



HR Services. Training. Employment Law.



2020 CATALOGUE

Transforming Businesses Through
The Power Of People

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TRAININGessentials™ Overview

As a versatile and cost-effective partner for all your HR needs, MaxPeople offers comprehensive Human Resources, Training and Employment Law services. We **maximize** the engagement, retention and growth of your most powerful resource – your people - to help you achieve your business goals.

MaxPeople offers a full range of customized training solutions designed to help your people achieve their performance objectives and exceed the standards you expect. We design and deliver training programs that are tailored to the needs of your employees and their preferred learning style while ensuring that learning is applied on- the-job.

How We Help Our Clients



IMPROVE communication to enhance your leadership skills



GAIN knowledge to increase productivity and employee engagement



FOSTER a culture that encourages employee development

TRAININGessentials™ Overview

Our Learning Methods:



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. Sessions can be offered as half day, full day or as Lunch and Learns.



WEBINARS

Our webinars are customized to meet the participants' needs and your specific objectives. Webinars will create a memorable, collaborative, and truly engaging experience for your participants. Webinars will allow employees from different locations to participate in the learning as well.



COACHING

We provide customized 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.



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.

TRAININGessentials™ Overview

Our Approach to Learning

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 facilitation on models and research, and 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.

Customized Module-Based Leadership Programs

We create customized module-based leadership programs to help your organization meet its people development needs. Your customized program is designed with your workplace culture and values in mind. Below is a sample of a leadership development curriculum.



A Sample of Tools Used



Program Overviews

TRAININGessentials™



Program Overview – Communication

Communicating Effectively Using MBTI®

This session will provide participants with an introduction to personality styles using the 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.

**DiSC Assessment also available for this program*

Program Overview – Communication

Mastering the Art of Effective Communication

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 session 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

Program Overview – Communication

Communication for Business Professionals

No business or individual is exempt from having to communicate in some way each and everyday. 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 session will help both leaders and employees model leadership behaviors 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 behaviors.

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

Program Overview – Creativity

Creative Problem Solving Using Six Thinking Hats®

This session 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 individuals 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

Program Overview – Creativity

Creative Problem Solving

This session will provide participants with the skills required to identify and resolve problems using innovative and effective techniques. Participants will learn how to seek out the core causes to specific problems, rather than the symptoms, and be provided with methods to address those core issues. Through this session, participants will also learn how to tap into their creativity to help them work towards the most effective solutions.

What You Will Learn:

- ▶ How to identify the steps and processes to creatively problem solve
- ▶ How to determine the root cause of a problem
- ▶ How to determine when to solve problems individually versus with a group
- ▶ How to make the right decision by setting criteria, using pros and cons
- ▶ How to build consensus to reach a decision
- ▶ How to develop an action plan for applying new skills and behaviours back on-the-job

Program Overview – Creativity

Enhancing Your Thinking Using HBDI™

Learn the Whole Brain model and how to leverage your brain power more effectively. This session 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

Program Overview – HR Fundamentals

Accessibility for Ontarians Disabilities Act (AODA)

This session 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

Program Overview – HR Fundamentals

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

Program Overview – HR Fundamentals

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 some of the topics that will be covered in this session 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!

Program Overview – HR Fundamentals

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 session 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 session 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

Program Overview – HR Fundamentals

Respect in the Workplace for Employees

Harassment of any kind has no place in the workplace. Employees have the right to a work environment that is safe and free from any form of workplace violence, harassment and/or workplace sexual harassment.

Proper policies and training need to be in place to protect employees and the organization against potential claims and/or non-compliance consequences. Participants will be provided with an overview of their duties and obligations under Bill 132 as well as what this new legislation means for Employees. As a result of Ontario's induction of Respect in the Workplace legislation, most other jurisdictions have developed policies on Workplace Violence and Workplace Harassment under their respective Occupational Health and Safety Act.

How You Will benefit:

- ▶ Gain a deep understanding of Ontario's Respect in the Workplace legislation (Bill 132)
- ▶ Understand your role and responsibilities as an Employee for keeping your workplace safe and harassment free
- ▶ Understand the importance of complying with Bill 132 and 168 legislation
- ▶ Understand where the line is drawn between harassment and inappropriate behaviour

What You Will Learn:

- ▶ Learn about legislative updates under Bill 132, your rights and legal obligations
- ▶ Understand your role and responsibilities as an Employee in dealing with complex issues of violence and/or harassment
- ▶ Gain an understanding of your company's obligations in ensuring an environment free of harassment and violence
- ▶ Understand what you should do when faced with Workplace Harassment and/or Violence Scenarios
- ▶ Practical Considerations and Best Practices - What Else Can You Do?
- ▶ Understand the process behind the goal of creating a respectful and safe work environment

Program Overview – HR Fundamentals

Respect in the Workplace for Employers

Harassment of any kind has no place in the workplace. As a Manager, you are legally obligated to ensure the work environment is safe and free from any form of workplace violence, harassment and/or workplace sexual harassment.

Proper policies and training need to be in place to protect your employees and your organization against potential claims. Participants will be provided with an overview of the duties and obligations under Bill 132 as well as what this new legislation means for Employers and Managers. As a result of Ontario's induction of Respect in the Workplace legislation, most other jurisdictions have developed policies on Workplace Violence and Workplace Harassment under their respective Occupational Health and Safety Act.

How You Will benefit:

- ▶ Gain a deep understanding of Ontario's Respect in the Workplace legislation (Bill 132)
- ▶ Learn how to mitigate your risks as an Employer, while keeping your employees safe and happy at work
- ▶ Understand the importance of complying with Bill 132 and 168 legislation
- ▶ Be equipped to handle the delicate balance between harassment and inappropriate behaviour

What You Will Learn:

- ▶ Learn about legislative updates under Bill 132 and your legal obligations
- ▶ Understand your role and responsibilities as an Employer/Manager in dealing with complex issues of violence and/or harassment
- ▶ Gain an understanding of your company's obligations in ensuring an environment free of harassment and violence
- ▶ Best practices for handling delicate workplace scenarios
- ▶ Practical Considerations and Best Practices - What Else Can You Do?
- ▶ Reinforce with your team, the goal of creating a respectful and safe work environment

Program Overview – HR Fundamentals

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

Program Overview – HR Fundamentals

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 session 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 the 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

Program Overview – HR Fundamentals

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

Program Overview – HR Fundamentals

Cannabis 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 session, 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

Program Overview – HR Fundamentals

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 are shifting to 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 session, 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.

Program Overview – HR Fundamentals

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 session 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

Program Overview – HR Fundamentals

Navigating the Maze: Vacations, Holidays & Leaves

Is managing employee time off a challenge for your business? This can be easy to manage for some employers, but for many, it is a headache. Employers are obligated to provide vacations, holidays, and leaves to their employees. However, with ever-changing legislation, trends, and technology, the maze can be a difficult one to navigate. Through this session participants will obtain comprehensive knowledge and understanding of vacation, holidays and leaves to help improve business practices.

What You Will Learn:

- ▶ Policies and Employment Agreements
- ▶ Legislation on minimal requirements
- ▶ Use of technology
- ▶ Recommendations on best practices
- ▶ Common trends in Canada

Program Overview – HR Fundamentals

Constructive Dismissal: Dealing with Workplace Changes While Minimizing Legal Risks

Every organization has likely implemented a workplace change that had an impact on an employee's employment. What organizations may not fully understand are the legal risks associated with such changes and how best to deal with them.

Constructive dismissal is a legal concept, but what does it really mean for employers and employees? What types of changes at work could constitute constructive dismissal?

This session will provide participants with an overview of constructive dismissal, a common employment law issue in the workplace along with practical tips to help minimize any legal risk and reduce costs arising from this challenging issue.

What You Will Learn:

- ▶ The latest developments in today's workplace laws related to constructive dismissal
- ▶ Employment law 'Red Flags'- how to identify potential legal risks of constructive dismissal in the workplace
- ▶ Tools and tips to assist your organization to minimize potential legal fees and stay out of court!

Program Overview – HR Fundamentals

The High Cost of Ineffective Hiring

One of the most important decisions that any company will make is hiring the right person for the job. This session 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 in today's competitive environment.

What You Will Learn:

- ▶ Understand the key steps before, during, and after you have met the candidate
- ▶ Identify different types of hiring mistake in the overall process
- ▶ Recognize the key elements to recruit and select the best talent for your organization
- ▶ Review the do's and don'ts of the hiring process
- ▶ Increase your confidence to enable you to bring 'talented' people into your organization

Program Overview – HR Fundamentals

Managing Absenteeism

Participants will discuss the factors that contribute to high absenteeism, and how Performance Management can help you to track and monitor absenteeism levels before they become problematic.

The DESC model will be applied to help facilitate effective discussions between a manager and an employee with high absenteeism issues. Participants will also learn about the effect that strong engagement and recognition have on reducing employee absenteeism. Lastly, we will review the importance of having strong absenteeism policies, along with the employer and managers' legal obligations, including the Duty to Inquire, and the Duty to Accommodate.

How You Will Benefit:

- ▶ Gain the ability to diagnose the root causes and practical solutions to absenteeism
- ▶ Understand the benefit of tracking, monitoring and managing absenteeism
- ▶ Apply key components back-at-work to help reduce absenteeism

What You Will Learn:

- ▶ What factors contribute to Absenteeism?
- ▶ How to use Performance Management to track and monitor Absenteeism.
- ▶ How to effectively discuss problematic Absenteeism using the DESC Model.
- ▶ How to reduce Absenteeism through employee Engagement and Recognition.
- ▶ Legal requirements:
 - ▶ The importance of strong absenteeism policies
 - ▶ Duty to Inquire
 - ▶ Duty to Accommodate

Program Overview – Leadership

Becoming a Great People 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 manager apart from the average manager? What do managers actually do?

The role of the manager is to turn one person’s talent into performance; to ask, “who is this 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
- ▶ Building trust
- ▶ Involving and engaging everyone

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

Program Overview – Leadership

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.

This session 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

Program Overview – Leadership

Effectively Managing Challenging Employees

Performance management is critical in today's workplace given the challenges of dealing with difficult employee situations. In this session, 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

Program Overview – Leadership

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, and feedback from others, participants will identify their strengths and potential development 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
- ▶ Learn about self awareness models and receive personality style feedback
- ▶ Better able to lead your organization

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: Optional to have participants complete an online Assessment (MBTI or DiSC) prior to the session.

Program Overview – Leadership

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 session 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 period 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

Program Overview – Leadership

Motivating Your People Through High Performance Coaching

This session 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 session 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 throughout the performance management process
- ▶ To monitor the progress of your employees and ensure ongoing feedback and coaching support

Program Overview – Leadership

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 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 want to accelerate their leadership and management skills through an intensive learning process.

Program Overview – Leadership

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 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 expectational exercises. Managers will set goals for the upcoming months and leave with an extensive development plan linked to their initial 360 feedback plan.

Program Overview – Leadership

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 or MRG LEA360 assessment prior to the session.

Program Overview – Leadership

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 session, 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

Program Overview – Leadership

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 organizations objectives.

The session 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 and how to apply it back on the job

Program Overview – Leadership

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 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 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

Program Overview – Leadership

Employee Engagement: The Key to Productivity and Success

Employee recognition is one of the simplest ways to impact employee engagement, increase productivity and reduce turnover. However, according to Gallup, a staggering 87% of employees worldwide are not engaged.

To create an engaged and happy workforce, it is essential for organizations to have an effective employee recognition program. Rewards and recognition can be given for the smallest of successes, or for overcoming the most significant obstacles. These initiatives do not have to be at a high cost to the organization. Through this session, participants will learn about the latest trends in employee recognition, as well as best practices for implementing a successful recognition program.

What Will You Learn:

- ▶ Understand the link between employee engagement and recognition
- ▶ Understand the key components of an effective employee recognition program
- ▶ How to create an employee recognition program that aligns with your organization's values
- ▶ How to cultivate a collaborative work environment that promotes formal and informal recognition

Program Overview – Leadership

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 session 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 session 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 dynamic
- ▶ 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 Developmental Model
- ▶ How your behaviour impacts those around you when building a team

Program Overview – Personal Effectiveness

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 who 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

Note: DiSC Assessment available for this program

Program Overview – Personal Effectiveness

Leading Your Way to Success

This session will provide individuals 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.

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

Program Overview – Personal Effectiveness

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. You will learn 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

Note: Hays Influence Styles Assessments available with this program

Program Overview – Personal Effectiveness

Negotiating with Impact

This session 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 Conflict Mode 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
- ▶ Negotiation styles – “Knowing Your Style”
- ▶ The elements of “Win-Win Negotiations”

Program Overview – Personal Effectiveness

Performance Management Essentials

This session 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

Program Overview – Personal Effectiveness

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 session will provide participants the skills needed to enhance their resume writing abilities to ensure that they are well positioned for future opportunities.

How Will You 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.

Program Overview – Personal Effectiveness

Becoming a Master of Time Management

This interactive and practical session 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 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 “A” activities
- ▶ Obstacles to effective daily time management

Program Overview – Personal Effectiveness

Project Management Fundamentals

In this session 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 participants' natural abilities in organization 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 through 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

Program Overview – Personal Effectiveness

The Power of Conflict Management

This session 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 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 You Will 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

Program Overview – Personal Effectiveness

The Customer Service Experience

In this session participants will learn the importance of stellar customer service and how it start from within the organization and stems out to the customers. Stellar customer service is key to all stakeholders – employees, managers, and customers. Through this session 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 You Will 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

Program Overview – Personal Effectiveness

Driving Your Career Development

Taking charge of your own development is crucial for having the career that you envision. In this session, participants will be led through the process of driving their career development. We will guide participants on how to build a foundation that will allow them to be successful in achieving their goals. They will learn practical tips on how to set achievable goals and take accountability to follow through. Participants will walk away with the necessary skills and knowledge to take action on their plan for success.

What You Will learn:

- ▶ The 8 checkpoints along your career development journey
- ▶ Obstacles that stand in the way of your success
- ▶ How to get feedback on your plans
- ▶ How to start a conversation with your manager about your goals
- ▶ Tips to sustain your development

Program Overview – Personal Effectiveness

Raising Your Self Awareness: Uncovering Your Blind Spots

Through this session, managers will learn how to become better leaders by uncovering their blind spots and becoming more self-aware of their strengths and developmental areas. They will gain a better understanding of their behaviors and feelings which will allow them to focus on developing the skills necessary for them become effective direct managers. By providing and practicing the delivery of feedback and effective listening skills in this session, managers will be equipped with the tools to identify, appreciate and utilize the strengths of their team to achieve organizational success.

What You Will Learn

- ▶ Recognize the attributes of great leaders
- ▶ Gain an appreciation for the effect that a leader's behaviour has on those people around them
- ▶ Raise your self-awareness using Emotional Intelligence and the Johari Window
- ▶ Consider how you work with others in groups or teams
- ▶ Lay a foundation for effective supervision by building trust at work
- ▶ Provide effective positive and constructive feedback to enhance employee performance
- ▶ Develop an action plan for applying new feedback and listening abilities back on-the-job to help employees and the organization obtain success

Program Overview – Personal Effectiveness

Mastering Presentation Skills

This session will provide participants with an introduction to presentation skills by using easy to apply techniques. Throughout the session, participants will learn a step-by-step process that will help to prepare an effective presentation, be it a formal work presentation or a brainstorming session. Techniques that prepare participants to identify purpose and cater their presentation to the right audience are discussed. The participants will learn about factors that contribute to a successful presentation such as visuals, body language and tone.

How You Will Benefit:

- ▶ Have a framework that helps you prepare effective presentations
- ▶ Deliver content with confidence and ease
- ▶ Let your purpose drive your content while engaging your audience

What You Will Learn:

- ▶ A framework to use when developing presentations
- ▶ How to identify the purpose of your presentation and cater it to a specific audience
- ▶ Ways to capture and keep your audience's attention
- ▶ How to use your presence, including body language and tone to enhance your presentation
- ▶ Learn how to design your presentation to most effectively deliver your message

Program Overview – Personal Effectiveness

Defining Your Personal Branding

Brand does not solely apply to organizations or products. The success of an individual directly correlates with the personal brand that has been cultivated by that individual. Building and nurturing your brand will allow you to grow, lead and relate to others in the most effective ways. Through a carefully constructed brand, people are able to grow their opportunities, both professionally and personally.

How You Will Benefit:

- ▶ Gain an understanding of the importance and application of personal branding at work
- ▶ Be able to carry yourself more professionally and captivate your audience
- ▶ Align your personal brand with your personal vision, and values

What You Will Learn:

- ▶ Have a better understanding of personal branding
- ▶ Why personal branding is important
- ▶ What first impressions mean to your personal brand
- ▶ How positive behaviour can enhance professional presence
- ▶ How body language can help with your presence
- ▶ How self-awareness can help you build your personal brand
- ▶ The importance of charting your own course to build and maintain your brand
- ▶ How to build your brand in your work environment

What Our Clients Are Saying



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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**

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“

Julie and MaxPeople have been instrumental in supporting our organization as we invest in developing and growing our leadership team. MaxPeople is able to pinpoint the most impactful modules for the audience and create content that is unique, meaningful and thought-provoking. The delivery is engaging and participative, and I've received nothing but raving feedback from all participants about the program. We are looking forward to rolling out similar programs for up and coming groups in our organization.

~ **Coreio**

”

What Our Clients Are Saying



Rotman School of Management
UNIVERSITY OF TORONTO

“

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

”

What Our Clients Are Saying



“

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**

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Over the past 5 years, we have developed a great professional relationship with MaxPeople. They contribute on the delivery of our webinars and education sessions at our annual National Conference and Trade Show. Their topics resonate well with Human Resources and Payroll Professional members at the Canadian Payroll Association and we continue to use them year over year. Their average speaker scores are 4.6 out of 5 and their speakers are extremely knowledgeable, dynamic and very engaging

~ **Canadian Payroll Association**

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“

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.**

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What Our Clients Are Saying



“

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***

”



“

I found the MaxPeople's session on Communicating Effectively quite beneficial. The reasons why are often times I find it difficult to hold staff accountable, to engage them and make them feel like their roles here are more than just sitting here answering the phones. This session gave me the tools and insight on how to handle these situations. As a young manager I felt I needed something to give me the confidence to ensure everyone is doing what is required of them, but I needed to find a way to go about it properly, and Julie really gave me the procedures on how to do that. I felt like everyone in the session really learned something from listening skills, handling difficult conversations, managing time effectively, and becoming a leader. Julie was a great presenter and kept everyone engaged, she was great at keeping our team on track and keeping the session flowing.

~ ***The Badminton and Racquet Club of Toronto***

”

MaxPeople in Print

PROFIT
MAGAZINE

“5 Steps To
Managing Problem
Employees”

~ **Julie Ruben
Rodney**

**THE
GLOBE
AND
MAIL**

“Ten Strategies For
Achieving Success
As An Entrepreneur”

~ **Julie Ruben
Rodney**

“Damage Control”
~ **Jordan Rodney**

TLOMA

“Doing More With
Less”

~ **Julie Ruben
Rodney**

Canada's Independent Voices
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**

“Moving Forward
After #METOO:
Building A Safe &
Respectful
Workplace”
— **Jordan Rodney**

“Dazed & Confused”
~ **Arjun Dhir**

hrprofessional

“Lessons Learned In
Launching And
Leading
Corporate
Universities In
Canada”
~ **Julie Ruben
Rodney**

**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**

MaxPeople in Print



“Self-Awareness:
Essential to
Exceptional
Leadership”

— **Julie Ruben
Rodney**



“Going Under The
Microscope: The
Importance of
Conducting Effective
Workplace
Investigations”

— **Jordan Rodney**

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**

VOICE

“10 Step Guide To
Email Etiquette”

— **Jordan Rodney**

“HR Update –
Looking Ahead”

— **Jordan Rodney**

AdvocateDaily.com

“Prevent Mental
Health Issues from
Impacting Your
Bottom Line”

— **Jordan Rodney**

“Employees Have A
Duty to Mitigate in
Constructive
Dismissals”

“Case Puts
Employers on Notice
to Draft
Comprehensive
Releases”

— **Jordan Rodney**



“Neglecting To
Develop Your Direct
Managers”

— **Julie Ruben
Rodney**



The MaxPeople Team publishes blogs regularly
about various HR Topics. Check out our blogs at:

<https://maxpeoplehr.com/media/blog/>

About MaxPeople

Who We Are

MaxPeople is an HR consulting firm specializing in Human Resources services, training solutions and Employment Law through our in-house legal team, Rodney Employment Law. We support organizations with the necessary HR infrastructure, leadership development and employment law assistance required for dynamic growth. With this range of services offered within one team, MaxPeople is the strategic partner of choice for those looking for a comprehensive HR solution for their growing business.

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



INITIATIVE



PASSION



EXCELLENCE



RESPECT

About MaxPeople

HRessentials 3 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.

MaxPeople – About Us



MaxPeople in partnership with **Rodney Employment Law** offers clients the added value of in-depth employment law services. As an integral part of MaxPeople's services, in-house law firm, Rodney Employment Law, supports the HR team to help clients mitigate risk, save significant cost, and run a productive business. The employment law team provides insight into proactive processes, as well as reactive risk mitigating strategies.

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.

How to Reach Us

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www.linkedin.com/company/592351



YouTube

www.youtube.com/user/MaxPeoplePerformance



We maximize engagement,
retention and growth

Call us Today: 905-709-1236
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