



# Kolbuc & Associates Resources

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## Management Skills Optimized

**Phil Kolbuc**

Phil Kolbuc is creating human resource development and composing a history of success in management training to northern B.C., partly through current affiliations with North West Community College in Terrace and other campuses. "Our First Nation participation has been high in courses delivered in north central B.C.," said Kolbuc, "where we have done a considerable amount of work to deliver management skills to supervisors." He added that NWCC will deliver management skills for supervisors on campuses throughout the north west, including Kitimat, Prince Rupert, Haida Gwaii, and inland as far as Smithers.

"All NWCC campuses have taken up the program because it has a history of running successfully," explained Kolbuc. "It is popular because it is delivered in-house, on common ground, and generally heard about by word of mouth." Kolbuc and Associates deliver a three-part program, assembling a set of skills that are, "more specific to supervisors than anybody else." Each part of the program is four days in duration, and separated by several weeks per section.

"It is intensive hands-on training," said Kolbuc. The sections are broken apart by weeks to include experiential learning. "They use the training then accumulate more knowledge to apply through the next few weeks," he explained. The training program is fully certified by NWCC. "Colleges were involved in developing a program in 1985, which has since been refined and developed further," he noted. Students at NWCC campuses receive credit for 'management skills for supervisors.' Kolbuc's method assembles the classroom into an adult learning style. "We work in small groups and keep lecturers to about 10 percent of the program. We set up nine or ten projects and they work through them hands-on." An example of the first section includes managers learning one-to-one problem solving interviews. "We teach them how to stay out of hostile engagements. We teach the value of trust in relationships. We provide specific tools, communication tools, put in the context of problem-solving models."



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The ultimate goal of section one, according to Kolbuc, is "to build better human relationships." Section two approaches supervisory management from the leadership perspective. "Managers take motivational principles from leadership and practically apply them. Management supervisors work with groups and make consensus decisions, and the students learn that management techniques are basically communications tools used to lead others to certain goals."

The third section is a closer look at the styles of communication and behavioral characteristics found in common with different types of personalities. Managers use various behavioral instruments to create performance, and this section looks at the principles of conducting performance reviews. It also teaches managers to take care of themselves first, dealing with time and stress management.

A program is currently underway in Terrace. Search North West Community College Terrace (Continuing Education) for information about Kolbuc in your community, or email [kandainc@telus.net](mailto:kandainc@telus.net)