

TRAININGessentials™

Transforming Businesses Through The Power Of People 2018



TRAININGessentials Catalogue

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Our Purpose:

To help people in business be more **focused**, **happier** and **productive** at work and in life.

Our Vision:

To become **the** trusted and respected HR boutique firm servicing mid-sized companies across Canada.

Our Values:

- ✓ **Teamwork**
Always together - Accomplish, celebrate, and overcome adversity
- ✓ **Initiative**
Just do it, don't be afraid to fail
- ✓ **Passion**
Be relentless, never give up and love what we do
- ✓ **Excellence**
Do our best in all we do
- ✓ **Respect**
Speak our mind, mind our speak and honour our unique differences

Who We Are

MaxPeople provides premium Human Resources solutions and Employment Law support to organizations in need of a strategic HR Partner. We proudly provide small and mid-size organizations with the necessary Human Resources infrastructure and the supported employment law services required for dynamic growth. Each one of our Human Resource Professionals has both significant HR depth, along with a breadth of experience in various industries. This expertise, coupled with a people-centred desire to serve, has led us to become a leading Human Resource consulting firm in the Greater Toronto Area (GTA) and beyond.

How We Help Our Clients

Reduce the HR responsibilities of upper Management

- 30% increase in available time to manage competing priorities.

Reduce turnover costs

- Ensure the right people are in the right roles at the right times.

Increase company profits

- Increase employee satisfaction, raise company morale, and ultimately, ensure happier customers.

MaxPeople's Three Step 'MPowerment' Process

Assess

We provide a rich Workplace Assessment by meeting with your senior leadership team to gain an understanding of your business strategy and vision. We then assess your workplace environment by engaging in interviews with employees across your organization to better understand how to leverage and optimize your internal processes and people.

Strategically Plan

Once we complete the Workplace Assessment, we will create a strategy directly mapped to your organization's objectives and vision. A metric based HR dashboard will be created to track progress on an annual basis. Most importantly, we will provide you with a better understanding of the talent capabilities necessary to achieve your goals.

Execute

Our team works with you every step of the way to help execute the plan designed to enable your organization to grow. In your customized package, we provide you with support that includes professional guidance on employee relations issues, compliance training, policy development, talent management, and more.

All Inclusive **HR**essentials™ Service

Onsite HR Support

Our strategic hands-on and innovative approach is what separates us from our competitors. Our onsite HR team works with organization to implement the right policies and systems for sustained growth. From talent management to employee relations, we have you covered

Unlimited HR Support

Our HR experts are always ready to assist you on your important day-to-day HR matters. You can contact us for practical and prompt advice on anything from reviewing an employee's contract to dealing with a complex termination.

Access to Employment Lawyers

As part of MaxPeople's HRessentials Service, our HR Team has access to the professional and trusted Rodney Employment Law firm who are able to advise the HR Team on all pre-litigation matters. The firm specializes in all areas of employment law, including, but not limited to, legislative compliance, policies and procedures, employment agreements, termination of employment, workplace harassment investigation and Human Rights. Rodney Employment Law provides the HR team with insight into proactive processes, as well as reactive risk mitigating strategies resulting in peace of mind for our clients.

Full Suite of HR Tools

MaxPeople's HRessentials Services eliminates the need for you to take time away from your business to research HR practices and create company policies. Simply use our practical and up-to-date tools and workplace templates for all stages of the employment cycle from recruitment up to termination. As an HRessentials client, you will also be provided with regular legislative updates and training options (e.g. Bill 168 - Violence and Harassment in the workplace, AODA – Accessibility for Ontarians with Disabilities Act, OHS Act Occupational Health and Safety Act).

All Inclusive HRessentials™ Service

Special Rates on Services

HRessentials Clients receive exclusive 15% discount on all *MaxPeople's* services including HR, training and recruitment projects.

Customized Training

As a client, *MaxPeople* offers your organization customized training programs delivered in person to equip your employees with the personal and professional development tools they need to maximize their performance. Our highly interactive programs fall under Leadership, Interpersonal Communication, Teambuilding and Creativity.

Newsletters & Blogs

HRessentials Clients receive *MaxPeople's* e-Newsletter and blogs which provides up-to-date information on relevant HR news, trends, tips, regulations, workplace learning, training and development.

Webinars

MaxPeople's interactive and engaging webinars are complimentary to HRessentials Clients.

Networking Event

HRessentials Clients are invited to *MaxPeople's* exclusive networking events which include facilitated discussions, keynote speakers and the opportunity to connect with other business leaders across all industries.

Rodney Employment Law

MaxPeople in partnership with **Rodney Employment Law** offers clients the added value of in-depth employment law services. With this partnership, our legal capabilities have expanded, enabling us to provide a full service employment law firm capable of handling complex legal issues.

Rodney Employment Law is a boutique employment law firm specializing in all areas of employment law. Its founder, Jordan Rodney has over 20 years of experience in Employment Law and Human Resources. By combining these two areas, the firm provides legal solutions from a business perspective while bringing a human approach to solving legal issues.

By servicing both employers and employees, the lawyers at *Rodney Employment Law* have a broad insight into both sides of the employment relationship. The firm helps **employers** by offering practical legal advice on a wide range of employment law matters and strives to minimize risk by providing innovative, practical solutions. The firm helps **employees** to navigate complex legal matters by providing them with practical advice on all issues related to the workplace and tailors its approach to meet the clients' needs.



The Benefits

By partnering with us, your people will be:

- ✓ **Inspired** to execute your organization's strategy
- ✓ **Focused** on achieving your business goals
- ✓ **Motivated** to improve performance through higher levels of engagement
- ✓ **Encouraged** to leverage their talents and strengths
- ✓ **Engaged** in an environment that fosters open two-way communication
- ✓ **Equipped** to effectively respond to organizational change
- ✓ **Energized** to develop innovative strategies within your organization
- ✓ **Committed** to building or participating on high performing teams



The Guarantee

1. You WILL be presented with practical solutions to your learning and development needs rather than a bunch of soft alternatives.
1. You WILL have a dedicated team of learning professionals working for you.
2. You WILL always be up-to-date on the project, so you don't have to worry.
3. You WILL be delivered what is right for your business rather than a cookie cutter approach.
4. You WILL receive advice and recommendations that are easy to understand and implement.



MaxPeople in Print

Profit Magazine



["5 Steps To Managing Problem Employees"](#)

~ Julie Ruben Rodney

The VOICE



["10 Step Guide To Email Etiquette"](#) ~ Jordan Rodney

["HR Update - Looking Ahead"](#) ~ Jordan Rodney

The HR Professional



["Lessons Learned In Launching And Leading Corporate Universities In Canada"](#) ~ Julie Ruben Rodney

The Globe and Mail



["Ten Strategies For Achieving Success As An Entrepreneur"](#) ~ Julie Ruben Rodney

["Damage Control"](#) ~ Jordan Rodney

DIALOGUE Magazine



["The Changing Landscape Of Harassment In The Workplace"](#) ~ Jordan Rodney & Miriam Anbar

["Mastering The Art Of Facilitation"](#) ~ Julie Ruben Rodney

["When You Put The Difficult In Difficult Conversation"](#) ~ Jordan Rodney

TLOMA Today



["Doing More With Less"](#) ~ Julie Ruben Rodney

MaxPeople in Print

The Lawyers Weekly



[“Persuasion And Influence For Young Lawyers”](#) ~ Jordan Rodney & Miriam Anbar

[“The Delicate Balance Of Whom To Hire”](#) ~ Jordan Rodney Quoted

[“Calling Out Toxic Office Behaviour”](#) ~ Julie Ruben Rodney Quoted

Risk & Business Magazine



[“Going Under The Microscope: The Importance Of Conducting Effective Workplace Investigations”](#) ~ Jordan Rodney

Bottom Line Magazine

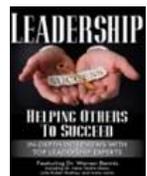
THE BOTTOM LINE

[“Difficult Conversations: What Do You Do When You Are The Problem?”](#) ~ Jordan Rodney

[“Inside Out: When It Comes To Making A Hire, Cast The Widest Net”](#) ~ Jordan Rodney Quoted

Leadership: Helping Others to Succeed

“Self-Awareness: Essential to Exceptional Leadership” ~ Julie Ruben Rodney



Blind Spots: Solving Hidden Business Problems

“Neglecting To Develop Your Direct Managers”
~ Julie Ruben Rodney



When you equip your people with personal and professional development, you help them maximize their performance. You want the confidence that your employee development and leadership programs are effective and aligned with your organization's goals.

MaxPeople offers *TRAININGessentials* – a full range of customized and cost-effective training solutions designed to help your people achieve their performance objectives and meet the standards you expect. We design and deliver training programs that are tailored to the needs of your employees and their preferred learning style. We will also help ensure that learning is applied.

Classroom: The richest form of learning happens face-to-face in the classroom. Our experiential high-energy approach to classroom learning ensures that your participants stay engaged for the entire program. They leave with an action plan that they will implement after the session, either independently or with the support of their manager.

Webinars: Interactive webinars deliver programs that closely replicate the classroom experience in a virtual setting. Our webinars include polling activities, open-ended discussions and question and answer periods. They are customized to meet the participants' needs and your specific objectives. Our webinars will create a memorable, collaborative, and truly engaging experience for your participants. Ideal for short, high-impact training, attendees leave with action plans that they can apply back on-the-job.

Coaching: We provide one-on-one and group coaching to individuals at all levels of an organization to ensure action plans are successfully implemented. Coaching helps to unlock a person's potential, to maximize their own performance, and helps them learn and grow in their own unique way. Our approach is goal focused and action based which is guided by the coach and led by the participant.

Keynotes: We provide engaging and interactive keynotes with highly skilled and dynamic Speakers. Keynotes are beneficial for clients as large group of individuals can attend a short keynote and obtain a vast amount of impactful and customized content. Keynote sessions includes toolkits for participants and post session action planning activities.



Our Methods:

Facilitation Techniques that Encourage Participant Engagement

We will design your program utilizing a combination of learning techniques. Some examples include but are not limited to: interactive/thought provoking activities, small table group work, case studies, role plays, quizzes, assessments, classroom lecture on models and research, practicum assignments to apply learning back on-the-job. We solicit stakeholders to obtain real life examples and/or situations that your people face on-the-job and incorporate these examples into the program content as well as our own related experiences.

Experiential Learning

Experiential learning is a fundamental aspect in all of our sessions as we, along with research, have found that adults learn and retain the most information when they are directly involved in hands on, meaningful experiences.

Recommended Length of Programs

1 day sessions. The sessions can be delivered in a ½ day format with less content than described in the program overviews.

A Sample of Tools Used

Ken Blanchard Situational II® (SLII®), Thomas-Kilmann Instrument (TKI), Myers-Briggs Type Indicator® (MBTI®), SKILLSCOPE® 360-Degree Feedback, Leadership Effectiveness Analysis (LEA 360 Feedback®), McQuaig®, DiSC® and HBDI™. These tools are optional, however strongly recommended for a deeper appreciation of the session. Please note that all assessments will be done on-line prior to the sessions.



Table of Contents

Communication	Page
Communicating Effectively Using MBTI®	16
Enhancing Interpersonal Communication Skills	17
Communication For Business Professionals	18
Creativity	Page
Creative Problem Solving Using Six Thinking Hats®	19
Enhancing Your Thinking Using HBDI™	20
HR Fundamentals	Page
Accessibility for Ontarians Disabilities Act (AODA)	21
Effectively Managing in a Unionized Environment	22
Employment Law for Non-HR Professionals	23
HR Fundamentals for Non-HR Professionals	24
Respect in the Workplace for Employees	25
Respect in the Workplace for Managers	26
Understanding the Collective Bargaining and Grievance Process	27
How to Effectively Prevent Human Rights Complaints in the Workplace	28
Terminate Now: Hire Slow, Fire Fast	29
Weed in the Workplace	30
Workplace Trends Employers Can't Afford To Ignore	31

Table of Contents

Leadership	Page
Becoming a Great Manager	32
Effectively Handling Difficult Conversations	33
Effectively Managing Challenging Employees	34
Expanding Your Leadership Abilities	35
Leading through Change	36
Motivate Your People through High Performance Coaching	37
Manager Accelerator Program (MAP)	38
Understanding Your Management Style Using 360 Feedback	40
Running Effective Meetings	41
Personal Effectiveness	Page
Delegating Effectively	42
Leading Your Way to Success	43
Leveraging Influencing Skills	44
Negotiating with Impact	45
Performance Management Essentials	46
Resume Building Essentials	47

Table of Contents

Personal Effectiveness – Cont’d	Page
Becoming a Master of Time Management	48
Project Management Fundamentals	49
The Importance of Effective Interviewing Skills	50
The Power of Conflict Management	51
The Customer Service Experience	52
Building A Successful Business Case	53
Team Building	Page
Leading Your Teams Effectively	54
Team Building in Action	55
Why Your Corporate Culture Can Make or Break Your Business	56
Training Package & Contact Information	Page
What Our Clients Are Saying	57
How to Reach Us	60

Communicating Effectively Using MBTI®

This program will provide participants with an introduction to personality styles using Myers-Briggs Type Indicator® (MBTI®). Managers will have an opportunity to analyze the impact that their own personality type has on the way they interact with others.

These tools raise self awareness and assist people to recognize, appreciate and utilize the strengths of others who they work with as well as encourage them to grow in their development.

How You Will Benefit:

- Have a better understanding on how your personality affects others
- Gain a deeper self-awareness
- Be better equipped to utilize your own and others strengths

What You Will Learn:

- How effective and critical communication is in all components of your work
- An introduction to the techniques used to communicate effectively with all levels in the organization
- To build on your new knowledge around personality style and how it impacts how you communicate
- The common barriers to effective communication
- To develop strategies to overcome these barriers

Note: Participants will be asked to complete an on-line MBTI® assessment prior to the session.



Enhancing Interpersonal Communication Skills

No business or individual is exempt from having to communicate in some way each and every day. Many organizations provide their employees with training initiatives, however they frequently overlook the importance and impact that communication training can have. The way individuals communicate significantly affects morale, teamwork, productivity, employee retention, customer relations and ultimately your bottom line.

This program will help both Leaders and employees model leadership behaviours related to communication skills and influencing others. Real-life business issues will be incorporated to ensure they are “value-added” learning experiences. Participants will be expected to develop an action plan where they will have an opportunity to model new leadership behaviours.

How You Will Benefit:

- Be able to include active listening in every conversation
- Develop ‘win-win’ relationships at all levels
- Enhance your leadership behaviours to better drive success

What You Will Learn:

- How to present ideas so others see them favorably
- How to persuade and influence others through effective messaging
- How to ensure the message they are saying is the message they are sending



Communication For Business Professionals

No business or individual is exempt from having to communicate in some way each and every day. Many organizations provide their employees with training initiatives, however they frequently overlook the importance and impact that communication training can have. The way individuals communicate significantly affects morale, teamwork, productivity, employee retention, customer relations and ultimately your bottom line.

This program will help both Leaders and employees model leadership behaviours related to communication skills and influencing others. Real-life business issues will be incorporated to ensure they are “value-added” learning experiences. Participants will be expected to develop an action plan where they will have an opportunity to model new leadership behaviours.

What You Will Learn:

- How to get your message across effectively
- Effective listening skills
- How to communicate with influence
- The Written communication process
- Proper writing structure in emails
- Grammar Mechanics

Creative Problem Solving Using Six Thinking Hats®

This program will provide participants with an understanding of the Six Thinking Hats® methodology developed by Dr. Edward de Bono as well as an opportunity to reflect on the impact your thinking approach has on the way you work with others.

Six Thinking Hats® is an important and powerful creative problem solving technique. It is used to look at decisions from a number of important perspectives. This forces people to move outside their habitual thinking style, and helps them get a more rounded view of a situation.

You will have an opportunity to reflect on your experience and draw lessons that you can apply back on-the-job.

How You Will Benefit:

- Acquire skills to help solve problems creatively
- Be better equipped to manage team meetings
- Learn how to brainstorm for innovation
- Develop skills on how to build team synergy

What You Will Learn:

- How to look at a situation from multiple important perspectives
- How to help your team identify their challenges when working together
- Respectful ways to collaboratively develop innovative solutions to business needs
- Methods of becoming a better problem solver through brainstorming



Enhancing Your Thinking Using HBDI™

Learn the Whole Brain model and how to leverage your brain power more effectively. This program will change the way you think about yourself and your world. Participants will receive an individual Herrmann Brain Dominance Instrument™ (HBDI™) profile that illustrates and explains the methods of thinking, learning, communicating, work preferences and decision-making in individuals.

Understanding these preferences enables individuals to optimize their ability to adapt their thinking, while communicating more effectively in different professional settings. It is a powerful catalyst for increased team effectiveness.

How You Will Benefit:

- Improves communication, breaks down the barriers, and generates a common language
- Increases productivity, maximizes the brain power of the team
- Encourages innovation, ignites breakthrough thinking and creativity for team members
- Enhances performance, matches individual strengths to specific tasks
- Understand how to motivate and lead employees with diverse thinking styles

What You Will Learn:

- A Thinking Model based on the Herrmann Brain Dominance Instrument™ (HBDI™)
- How preferences affect behaviours in planning, work, and communication
- How your behaviour affects these styles
- To fully understand and apply your HBDI™ assessment results



Note: Participants will be asked to complete an on-line HBDI™ assessment prior to the session.

Accessibility for Ontarians Disabilities Act (AODA)

This program will provide participants with an introduction to the *Accessibility for Ontarians with Disabilities Act (AODA)*. The purpose of AODA is to develop and implement accessibility standards to prevent and remove barriers for people with disabilities. The objective is to provide all Ontarians with disabilities accessibility in key areas of daily living such as goods, services, employment, facilities, buildings, structures and premises.

In order to comply with the training requirements for AODA, each employee is mandated to participate in related training on the topic.

How You Will Benefit:

- Gain a better understanding regarding AODA's purpose and scope
- Ensure compliance with this important legislation in your workplace
- Better appreciation for the broad definition of "disability" in today's workplace
- Learn what you can do to be pro-active in servicing persons with disabilities

What You Will Learn:

- The scope of disabilities in Ontario
- An introduction to the customer service standard outlined under AODA
- Background information on all five standards under AODA
- Knowledge about specific disabilities (i.e., definitions, how to recognize a customer with a disability, and how to appropriately communicate)
- The importance of feedback and giving notice of service disruption



Effectively Managing in a Unionized Environment

Labour relations has become an increasingly complex area and gaining a greater understanding of this topic will benefit participants who work in a unionized environment and/or interact with unionized employees as part of their business.

How You Will Benefit:

- Develop an understanding of the nature and complexity of labour relations issues
- Gain an awareness of the role of both union and management in the labour relations context
- Build the skills necessary to operate effectively within a unionized environment
- Develop an initial understanding of the legislative framework
- Understand the basic rules regarding the collective bargaining process

What You Will Learn:

- The essential leadership/management skills to manage effectively in a unionized environment
- The key differences between union and non-union work environments
- The tools used to promote a positive labour relations environment
- How to recognize the warning signs of conflict and how to deal with the issue proactively
- Valuable tips for getting both union and management moving in the same direction



Employment Law for Non-HR Professionals

In today's legal environment, taking care of the 'people-side' of the business is becoming increasingly important to organizations. Leaders need to be equipped with knowledge and tools to reduce legal costs and minimize the risk of third party employee complaints and/or lawsuits arising from workplace issues. This course will provide participants with an overview of typical workplace issues along with practical tips when faced with them.

Examples of modules reviewed in this program include: the importance of legislative compliance, the do's and don'ts in recruitment and selection, statutory obligations regarding hours of work, overtime, vacation, leaves of absence, accommodation and termination, among others.

How You Will Benefit:

- Participants will gain practical tips on how to proactively deal with workplace issues before they escalate
- Gain a deeper understanding of employment related laws and what is required to protect themselves
- Better understand their rights and obligations as employers to protect their business and minimize liability

What You Will Learn:

- The latest developments in Ontario's workplace landscape
- Review of the rights and obligations of employers and employees
- Employment law 'Red Flags' - what to look for to deal with workplace issues professionally
- Tools and tips to assist your organization to minimize potential legal fees and stay out of court!



HR Fundamentals for Non-HR Professionals

In today's complex and competitive work environment, taking care of the 'people-side' of the business becomes increasingly important to organizations. In turn, business owners and executives need to be equipped with the tools to minimize risk and deal with employee issues professionally and promptly. This program will provide participants with an overview of the fundamental human resources skills required to establish a productive and positive work environment.

Examples of some topics that will be covered in this program include: legislative compliance, recruitment and selection, performance management and employee relations. Participants will also learn how business planning and strategy is related to the effective management of your 'people.'

How You Will Benefit:

- Learn the basic necessities of employee relations
- Gain insights on how to make your organization run seamlessly
- Know how to address employee issues in a timely and professional manner

What You Will Learn:

- How to deal with difficult employee situations to minimize liability
- How to effectively manage people using a proactive approach
- How to navigate through all stages of the employment cycle from recruitment up to termination
- How to promote a positive employee relations environment
- How to draw the link between effective 'people-management' and business strategy

Respect in the Workplace for Employees

The *Respect in the Workplace* training program will be geared specifically to Employees. Emphasis will be placed on providing an overview of harassment and violence under Bill 168, their rights and responsibilities as well as educating them around human rights legislation and diversity issues. By having employees work through a series of interactive exercises, the objective is to ensure that the learning is assimilated and liability is minimized.

The program overview will cover the following elements:

Bill 168 background and expanded definitions of Violence and Harassment

- Scope of workplace violence and harassment
- Cost and consequences of violence and harassment

An overview of an employer's duties and obligations under the legislation (Employer, Manager and Employee)

- Evaluating your Risk Assessment that is intended to identify actual/potential workplace hazards based on risk
- Developing and implementing your Violence and Harassment policy and program
- Reviewing your company processes under your Violence & Harassment policy and program to ensure compliance
- Rights against discrimination under the Human Rights Act

Controversial provisions under Bill 168

- The interplay between Health and Safety, Human Rights and Privacy legislation
- What does the company do in the event of a conflict?
- Domestic Violence, Duty to Inform Workers of Risk of Violence, Work Refusals

Next steps – what else can you do as an employee?

- Review of the company's Harassment and Violence policies and programs
- The importance of cultivating a positive employee relations environment
- Your role in reporting, any incidents of violence, harassment or discrimination

Respect in the Workplace for Managers

The *Respect in the Workplace* training program will be geared specifically to Managers. Emphasis will be placed on their obligations under *Bill 168: An Act to amend the Health and Safety Act with regards to Violence and Harassment* as well as applicable human rights legislation around discrimination. By raising awareness with Managers, the objective is to role model behaviour for others in the company while, at the same time, satisfying your due diligence requirements.

The program overview will cover the following elements:

Bill 168 background and expanded definitions of Violence and Harassment

- Scope of workplace violence and harassment
- Cost and consequences of violence and harassment

An overview of an employer's duties and obligations under the legislation (Company, Manager and Employee)

- Evaluating your Risk Assessment that is intended to identify actual/potential workplace hazards based on risk
- Developing and implementing your Violence and Harassment policy and program
- Reviewing your company processes under your Violence & Harassment policy and program to ensure compliance
- Rights against discrimination under the Human Rights Act

Competing and controversial provisions under Bill 168

- The interplay between Health and Safety, Human Rights and Privacy legislation
- What does the company do in the event of a conflict?
- Domestic Violence, Duty to Inform Workers of Risk of Violence, Work Refusals

Your role as a leader in dealing with complex workplace harassment and violence issues

- Reviewing the company's Harassment and Violence policies and programs
- Cultivating a positive employee relations environment
- Your role in investigating, dealing with, and responding to a complaint of violence or harassment

Understanding the Collective Bargaining and Grievance Process

Given the challenges in today's competitive workplace, labour relations has become an increasingly complex area and gaining a greater understanding of this topic will benefit participants who work in a unionized environment or who participate in, or lead collective bargaining negotiations.

How You Will Benefit:

- Develop an understanding of the nature of labour relations issues specifically collective bargaining
- Gain an awareness of the role of both union and management in the labour relations context
- Build the introductory skills necessary to effectively prepare for, and participate in, negotiations
- Gain knowledge of some of the common tactics and helpful hints for collective bargaining
- Opportunity to participate in a simulated grievance or collective bargaining simulation

What You Will Learn:

- The essential leadership/management skills to manage effectively in a unionized environment
- The difference between adversarial vs. collaborative negotiations
- How to interpret collective agreement clauses and grievance procedures
- The importance of preparation and anticipation as you move through the collective bargaining process
- Valuable hints for effectively handling grievances and collective bargaining
- How the collective bargaining and grievance process is linked to the employee relations climate

How to Effectively Prevent Human Rights Complaints in Your Workplace

Harassment in the workplace is a serious issue that is raising growing concern in businesses across the country. Discrimination in the workplace is common and often occurs under the employer's radar. These types of matters not only decrease productivity among the workforce -they may lead to severe legal complications for your business. As an employer, you have a mandatory legal obligation to ensure that your workplace is free from any form of discrimination. It is also an employer's responsibility to cultivate a healthy work environment.

This webinar will review of the different types of discrimination and the general principles governing the concept of the "**Duty to Accommodate.**" Through this session, you will learn how to manage discrimination or harassment-related complaints and how to better protect your organization against potential claims.

What You Will Learn:

- An overview of **Human Rights** in the workplace
- Understanding of **the Duty to Accommodate**
- Impact of Human Rights Code on employees and employers
- Policy issues and policy advice using a human rights lens
- Understand the concept and different types of discrimination
- The basic skills to effectively prevent potential human rights complaints
- How to effectively address workplace discrimination and bullying
- How to conduct an effective workplace investigation
- Practical tips for preventing workplace discrimination, harassment and bullying



Terminate Now: Hire Slow, Fire Fast

Dismissals are an unfortunate reality of every business. However, many organizations continue to struggle with terminations and frequently delay the process. Regardless of how unpleasant the experience may be, prolonging a termination can be very costly for your organization and result in lower company morale, decrease in productivity and legal troubles.

Through this session, employers will learn how and why they should “Hire Slow, Fire Fast.” Preventative tips will also be discussed in detail to provide participants with best practices for creating employment agreements and termination clauses. As an employer, you must be aware of your obligations and the employee’s rights. This session will teach you how to conduct due diligence and follow proper termination procedures to ensure your dismissals are compliant with the law.

What You Will Learn:

- Why it is important to “Hire Slow, Fire Fast”
- How to prepare and perform a termination while being compliant with the law
- The HR and Legal aspect of a termination □ Preventative tips to help protect your organization when handling terminations



Weed in the Workplace

The legalization of marijuana is scheduled for spring 2018. What does this mean for Canadian employers? Employers should be aware that marijuana has a variety of impairment effects, including reduced reaction times, irritability, loss of focus, lethargy, disengagement with reality and poor decision making. Through this webinar, the challenges of cannabis in the workplace and the potential impact it will have on employers and employees will be discussed. Employers will be educated on the effects of marijuana on one's duty to perform safety sensitive roles and the legal do's and don'ts of marijuana in the workplace, including the implementation of testing programs; the legal accommodation of medical marijuana in the workplace and best practices for the implementation of workplace drug policies and programs.

What You Will Learn:

- The impact of marijuana on workplace safety
- What is CANNABIS?
- Medical 'Indications' for marijuana
- What are safety sensitive jobs?
- Best practices for alcohol and drug testing in the workplace
- Duty to accommodate medical marijuana under Human Rights
- Balancing legalities of workplace safety versus human rights
- Legal considerations for alcohol and drug policies/programs



Workplace Trends Employers Can't Afford To Ignore

To be successful and stay ahead of the curve, it is essential for business leaders to be well informed of game changing workplace trends.

Emerging workplace trends for will focus on the employee experience. More than ever, it will be critical for leaders to build a positive workplace culture, increase communication, and implement growth opportunities to keep valued employees. Through this webinar, participants will learn about the latest workplace trends and how to effectively utilize them in their organization.

What You Will Learn:

- How to cultivate a positive workplace culture that will increase the employee experience
- Identify and understand emerging trends and best practices in Human Resources
- How to effectively lead a multi-dimensional workforce
- Trends in Performance Management and how to foster a feedback centric culture
- Understand different flexible work arrangements and how they may work for your organization

Becoming a Great Manager

"The best boss I've ever had." That's a phrase most of us have said or heard at some point, but what does it mean? What sets the great boss apart from the average boss? What do great Managers actually *do*?

The role of the Manager is very internally focused: to turn one person's talent into performance; to ask, "Who is the person? What is his or her unique style of learning? What is his or her unique trigger to get the best out of the person?" The challenge is to find what's unique and capitalize on it.

How You Will Benefit:

- The key things great Managers do and how to apply them
- Providing a positive working environment
- Recognizing, reinforcing and rewarding individual efforts
- Involving and engaging everyone
- Building trust

What You Will Learn:

- Come away with a number of new ideas, skills and solid principles to apply
- Take ownership as a Manager to develop staff
- Foster open communication and motivate your staff



Effectively Handling Difficult Conversations

Difficult conversations are those conversations we often procrastinate having. When these necessary conversations are ignored they are often acted out in unproductive ways. How well we handle these “critical conversations” depends on how skilled we are at leveraging our interpersonal communication skills and managing difficult people.

Effectively Handling Difficult Conversations will help you maximize the performance of staff, co-workers and colleagues, both individually and as a team, by raising participants awareness of the different communication styles and tools required for different conversations.

How You Will Benefit:

- Understand the benefits for both you and others in having difficult conversations
- Identify the challenges encountered when dealing with difficult conversations
- Develop strategies to effectively identify, prepare for, engage in and respond to difficult conversations

What You Will Learn:

- How to leverage communication styles to have candid discussions on sensitive issues
- Learn how to recognize the “warning signs” of a difficult conversation that is about to derail
- Identify the different types of difficult people and how to deal with them when issues arise

Effectively Managing Challenging Employees

Performance management is critical in today's workplace given the challenges of dealing with difficult employee situations. In this program, participants will be given the tools to deal with these employee issues directly rather than allowing them to fester in the workplace.

How You Will Benefit:

- Understand the benefits of dealing with poor performers
- Learn to deal with performance issues proactively to avoid potential financial and/or legal costs
- Gain an awareness of tools that are available to manage performance effectively
- Learn about the link between performance management and company expectations

What You Will Learn:

- How to improve employee performance through communication and feedback
- The transition of a performance issue to progressive discipline
- How to move through the different stages of progressive discipline
- How to ensure that the employee takes responsibility in the performance management process
- The importance of documentation and file management in dealing with performance issues
- How to handle difficult and sensitive issues by communicating in respectful manner



Expanding Your Leadership Abilities

Expanding Your Leadership Abilities will provide Leaders with the necessary tools to identify how to live leadership behaviours. Through self exploration, The McQuaig Self-Development Survey® and feedback from others, participants will identify their strengths and potential developmental areas, which in turn will allow them to better focus on the skills necessary for effectiveness as a Leader.

The process of identifying your preferred style will raise self-awareness and assist people to recognize, appreciate and utilize the strengths of others who they work with, as well as encourage them to grow from their own development as leaders.

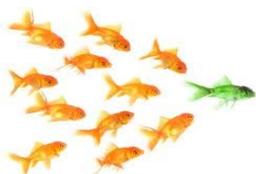
How You Will Benefit:

- Identify core leadership behaviours to leverage your success as a Leader
- Be more prepared to deal with challenges when they occur
- Receive self feedback and feedback from those around you
- Better able to lead your organization through change

What You Will Learn:

- How to live leadership behaviours
- The process of strength and developmental needs analysis on yourself
- How to identify and assess behaviours when leading teams
- A framework for taking action on your developmental plan

Note: Participants will be asked to complete an on-line McQuaig Self-Development Survey® prior to the session.



Leading Through Change

It is critical that both Managers and Employees demonstrate qualities such as resiliency and flexibility in today's challenging and competitive environment. This program will provide participants with important tools to be able to lead with greater vision and become agile in these changing times.

How You Will Benefit:

- Understand the purpose and importance of dealing with change proactively
- Learn how to deal with change using a constructive and objective approach
- Gain the introductory tools necessary to manage a team during periods of uncertainty
- Learn the do's and don'ts when you are involved in the change process
- Achieve greater confidence communicating difficult information during a change process

What You Will Learn:

- The natural phases of transition – “Endings”, “Neutral Zone” and “The New Beginning”
- How to develop the skills needed to be seen as “change agents” by employees
- Techniques to motivate and engage employees to work towards the company's new direction
- Strategies to overcome any challenges encountered in the change process



Motivate Your People Through High Performance Coaching

This program focuses on building effective feedback and coaching skills for Leaders and providing them with the foundation for managing people. It will teach your Leaders the importance of effective performance management practices. This program will provide an overview of the Situational Leadership II™ model which will help Leaders increase the frequency and quality of their performance conversations with their people. Ultimately seeing that competence is developed, commitment is gained, and talented individuals stay within the organization.

The role of a good Leader is to provide whatever it takes—goals, direction, training, support, feedback, and recognition—to develop employees' skills, motivation, and confidence to excel. The result of effective feedback and coaching is an organization where people feel more empowered, engaged, and open to new challenges.

How You Will Benefit:

- Better able to coach employees to excel in their roles
- Reduce the amount of time spent on managing employees
- Increase in personal quality and effectiveness as a Leader

What You Will Learn:

- How to identify challenges in an employee's performance and understand the issues that may be interfering with their performance
- To see the critical role a Leader plays through out the performance management process
- To monitor the progress of your employees and ensure ongoing feedback and coaching support

Manager Accelerator Program (MAP)

The **Manager Accelerator Program** is a highly comprehensive and interactive program providing front line leaders with the tools and skills to be successful managers. It has been proven that the “direct manager” is the most critical role in the organization. This program will give managers and leaders the boost they need to positively contribute to their organizations.

What You Will Learn:

- Create and Understand your Management Style Using SKILLSCOPE® 360 - Degree Feedback
- Develop Time Management Skills and the Ability to Delegate Effectively
- Lead Teams Effectively through Myers-Briggs Type Indicator® (MBTI®) and Understanding Stages of Team Development
- Identify true Difficult Conversations and Effective Ways to Resolve Conflicts
- Creation of Future Growth Development Plans through Peer Coaching
- Accountability for Personal Learning via Pre-Work Prior to Each Module, Assessments, Make It Stick Coaching, Pre-Read Article and Post Field Assignments

What It Includes:

- Three 1 Day Training Sessions over a 6 month period, Two 90 minute Webinars, Three 30 -45 minute Phone Coaching Sessions
- Includes a SKILLSCOPE® 360 -Degree Feedback Assessment, Myers-Briggs Type Indicator® (MBTI®), Thomas-Kilmann Instrument (TKI) Assessment, Manager Accelerator Materials, Toolkits and Learning Aids

Who Should Attend:

Managers and leaders in any organization who wants to accelerate their Leadership and management skills through an intensive learning process.

Module 1: Understanding Your Management Style Using 360-Degree Feedback (Classroom & Coaching)

This module will provide Managers with a behavioural based individualized 360-Degree Feedback assessment based on key leadership & management behaviours. We will outline why 360 feedback is critical to their professional development. The module will provide an overview of coaching and feedback skills. Time is spent on leadership fundamentals to provide the context for the program. Make It Stick one-on-one coaching following the module.

Module 2: Managing Your Time and Others (Webinar & Coaching)

This module helps managers understand that we are all given the same 24 hours each day. The question is: "Are they managing those hours effectively?" With effective time management skills, managers will get control of their time and their life, as well as manage their stress and energy levels. By managing others through effective delegation, they will have enough flexibility to respond to unexpected events. Make It Stick one-on-one coaching following the module.

Module 3: Leading Teams using MBTI® (Classroom & Coaching)

This module will provide managers with an overview of personality style through completion of their MBTI®. Managers will have an opportunity to analyze the impact their own personality type has on the way they lead others on teams. Managers will learn the stages of team development and how to create an environment for successful teams, who together, meet the organizations objectives. Make It Stick one-on-one coaching following the module.

Module 4: Difficult Conversations (Webinar)

This module will provide clarity on what defines a difficult conversation. These are often conversations managers procrastinate having even though they are critical to hold. By effectively handling difficult conversations and dealing with conflict your managers will maximize the performance of their employees, co-workers and colleagues, both individually and as a team.

Module 5: Development Plans for Future Growth (Classroom)

This module will synthesize the learning from the entire program. The day will be spent on reviewing tools and strategies and applying them to real top of mind issues for the managers. The sharing of success stories will be facilitated through exceptional exercises. Managers will set goals for the upcoming months and leave with an extensive development plan linked to their initial 360 feedback plan.

Understanding Your Management Style Using 360 Feedback

This program will provide participants with a behavioural based 360 feedback assessment based on generic leadership & management behaviours. The program will provide an overview of Leadership and Management Competencies and outline why 360 feedback is critical to their professional development. Time is spent on leadership theory to provide the context for the program.

Participants will be walked through their 360 Feedback Report to ensure there is a clear understanding of what is being measured before their individual report is reviewed. This is followed by a group coaching discussion which will help analyze their personal feedback. Participants will explore how their management style impacts those they lead.

How You Will Benefit:

- Develop a better understanding of leadership and management behaviours
- Have a professional development plan outlining how to expand upon your abilities

What You Will Learn:

- Leadership and management competencies required to excel
- Your personal leadership and management style/behaviours
- To create and execute on your developmental action plan
- Future activities that you will need in order to take your skills to the next level

Note: Participants will be asked to complete an on-line SKILLSCOPE® assessment prior to the session.



Running Effective Meetings

Do you dread facilitating or attending meetings because they are unproductive, disorganized and too long? With proper planning and preparation, any meeting can become useful and effective. *Running Effective Meetings* will incorporate the three phases of a meeting, which includes planning and setting up the meeting, running the meeting, and following up on the meeting. We also incorporate tips on how to handle difficult participants.

This session will equip participants with the tools necessary to manage and carry-out effective meetings. Through this program, participants will learn how to better their leadership, facilitation, communication, and time management skills. We will draw on participant experiences in their workplaces to create a learning environment that is relevant and practical.

How You Will Benefit:

- Develop the skills necessary to prepare for and facilitate an effective meeting
- Acquire tools to communicate effectively with stakeholders at all levels
- Learn to manage the environment around you

What You Will Learn:

- How to prepare for the meeting through creating a comprehensive agenda
- How to stay on track during a meeting by avoiding disruptions
- How to present information so others see them favorably
- How to persuade and influence others through effective messaging
- How to manage the people-side of a meeting and resolve conflict when necessary
- How to make decisions in a collaborative manner

Delegating Effectively

Delegation is one of the most important skills that your Managers can develop, and the higher the Manager rises in the organization, the more important effective delegation becomes to their success. Effective delegation skills will provide them with an opportunity to develop and coach their people and boost the productivity of their teams.

Managers will be better equipped to identify what needs to be delegated, to whom and how to communicate their desired results more effectively.

How You Will Benefit:

- Develop powerful management tools that will help Managers optimize their time
- Be better equipped to meet priorities
- Increase employee developmental opportunities
- Boost employee productivity and motivation

What You Will Learn:

- How to make delegation a critical component of your role
- How to identify the sources of resistance to delegation
- What the necessary steps are when delegating work to team members
- Apply a delegation model (and Situational Leadership Model) to your people/tasks
- Ability to apply learnings to real work examples

Leading Your Way to Success

This session will provide Individual contributors the opportunity to reflect on how they drive their own development and build a career path within their organization. They will learn the essential skills for creating an empowering relationship with their manager and communicating their expectations and needs.

Participants will be asked to either read a Harvard Business Review and/or Situational Leadership II article, as well as complete a field assignment and report their key learning's back to their boss post the session.

How You Will Benefit:

- Develop a supportive and enriching relationship with your manager by learning how to lead discussions with them
- Gain control of your career by learning the importance of setting your own goals, providing effective feedback and facilitating problem solving discussions with your manager
- Increase employee developmental opportunities

What You Will Learn:

- The key power sources that create influence in relationships
- How your personality impacts how you communicate your expectations to others
- How your individual strengths impact your motivation and how to identify top motivators
- How to use the Situational Leadership II model to express the best leadership style for yourself and others by task



Leveraging Influencing Skills

There have been brilliant ideas which couldn't get off the ground because they lacked proper positioning and support. On the opposite side of the spectrum, some really great small ideas have revolutionized our lives. What makes one idea more successful than the other?

This session will outline how you can get your ideas to take off and be received positively by all audiences. We will explore the importance of establishing personal credibility and power through the use of Influencing Strategies, as well as how to use your new skills in your everyday working life. This session will teach you how to understand the different types of influencing styles and techniques for effectively influencing within any organization and externally.

How You Will Benefit:

- Use knowledge and competence rather than position and status to influence others
- Acquire tools to enable you to lead with greater vision and agility
- Develop the skills needed to effectively influence others
- Acquire specific skills, behaviours and attitudes necessary to achieve desired results without relying on the use of authority
- Ability to apply influence strategies to gain commitment from others and foster collaboration

What You Will Learn:

- How to understand the correlation between power and influence
- Where true power comes from
- How to leverage your DiSC style to influence and persuade others
- How to apply the nine influence strategies in order to influence others
- Apply six critical elements when persuading others
- Learn the techniques needed to motivate and engage employees to work towards your organization's vision

Negotiating with Impact

This program will help participants identify conflicts and learn how to get better results in negotiations. Real-life business issues will be incorporated into the program to ensure they are “value-added” learning experiences. Participants will be expected to develop an action plan.

How You Will Benefit:

- Learn tools and techniques for developing effective negotiation skills
- Identify strategies for identifying and resolving conflicts
- Recognize your negotiation and conflict resolution style using the Thomas Kilmann Instrument
- Clarify the other party’s interests and positions
- Achieve the best results in a negotiation while maintaining relationships

What You Will Learn:

- The Nature and Causes of Conflict
- Barriers to Resolving Conflict
- Conflict Resolution Approaches
- Conflict versus Negotiation
- Introducing Negotiation Styles – Knowing Your Style
- The Elements of Win-Win Negotiations
- Recap - Putting It All Together!



Performance Management Essentials

This program will teach participants the importance of effective performance management practices and how these practices will enable their people to become more productive, engaged and effective employees.

Participants will learn how to assess the gap between their employees current and desired performance, by clarifying the role expectations and setting appropriate goals. They will learn how to identify challenges in an employee's performance and understand the issues that may be derailing their performance.

How You Will Benefit:

- How to drive a successful performance discussion
- Increase your employee's engagement and job success
- Leverage your employee's strengths and developmental areas

What You Will Learn:

- How to plan for your performance management discussions
- Importance of regular and effective feedback
- How to identify your own pitfalls and barriers within your performance
- How to use effective communication techniques to empower others
- Identify the root of performance issues and address poor performance before it spirals

Resume Building Essentials

In today's challenging economic climate, competition for positions is becoming increasingly important. The resume is the initial document that provides the first impression to employers. This program will provide participants the skills needed to enhance their resume writing abilities to ensure that they are well positioned for future opportunities.

How You Will Benefit:

- Understand the purpose and importance of a resume in managing your career
- Identify the key do's and don'ts of resume writing
- Acquire the knowledge to overcome resume obstacles to position yourself positively
- Learn the tips to create a powerful resume in the eyes of the hiring Manager
- Gain valuable tools to sell yourself to a potential employer

What You Will Learn:

- Elements of the job search process
- Helpful hints to make the initial first impression a memorable one with a prospective employer
- How to write a powerful cover letter
- How to utilize certain resume styles based on the position you are applying for
- How to leverage your strengths and highlight your accomplishments in your resume
- Strategies to ensure that your resume is adaptable to the changing business world

Note: Participants will be asked to bring their most recent resume with them to the session and be prepared to share it with others, as well as bring 2-3 job postings that appeal to them.

Becoming A Master of Time Management

This interactive and practical program will provide participants with an understanding of effective time management strategies and how to integrate them into their everyday work environments.

We are all given the same 24 hours each day. The question is: “Are you managing those hours effectively?” With effective time management skills, participants will gain control of their time and their life, as well as manage their stress and energy levels. By managing time effectively, they will have enough flexibility to respond to surprises or new opportunities when they arise.

How You Will Benefit:

- Develop skills to save you time
- Be better positioned to manage your stress
- Have the ability to control your time and life
- Learn to manage the environment around you

What You Will Learn:

- How to identify and focus on your critical versus urgent priorities
- How to more effectively manage the demands of your everyday jobs
- How to work smarter, not harder
- How to prioritize job tasks to make time for the “A” activities
- Obstacles to effective daily time management



Project Management Fundamentals

In this program you will leverage your management skills around projects from the initial steps of launching a project to project closeout. Our approach is to build on the participant's natural abilities in organizational and leadership skills while weaving in the theory and knowledge behind the formal project management process.

We will provide you with the tools and strategies to lead successful projects as well as get your existing projects back on track. We will draw on participant experiences in their workplaces to create a learning environment that is both collaborative and practical.

How You Will Benefit:

- Have a better understanding of the key project management knowledge areas and your competency within them
- Be better positioned to manage a project smoothly and successfully
- Acquire tools to communicate effectively with stakeholders at all levels throughout the project

What You Will Learn:

- Sound project management tools
- How to manage a project successfully
- How a project moves through its lifecycle
- How to avoid project pitfalls
- How to manage the people-side of a project and resolve conflict when necessary

The Importance of Effective Interviewing Skills

One of the most important decisions that any company will make is hiring the right person for the job. This program will provide participants with the opportunity to enhance their selecting and interviewing skills to attract and retain the best talent to work for their organization. It is essential that the hiring Manager is equipped to deal with the complexities of the selection process.

How You Will Benefit:

- Understand the step-by-step processes to follow before, during and after meeting a candidate
- Learn the key factors to explore when assessing candidates
- Identify the common costs and mistakes in the interviewing process and learn how to overcome them
- Gain an awareness of cultural stereotypes and the importance of recognizing individual differences

What You Will Learn:

- How to ensure better control of your company's recruitment and selection process
- How to position your company to the candidate, in order to create a value proposition for joining
- An overview of the relevant legislation to ensure compliance during the interview process
- How to identify predictors of future performance by using behavioural based interviewing
- How to identify strategies to overcome challenges in the interviewing process

The Power of Conflict Management

This program will equip participants with the tools to effectively manage disputes and disagreements proactively. Participants will have the opportunity to analyze how conflict arises in the workplace and how it can be diffused with the appropriate response. They will learn how to recognize the root causes of the interpersonal conflicts that they encounter in the workplace, and resolve them effectively.

Participants will review the Thomas-Kilmann Conflict Mode Instrument (TKI), highlighting an individual's conflict handling modes and identifying their preferred style. With this in mind, they will understand how their own conflict style must be adjusted to manage various types of conflicts differently.

How You Will Benefit:

- Have a better understanding of your preferred conflict handling style
- Be better equipped to manage disputes/disagreements promptly and effectively

What Will You Learn:

- How to recognize the root cause of the interpersonal conflict they encounter in the workplace
- How to resolve the conflict to achieve 'win-win' results
- How to diffuse conflict before it escalates
- How to use dispute management tools
- How to adjust their own conflict style to better manage a conversation



The Customer Service Experience

In this program participants will learn the importance of stellar customer service and how it starts from within the organization and stems out to the customers. Stellar customer service is key to all stakeholders – Employees, Managers, and customers. Through this program employees will learn the importance of customer service, how it effects the growth of a business, and how they can deliver excellent customer service on a daily basis.

How Will You Benefit:

- Effective customer service includes key communication skills that improve effectiveness for all areas of business operation
- When customers (internal and external) feel valued, it increases company loyalty and engagement
- Deliver excellent customer service to your clients

What You Will Learn:

- What Customers Really want
- The Benefits of Stellar Customer Service
- Build relationships and trust with customers
- How to use your communication skills to deliver outstanding customer service
- Learn to solve customer concerns efficiently
- Design an action plan for continuous improvement

Building A Successful Business Case

The abundance of opportunities in today's globalized economy may require you to present a business case for even the smallest change in your organization. Business cases support decision making and provide the framework for managing and controlling projects, once they have been approved. What is a business case? What is required for you to put one together? This program goes beyond the numbers and outlines how an effective business case is built and implemented.

In this program, you will learn how to create a business case to facilitate approval and implementation of your idea. We will examine the key elements of a business case including: clarity on purpose, strong financials, clear communication, and successful implementation. Participants will be equipped with practical checklists and tips to ensure successful business case completion.

How You Will Benefit:

- Learn how to get from a business idea to a successful implementation
- A checklist of what you need to help you prepare a business case
- Anticipate any barriers to the business case and overcome the roadblocks

What You Will Learn:

- Why a business case is needed – what is its purpose.
- How to create strong financials to support your business
- The importance of communicating effectively to affected stakeholders before, upon approval, and during implementation of the business case
- How to successfully implement a business case by leveraging your team, creating milestones, monitoring your progress, and evaluating your success

Leading Your Teams Effectively

Leading Your Teams Effectively will provide leaders with the tools required to lead teams effectively. Participants will learn the characteristics of a “healthy” team and how to create an environment for successful teams, who together, meet the organization’s objectives.

The program will incorporate the stages of team development and help the participants identify their current team’s strengths and challenges. Participants will also learn how to lead teams when members are changing often, and understand the importance of quickly reforming their new teams. They will learn how to move their people through the “Storming” stage to effectively get them to the “High Performing” stage.

How You Will Benefit:

- Understand the characteristics that team members’ value in team leaders
- Learn to lead teams that are productive, engaged and high performing
- Learn the characteristics of a “winning team”
- Reveal the leader’s role in differing stages of team development

What You Will Learn:

- Identify the difference between a “Team” and a “Work Group”
- Recognize the challenges and benefits of a diverse team through experiential exercises
- Discover what type of team you are leading
- Define the four stages of the Tuckman Team Development Model

Team Building in Action

Team Building in Action will provide participants with the tools required to build teams effectively while identifying the different types of people within their teams. They will learn the characteristics of a “healthy” team and how to create an environment for successful teams, who together, overcome obstacles in order to meet the organization’s objectives.

This program will incorporate the stages of team development and help the participants identify their current team’s strengths and challenges. Participants will learn how to build teams when members are changing often, and understand the importance of quickly reforming their new teams. They will learn how to collectively move through the “Storming” stage to effectively get themselves to the “High Performing” stage. During this program we will explain the ideas underlying the Myers Briggs Type Indicator® (MBTI®) tool and how it can be used for individuals and teams to help improve self-awareness and the management of communication.

How You Will Benefit:

- Develop a deeper understanding of the stages of team development
- Understand the difference between a “work group” vs. a “team”
- Gain insightful tools in order to better understand team dynamics
- Obtain a tool for leadership, communication, team and relationship development

What You Will Learn:

- The importance of team playing skills to the success of the entire team
- What it takes to be a high performing team
- How to collectively move through the four stages of the Tuckman Team Development Model
- How your behaviour impacts those around you when building a team

Why Your Workplace Culture Can Make or Break Your Business

Although corporate culture does not appear on your annual report, it is one of the most important aspects of your business. Overlooking culture can be a major detriment to your organization's success and sustainability. An unpleasant work environment can have many adverse effects on your company and your employees. Cultivating a positive, open culture is critical to creating trust and loyalty among your staff. When your employees feel comfortable and appreciated at work, they are more engaged in their jobs and work more effectively. Investing time and money to create a strong culture will enable your business to be more competitive and profitable.

This session, we will explore the connection between corporate culture and employee engagement and potential ways to close the gaps. Maintaining a highly engaged, productive and innovative team is essential in helping you achieve success and a competitive advantage.

What You Will Learn:

- How to cultivate a positive working environment.
- The link between corporate culture and employee engagement.
- How to recognize, reinforce and reward individual efforts.
- New ideas, skills and solid principles to apply in your workplace to cultivate positive corporate culture and employee engagement.
- Learn how to take ownership as a Manager to develop your team and create a positive corporate culture.
- Learn how to foster open communication and motivate your staff.





"We have partnered with the MaxPeople team on several training & development initiatives for our staff. We began with small-scale Lunch N Learns before diving into larger developmental programs. We were quick to realize the value of their programs and the impact that it had on our employees, and soon thereafter began rolling out larger initiatives to all levels within the business. Julie is an excellent facilitator, is able to capture the attention of all participants, and provides a great atmosphere for learning. We would highly recommend MaxPeople to any company that is looking to provide soft-skill training and development to their staff."

~ Canada Goose



"The MaxPeople session was very informative and educational. Our staff were able to use their new skills immediately - putting their learning to action. Feedback has been very positive. MaxPeople uses a very dynamic and engaging Facilitation style, we would definitely work with them again."

~ Tri Fit Inc.



"By understanding and responding to our organizational learning needs, MaxPeople designed and delivered a full day session built around the DiSC assessment tool that successfully engaged our people at the personal and the group level, focusing on building stronger relationships for team effectiveness."

*~ Rotman School of Management,
University of Toronto*



"The Team at MaxPeople take a flexible and dynamic approach to training, program design and delivery which has resulted in the development of several successful programs that are an integral part of our Career Development Programs at Kenaidan."

~ Kenaidan Contracting Ltd



"The MaxPeople facilitator was very engaging and informative. Our staff thought it was the best training session they've ever had in years. They were able to put their learning into perspective and apply their skills to their work experiences. We would highly recommend MaxPeople for any training that is required."

~ Angus Glen



"MaxPeople have designed and delivered several customized management development programs for George Brown College's Corporate Training Division. To date, the feedback from the participants has been overwhelmingly positive. Participants continually comment about their interactive and engaging style as well as their deep level of knowledge and professionalism."

~ George Brown College





"We found MaxPeople's facilitator to be a very good instructor. She was knowledgeable and very upbeat. She produced a lot of energy and projected it into the class. Her use of the flip chart, lecture techniques, and timing of class participation worked well to keep the participants alert, involved and entertained. Discussions continued among the participants over the next couple of days after the class. All of the participants said that they found many things useful, to use in their daily duties and tasks. It has been a week since the training and I continue to see the staff using what they learned. It has created a more positive atmosphere in our office. I am sure that our customers appreciate it too."

~ Budget Propane



"Thank you for such an informative webinar. It was excellent and appreciated how well it was structured from sign up to execution."

~ Cover FX Skin Care Inc.



"The Manager Accelerator Program was very effective, I found we had a good group size and personality balance. I loved learning about how to build an effective team and increasing employee engagement."

~ Pacific Rubiales

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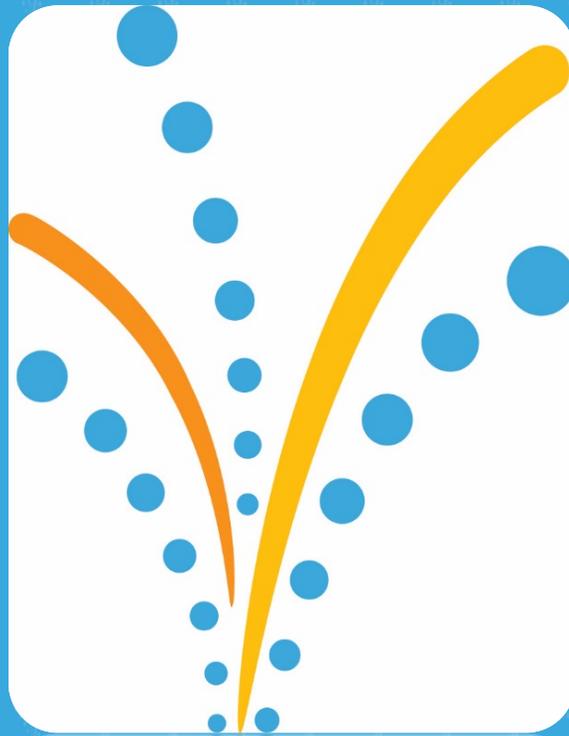


LinkedIn - <https://www.linkedin.com/company/592351>



YouTube - <https://www.youtube.com/user/MaxPeoplePerformance>

Have learning needs in your workplace? **We can help.**



Call us Today: 905-709-1236
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