### **MCB-LEO MEMBERSHIOP CERTIFICATE PROGRAM**

**2017 WINTER CONFERENCE**

**PROFESSIONAL DEVELOPMENT INSTRUCTION**

***SUBJECT MATTER OFFERED***

**Conflict Resolution (All Levels)**

**Description**: The focus of this subject is on how to diminish the negative impact of conflict and use it constructively. Individuals will learn to recognize the signs and symptoms of destructive conflict and identify the stage of conflict escalation and points of effective intervention.

### **Best Practices in Leadership Management (All Levels)**

**Description:** The focus of this subject is to identify and outline leadership characteristics and various ways that individuals can strengthen their organization and support the work of others. Program participants will understand the concept of empowerment, delegation and communication styles of effective leaders.

**Ethics and Legal Framework (All Levels)**

**Description:** This subject addresses moral challenges facing leaders within the public sector. In addition to addressing challenges, there will be a thorough examination of values and virtues important to sustaining ethical leadership as well as strategies to build strong institutional cultures and support ethical practices within public institutions.