

Professional Development Classes

COST: \$150 per class

LOCATION: CGTC Macon Campus • 3300 Macon Tech Dr. • Macon, GA 31206

Civility in the Workplace • February 1, 2019 • 9:00 am - 4:00 pm

This training introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed.

Define civility, understand its causes, and identify behavioral indicators.

Learn practical ways of practicing workplace etiquette.

Learn the basic styles of conflict resolution.

Understand the costs of incivility, as well as the rewards of civility, within the workplace.

Learn skills in diagnosing the causes of uncivil behavior.

Understand the role of forgiveness in conflict resolution.

Peer to Leader • March 15, 2019 • 9:00 am - 4:00 pm

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.

Understand transformational leadership

Understand the people you lead and how to adapt your leadership styles

Explain leading by directing and participating

Explain leading by delegating

Conduct a personal inventory

Create an action plan

Establish personal leadership goals

Coaching & Counseling Your Team • April 5, 2019 • 9:00 am - 4:00 pm

Focus on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees.

Identify the steps necessary in defining the current state or reality of your employee's situation.

Identify the benefits of building and fostering trust with your employee.

Identify and overcoming common obstacles.

Determine when the coaching is at an end and require transitioning your employee to other growth opportunities.

Identify the steps in giving effective feedback while maintaining trust.

Identify the difference between mentoring and coaching.

To register, contact:

CGTC Office of Continuing Education

☎ 478.757.3445 ✉ ceinfo@centralgatech.edu



Follow us!
facebook.com/CGTCED