

Learning Strategies

Required CFSI Courses

- **Supervisory Development Programme**
Learning Highlights
 - ↳ Roles and Responsibilities of a Supervisor
 - ↳ Communications Skills
 - ↳ Team Management
 - ↳ Leadership and Power
 - ↳ Motivation and Empowerment
 - ↳ Time and Stress Management
 - ↳ Dealing with Difficult People
 - ↳ Management of Change
- **Managing Staff Abroad**
Learning Highlight
 - ↳ Supervision of locally engaged employees

PSC Courses Available

- **Learning for Leadership** (T926 - Training & Development Canada)
- **Supervisors Orientation Program** (G501 - Training & Development Canada)
- **Fundamentals of Supervision - Level 1 and 2** (Z101 - Training & Development Canada)

Suggested Readings

- *Becoming a Manager - Mastery of a New Identity*, Linda A. Hill (Penguin USA, 1993)
- *The Profession of Management*, Peter Drucker (Harvard Business School Press, 1998)
- *Mining Group Gold*, Thomas A. Kayser (Irwin Professional Publications, 1995)

Websites

- Access the *Leadership Pages* through learnnet.gc.ca/eng/lrncentr/index.htm

Assessment Instruments

- Adversity Quotient (www.doojee.com)
- Emotional Quotient
- Myers-Briggs Type Indicator (CSFP)