



Ceridian Learning Solutions
2011 Catalogue



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Our blended learning programs consist of in-class training sessions, telephonic group coaching sessions, and access to Ceridian's custom web portal for online learning.

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Specialized Training:

This highly specialized blended training program combines one-on-one intake interviews, 1.5 days of powerful, in-class workshops, and post-session group coaching calls, designed to keep teams on track and focused on success. Program is delivered by ICF certified coaches and senior corporate trainers.

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Executive Coaching:

Executive or 1:1 Coaching is a confidential, highly personal learning process. It is individualized and is a one-on-one process, which recognizes that no two people are alike.

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Blended Learning Programs

Our blended learning programs consist of in-class training sessions, telephonic group coaching sessions, and access to Ceridian's custom web portal for online learning.

"There is always more to learn so I felt it was important for me to enroll in this program with my managers. So, from personal experience, I can tell you this program is excellent. The blend of in-class, telephone and online learning is a great balance. Our people are very busy and these teaching styles make it easy for them to work the program into their schedules. Most importantly, the skills we're learning are things we can immediately apply in our work environments. Aspiring, new and seasoned managers alike can all benefit from Manager Essentials."

*Nick Tengelits
General Manager
Teksavvy*

Manager Essentials Program

This program is designed to help current and/or aspiring managers to optimize employee performance. The focus is on the basics of people management, including recruiting and retaining best-in-class talent, fostering communication, and managing performance.

Includes:

6 half-day seminars; 6 coaching sessions; 12-month access to e-learning

Seminar 1 - Essentials of People Management; Recommended E-Learning
Coaching session (1)

Seminar 2 - Recruiting and Retaining your Team; Recommended E-Learning
Coaching session (2)

Seminar 3 - Employee Engagement; Recommended E-Learning
Coaching session (3)

Seminar 4 - Fostering Workplace Communication; Recommended E-Learning
Coaching session (4)

Seminar 5 - Developing Employees; Recommended E-Learning
Coaching session (5)

Seminar 6 - Performance Management; Recommended E-Learning
Closing coaching session (6)

Objectives

Examine the essential components of people management

Explore recruiting and retention methods

Practice communication and engagement strategies

Discover the links between performance management and organizational success

Applications in the Workplace

Recruit and retain best-in-class talent

Foster an engaging environment

Role model effective performance management processes

Seminar 1 – Essentials of People Management (3 hours)

Forward-thinking managers know that all their other skills are only accessories to their ability to manage people efficiently, thoughtfully, and fairly. This seminar introduces managers to the essential principles of responsible people management.

Objectives

- Explore the overall role of a manager
- Examine ways to foster and maintain engagement
- Explore the essentials of workplace communication
- Understand the importance of reciprocal accountability

Applications in the Workplace

- Enjoy the benefits of an engaged and committed workforce
- Create cohesive workplace teams
- Encourage accountability among team members and leaders
- Role model ideal behaviour for employees

Seminar 2 – Recruiting and Retaining Your Team (3 hours)

The recruitment and retention of the best candidates are flip-sides of the same process. Finding the best people for position vacancies and those who best suit the workplace is only the first challenge; retaining them is a continuing one. This seminar examines proven strategies for finding and holding on to high-performing employees.

Objectives

- Examine efficient recruitment strategies
- Discover proven approaches to training and motivation
- Explore the importance of fostering a culture of engagement
- Understand what high-performing employees want, expect, and deserve

Applications in the Workplace

- Find, develop, and retain employees who really get the job done
- Create a thriving, committed team
- Enhance workplace culture with reciprocal accountability
- Provide appropriate rewards and incentives to employees to foster engagement

Seminar 3 – Employee Engagement (3 hours)

An engaged workforce boosts organizational performance, workplace morale, and retention rates, and is therefore in everyone's best interest. People who belong to this type of culture feel a connection with their work and are better able to maintain a healthy attitude and find a satisfying work/life balance. The end result is a more productive, positive, and sustainable workforce.

Objectives

- Understand the concept of engagement
- Examine strategies to create a culture of engagement
- Create solutions to overcome barriers to engagement
- Explore the benefits of a healthy attitude

Applications in the Workplace

- Build and sustain a culture of engagement
- Model work/life balance
- Increase employee satisfaction
- Attain a meaningful connection with your work

Seminar 4 – Fostering Workplace Communication (3 hours)

Communication skills are essential for employees and managers alike. This seminar demonstrates the principles of effective communication of ideas, thoughts, and feelings.

Objectives

- Practice active-listening skills
- Identify barriers to communication and examine strategies to overcome them
- Practice strategies for giving and receiving feedback to maximize effective communication
- Recognize the different types of nonverbal communication and their effects on others

Applications in the Workplace

- Communicate your ideas with vision, clarity, and purpose through different media
- Build collaborative relationships that emphasize trust and respect
- Recognize and overcome barriers to communication
- Use effective communication skills that maximize impact, productivity, and results

Seminar 5 – Developing Employees (3 hours)

Forward-thinking managers have many resources at their disposal to help their employees reach their full potential. For example, performance coaching is the most common resource. Employee development can also be effectively fostered through selective and thoughtful mentoring. This seminar examines the mentoring process from identification to follow-up.

Objectives

- Identify characteristics of potential mentors
- Understand the differences between mentoring and performance coaching
- Examine strategies for making the most of relationships between mentors and those being mentored

Applications in the Workplace

- Create a mentoring culture that encourages senior employees to mentor junior employees
- Match mentors with those who will most benefit from their experience and example
- Encourage succession planning based on the inspiring examples provided to those being mentored

Seminar 6 – Performance Management (3 hours)

Performance management is a powerful tool for maximizing employee productivity and for achieving measurable improvements in the success of an organization. The principles of performance management, when properly applied, can make a significant difference to an organization's productivity and bottom line.

Objectives

- Recognize the components of a performance-management system
- Examine strategies for improving performance
- Discover the importance of relevant performance appraisals
- Practice performance coaching

Applications in the Workplace

- Improve the performance of individual employees and teams
- Craft performance appraisals that deliver results and encourage improvements
- Leverage performance management to improve sustainable organizational development

Manager as Leader Program

This program will help managers understand the various approaches to leading others with confidence and authority. The focus is on learning both theoretical models and practical skills so that participants are better prepared to understand the effects of their decisions on those they lead.

Includes:

8 half-day seminars; 6 coaching sessions; 12-month access to e-learning

Seminar 1 – Insights or Myers-Briggs Assessment and Seminar 2 – Leadership Foundations; Recommended E-Learning

Coaching session (1)

Seminar 3 - Constructive Feedback; Recommended E-Learning

Coaching session (2)

Seminar 4 - Conflict Management; Recommended E-Learning

Coaching session (3)

Seminar 5 - Common Problems, Innovative Solutions; Recommended E-Learning

Coaching session (4)

Seminar 6 –Conflict Resolution; Recommended E-Learning

Seminar 7 -Coaching Skills; Recommended E-Learning

Coaching session (5)

Seminar 8 -Strategic Management and Accountability; Recommended E-Learning

Closing coaching session (6)

Objectives

Examine theoretical models of leadership

Practice constructive feedback

Explore conflict management and resolution techniques

Identify a variety of coaching styles

Examine the links between strategic management and accountability

Applications in the Workplace

Adopt leadership style to varying workplace circumstances

Develop a team environment that fosters cooperation and excellence

Role model coaching in your organization

Seminar 1 – Insights OR Myers-Briggs Type Indicator (MBTI) (3 hours)

These personality surveys are among the most commonly used tools in the world for helping people gain an understanding of certain salient aspects of their characters and of their work and communication styles. Without privileging one style over another, these tools allow participants to appreciate their own strengths and challenges and those of their coworkers, friends, and family members.

***Assessment is completed online and feedback is shared individually with each participant.

Objectives

- Identify themes in personal preference and behaviour
- Understand how personal strengths can interact with the strengths of others
- Build an awareness base for future teamwork

Applications in the Workplace

- Improve communication and collegial understanding
- Create and maintain more harmonious relationships at work
- Appreciate how best to use people's varied talents and skills

Seminar 2 – Leadership Foundations (3 hours)

This seminar introduces participants to concepts and theories of leadership to help them develop the skills necessary to become leaders in the workplace, the community, and society.

Objectives

- Identify various styles of leadership
- Examine different theories of leadership
- Build leadership self-awareness
- Identify the characteristics and qualities of leaders

Applications in the Workplace

- Adjust leadership styles to varying workplace circumstances
- Pinpoint strengths and weaknesses of individual working styles
- Recognize the effects of different leadership styles on different kinds of employees
- Effectively lead others

Seminar 3 – Constructive Feedback (3 hours)

The ability to give and receive honest and relevant feedback is a critical skill for any profession. Giving feedback effectively helps people improve where necessary and encourages them to continue doing what is already working well. Receiving feedback properly helps the recipient understand and accept the information being communicated and make improvements where necessary.

Objectives

- Develop a greater awareness of how to give feedback constructively and effectively
- Identify challenges associated with feedback and strategies to overcome those challenges
- Practice giving constructive and effective feedback to peers
- Apply the five-step feedback model in difficult situations

Applications in the Workplace

- Give feedback that is meaningful, specific, and timely
- Recognize receiving constructive feedback as a tool for growth and performance
- Overcome barriers encountered when giving or receiving constructive feedback
- Create a welcoming “feedback culture” in the workplace

Seminar 4 – Conflict Management (3 hours)

Workplace conflicts can create a ripple effect throughout an organization and, if not dealt with, can be very costly to morale, performance, and ultimately profits. This seminar demonstrates the most effective practices for handling workplace conflict and defusing difficult situations.

Objectives

- Examine the origins and impact of workplace conflict
- Identify different types of conflict and how to respond to them
- Recognize people’s preferred styles of conflict management
- Explore the various approaches people use to cope with conflict

Applications in the Workplace

- Recognize common triggers of conflict
- Manage conflict situations and employ techniques to handle it effectively
- Implement strategies to address different conflict styles
- Build better relationships with employees, co-workers, clients, team members, and supervisors

Seminar 5 – Common Problems, Innovative Solutions (3 hours)

In the workplace, we all interact with many different people in varied situations. Although many interactions are positive, some can be difficult. In this seminar, you will learn problem-solving techniques that will help you deal creatively with different types of common but challenging situations.

Objectives

- Develop the skills required to assess difficult situations
- Practice a variety of approaches to problem solving
- Identify barriers to effective problem solving
- Practice group problem solving

Applications in the Workplace

- Improve team productivity
- Train and develop efficient problem solvers and effective decision makers in your organization
- Apply effective problem-solving and communication skills to common situations
- Forge stronger professional relationships

Seminar 6 – Conflict Resolution (3 hours)

While not all conflicts in the workplace can be successfully resolved, they must be managed, and the goal is always resolution. This seminar examines proven conflict-resolution techniques and offers an opportunity for participants to practice those techniques.

Objectives

- Understand the factors that often cause workplace conflict
- Recognize the different kinds of conflict and appropriate responses to each
- Examine the processes of conflict resolution and implement behaviours that produce effective results
- Explore proven approaches to resolving conflict

Applications in the Workplace

- Recognize common triggers of conflict
- Implement strategies to address different conflict styles
- Allow employees, co-workers, clients, team members, and supervisors to resolve differences and work together building respect
- Use proper conflict-resolution methods in accordance with the varying levels of conflict

Seminar 7 – Coaching Skills (3 hours)

Coaching is one of the single greatest means with which to communicate and transfer knowledge and skills. This seminar reviews processes, styles, and techniques to unlock the potential of individuals and teams, to maximize performance and effectiveness, and to enhance personal work satisfaction.

Objectives

- Explore the entire coaching process
- Identify a variety of coaching styles
- Explore employee development levels
- Match coaching styles to employee development levels
- Practice coaching techniques

Applications in the Workplace

- Develop a team environment that fosters cooperation and excellence
- Improve performance management skills
- Role model coaching in your organization
- Incorporate effective questioning techniques in your workplace

Seminar 8 – Strategic Management and Accountability (3 hours)

Strategic management is a means of formulating and assessing plans to improve the performance of an organization. A high -level management process, strategic management includes employee and team cooperation when achieving organizational goals.

Objectives

- Explore the theory of organizational culture as it applies to strategic management
- Examine the links between strategic management and performance management
- Practice the basics of implementation strategies

Applications in the Workplace

- Improve the implementation of policies and procedures
- Increase accountability of employees and managers
- Boost comprehension of systems within business

Change Management Program

This program will help managers and employees to deal effectively with changes in the workplace while supporting people as they overcome their resistance to change. It will also demonstrate the principles of clear communication throughout the change process.

Includes:**6 half-day seminars; 6-month access to online learning**

Seminar 1 - Fundamentals of Change; Recommended E-Learning

Seminar 2 - Stakeholder Analysis; Recommended E-Learning

Seminar 3 - Fostering Workplace Communication; Recommended E-Learning

Seminar 4 - Employee Engagement; Recommended E-Learning

Seminar 5 - Managing Resistance; Recommended E-Learning

Seminar 6 - Developing Resilience; Recommended E-Learning

Objectives

- Create a vision and understand the basis for change
- Examine different communication styles to help overcome resistance
- Recognize barriers to change and strategies to overcome them
- Explore strategies to motivate, persuade, and inspire employees

Applications in the Workplace

- Create strategies to manage the transformation of people through change
- Develop skills to motivate and empower people through change
- Build abilities to lead change successfully
- Implement techniques to manage the impact of change and people's response to it

Seminar 1 – Fundamentals of Change (3 hours)

Given that organizations often experience rapid change, sustainable success can depend on how this change is managed. This seminar addresses the foundations of change, change strategy, and the inevitability of change.

Objectives

- Understand the foundations of change strategy
- Examine strategies to create and sustain buy-in for the change process
- Explore the risks of not changing

Applications in the Workplace

- Boost understanding of the necessity of change
- Create a change-ready environment
- Build and sustain change momentum

Seminar 2 – Stakeholder Analysis (3 hours)

Sustainable success is often affected by how well an organization plans for and adapts to change. An important part of this process is timely and meaningful stakeholder analysis. This seminar helps managers understand not only the necessity and benefits of stakeholder analysis but also the process.

Objectives

- Understand the importance of stakeholders
- Examine strategies to foster buy-in
- Learn the basics of stakeholder analysis and its benefits

Applications in the Workplace

- Develop a clear understanding of processes surrounding stakeholder analysis
- Increase buy-in
- Successfully execute change from the stakeholder's perspective

Seminar 3 – Fostering Workplace Communication (3 hours)

Communication skills are essential for employees and managers alike. This seminar demonstrates the principles of effective communication of ideas, thoughts, and feelings.

Objectives

- Practice active-listening skills
- Identify barriers to communication and examine strategies to overcome them
- Practice strategies for giving and receiving feedback to maximize effective communication
- Recognize the different types of nonverbal communication and their effects on others

Applications in the Workplace

- Communicate your ideas with vision, clarity, and purpose through different media
- Build collaborative relationships that emphasize trust and respect
- Recognize and overcome barriers to communication
- Use effective communication skills that maximize impact, productivity, and results

Seminar 4 – Employee Engagement (3 hours)

An engaged workforce boosts organizational performance, workplace morale, and retention rates, and is therefore in everyone's best interest. People who belong to this type of culture feel a connection with their work and are better able to maintain a healthy attitude and find a satisfying work/life balance. The end result is a more productive, positive, and sustainable workforce.

Objectives

- Understand the concept of engagement
- Examine strategies to create a culture of engagement
- Create solutions to overcome barriers to engagement
- Explore the benefits of a healthy attitude

Applications in the Workplace

- Build and sustain a culture of engagement
- Model work/life balance
- Increase employee satisfaction
- Attain a meaningful connection with your work

Seminar 5 – Managing Resistance (3 hours)

Organizations experiencing change must take care to support internal as well as external clients during the change process. This seminar addresses the value of providing that support and discusses techniques to counter different forms of resistance.

Objectives

- Identify the drivers of and restraints on organizational change
- Assess how individuals and teams deal with and adapt to change
- Examine communication strategies to reduce resistance to change

Applications in the Workplace

- Lead successful change initiatives
- Create effective communication strategies
- Manage change to help the organization recover, rebound, and learn faster

Seminar 6 – Developing Resilience (3 hours)

During times of change, managers and employees may experience stressors that, if left unmanaged, can lead to strain-related health and performance symptoms. This seminar is designed to help managers understand stress and strain at a personal level, introduce the concepts of resilience, and promote improved coping strategies.

Objectives

- Understand the context of change
- Understand the difference between stress and strain
- Understand our body's response to stress
- Define resilience
- Learn the 3 "C's" of hardiness
- Develop resilience skills/strategies
- Learn characteristics of resilient organizations and employees
- Explore *Building Resilience: An Organizational Tool Kit*

Applications in the Workplace

- Develop and model personal resilience
- Create an organizational culture of resilience
- Strengthen employee engagement
- Increase employee and organizational performance and productivity

À-La-Carte Seminars

À-La-Carte seminars are offered individually or as adjuncts to blended learning programs.

“Exceptional and inspiring! Those two words really express how I felt about the presentation today. Thank you HR for organizing these events.”

-Seminar Participant

Communication Skills and Strategies

Constructive Feedback (3 hours)

The ability to give and receive honest and relevant feedback is a critical skill for any profession. Giving feedback effectively helps people improve where necessary and encourages them to continue doing what is already working well. Receiving feedback properly helps the recipient understand and accept the information being communicated.

Objectives

- Develop a greater awareness of how to give feedback constructively and effectively
- Identify challenges associated with feedback and strategies to overcome those challenges
- Practice giving constructive and effective feedback to peers
- Apply the five-step feedback model in difficult situations

Applications in the Workplace

- Give feedback that is meaningful, specific, and timely
- Recognize receiving constructive feedback as a tool for growth and performance
- Surmount barriers you may encounter when giving or receiving constructive feedback
- Create a welcoming “feedback culture” in the workplace

Fostering Workplace Communication (3 hours)

Communication skills are essential for employees and managers alike. This seminar demonstrates the principles of effective communication of ideas, thoughts, and feelings.

Objectives

- Practice active-listening skills
- Identify barriers to communication and examine strategies to overcome them
- Practice strategies for giving and receiving feedback to maximize effective communication
- Recognize the different types of nonverbal communication and their effects on others

Applications in the Workplace

- Communicate your ideas with vision, clarity, and purpose through different media
- Build collaborative relationships that emphasize trust and respect
- Recognize and overcome barriers to communication
- Use effective communication skills that maximize impact, productivity, and results

Writing Skills (7 hours)

This workshop will help you develop effective writing skills and convey a concise message in a professional manner. Through practical hands-on exercises, you will learn to create compelling and powerful business documents and reports

Objectives

- Write persuasive documents that accomplish your business objectives
- Fine-tune language to improve persuasiveness
- Apply proper grammar, usage, and mechanics to improve your written communication
- Organise key ideas to match the reader's expectations
- Construct effective, appealing email

Applications in the Workplace

- Enhance team communication through clear and specific messages
- Increase your chances of getting your messages read and quickly acted upon
- Build your business-writing confidence

Enhancing Presentation and Facilitation Skills (3 hours)

Facilitation skills are in high demand as organizations search for specialists to manage training, development, and core team interactions. A skilled facilitator enables a group of people to solve problems or develop an action plan for delivering results. This seminar examines proven and practical techniques that will help participants to gain confidence as facilitators of groups of all kinds.

Objectives

- Recognize the importance of creating positive, participatory learning environments
- Identify basic characteristics and skills of an effective facilitator
- Explore common challenges to facilitation

Applications in the Workplace

- Clearly communicate content
- Assess group dynamics to advance discussions and decisions
- Move a team toward achievement
- Improve design and delivery capabilities

Health and Wellness

A Lifetime of Health (3 hours)

It is important that we make healthy lifestyle choices in order to enhance our quality of life. This seminar provides strategies for living more healthily and reaping the benefits of reduced stress, more energy, and a positive attitude.

Objectives

- Distinguish between normal aging and disease
- Understand the various physiological changes that occur during the normal aging process
- Recognise ways to maintain good health

Applications in the Workplace

- Enjoy greater employee awareness of healthy lifestyle choices
- Reduce preventable health issues
- Learn strategies for fostering wellness
- Create a healthier workforce

Retire, Rewire, Renew: Embracing the Transition (3 hours)

With a significant segment of the population reaching retirement age, organizations will have to help these employees prepare for their retirement. This seminar will help employees plan and set realistic expectations for the future.

Objectives

- Recognize how retirement is changing
- Create a personalized blueprint for retirement that yields the greatest satisfaction
- Explore leisure interests and build on relationships that would be beneficial in the future
- Learn to embrace the attitudes and beliefs that will lead to a brighter future

Applications in the Workplace

- Encourage employees to manage their expectations about retirement
- Ensuring a smooth transition for both the employee and organization between the employee's role in the company and retirement
- Indirectly aid in succession planning since a seminar like this helps the organization gauge when an employee is ready to retire, and when that position should be filled

Manager and Leadership Training

Leadership Foundations (3 hours)

This workshop introduces participants to concepts and theories of leadership to help them develop the skills necessary to become leaders in the workplace, the community, and society.

Objectives

- Identify various styles of leadership
- Examine different theories of leadership
- Build leadership self-awareness
- Identify characteristics and qualities of leaders

Applications in the Workplace

- Adjust leadership styles to varying workplace circumstances
- Pinpoint strengths and weaknesses of individual working styles
- Recognize the effects of different leadership styles on different kinds of employees
- Effectively lead others

Leadership Workshop (7 hours)

This workshop introduces participants to concepts and theories of leadership to help them develop the skills necessary to become leaders in the workplace, the community, and society.

Objectives

- Identify various styles of leadership
- Examine different theories of leadership
- Build leadership self-awareness
- Identify characteristics and qualities of leaders

Applications in the Workplace

- Adjust leadership styles to varying workplace circumstances
- Pinpoint strengths and weaknesses of individual working styles
- Recognize the effects of different leadership styles on different kinds of employees
- Effectively lead others

Managing Remote Workers (3 hours)

Reduced commutes, work/life flexibility, and increased autonomy are just a few of the benefits of a virtual arrangement. Nonetheless, virtual employees also share some common challenges, ranging from isolation and a perceived lack of visibility within the organization, to practical issues such as managing technology and household distractions. This seminar focuses on strategies that have proven most effective for managers in a remote work environment.

Objectives

- Identify the benefits and challenges of managing remote workers
- Implement strategies to stay connected with a virtual team
- Effectively manage performance through a results-oriented approach
- Increase visibility and job satisfaction of remote workers

Applications in the Workplace

- Encourage more connected, engaged, and satisfied remote employees
- Increase productivity
- Enhance your knowledge of performance management

Performance Management Workshop (7 hours)

Performance management is a powerful tool for maximizing employee productivity and achieving measurable improvements in the success of an organization. The principles of performance management, properly applied, can make a significant difference to an organization's productivity and bottom line.

Objectives

- Recognize the components of a performance-management system
- Examine strategies for improving performance
- Discover the importance of relevant performance appraisals
- Practice performance coaching

Applications in the Workplace

- Improve the performance of individual employees and teams
- Craft performance appraisals that deliver results and encourage improvements
- Leverage performance management to improve sustainable organizational development

Keeping Our Best: Retention of Key Talent (3 hours)

Research shows that effective retention efforts require more strategy or discipline than managers might think. In fact, a “high-quality boss” is consistently cited as one of the most important job attributes by key talent. Managers are in a unique position to drive retention, as they are the main factor in influencing an employee’s intent to stay or leave an organization.

Objectives

- Understand the concept of employee engagement
- Learn how to recognize key talent within the organization
- Identify key motivators and individual goals of top talent
- Assess the risk of high performers disengaging or leaving the organization
- Identify ways to be a more effective manager by reviewing the principles of feedback, recognition, and developmental goals

Applications in the Workplace

- Conduct discovery meetings to gain insight about key individual motivators
- Create and leverage plans to retain top talent
- Apply concepts learned to increase job satisfaction, productivity, and commitment of your top performers

Coaching Workshop (3 hours)

Coaching is one of the single greatest means to communicate and transfer knowledge and skills. This workshop reviews processes, styles, and techniques to unlock the potential of individuals and teams, to maximize performance and effectiveness, and to enhance personal work satisfaction.

Objectives

- Explore the entire coaching process
- Identify a variety of coaching styles
- Explore employee development levels
- Match coaching styles to employee development levels
- Practice coaching techniques

Applications in the Workplace

- Develop a team environment that fosters cooperation and excellence
- Improve performance management skills
- Role model coaching in your organization
- Incorporate effective questioning techniques in your workplace

Employee Engagement (3 hours)

Feeling engaged with work is in everyone's best interest, because an engaged workforce boosts organizational performance, workplace morale, and retention rates. An engaged workforce is more productive, positive, and sustainable. People who belong to this type of culture feel a connection with their work and are better able to maintain a healthy attitude and find a satisfying work/life balance.

Objectives

- Understand the concept of engagement
- Examine strategies to create a culture of engagement
- Create solutions to overcome barriers to engagement
- Explore the benefits of a healthy attitude

Applications in the Workplace

- Build and sustain a culture of engagement
- Model work/life balance
- Increase employee satisfaction
- Attain a meaningful connection with your work
- Recognize the importance of adapting content and activities to different learning styles
- Practice facilitation skills

Common Problems, Innovative Solutions (3 hours)

In the workplace, we all interact with many different people in varied situations. Although many interactions are positive, some can be difficult. In this seminar, you will learn problem-solving techniques that will help you deal creatively with different types of common but challenging situations.

Objectives

- Develop the skills required to assess difficult situations
- Practice a variety of approaches to problem solving
- Identify barriers to effective problem solving
- Practice group problem solving

Applications in the Workplace

- Improve team productivity
- Foster efficient problem solvers and effective decision makers in your organization
- Apply effective problem-solving and communication skills to common situations
- Forge stronger professional relationships

Managing Multi-Generational Workplaces (3 hours)

Four generations co-exist in the workforce today. Generational differences present important challenges and opportunities. This seminar will explore strategies to address generational gaps, identify the unique values, preferences, and behaviours of each group, and dispel myths about the generations.

Objectives

- Identify the four generations and the characteristics, values, and behaviours commonly associated with each group
- Understand generational differences and their effect in the workplace
- Practice strategies that build an organization's competence in managing employees across all four generations
- Develop critical skills for motivating each group

Applications in the Workplace

- Acknowledge the strengths each person brings to the workplace
- Create a more cohesive environment and build the skills necessary for working together successfully
- Incorporate individual strategies for creating effective working relationships among the generations

Transition Management for Managers (4 hours)

During organizational change, the challenge to management is not just to manage and facilitate change but to be proactive during the transition period, from when the change is introduced through implementation. This session is designed to provide managers with the opportunity to reflect on current changes, develop an understanding of transition management and plan how to lead their employees through the change process.

Objectives

- € Utilize skills for assessing how change is affecting organizational and individual performance
- € Describe the normal reactions people have to organizational change
- € Apply coaching skills to help themselves and others improve productivity and morale during periods of transition
- € Develop strategies to leverage the new opportunities change can provide.

Applications in the Workplace

- € Boost understanding of the necessity of change
- € Build and sustain change momentum
- € Manage change to help the organization recover, rebound, and learn faster
- € Increase employee and organizational performance and productivity

Personal and Workplace Productivity

Meaningful Meetings (3 hours)

An effective meeting sees the chair as the coordinator, facilitator, and mediator. In order to be effective, a meeting must allow space for everyone to speak while encouraging solidarity within the company. This seminar also explores the conventions of protocol and follow-up that all meetings must observe.

Objectives

- Practice skills for effective facilitation
- Create clear agendas and invitations
- Understand and follow meeting protocol
- Write correct, concise minutes
- Understand the importance of following up

Applications in the Workplace

- Increase the productivity of your meetings
- Create an atmosphere of creativity in which new ideas can thrive
- Build consensus and handle conflict so that the focus is on progress
- Keep content, process, and structure on track to produce positive outcomes

Project Management Workshop (7 hours)

The ability to manage projects, priorities, and deadlines has a direct impact on the success of any initiative undertaken. This workshop equips managers with solid project-management practices to help them achieve their goals.

Objectives

- Explore the basics of project management: scheduling, planning, and estimating
- Understand project information and control systems
- Examine the principles of resource selection, allocation, and implementation
- Explore the generic life-cycle process

Applications in the Workplace

- Set practical, achievable goals for your projects
- Better manage schedules, workloads, and people challenges
- Build and lead effective, self-motivating project teams
- Clearly identify team members with the appropriate skills and knowledge required
- Allocate resources that are appropriate to phases of a project

Strategic Management and Accountability Workshop (7 hours)

Strategic management is a means of formulating and assessing plans to improve the performance of an organization. A high-level management process, strategic management incorporates employee and team cooperation in the achievement of organizational goals

Objectives

- Explore the theory of organizational culture as it applies to strategic management
- Examine the links between strategic management and performance management
- Practice the basics of implementation strategies

Applications in the Workplace

- Improve implementation of policies and procedures
- Increase accountability of employees and managers
- Boost comprehension of systems within business

Time Management (3 hours)

The productivity of both individuals and organizations depends largely on the efficient management of time. The effective use of available time increases both employee output and organizational competitiveness. In this seminar, you will learn practical techniques for managing and using your time.

Objectives

- Identify and overcome barriers to effective time management
- Seek out and use resources needed to be an effective time manager
- Recognize the importance of delegating tasks
- Prioritize daily tasks

Applications in the Workplace

- Delegate effectively
- Improve attention and focus on larger tasks
- Plan efficiently and set clear, attainable goals
- Improve productivity

Developing Resilience (3 hours)

During times of change, managers and employees may experience stressors that, if left unmanaged, can lead to strain-related health and performance symptoms. This seminar is designed to help managers understand stress and strain at a personal level, introduce the concepts of resilience, and promote improved coping strategies.

Objectives

- Understand the context of change
- Understand the difference between stress and strain
- Understand our body's response to stress
- Define resilience
- Learn the 3 "C's" of hardiness
- Develop resilience skills/strategies
- Learn characteristics of resilient organizations and employees
- Explore *Building Resilience: An Organizational Tool Kit*

Applications in the Workplace

- Develop and model personal resilience
- Create an organizational culture of resilience
- Strengthen employee engagement
- Increase employee and organizational performance and productivity

Juggling Act: Balancing Work and Family Life (3 hours)

Given that our lives are more fast paced than ever before, managing work responsibilities, community activities, and personal obligations has become increasingly challenging. Feeling out of control becomes the norm, and strategies are needed to manage the hectic pace of life.

Objectives

- Define "balance" as it applies to work and life
- Assess strengths in work/life balance and pinpoint areas that could benefit from improvement
- Learn strategies for managing internal and external expectations
- Implement the ten key tools to enhance work/life balance
- Create goals for work/life balance and gain more control over life

Applications in the Workplace

- Negotiate and manage flexible work arrangements
- Negotiate shift work when necessary
- Increase employee productivity
- Enhance employee morale and boost confidence.

Customer Service Excellence (3 hours)

Employees will learn how to model a professional image for their organization or department. This seminar focuses on the attributes needed for giving superior service, both to clients and to others in your organization. The seminar also includes strategies to help make the most of day-to-day interactions with people who receive service from your organization.

Objectives

- Focus on the importance of attitudes when dealing with the public
- Create an awareness of the impact of non-verbal cues
- Practice effective communication skills in order to build customer loyalty and rapport
- Discuss strategies for addressing common customer problems and complaints

Applications in the Workplace

- Use your attitude to enhance client relations
- Employ effective communication techniques to understand your client better
- Understand the needs and wants of your client by interpreting non-verbal cues
- Implement strategies to build lasting relationships and foster effective client relationships

MBTI: Building Team Effectiveness by Understanding Type (3 hours)

The MBTI (Myers-Briggs Type Indicator) is a widely used personality inventory that allows people to gain an understanding of their preferences, particularly with respect to energy source, information gathering, decision making, and lifestyle/work patterns. Participants will explore how these preferences influence communication and team dynamics.

Objectives

- € Participants will experience first hand what their personality differences and similarities are, fostering openness and trust
- € The group will discuss how personality type positively impacts teambuilding and underscores the value of diversity
- € Participants will identify how their understanding of differences can improve communication, team culture, leadership, problem solving and stress management

Applications in the Workplace

- € Improve communication and collegial understanding
- € Create and maintain more harmonious relationships at work
- € Appreciate how best to use people's varied talents and skills

Positive Work Environments

Managing Mental Health in the Workplace (3 hours)

The cost of mental illness in the Canadian labour force is estimated to be in excess of \$40 billion dollars per year in lost production alone. Mental illness is a leading cause of employee disability and early detection is paramount. However, most managers receive little or no training to enhance their skills and knowledge so that they can respond effectively to these sensitive employee concerns.

Objectives

- Understand the role of the manager when assisting an employee with mental health concerns
- Increase awareness of mental health issues
- Recognise potential warning signs
- Learn appropriate boundaries

Applications in the Workplace

- Enjoy enhanced productivity
- Reduce return to work challenges
- Improve organizational morale and engagement

Organizational Wellness: Creating a Healthy Work Environment (7 hours)

More than ever before, organizations and people are recognizing the importance of healthy and respectful workplaces. Successful organizations depend on healthy interactions among employees and the creation and maintenance of a welcoming and respectful work environment. This workshop is designed to help people and organizations build positive relationships and equitable cultures in their workplaces.

Objectives

- Identify the components of a healthy and respectful workplace
- Explore the many kinds of diversity in the workplace
- Explore different roles and responsibilities in creating and maintaining a respectful and healthy workplace
- Examine ways in which a wholesome work/life balance can contribute to a healthy and respectful workplace

Applications in the Workplace

- Build on the individual strengths present in every workplace
- Create a more cohesive environment and develop the skills necessary for working together successfully
- Incorporate individualized strategies for creating healthy and productive relationships

Exploring Workplace Diversity (3 hours)

Successful organizations depend on healthy interactions among employees, oftentimes a challenge given the increasing diversity in the workplace. This session will build on the concepts of a respectful workplace and diversity that have been explored in previous sessions. There will also be opportunity to discuss the impact of generational differences within the workplace, as well as how that diversity can be leveraged to ensure a more cohesive and productive work environment.

Objectives

- Explore the many kinds of diversity in the workplace
- Explore techniques that contribute to organizational cohesiveness
- Discuss the importance of respectful attitudes

Applications in the Workplace

- Discover practical benefits of diversity in the workplace
- Develop the skills necessary for working together successfully
- Incorporate individualized strategies for creating healthy and productive relationships

Violence: A Workplace Perspective (3 hours)

Understanding, respecting, and promoting a respectful workplace is important for cultivating and communicating acceptable behaviours. Workplace violence training is available to organizations that currently have a workplace violence policy in place. For this seminar, a human resources representative must be present and available to speak to the organization's current policy.

Objectives

- Define workplace violence
- Understand the impact of workplace violence
- Learn appropriate actions when faced with workplace violence
- Review your workplace policies and practices regarding violence

Applications in the Workplace

- Recognise early warning signs of potential violence
- Identify internal and external resources
- Learn de-escalation techniques

Violence: A Workplace Perspective + Provincial Workplace Violence Legislation (3 hours)

If you would like an overview of your provincial workplace violence legislation to be included in your Violence seminar, we can accommodate that.

Creating a Respectful Workplace (3 hours)

**Two versions available: Employee-focused (2 hours) & Manager-focused (3 hours)*

This seminar examines harassment as a legal issue, a policy issue, and a personal issue. Participants are educated on the law and company procedures, challenged to explore their own views on harassment, and empowered to address the problem instead of avoiding it.

Objectives

- Define harassment
- Identify behaviours in the work environment that could be interpreted as harassment
- Explain the impact harassment has on organizational costs
- Recognize the organization's liability in regard to harassment
- Describe the manager's roles in preventing harassment and building a climate of respect
- Explain organizational policy and procedures for handling a complaint of harassment

Applications in the Workplace

- Build and sustain a harassment-free workplace
- Model respectful workplace behavior
- Reduce employee complaints regarding harassment

Understanding Diversity and Building Respect (3 hours)

**Two versions available: Employee-focused (2 hours) & Manager-focused (3 hours)*

This seminar combines two of our most popular sessions: Exploring Workplace Diversity and Creating a Respectful Workplace.

Objectives

- Explore the many kinds of diversity in the workplace and techniques that contribute to organizational cohesiveness
- Define harassment and behaviours in the workplace that could be interpreted as harassment
- Recognize the organization's liability in regard to harassment
- Describe the manager's roles in preventing harassment and building a climate of respect
- Explain organizational policy and procedures for handling a complaint of harassment

Applications in the Workplace

- Discover practical benefits of diversity in the workplace
- Incorporate individualized strategies for creating healthy and productive relationships
- Build and sustain a harassment-free workplace
- Reduce employee complaints regarding harassment

Understanding Workplace Violence and Creating a Respectful Workplace (3 hours)

**Two versions available: Employee-focused (2 hours) & Manager-focused (3 hours)*

This seminar combines two of our most popular seminars: Violence: A Workplace Perspective and Creating a Respectful Workplace

Objectives

Define harassment and violence and identify behaviours in the work environment that could be interpreted as such.

Explain the impact harassment and workplace violence has on organizational costs

Recognize the organization's liability in regard to harassment and violence.

Describe the manager's roles in preventing violence and harassment and building a climate of respect

Explain organizational policy and procedures for handling instances of harassment or violence.

Applications in the Workplace

Build and sustain a harassment-free workplace

Recognize early warning signs of potential violence.

Model respectful workplace behavior

Reduce employee complaints regarding harassment

Learn de-escalation techniques

Bullying in the Workplace (3 hours)

Psychological harassment, or bullying, is a complex workplace problem that is difficult to identify, manage, and prevent. The goal of this seminar is to reduce incidents of bullying and provide managers with preventative tools.

Objectives

Understand bullying and its impact on employee and organizational health

Clarify the obligations, rights, and responsibilities of management and employees

Know how to reduce the risks of a complaint of bullying or harassment

Learn how to manage bullying and contribute to a culture of workplace civility

Applications in the Workplace

Strengthen workplace policies and guidelines

Effect change in workplace culture

Create a greater awareness of risks and liabilities

Conflict Management Workshop (7 hours)

Workplace conflict can create a ripple effect throughout a company or organization and, if not dealt with, can be very costly in morale, performance, and profits. This workshop teaches the most effective practices for handling workplace conflict and defusing difficult situations.

Objectives

- Examine the origins and impact of workplace conflict
- Identify different types of conflict and how to respond to them
- Recognize people's preferred styles of conflict management
- Explore the approaches people use to cope with conflict

Applications in the Workplace

- Recognize common triggers of conflict
- Manage conflict situations and employ techniques to handle conflict effectively
- Implement strategies to address different conflict styles
- Build better relationships with employees, co-workers, clients, team members, and supervisors

Teambuilding Workshop (7 hours)

Organizations increasingly rely on productive, efficient teamwork among employees. Effective teambuilding improves morale and acts as a catalyst that leaders can rely on to help them implement winning strategies and encourage team enthusiasm in the workplace.

Objectives

- Explore methods of team development
- Identify different roles in a team
- Examine how individual work styles affect team dynamics
- Recognize the importance of trust, cohesion, and cooperation in the workplace
- Practice teambuilding activities

Applications in the Workplace

- Effectively leverage team strengths and skills
- Improve communication and feedback skills
- Heighten awareness of efficient cooperation in teams
- Foster a team culture in the workplace

Change Management Workshop (7 hours)

This workshop is designed to help managers and employees deal effectively with changes in the workplace while supporting people as they overcome their resistance to change. It will also demonstrate the principles of clear communication throughout the change process.

Objectives

- Create a vision and understand the basis for change
- Examine different communication styles to help overcome resistance
- Recognize barriers to change and strategies to overcome them
- Explore strategies to motivate, persuade, and inspire employees

Applications in the Workplace

- Create strategies to manage the transformation of people through change
- Develop skills to motivate and empower people through change
- Build abilities to lead change successfully
- Implement techniques to manage the impact of change and people's response to it

Creating a Positive Work Environment (3 hours)

This seminar is based on the concepts of team building. When teams develop, they often go through a stage during which its members develop negative behaviours that can keep the team from moving towards a positive approach. If work units acknowledge and address these concerns through the identification of group values and norms and an agreed-upon process for conflict resolution, the outcome is often very favourable.

Objectives

- € Identify qualities of a healthy work environment
- € Describe the four stages of team building
- € Define the role of the manager as coach
- € Learn strategies and styles for conflict resolution
- € Motivate your staff through a variety of proven techniques

Applications in the Workplace

- € Build collaborative relationships that emphasize trust and respect
- € Manage conflict situations and employ techniques to handle them effectively
- € Improve team productivity

Stress Management: Strategic Life Planning (3 hours)

This training session is designed for individuals who readily diagnose themselves as “stressed” and are interested in a brief look at how to design, and then implement their own “cure”.

Participants will leave this session with a stress monitoring system and a personal strategic plan for managing stress.

Objectives

- € Describe the symptoms of stress.
- € Distinguish between stress and the stress response.
- € Identify your personal symptoms and causes of stress.
- € Define holistic theory of stress management and its guiding principles.
- € Generate stress management techniques that suit your individual life style.
- € Analyze the impact of changing a stressful situation.
- € Develop your own strategic plan to manage stress.

Applications in the Workplace

- € Develop and model personal resilience
- € Increase employee and organizational performance and productivity

Specialized Training: Built to Support Your Team

This highly specialized blended training program combines one-on-one intake interviews, 1.5 days of powerful, in-class workshops, and post-session group coaching calls, designed to keep teams on track and focused on success. Program is delivered by ICF certified coaches and senior corporate trainers.

Specialized Training

Specialized Training: Built to Support Your Team

This highly specialized blended training program combines one-on-one intake interviews, 1.5 days of powerful, in-class workshops, and post-session group coaching calls, designed to keep teams on track and focused on success. Program is delivered by ICF certified coaches and senior corporate trainers and is customized to address the needs of your specific team.

Organizational and Team Conflict

Helping teams work through conflict requires both a focus on what is contributing to the conflict and on the elements of successful, functioning teams.

A high performance leaderful team is marked by the qualities of shared accountability, shared leadership, strong relationship skills, self-awareness, authenticity, systems awareness and achievement orientation. It is a mature team with a strong sense of ownership for the success of the team and the organization. By working with a team as a system, the qualities of a leaderful team can be developed.

A high performance team is not only a group of individuals. It is a living system with spoken and unspoken rules, a vision, conflicts, expectations, disappointments and moods. It is the leadership capacity of the team, expressed through a network of healthy relationships, which determines what success is possible, how the team works together, and what the team produces. Developing a leaderful team is a discipline, just like setting and achieving performance goals.

This specialized training package gives teams the opportunity to gain insight into current organizational culture, and use that insight to positively shift cultural climate to increase positivity and eliminate toxins.

Objectives:

- € Increase Productivity through increasing Positivity
- € Understanding Team Toxins and their Antidotes
- € Mastering Conflict - developing powerful conflict protocols
- € Organizational Fitness - developing resilient teams

Executive Coaching

Executive or 1:1 Coaching is a confidential, highly personal learning process. It is individualized and is a one-on-one process, which recognizes that no two people are alike. Most coaching is conducted via telephone and supported with email communication.

"I think most people don't understand what good coaching is really like! I think that my coach is an excellent coach... and it was amazing to hear him work."

- Coaching Client

Executive Coaching

Executive Coaching

Executive or 1:1 Coaching is a confidential, highly personal learning process. Typically, the coaching is designed to bring about effective action, performance improvement and personal growth for the individual, as well as better business results for the organization. It is individualized and is a one-on-one process, which recognizes that no two people are alike. Each person has a unique knowledge base, learning pace, learning style and set of objectives. The individual is held accountable for his/her own progress and is challenged by the coach to uncover “blind spots” and change behaviors, which are critical for success.

Every coach has a unique approach or style. While each coaches style may vary, all of our coaches are certified by an ICF¹ (International Coaching Federation) accredited Institution and adhere to a strict professional standard and approach.. Our Executive Coaching Program supports the development and integration of the following Management Practices:

- Personal Awareness
- Clarifying and Declaring Commitments
- Discovering Personal and Professional Values
- Creating Compelling Visions
- Creating an Accountability Mentality
- Making Powerful Choices
- Being Results focused & Creating Action Plans
- Coaching and Developing Others
- Fostering Great Relationships
- Developing Skills for Fostering Diversity
- Developing Personal Presence
- Becoming a more Compelling Communicator
- Being Recognized as a Natural Leader
- Fostering Trust
- Creating a High performance Team
- Creating a Coaching and Mentoring Culture
- Discovering Your Higher Purpose
- Building on individual and team Strengths

¹ The ICF is the leading global organization dedicated to advancing the coaching profession by setting high standards, providing independent certification, and building a worldwide network of credentialed coaches.

Executive Coaching

Executive Coaching Packages:

6, 9 or 12 months in duration

- Individuals will receive (2), one-hour coaching sessions per month. These sessions will focus on key results and individual goals. Initial session will provide an overview and context, discuss process, objective, timing and additional requirements for the Coaching Program
- Typically, in month one participants will focus on goal setting, planning and objectives for ongoing individual development will be created out of these sessions
- Month 2-6 - in addition to ongoing goal setting (as required) and tracking the focus of the coaching will be on targeted coaching conversations and follow-up on any related assignments
- Participants will have unlimited e-mail access to their coach

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