

COURSE SUMMARY 2017



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| Course Name | MSI Action Group Operations Fundamentals Training Delivered by MSI Action Group Trainers, lead by head trainer Cheryl Dyck |
| Platform | Blended (Online Instruction, classroom/workshop Interactive) |
| Duration | 24 hours Delivered in 7 segments – 5 Workshop sessions, 1 online and 1 individual training session |
| Schedule | START Date to END Date (Classes start Class Start Date) |
| Certification | Participant attending and completing this program will receive MSI Action Group Training Certificate. |
| Type of Training | The course is designed to help the participants to develop the skills required to be higher performing operations team members. They will learn how about their personality and its impact on their own behaviours, how to identify the personality and behaviours in those that you interact with, how to build strong communication skills, strong activity management, how to effectively set and reach goals and targets, and what is required for an effective operational team, including delegation, providing feedback and redirection, and team planning and results. A more effective operations team mean cost efficiencies and support for the growth and revenue generation of the organization. |
| Skills to be Learned & Training Outcomes | Development of leadership and management skills Development of team goals and metrics Development of self - management skills, including tasks, scheduling, prioritization, and goal setting. Develop strong communication skills, especially when dealing with other team members as well as external vendors and clients. Develop a strong foundation team work, inter personal communication, delegation, feedback, team leadership and conflict resolution. Develop an understand of personality of self and others and how to use this understanding when communicating and working with others |
| Investment | CDN \$ 1750 per employee (Including GST) ** Travel expenses for trainers is charged separately CDN \$ 1750 * 1 Employee = \$1,750.00 (including GST) |