

Crestcom's Bullet Proof® Manager Leadership Development Program



For more information or to register for the program please contact:

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View full curriculum and course objectives at:
www.crestcomleadership.com/schedule/

BCTA Members receive a 10% discount on Crestcom's Bullet Proof® Manager Training Program fees.

CRESTCOM®

Changing the way businesses lead, motivate and achieve success

Our Concept:

"What do great leaders do great?" That's the question we asked CEOs around the world, and here is what they said:

Communication, Customer Service, Developing People, Leadership, Managing Change, Negotiation, Problem Solving, Raising Productivity, Strategic Thinking and Team Building.

These are the competencies our program is built upon.

A Bullet Proof Manager training session is a monthly business workshop where leaders grow their skills, exchange ideas and share what's working now. In British Columbia over 150 companies from all industries have benefited from our program.

Participants can join the Bullet Proof Manager course at any time and attend one monthly session for 12 consecutive months. Each session lasts approximately four hours and concentrates on two management or leadership skills.

At the completion of the training, participating managers will have spent 48 hours in a structured learning environment, exchanging ideas with managers from different fields, backgrounds and experiences.



MONTH	TOPICS	LOCATIONS
January	Raise the Customer Service Cross Bar Deliver Results the First Time	Surrey - Guildford Golf and Country Club
February	Lead Your Team Through Change Six Steps to Effective Mentoring	
March	The Road to Negotiating Success Create a Blueprint for Team Success	
April	How to Inspire Innovation How to Create Consensus	Coquitlam - Eaglequest Golf Club
May	The Leader's Mindset Develop Effective and Devoted Employees	
June	How to Improve Workplace Performance Increase Accountability and Responsibility	Victoria - Westin Bear Mountain
July	Stimulate Strategic Thinking Take Your Job Seriously, Take Yourself Lightly	
August	Strategies for Dealing with Dissatisfied Customers Ten Ways to Increase Morale and Motivation	
September	Techniques for Managing Personality Styles How to be an Effective Problem Solver	Nanaimo - Nanaimo Golf Club
October	Communicate with Impact Managing Strategic Change	Kelowna - Kelowna Yacht Club
November	Managing Time for Maximum Results Better Performance through Better Teamwork	
December	Conflict Resolution Techniques Leadership Strategies	

“Action planning and focusing in on small changes has reinforced session learnings and helped us define goals and attain reasonable and measurable outcomes.”

- Tree Seed Centre
Ministry of Forests

“Most courses provide great information, but not many provide the opportunity to be accountable to implement concepts relevant to your business.”

- Lakeside Insurance

3 Essential Elements of Results Oriented Learning:

Measured Development

Learning is a process, not a one-time event. Over 12 consecutive months, participants complete 48 hours of executive learning and set 24 Personal Action Plans with quantifiable goals to apply what they learn.

Revisit and Relearn

Participants have a chance to build their company's own internal leadership training library, complete with access to video training modules, online support, and a personal manual with 400+ pages of exercises, notes and ideas for learning application.

Accountability

Sharing learning with others builds leadership skills, enhances training value, and reinforces learning. Through monthly debrief meetings and progress reports, participants review key points, share ideas and perspectives and hold one another accountable for applying what they learn.