



On-Site Workshops 2016 Catalogue

Delivering "customizable" high-content workshops to your workplace

About

The Ontario Training Network is an organization with over 20 years experience delivering workshops to corporations and all levels of government in Toronto, the GTA, Ontario, and across Canada.

Incorporated in 1992, we initially operated as J Watson Training. We have now rebranded ourselves as the Ontario Training Network to make it easier for you to find us.

Our Services

- On-site Workshops (typically 5-20 people)
- Small Group Coaching / Micro Workshops (2-5 people)
- Keynote Speakers
- Online Courses
- Course / Curriculum Development
- Train-the-Trainer Sessions and Workshop Licensing
- Consulting

We are a "one-stop-shop" to meet your training needs. We can provide you with over 70 workshops in areas such as business writing, communications, listening skills, presentation skills, project management, time management, leadership and management training, customer service, and conflict resolution.

Our Trainers

Our trainers are not generalists. They all have their specific areas of expertise. And not only are they subject matter experts, they are skilled in adult education learning techniques so your staff are involved in the learning process. They can also customize your session to meet your specific needs.

Extras

Every participant at an Ontario Training Network session receives a comprehensive workbook that serves as a resource guide after the session, a tip sheet on key learnings, and a certificate of completion.

Contact

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Tips to help you find the right workshop

Choose a topic using the table of contents and see all our available workshops in that section. To get more information including a full description and course outline:

- *If viewing a PDF version of this catalogue*
Click the **Workshop Title** to go to the full description/outline on our website.
- *If viewing a Printed paper version of this catalogue*
Visit www.ontariotraining.net and enter the course code in the SEARCH field.

Contact us at info@ontariotraining.net or 1-866-505-9909 for a quote or if you have any questions about our workshops.

We can help you make the right selection for your needs and even assist you in developing your annual training plan.

On-Site Workshops

Ontario Training Network's on-site workshops typically handle between 5-20 participants (unless otherwise stated in the course outline). Our experience has shown that people learn better in the recommended or smaller sized group setting because they are able to participate more and engage with the workshop facilitator.

Why “On-Site” Training with Ontario Training Network?

- **CUSTOMIZATION**

All our workshops are already customized for most organizations and can be further customized for your group's specific needs. We can include templates, examples, and cases studies relevant to your staff. This will engage your people and speed up the learning process.

- **EXPERTISE**

Our trainers are subject matter experts with many years of experience in their respective fields. Unlike a training generalist, they can answer specific questions, provide insights, and share stories to reinforce key teachings.

- **COST**

On-site training can be far less expensive per participant than sending that participant to a public workshop when you factor in associated additional expenses such as accommodation, food, time out of the office, and the course fee. We offer pricing in Ontario that includes all of our trainer's travel expenses, so there are no surprises.

- **TEAM**

Training as a team builds morale, and all participants receive the same knowledge so they can support each other afterward.



COMMUNICATION SKILLS

One-Day Workshops

Communicating Effectively

This workshop focuses on giving participants strategies to be the best communicator possible. It deals with word choice, body language, and listening skills. Participants will complete two self-assessment tools on behavioural styles and on listening. They will also learn how to make a great first impression. Participants will be actively engaged in role plays and discussions with plenty of time to build their own action plans.

Course Code: CSC701

Communicating with Confidence

Communication is the foundation for a strong team environment. Verbal communication is the most frequently used method of communication. What we say and how we say it directly impacts those we communicate with. This workshop develops effective speaking skills, providing participants with the techniques to speak more clearly, confidently, and comfortably.

Course Code: CSP702

POPULAR
WORKSHOP

Giving and Receiving Feedback

Feedback is given daily, not just during formal performance times. Leaders who recognize this increase productivity and reduce stress. Imagine what a great team environment this creates! This session ensures leaders learn the best techniques for giving and receiving feedback so they obtain information and achieve the results they want.

Course Code: CSP703

Handling Difficult Conversations with Tact

In today's workforce, it's important to be able to express our views calmly and with confidence even when a situation or meeting becomes difficult and stressful. This program helps us understand how to discuss potentially upsetting information with others either face to face or in a team setting.

Course Code: CSC704

Powerful Listening

Hearing is something you're born with; listening is a learned behaviour. Developing your listening skills and changing poor behaviours will strengthen professional and personal relationships. Team productivity will soar when we truly hear what the other person is saying.

Course Code: CSP705

Half-Day Workshops

Active Listening

Does anyone complain about your listening skills? Do you want to be able to listen better? This workshop will help you reach your goal.

Course Code: CSP501

Communication Essentials

We all want to be able to improve our communications with others. And this workshop is the starting point. It is the foundation module for our series of half-day workshops on communication skills.

Course Code: CSP502

Constructive Feedback

Good managers know how to provide feedback in such a way that it makes a positive difference. Staff should also know how to accept that feedback. This session provides the skills to help everyone give and receive constructive feedback.

Course Code: CSP503

Difficult Conversations

We all run into challenging situations in the workforce that we must learn to work through and to defuse. This practical half-day workshop helps participants to learn about themselves and others so they can communicate more effectively.

Course Code: CSP504

Empathetic Listening

Hearing is an ability, listening is a behavior, and empathic listening is an acquired skill. Building your empathetic listening skills will increase your rapport with others and help you create stronger relationships.

Course Code: CSP505

Questioning Techniques

Effective questions improve the communication process. Poorly formed questions shut down conversations. This session ensures people learn the best techniques for obtaining the information they want.

Course Code: CSP506

CUSTOMER EXPERIENCE

One-Day Workshops

Customer Service

Everyone is a customer, internally and externally. Employees leave their place of business because they are not treated the way they wish to be treated. Customers do the same.

Course Code: CEC701

Handling Public Complaints

Participants will learn to build on their natural styles, improve their communication skills, and enhance the image of your organization. The root cause of complaints will be established so they can be dealt with quickly and effectively.

Course Code: CEH702

 POPULAR
WORKSHOP

LEADERSHIP SKILLS

One-Day Workshops

Coaching and Empowerment

One of the greatest skills an effective manager can have is the ability to coach and to empower his or her staff. This workshop ensures participants learn the techniques they need to encourage others to be productive and successful in the workplace. Employee retention is another result of this workshop.

Course Code: LSP701

POPULAR
WORKSHOP

Dynamic Leadership Skills

Strong leaders have the capability to motivate others to achieve wonderful results. This workshop helps people identify their own skills, to build strong teams, to meet strategic goals, to build dynamic communication, to deal with negative situations, and to keep a focus on the vision for the future. This workshop should really be called a toolbox. It is packed with valuable skills to help individuals enhance their abilities in dealing with others in all sorts of situations.

Course Code: LSH702

Emotionally Intelligent Leaders

This workshop offers the participants self-assessment. It is designed to build better relationships within and outside their departments. They will also be able to exchange ideas and experiences with fellow participants. Participants will learn the value of emotional intelligence to you and your organization and the skills to influence, inspire, and motivate peers, subordinates, and superiors.

Course Code: LSR703

Leadership: Growing Your Future Leaders

Strengthening and developing the potential leadership capabilities of your staff will benefit your whole organization. It will build morale, open communication, motivate staff, enhance creativity, and create a path for succession planning.

Course Code: LSH704

Leading and Managing Through Change

This workshop will help participants discover their personal leadership characteristics. The Dimensions of Leadership® profile will explore leadership from the four aspects of character, analysis, accomplishment, and interaction. Participants will determine how people view the twelve specific dimensions of leadership and the dimensions that are necessary to display when faced with change.

Course Code: LSR705

Making the Leap to Management

This workshop covers the basic roles and concepts of managing. Participants will gain a better understanding of their capabilities, team building, communication, and coaching skills. The course covers how to apply the most appropriate style to each individual and how to leverage differences. A DiSC online report is used prior to the course.

Course Code: LSR706

POPULAR
WORKSHOP

Management Role Preparation

Participants in this workshop apply insights and lessons learned in the session to the workplace so they can lead a group of individuals who do not report to them.

Course Code: LSR707

Performance Coaching

This workshop combines the principles of DiSC communication strategies covered in “Making the Leap to Management” session with elements of Performance Coaching using the model of Situational Leadership® covered in the “Understanding and Using Leadership Styles.” We will examine participants' preferred leadership styles in performance coaching, and they will gain a better understanding of the benefits of adapting the style to suit different performance scenarios. We will use real back on the job situations in everyday coaching as well as those special performance issues.

Course Code: LSR708

Persuasive Communication for Leaders

Leading others involves being assertive. Identifying your dominant communication style and that of others will enable you to communicate more effectively. Learn about self-limiting concepts and behaviours and explore the appropriate responses to aggressive, passive, and passive-aggressive behaviours of others. Being assertively competent helps achieve goals and enhances the self-esteem of leaders and their staff.

Course Code: LSP709

Strategic Planning

This workshop is designed to combine proven-by-practice strategic planning methods with new insights and ideas from a wide range of current thinking. Participants learn strategic planning for the department level by doing and gaining a wider perspective of practice exercises and department case study situations.

Course Code: LSR710

Transition into Management

Often people are promoted to a team leader position — or are considering becoming a team leader — without being completely certain as to what is expected of them. This workshop will examine the critical aspects of going from fellow employee to supervisor/manager and explore the difficulties that may lay ahead. This program will assist in the decisions necessary to perform the new job and provide guidance on what to do and how to do it. Key tips and ideas will assist in the transition.

Course Code: LSC711

Understanding and Using Management Styles

This workshop will cover the concepts and model of Situational Leadership®. Participants will complete the instrument to determine their preferred leadership style and will gain a better understanding of their leadership capabilities. We will explore how to utilize Situational Leadership® in teambuilding, coaching, and dealing with special situations. We will also cover how to develop specific skills that will assist in matching the leadership style to the needs of the people.

Course Code: LSR712

Women in Leadership

This workshop is packed full of ideas, thought provoking questions, and concrete skills to enhance the abilities of women in a leadership position, or those who strive to be there. This day encourages them to step up to the plate to contribute to organizational and individual success.

Course Code: LSH714

Two-Day Workshop

Conflict Management / Persuading

Participants at this workshop will learn effective persuasion styles and how to improve their ability to influence others. The conflict management training will teach the participants how to recognize the causes of interpersonal conflict and to be aware of the emotional triggers to prevent explosive situations.

Course Code: LSR901

Half-Day Workshop

Mining the Diamonds Within

This half-day workshop challenges participants to identify what they have to offer the world. It heightens their awareness of their many talents and will help them and their organization to be highly successful in the marketplace

Course Code: LSH501

MANAGEMENT & PERFORMANCE

One-Day Workshops

Behavioural Interviewing

Techniques for interviewing based on behavioural interview questions work on the principle that past behaviours will predict future behaviours. Interviewing is about discovering information about a person to determine if they are suitable for your organization. It costs more than three times their salary if a person is hired incorrectly, and they leave in one year or less. Therefore, it is critical that interviewers receive training in this area.

Course Code: MPC701

POPULAR
WORKSHOP

Being the Best You Can Be

In this economy, training budgets are tight and people are busy. But this one-day workshop can make a major difference to your staff and your organization. It combines the key principles of several workshops into one session that is designed to enhance communication, to strengthen teams, to resolve conflict, and to increase motivation. Think what this will do to your productivity.

Course Code: MPH702

Building Integrity

Personal and organizational ethics are important concepts in today's workplace. In this session, we shape key strategies that will build solid reputations.

Course Code: MPH703

Change, Challenge and Opportunity

This workshop will challenge your staff to look at change as an opportunity to move forward to deal with other staff members and clients and situations in a positive manner. This session is highly interactive and thought provoking.

Course Code: MPH704

Conflict Resolution in the Workplace

Conflict exists everywhere. Having people who have the skills and are comfortable in dealing with conflict in a timely and effective manner are key for any organization. This workshop provides an opportunity for people to examine their own conflict style, to understand the benefits of dealing with issues early, and to obtain concrete skills using an easy-to-follow model.

Course Code: MPH705

POPULAR
WORKSHOP

Dealing with Negativity

Negativity can impact productivity, relationships, and morale. This workshop focuses on helping people to recognize the signs and to develop strategies to deal with situations, challenges, and people in a positive manner.

Course Code: MPH706

Performance Management

Managing the performance of others is more than the annual performance review. Successful performance management results in continuous process improvement, enhanced productivity, workplace cohesiveness, exceptional customer service, and a positive community reputation.

Course Code: MPC707

Time Management: Make it a Habit

This workshop teaches you how to identify the habits you need to change to be a good time manager. You will learn how to develop SMART goals, set priorities, analyze your time problems, and plan and schedule your day for maximum effectiveness.

Participants are expected to complete a three-day time log prior to the workshop.

Course Code: MPC708

POPULAR
WORKSHOP

PROJECT MANAGEMENT

One-Day Workshop

Project Management Overview

Are you a sponsor for an upcoming project? Are you a team member who does not understand project terms and processes and would like to understand more? Are you a resource to a project, and you really don't get what the fuss is about? This overview will provide the knowledge you need to contribute to successful project execution. This course qualifies you for 7 PDUs (Professional Development Units) for PMP certification.

Course Code: PMM701

Two-Day Workshop

Project Management: Effective Principles

Picture a recent project in which you were involved. Were you clear on the scope? Did you have a detailed plan? Did you identify and plan for risks up front? Did you finish on time and on budget? If the answer to any of these questions was anything but a definitive "yes," you need to complete this program. Facilitated by a PMP instructor, this course qualifies you for 14 PDUs for PMP certification.

Course Code: PMM901

POPULAR
WORKSHOP

PRESENTATION SKILLS

One-Day Workshops

Presentation Skills: Tune-Up

If you already have the basic skills needed for making a presentation but want to give them a final polish – this is the session for you. Participants will learn and practice techniques for planning, opening, executing, and concluding their presentations in a way that fully engages their audiences.

Course Code: PSP701

Presenting Under Pressure

Regardless of your personality type, pressure happens to everyone. We all respond differently to situations when we're put on the spot. As prepared as you can be, there's always someone who has to ask a question that you may not be ready for. Learn tips and techniques that will make you look confident in front of any audience and that will decrease your stress level.

Course Code: PSP702

Impromptu Presentations

It can be unnerving to stand in front of people in a meeting and not know how to answer a question directed to you, or how to deal with silence when you ask a question of a team member. This session will assist the learner with questioning, with polishing their verbal and non-verbal messages, with presenting good messages, and with feeling confident in the message being presented.

Course Code: PSC703

Two-Day Workshop

Presentation Skills: Stand Up and Be Heard

Life is a series of presentations. Whether you're delivering your message to one person or 100 people, you are still presenting. If you experience "butterflies" before or during a presentation, you are normal. This two-day workshop will help you put your butterflies in formation so you are in control. Every individual will leave more confident of their ability to deliver an effective presentation.

Course Code: PSP901

POPULAR
WORKSHOP

SELLING & NEGOTIATING

One-Day Workshops

Professional Selling

Professional selling is a combination of attitude, skills, and knowledge. It focuses on the premise that people do business with people they like. This seminar covers building trust and rapport, making customers feel valued and special, understanding why people really buy from you, establishing goals for your day, and exploring why customers remain loyal.

Course Code: SNR701

Negotiating Skills with Winning Outcomes

This learning experience will have a lasting effect on your future success. You will gain first hand information on how to refine your negotiating skills. You'll learn techniques that neutralize surprises or "ambushes" from the other side. You'll see how to read your opponent like a book – unveil hidden meanings in conversations – and analyze your opponent's nonverbal behavior. You'll be shown how the pros prepare for a negotiation – how to rehearse your strategy so that both you and your opponent come out a winner. You'll learn what it takes to reinforce and to sustain a negotiating success once it's achieved.

Course Code: SNR702

POPULAR
WORKSHOP

Negotiating via Email

Although meeting face to face has always been considered the best way to conduct negotiations, in today's business world more and more professionals often end up in email negotiations. However, few people have been trained on the significant differences in online negotiations and how to overcome some of the risks and problems. This one-day workshop provides staff with the latest, proven techniques to negotiate effectively by email.

Course Code: SNR703

The Selling Game

Everybody is in the selling game. This session provides participants with a roadmap that takes them step-by-step through the entire sales process. It covers every critical phase of selling and provides enhanced skills in listening and prospecting – the basic skills needed to succeed as a professional salesperson today.

Course Code: SNR704

TEAM BUILDING

One-Day Workshops

Build Effective Teams: Using Personality Types

Participants use the Myers Briggs Type Indicator to understand their own motivating styles and those of their colleagues. This leads to more effective communication and problem-solving. The Myers Briggs tool has also been effectively used for a wide variety of purposes such as organizational development, relationship counselling, problem solving, and multicultural training.

Course Code: TBC701

Creating High Performance Teams

Teams go through a set of behaviours from the time they are formed to when they end. Each team has a life cycle, and as a member of the team, you can do a lot to move it forward. This interactive workshop will allow all team members to understand the behaviours that drive a team, the group norms, how to give feedback, and how to solve problems.

Course Code: TBC702

Team Building

This workshop uses the DiSC assessment tool for helping teams become more efficient and productive. We will explore the four stages of team development and how your behavioural style impacts others. You'll also learn how to influence others through your verbal and non-verbal communications.

Course Code: TBC703

POPULAR
WORKSHOP

Resolving Conflicts in Teams

Teams can make an organization highly efficient, or they can delay outcomes, productivity, and results. The key to team development is the behaviours of its members. This workshop will give your team the tools they need to improve their effectiveness and increase their chances of success.

Course Code: TBR704

WRITING – BUSINESS

One-Day Workshops

Business Writing: Best Practices

Learn why an academic writing style does not work well in the business world. Understand how you can enhance your professional image by writing documents that are clear, concise, and courteous. We'll look at the five most common grammar errors that rob writing of its professionalism. And participants will learn how to take any message and change the tone (formal, neutral, and informal) according to the reader.

Course Code: WBJ701

POPULAR
WORKSHOP

Business Writing at Its Best

Learn how plain language writing techniques enhance the traditional writing strategy of clarity and conciseness. Focus is on putting the appropriate tone into emails and creating reader buy in. Participants will also receive tips on how to ensure key messages get read in reports. And they will learn how to write business documents that are powerful, purposeful, and productive.

Course Code: WBJ702

Email Writing Techniques for Success

Email writing is a unique form of writing that few people have been trained in. It requires writing, organization skills, as well as careful attention to tone. In this workshop, you will get everything you need to know about writing effective emails: legal aspects, organization, powerful opening lines, effective subject lines, writing style and tone.

Course Code: WBJ703

POPULAR
WORKSHOP

Grammar Review: What You Need to Know

This session explains the rules that will make your writing stand out in the business world. Historical anecdotes, stories, and exercises support the information and increase the learning process. We'll review the most common grammar errors, punctuation, and the guidelines for capitalization and writing numbers. We'll also look at the grammar rules that have changed over the past eight years.

Course Code: WBJ704

Report Writing Tools

Everything you need to know to write effective reports – from the executive summary to the conclusion and recommendation. Participants will be given proven tools to ensure they provide the reader with the right information and omit the "nice to know" details. They'll learn formats to organize both information and recommendation reports quickly. And they'll understand the importance of the 40-20-40 process when it comes to writing reports.

Course Code: WBJ705

Two-Day Workshop

Clear Thinking, Clear Writing

This workshop provides the basic skills every business writer needs to know for preparing effective emails, letters, and reports. We explore the most effective writing process, tone, organization, and the psychology behind effective business writing and plain language writing. There is plenty of time for practice and for discussion.

Course Code: WBJ901

POPULAR
WORKSHOP

Half-Day Workshops

Emails @ Work

Increase the chances of your emails getting the results you want. Review the best format, effective subject lines, powerful opening lines, and tone. (This session does not cover writing style.)

Course Code: WBJ501

Grammar Essentials

Grammar rules are constantly changing. Update your grammar knowledge. Review the six most common errors, the rules for punctuation, and subject and verb agreement.

Course Code: WBJ502

Report Writing Fundamentals

This workshop focuses on the pre-writing and editing stages of report writing. It covers reader focus, organization techniques, and a ten-sentence success checker for editing. It does not include writing techniques.

Course Code: WBJ503

Writing for Clarity

Learn why an academic writing style does not work in the business world. Explore the seven steps for writing that work for all aspects of written communications in today's workforce.

Course Code: WBJ504

WRITING – SPECIALTY

One-Day Workshops

Minute Taking & Listening Skills

Preparing minutes for formal and informal meetings. This session includes organizational techniques and plenty of supporting exercises. It also has a component on listening skills.

Course Code: WSJ703

Minute Taking and Privacy Legislation – FIPPA & MFIPPA

This workshop explores the minute taking process in light of Ontario privacy legislation and provides information and techniques to build the confidence of minute takers.

Course Code: WSJ704

POPULAR
WORKSHOP

Policies and Procedures: Making them Work

What every policy and procedure writer needs to know: what the courts expect, format options, success checkers, and writing style. We start by ensuring participants understand the differences between a policy and a procedure. Note: We will adapt our guidelines to meet your templates or – if requested – present you with suggestions for templates.

Course Code: WSJ705

Proposals That Generate Success

Whether you are working on a response to an RFP or a solicited/unsolicited proposal, this workshop will provide the necessary tools: analyzing the reader, creating unique selling features, de-emphasizing negative information, and writing skills.

Course Code: WSJ706

Report Writing for Council

This workshop provides techniques for writing effective reports for council. It includes writing and organizational techniques and focuses on adhering to the municipality's template. We also explore the importance of the thinking process required to write clear, concise reports for councillors.

Course Code: WSJ707

Scientific Writing in the Corporate World

Making scientific information easy to understand: writing and organizing techniques and presenting numbers and graphs.

Course Code: WSJ708

Technical Writing in the Corporate World

Assisting people in conveying technical information to non-technical readers: analyzing, writing and organizing.

Course Code: WSJ709

Writing for the Web

Providing information on a website involves not only good writing and good thinking. This workshop involves understanding readers' needs, organization, and writing skills.

Course Code: WSJ710

Half-Day Workshops

Designing Policies & Procedures

The basic steps for preparing policies and procedures. This workshop does not include writing techniques.

Course Code: WSJ501

Minute Taking: Take Minutes, Not Hours

This is a condensed version of our one-day workshop. It provides tips on preparing minutes for formal and information meetings and on what to record/what to ignore in minutes. Information is based largely on Robert's Rules of Order.

Course Code: WSJ502