workplace, and strategies to build trust.
- Explain the connection between your values and the type of leader you are.
- Describe the benefits of effective communication in the workplace, types of communication, the leader's role in communication.
- Demonstrate correct process for giving and receiving feedback.
- List benefits, strategies and actions for developing a positive work environment.
- Describe the process for employee performance management.
- Describe and use problem solving for dealing with conflict.
- Develop a personal leadership action plan.