



# Essentials

## Critical tools for professional success.

Do you have or plan to have managerial responsibilities within your organization?

Or do you own or plan to own a private practice?

In today's competitive market, rehabilitation professionals require more than just clinical skills to be successful. The McMaster Essentials professional development program allows busy clinicians to mix and match workshops that teach crucial tools to achieve business goals - without a substantial time commitment!

### Business Essentials

Succeeding in any business endeavour really comes down to a few time-honoured principles that are applicable in a variety of business settings. Learn the skills required to become a successful business manager: strategic planning, communication, finance and superior customer service.

### Communication Essentials

Knowing how to communicate effectively is an indispensable skill. The ability to express yourself clearly and confidently affects both your professional and personal life and can have a significant impact on your relationships with others. Learn valuable verbal and written skills that will improve your interpersonal communication immediately.

### Innovation Essentials

Everyone has the ability to be creative and adopt innovative thinking. The first step is understanding what these topics really mean, and the multitude of ways they can occur. Learn how to implement strategies that will generate new ideas and solutions, and explore and expand possibilities using an innovative mindset.

### Leadership Essentials

Great leaders are made, not born. Learn how to tap into your natural leadership abilities and enhance your credibility in the workplace. With the insights gained in this program you'll discover how to improve productivity and better motivate your team.

### Productivity Essentials

Studies show that a significant amount of time is lost during the workday due to disorganization. This program will teach you the secrets of effectively organizing your time, prioritizing your commitments and optimizing your professional interactions with management, co-workers and customers. By implementing these simple and effective strategies you'll achieve a significantly increased level of personal productivity.

### Team Essentials

Teamwork is crucial to any harmonious work environment. This program examines the qualities that foster truly outstanding teamwork. You'll learn how to effectively manage, motivate and work as part of a successful team, including, most importantly, how to strengthen your overall team by recognizing the individual strengths of your team members.

### Certificate of Completion Requirements

- > Earn a McMaster University Certificate of Completion in any of the streams listed above by completing five days of training, along with evaluation components, in the respective program within three years (ie: Business Essentials Program Certificate of Completion)
- > See over for training courses within each stream

[Click here for Schedule and Fees](#)

Courses	Duration	Business	Communication	Innovation	Leadership	Productivity	Team
<b>ESS 837</b> Achieving SMART Goals	●					⚙️	
<b>ESS 797</b> The Art of Active Listening	🕒		💬	💡		⚙️	
<b>ESS 871</b> Building High-Performance Teams	●●						🔗
<b>ESS 817</b> Business Storytelling	●	👜	💬		🎯		
<b>ESS 902</b> Coaching & Mentoring	●●		💬		🎯		
<b>ESS 899</b> Conflict Resolution in the Workplace	●		💬	💡		⚙️	🔗
<b>ESS 816</b> Creating Your Work-Life Balance	🕒					⚙️	
<b>ESS 862</b> Creative and Critical Thinking	●●			💡	🎯		
<b>ESS 801</b> Customer Service Excellence	🕒	👜	💬				
<b>ESS 800</b> Dealing with Difficult People	🕒		💬				🔗
<b>ESS 806</b> Delegating that Works	●				🎯	⚙️	
<b>ESS 838</b> Delivering Powerful Presentations	●	👜	💬			⚙️	
<b>ESS 835</b> Emotional Intelligence at Work*	●		💬		🎯	⚙️	
<b>ESS 895</b> Effective Business Writing	●	👜	💬			⚙️	
<b>ESS 874</b> Finance for Non-Financial Managers	●●	👜					
<b>ESS 820</b> Fostering Workplace Innovation	●	👜		💡	🎯		🔗
<b>ESS 834</b> Giving and Receiving Constructive Feedback	●		💬		🎯		🔗
<b>ESS 818</b> Innovation Foundations	🕒			💡			
<b>ESS 819</b> Intrapreneurship: The Innovator Within	●	👜		💡			🔗
<b>ESS 811</b> Leadership Foundations*	●				🎯		
<b>ESS 812</b> Leading Change for Success	●				🎯	⚙️	🔗
<b>ESS 802</b> Maximizing Personal Productivity	●					⚙️	
<b>ESS 798</b> Meetings that Make a Difference	🕒		💬				🔗
<b>ESS 810</b> Navigating Change for Success	●					⚙️	🔗
<b>ESS 877</b> Negotiation Skills	●	👜	💬		🎯	⚙️	🔗
<b>ESS 808</b> Problem-Solving Primer	●			💡			
<b>ESS 836</b> Project Management	●●	👜				⚙️	
<b>ESS 804</b> Strategic Planning Fundamentals	●	👜			🎯		
<b>ESS 807</b> Strengthening Communications with True Colors*	●		💬				🔗
<b>ESS 796</b> Supervision Essentials*	●	👜			🎯		

**Duration**

- 🕒 Half day
- Full day
- Two full days

\*Students must enrol at least two weeks before the start date to allow time for an online assessment to be completed prior to the course. All courses are held in person. Course fees include refreshments, lunch and materials

(lunch is not included for half day courses). Upon successful completion, one-day and two-day courses may be applied towards elective requirements in the Business Administration Diploma.