



COURSE CATALOGUE

**UP YOUR POTENTIAL**

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## Introduction

On the following pages you will find descriptions of the workshops we offer. However, before we get into that we would like to tell you a little bit about our approach.

We customize everything to your unique needs, every organization/person has different challenges, goals and a unique culture. We take the time to find out what is important to you and make sure the course content and activities reflect that.

You may be wondering what past participants have to say about our workshops:

- The workshop was highly interactive, kept me interested and the time flew by.
- The course content was relevant and will be easy to apply in the real world.
- The facilitators were engaging and energetic.
- The facilitators were empathic and understood when I needed time to absorb ideas.
- The facilitators had a keen understanding of how people learn and used a variety of activities that met everyone's needs.
- The facilitators were very knowledgeable about the content being taught.

Where appropriate we make use of assessment tools such as Emotional Intelligence® (EQi2) Personality Dimensions®, the Myers Briggs Type Inventory® and Dealing with Conflict Instrument®

All our programs can be delivered virtually or in classroom. Depending on your needs we can facilitate the learning as micro-learning, Lunch & Learns, ½ day, full day or longer workshops.

If you don't see what you are looking for, let us know and we will work with you to design exactly what you are looking for.

# Leadership Development

## Managing Performance

Managers who effectively manage performance are able to develop their people's talent, enhance individual performance and nip problems in the bud before they become major issues. There are 3 key steps in managing performance, they are:

1. Setting goals and expectations
2. Delegating effectively
3. Giving constructive feedback about performance

If managers implement the 3 key steps effectively, they are less likely to need to engage in a disciplinary process.

In this workshop we will help you develop skills to effectively manage your people's performance based on your organization's performance management process.

## Change Management for Leaders

The only constant in life is change! Today's leaders need to be able to embrace change and influence others to do so as well. How well they influence others is critical to making the change work. This workshop is designed for directors, managers, supervisors and team leaders who are responsible for leading and implementing change within their organization. We will explore the best practices in facilitating change as well as how to help people handle change constructively. Some people embrace change while others react with denial or resistance. Effective change agents are able to manage these reactions and help people come on board.

## Coaching

The ability to coach is an essential skill for leaders today because it enables their people to learn, grow and become more productive. Skillful leaders use coaching for a variety of reasons from improving performance to helping people with their careers. A critical skill in coaching is setting the right climate for learning and change. To be an effective coach you need to ask the right questions to unlock the potential of their people, listen effectively and help people constructively problem solve.

## Team Leadership

The ability to lead teams is a crucial skill for today's leader because research has shown that when a team works together effectively, it is like having another member on the team. Team leadership involves being able to adapt to different types of team structures and requirements as well as different stages of group development. The effective team leader is able to help the team focus on achieving their goals, manage relationships and create an environment for development and learning. Effective leaders know what to do when group conflict emerges and how to move the team towards peak performance.

## Leadership Edge

In this time of great change and uncertainty effective leadership is more important than ever before. A recent study found that the more a company develops its leaders, the better the organization performs in meeting its objectives. Every level of management from front line managers to C-level executives need to be able to lead as well as manage. Leadership involves inspiring or influencing others to achieve common goals. Effective leaders do this by leading from a values base and clarifying their vision. They inspire and engage people so that employees want to follow them. They are change agents who know how to lead their people through the change process. They believe in developing the full potential of each individual. They build high functioning teams that achieve their goals.

## Conflict Management for Leaders

As a leader you already know conflict is part of life – you are exposed to it at home, at work and in the community. However, the way you manage conflict can turn it from being an unpleasant experience that can harm relationships into one where you have the potential to build better relationships. As a leader you don't just have to manage conflicts that you are a part of, you also need to be able to resolve conflict amongst your people. No matter which type of conflict you are dealing with, you need to start by analyzing the situation and determining the best approach to managing it. Once you have determined the best approach you can use a variety of techniques such as: collaborative problem solving, mediation, or team discussions to resolve it.

## Strengthening your Emotional Intelligence as a Leader

High Emotional Intelligence (EQi) is a crucial component for a leader today - contributing up to 85-90% of their success. If you have high emotional intelligence you will be able to build effective teams, improve employee morale, and increase productivity. Emotional Intelligence focuses on understanding yourself

and being able to communicate effectively with others. It also involves making effective decisions in stressful circumstances and being resilient. Once you find out what your emotional intelligence strengths and developmental needs are, you can set to work at increasing your EQi capacity. The great thing is that with self-understanding and practice, you can learn to be more emotionally intelligent.

## **New to Managing People**

Becoming a new manager can be exciting and daunting all at the same time. Exceptional managers know the importance of developing their skills. You will be able to achieve organizational results through your most important resource - your people. To do this you must set goals and clarify expectations of your people. You will effectively delegate using best practices. You will motivate your people to achieve excellent results. You give effective constructive feedback and provide coaching when necessary. You explore the different personality types of your people and manage them accordingly. Change is a constant in our world today, and you use best practices when implementing it and managing resistance.

## People Development

### Building Effective Work Relationships

In today's world where we spend so much time working, building effective relationships at work not only makes us happier but also more productive. These relationships can be both virtual and/or in person depending on your work environment.

Effective relationship builders listen and ask questions to ensure comprehension and deliver clear messages that are readily understood and serve as a basis for mutual agreement or action. They always act with integrity and have a professional code of conduct that guides their actions. They are able to de-escalate a situation by managing both their own and other emotions. Giving and receiving feedback in a constructive manner is one of the keys to building solid relationships.

Additionally, they are flexible and able to understand and appreciate different points of view on any issue. They are able to influence others and work towards mutually agreeable solutions. They believe that collaborative decision making is the most effective approach.

### Conflict Management and Handling Difficult Conversations

Have you noticed how many headache and stomach medication ads there are on TV each night during the dinner hour? Well, there is a very good reason for them, these products are in high demand. In this fast-paced, stressful age, very few workplaces are free of conflict, and sooner or later, conflict will take its toll on you physically, emotionally, or financially. Before you can manage any conflict, it is important to understand why it happens and why we need to manage it.

It is also important to decide which of the 5 Conflict Management styles: Avoid, Accommodate, Persuade, Negotiate and Collaborate are appropriate in each situation. No matter which response you think is best you will need to be adept at using the following skills: empathic listening, constructive feedback, managing your own emotions and handling other's emotions.

### Personality Dimensions® - Unlocking Your Potential

Are you looking for a way to help people understand themselves and others more fully? Are you and your team in need of a pick me up? Then Personality Dimensions® is the workshop for you! It is a tool that will explain these differences and help you understand yourself and others. It uses four colours as a memory aide to allow for the creation of a common language which helps you understand and appreciate differences amongst each other.

Using Personality Dimensions® offers several benefits to both you and the organization. An organization will benefit by having improved communication, better teamwork and less conflict. You will benefit by:

- Having a better understanding of yourself, your strengths and developmental needs
- Developing a tolerance for and understanding of others who have different personalities
- Adapting to, connecting and capitalizing on the diversity of styles within your team
- Reducing the number of conflict situations, you become involved in
- Interacting more effectively with others
- Influencing others in a win-win way

This is a dynamic, interactive program. You will assess your own style and effectiveness as well as that of your group. Through exercises and case studies you will have the opportunity to develop your skills as a team member or team leader.

## Wellness

We live in an increasingly pressured environment - both at work and in our personal lives. The work environment has changed - in the 24-hour, 7-day a week society, people must juggle responsibilities at home and in the workplace. For you to manage these demands you need to make your wellness a priority. When people think about wellness they often think about physical wellness – what you can do to eat better and exercise more. However, wellness is so much more than that. It is a holistic approach that help us strengthen and balance the physical, intellectual, spiritual, work, emotional, and social, parts of ourselves. The wellness wheel was developed because experts in the field believe that creating balance in our lives is an important part of wellness. If our wheel becomes unbalanced, we are less likely to live our lives optimally and more likely to experience stress. For example, even though we might be balanced in most aspects of our life – if we are unhappy with just one facet, we may have significant stress. Even though it is not always possible to be balanced in all aspects – we should at least work towards it.

## The Emotionally Intelligent Professional

In today's challenging landscape, human skill and ingenuity will provide the critical skills required to be effective in the business world. Distinct from Intelligence Quotient (IQ), Emotional Intelligence (EQ) is at the root of our ability to sharpen our thinking and be successful in our interactions with others. It is also a key factor in helping us achieve our goals. Research indicates that up to half of all job success can be attributed to aspects of EQ.



Several factors make up Emotional Intelligence. To be successful you will need to focus on those factors and the skills that are key to succeeding at work. EQ can be learned. Those who lack it can acquire it and those people who already have it can enhance their EQ abilities. Through the use of an EQ assessment, participants will leave the workshop with a clear sense of their strengths and developmental needs as well as what they need to do strengthen their EQ.

## How to Plan and Implement Projects

In today's world many of us work in project driven environments or at the very least you are asked to take on special projects on top of your day to day work. To be able to do this you don't need to be a certified project manager but it sure is useful if you have an understanding of project management. Project Management is the discipline of organizing and managing resources in such a way that the project is completed within defined scope, quality, time and cost constraints. You will find it useful to have an understanding of what Project Management is and how it differs from general management. What are some of the typical dilemmas that can occur during a project? What will your responsibilities as the project manager be? You also need an understanding of the project planning steps, scheduling project work, the project risks and how to evaluate a project to know when it is complete.

## Let's Get Organized - Time Management

We all lead very busy lives and often feel like there just aren't enough hours in the day. If you are feeling this way, it is time for you to take back control. Making the most of your time can go a long way towards making the most of your life. You will reduce your stress by finding extra hours in the day for the most important activities in your life and achieve more of your goals. You will accelerate your performance, productivity and your own personal sense of achievement.

Time management isn't just a matter of having the right equipment and tools, but more importantly the right habits to use the tools. You need to create your own personal organizational system that works for you.

If you share your newfound ways of making the most of your time with those around you, you can improve overall quality, service and teamwork.

## Effective Meetings

Do you find you are having to attend or facilitate more meetings than ever before? To be able to effectively either facilitate a meeting or even attend a meeting there are some key skills you need. You need to understand what is involved in a meeting from the planning stage through to follow-up. You

need insight into; the roles and responsibilities of everyone involved in a meeting, why to have a meeting, how to use an agenda, how to take useful minutes, and how to have an effective and productive meeting. And as most of your meetings these days are probably virtual, via zoom or whatever meeting software your organization uses, it is helpful for you to know some online etiquette.

## New Hire Program – Onboarding

When hiring new people to join your organization, you want to get them up and running effectively as soon as possible. To do this it is important to have a new hire/onboarding program. A program like this will cover everything from organizational structure, who to go to for help, how to use any software, and the soft skills needed to perform the job effectively. This program will be completely customized to meet the needs of your organization. An instructional designer will work closely with your organization to do a thorough needs analysis. Once the needs for the program are established, they will work with subject matter expert(s) from your organization to design and develop a program that suits your specific needs. They will determine the most suitable delivery methods for your organization. For example, Instructor Led classroom either in person or virtual, micro learning units, eLearning, Webinars etc. Depending on your organizational needs a facilitator can deliver the training as needed or a Train the Trainer can be used to teach your internal people how to deliver the course.

## Customer Service Excellence

Excellent customer service is crucial if you want to thrive in today's competitive world. Research shows that nearly 70% of customers will spend more money with a company that has excellent customer service. It also costs about five times more to attract new customers than to retain existing ones. So how can you not only attract new customers but retain those that you already have? It starts the moment a customer contacts your organization. Are they greeted respectfully and listened to, whether they have a complaint or an inquiry? When dealing with customers you need to know how to calm them if they are unhappy or angry. Do you know how to engage them in problem solving? Effective customer service ensures that the customer's issues are resolved and that they want to deal with you again.

## Team Building

A group of people working together is not necessarily a team. To have a high functioning team, several things need to be in place, including:

- Well defined goals for the organization, team and individuals
- Clearly defined roles and responsibilities

- Well established processes for how the team will function
- Effective team relationships with a manageable amount of conflict

Your team may be functioning well, or they may be in trouble. Either way we can customize a program to meet your needs. If your team is functioning well, we use activities to further energize your team. However, if your team needs help, we can work with you to identify what your challenges are and provide a workshop that will help your team move forward.

## Influence Skills

In today's leaner, flatter organizations, the ability to influence others is a critical skill. In these ever changing, complex and sometimes virtual environments, employees, regardless of their position need to be able to influence a diverse cross section of people ranging from co-workers, managers, other departments and organizations.

Successful people influence others using a win-win and non-manipulative approach. This workshop will help you manage relationships effectively and use a variety of persuasive techniques to influence individuals.

## Customer Service Excellence

Do you have employees who have ongoing contact with both external and internal clients? Do they have telephone and face-to-face contact with clients on such issues as: complaints, inquiries, and questions? Would you like them to be more effective at interacting with clients – especially the challenging ones? Would you like them to engage the client in problem solving so that the client's issues are satisfactorily resolved? If so, this workshop is exactly what your employees need. They will develop a variety of skills to deal with even the most unique and challenging situation. The workshop will be highly interactive, and participants will have opportunities to practice client service skills throughout.

## Analytical and Creative Problem Solving

Being able to problem solve is a crucial skill for organizations today and for the people who work in them. It helps you to figure out why things are not working as well as they should and determine the best course of action to improve things. To be an effective problem solver, you need to be able to leverage both sides of your brain – both the left brain logical and the right brain creative. You need to be able to use the logical part of your brain to analyze a situation and determine what has caused the problem. Analytical thinking will also help you use a logical approach to resolving a problem. However,

creativity is also important so that you can look at problems from a different perspective and come up with unique solutions – and this can often put you ahead of the competition. Effective problem solvers are aware of their problem-solving strengths and willing to learn new skills to ensure a balanced approach to resolving problems.

### Team Building

Teamwork has always been important. Now, when you are expected "to do more with less" teamwork has become crucial. Your organization may be downsizing or regrouping with significantly less resources. Or you may need to form instant project groups for exceptional circumstances. A group of people working together is not necessarily a team. How does each team develop the skills and understanding necessary to form an effective team? This workshop will help you develop the skills and knowledge that are required to turn your group into a cohesive, results oriented team.

### Enhance Collaboration and Problem solving

In our constantly changing work life today, you need to an expert at working with others to problem solve effectively and come up with innovative solutions. Sometimes you need to take a logical approach to solving problems using tools such as cause and effect diagrams, SWOT analysis, force field analysis and cause and effect diagram. At other times you will need to be more creative to come up with solutions that are "out of the box" using tools such as mind mapping and brainstorming. Most of us have strengths in either the left brain (logical) or right brain (creative). It is important you understand where your strengths are and stretch yourself in the areas that don't come as easily to you.