

Leadership Development

BUSINESS LEADERSHIP 2 DAY

Becoming Management Material

This workshop will teach participants how to master Peter Senge's five disciplines and add Kouzes and Posner's five practices to their life. It will help them build trust with employees and develop key management skills, including change management, time management, critical thinking, delegation, problem solving, presentation strategies, communications, strategic planning, and feedback techniques. We will also explore some ways that participants can build trust with employees.

COACHING 1 DAY

A Leadership Skill

This workshop will teach participants how to use coaching to develop their team and to improve individual performance. We will explore the behaviours and practices of an effective coach. We will also look at recognizing employees' strengths and providing the feedback they need to succeed. Participants will examine important coaching skills in small groups, including; helping, mentoring, teaching, and challenging skills.

DELEGATION 1 DAY

The Art of Delegating Effectively

Delegation is one of the hardest skills for a manager to master, however, this skill can be learned. This workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

HUMAN RESOURCES 3 DAY

For the Non-HR Manager

In this workshop participants will learn the latest trends in the human resource field and the changing role of the human resource professional. We will explore how to write job specifications and how to identify core competencies. We will look at methods of finding, selecting, and keeping the best people using behavioural interviewing techniques. Performance reviews are a crucial part of helping employees grow and we will explore the performance review process through exercises, a case study and a lecture. We will also discuss absenteeism, privacy issues, discipline and termination.

MOTIVATION 1 DAY

Motivating Your Workforce

It is no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible and productive. This workshop will help supervisors and managers create a more dynamic, loyal and energized workplace. It is designed to specifically help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

Better business outcomes. Less time.



Leadership Development (continued)

NEGOTIATING FOR RESULTS 1 DAY

This workshop will teach participants to understand how often we all negotiate and the benefits of good negotiation skills. Participants will recognize the importance of preparing for the negotiation process, regardless of the circumstances and develop strategies for dealing with tough or unfair tactics.

TEAM BUILDING 2 DAY

Developing High Performance Teams

There have been hundreds of studies demonstrating that human beings function better and learn more effectively in groups. This workshop will cover practical topics like improving team communication, stimulating creativity, solving problems as a team, resolving internal and external conflict, and obtaining consensus. We will explore theory on team-building, as well as your team playing style. This workshop combines theory, tools, and practice, plus lots of team building exercises.

Human Resources

BEHAVIOURAL INTERVIEWING TECHNIQUES 2 DAY

Behavioural Interviewing is a very reliable technique for selecting the best candidate for a position. While many believe that past performance is the best indicator of future behaviour, we often don't conduct interviews following that principle. This workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behaviour-based examples of past performance, and the strategies that follow through on this process.

CHANGE MANAGEMENT 1 DAY

Strategies For Successful Change

This one day workshop introduces some Change Management concepts and common signs of change fatigue. It also discusses techniques for developing resiliency in employees and the organization. We will explore practical techniques for carrying out a change initiative and identify strategies for accepting and implementing change in the workplace.

CHANGE MANAGEMENT 1/2 DAY

Strategies For Executives

Executives will explore key challenges facing a changing organization and those factors that contribute to successful change. The focus of this half-day workshop is on the role of the senior leader.

CONFLICT RESOLUTION 2 DAY

Getting Along In The Workplace

This workshop will explore what conflict is, how it can escalate, some assumptions about conflict and the positives and negatives of conflict. The workshop covers three main types of conflict: inner, interpersonal, and group. We will also look at open conflict versus hidden conflict. We will explore the five most common conflict resolution styles and how to increase positive information flow through non-verbal and verbal communication skills. Participants will also learn how to strengthen staff trust and morale and to be more confident in managing conflicts.

CUSTOMER SERVICE TRAINING 1 DAY

Managing Customer Service

This workshop will help participants identify ways to establish links between excellence in customer service and business practices and policies. You will develop the skills and practices that are essential elements of a customer service focused manager and recognize what employees are looking for to be truly engaged. This session will help you develop strategies for creating engaged employees and satisfied customers.

Better business outcomes. Less time.



Human Resources (continued 1)

EMPLOYEE DISPUTE RESOLUTION 1 DAY

Mediation Through Peer Review

Have you ever been in a workplace situation where a supervisor has made a decision that you do not agree with? Did you wish you could ask someone else what they thought of the decision; whether they would have done the same thing? The Peer Review process offers employees just that chance, using a formalized process.

PERFORMANCE MANAGEMENT 2 DAY

Managing Employee Performance

This workshop will help participants better understand themselves and others through completing and interpreting personality typing. We will develop problem solving and decision making skills around performance management issues. Topics included in this workshop are: temperament and leadership; positive and constructive feedback; barriers to solving problems; and the shared management model.

PERFORMANCE REVIEWS 2 DAY

This workshop will teach participants the importance of having a performance review process and how to work with employees to set performance expectations and goals. We will explore a proven interview process and techniques to make the performance review legally defensible. This workshop is interactive and participants will work individually and in groups to set standards and SMART goals. We will explore the characteristics of effective feedback and accepting criticism.

PROBLEM SOLVING AND DECISION MAKING 1 DAY

This workshop will teach participants new ways to approach problem-solving and help develop practical ways to solve some of the most pressing problems and reach win-win decisions. We will explore the problem solving model, fishbone analysis, the gradients of agreement, and decision-making traps.

STRESS MANAGEMENT 1 DAY

This workshop will help participants recognize that stress is a positive, unavoidable part of everyone's life. We will identify the symptoms of chronic stress overload and identify how lifestyle choices can contribute to stress and how we can work toward making different choices. We will develop some techniques to manage stress right now and being planning long-term protection against the cumulative affects of stress.

Better business outcomes. Less time.



Human Resources (continued 2)

TEAMWORK 1 DAY

Building Better Teams

Participants will learn about different kinds of teams, how to develop team norms, how to identify their own team player style and ways to become a better team player. We will also explore ways to build team trust and examine two models of team development. Participants will complete a survey to identify their team player style and will work in small groups to discuss the strengths and weaknesses of that style.

TRAIN THE TRAINER 1 DAY

Participants will recognize the importance of considering the participants and their training needs, including the different styles and adult learning principles. We will practice writing learning objectives and learn how to evaluate whether these objectives have been met at the end of the training session. Participants will understand the importance of an instruction guide, develop an effective training style and learn how to use appropriate training aids and techniques.

Better business outcomes. **Less time.**



Personal Development

COMMUNICATION STRATEGIES 1 DAY

This course explores 10 ways to build positive relationships through effective communications. Participants will complete a self-confidence assessment and the group will discuss fears and solutions. Strengths and weaknesses will be identified through personal exercises and a role-play. This workshop will examine questioning skills (including open questions, closed questions, and probing) and participants will work on listening skills. It will explore techniques to handle difficult situations and deal with situations assertively.

CONFLICT RESOLUTION 1 DAY

Dealing With Difficult People

During this workshop, participants will explore how their attitudes and actions impact others. It takes a deeper look at how negative attitudes can cause negative interactions, and what can be done to turn those attitudes around. We will examine the idea that, in a relationship with another person, our expectations are likely to be a self-fulfilling prophecy. The workshop explores coping strategies for dealing with difficult people and difficult situations.

CUSTOMER SERVICE TRAINING 2 DAY

Critical Elements Of Customer Service

This workshop will teach participants how to recognize service delivery as an individual response and understand how an individual's behaviour impacts the behaviour of others. Participants will develop more confidence and skill as problem solvers and learn to communicate more assertively and effectively while making customer service a team approach. This session looks at two types of customers - internal and external, and focuses on the four critical areas of customer's expectations.

FACILITATION SKILLS 2 DAY

Facilitation is a leadership skill sought by business professionals everywhere. The dynamics of successful facilitation come from knowing how to run a structured workshop combined with the ability to build consensus through active listening and feedback mechanisms. In this session, you will develop the core skills needed to facilitate many kinds of workshops.

PUBLIC SPEAKING 2 DAY

Presentations Survival School

A great presenter has two unique qualities, appropriate skills and personal confidence. This confidence comes from knowing what you want to say, and being comfortable with your communication skills. In this workshop, you will master the skills that will make you a better speaker and presenter.

Better business outcomes. Less time.



Personal Development (continued)

SPEAKEASY 1 DAY

Conquer Your Fear Of Speaking In Public

If you get nervous when presenting at meetings, find it hard to make conversation at gatherings and social events or lock up in awkward social situations, then this workshop will help you. The objective is to improve speaking skills in informal situations and give participants the confidence to interact with others. This workshop focuses on good communication skills, interpersonal skills, practicing dialogue, professionalism and controlling nervousness.

TIME MANAGEMENT 1 DAY

Get Organized For Peak Performance

This workshop will help participants organize and prioritize for greater workplace efficiency. Participants will learn how to get a grip on office space, organize work flow, learn how to use planners effectively, say no without guilt, and delegate some of your work to other people.

Project Management

PROJECT MANAGEMENT 2 DAY

An Introduction To Project Management

This two day workshop promotes industry best practices and focuses on tools and techniques that are recognized by the Project Management Institute (PMI). This workshop will give participants an understanding of project management's key concepts and the roles of project stakeholders, sponsors, project managers and team members.

PROJECT MANAGEMENT 1/2 DAY

An Introduction For Executives

It has been said that within every successful project manager lays a great manager. This workshop focuses on the building awareness and understanding of the key concepts of effective project management. As a participant you will be better equipped to become champions of your projects and take on a more effective role as sponsors and stakeholders.

PROJECT LAUNCH 2 DAY

Accelerated Project Start-ups

The best investment we can make to our projects is to give them a solid start. There are many simple techniques that can help to get a project started quickly with the greatest chance for success. This workshop will explore ways to build an effective project charter, resourcing tactics, communications techniques and other critical dimensions to planning. We will identify the common reasons why projects fail to promote the best foundation for success. The workshop can also act as an orientation process for all team members on a new project.

Better business outcomes. **Less time.**



Sales and Marketing

BUILDING RELATIONSHIPS FOR SUCCESS IN SALES 1 DAY

It is no secret that some sales people can build relationships easier and more effectively than others. This workshop will introduce relationship-building skills such as using the rules of likeability to your advantage, the seven influencers in forming relationships, how to communicate more effectively and the art of networking.

DYNAMITE SALES PRESENTATIONS 1 DAY

This workshop introduces ideas that will help participants build confidence in their selling skills. It identifies the key elements of a quality proposal, how to write a winning sales presentation and ways to perfect the first impression.

SALES TRAINING 1 DAY

Selling Smarter

Today's top salespeople are in the business of identifying needs and persuading potential customers to respond favourably to an idea that will result in mutual satisfaction for both the buyer and the seller. This workshop will help you develop those skills, enabling you to sell smarter and succeed in this exciting and dynamic profession.

Better business outcomes. **Less time.**



Workplace Management

BUSINESS ETIQUETTE 1 DAY

In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible manner. A faux pas at the wrong time can damage your career. This workshop will help participants feel more comfortable in the corporate world and allow participants to leap forward in skill, sophistication and confidence. This one-day workshop will reassure participants that they can handle most of those socially difficult moments and perhaps give them the extra edge in areas they had never thought of before.

CELEBRATING DIVERSITY 1 DAY

This workshop will teach participants what diversity and its related terms mean, and to appreciate how changes in the world can affect you and your view. Participants will complete a self-awareness inventory to identify possible areas for improvement. Some phrases that are considered universally incorrect will be reviewed. We will explore the four cornerstones of diversity and examine each in detail: knowledge, acceptance, understanding, and behaviour. We will look at some simple things managers and employees can do to encourage diversity in the workplace.

OFFICE ETHICS AND YOU 2 DAY

Making Good Decisions

What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem unacceptable to another. This workshop will help participants define ethical frameworks to make solving those ethical dilemmas easier.

WORKPLACE HARASSMENT 2 DAY

What It Is and What To Do About It

This workshop will help participants prevent harassment from occurring. We will explore what sorts of policies should be in place in an organization and what managers should do to protect their employees. We will also look at what happens if a complaint is filed. We will discuss prevention strategies, protecting yourself, addressing complaints, false complaints, mediation, investigation and solutions.

WORKPLACE VIOLENCE 3 DAY

How To Manage Anger And Violence In The Workplace

Violence of any sort has many roots, typically starting with frustration. This frustration can stem from many things: feeling inadequate at one's job, low pay, chronic understaffing, disagreement with co-workers, and even team miscommunication. If not addressed, frustration can build to anger. Anger can cause employees to lash out with inappropriate behaviour, even physical violence. This workshop takes a comprehensive look at anger and violence on an individual and organizational level. The steps explored in this workshop will give participants a strong foundation for a violence prevention policy and program.

Better business outcomes. Less time.

