



ONTARIO **TRAINING**  
NETWORK



# On-Site & Virtual Workshops

*Delivering "customizable" high-content workshops to your workplace*

**COURSE CATALOGUE**

## About

The *Ontario Training Network* is an organization with over 25 years of 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 & Virtual 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 100 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, visit [www.ontariotraining.net](http://www.ontariotraining.net) and enter the course code in the SEARCH field.

Contact us at [info@ontariotraining.net](mailto: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 & Virtual Workshops

Ontario Training Network's on-site and virtual 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 Train 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, and provides participants with techniques to speak more clearly, confidently, and comfortably.

*Course Code: CSP702*

### **Communicating With Influence**

Verbal communication is the most frequently used method of communication. We leave impressions with people every time we speak to them. It's not what you say; it's how you say it. This workshop provides a strategy for speaking effectively. By understanding how to say what they want to say, the confidence levels of participants will rise. And they will learn to effectively say what they really mean. *Course Code: CSP706*

### **Confrontation or Collaboration – You Choose!**

Collaboration and confrontation both have a time and place within an organization. But used in the wrong situation, they can adversely impact morale and cause the loss of ideas, productivity, and even employees. This workshop will help people to explore their own behaviour, the relationships they have with others, and the results they can achieve.

*Course Code: CSH703*

### **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*

## "Insights" Into Personal Development

The "Insights Discovery" diagnostic tool helps people communicate more effectively and to appreciate the strengths of others around them, making life easier for workers, managers, and teams.

The tool is based on a four-colour model and identifies where each participant fits. Participants learn how to use this information to make a difference in their personal and work relationships. This workshop will help you make your people more effective, improve collaboration and productivity within teams, and improve the performance of your whole organization.

*Course Code: CSP709*

## 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*

### Assertiveness

Interpersonal communication seems to be the root of many issues in the work place. Learning to be aware of your own behaviours and others in an assertive way makes for a healthy work environment.

This workshop will explore self-limiting concepts and behaviours. Learning how to respond to the aggressive, passive, and passive-aggressive behaviours of others will increase productivity while boosting employee morale.

*Course Code: CSP507*

### **Communication Essentials**

We all want to be able to improve our communications with others. 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 assessment. This session provides the skills to help everyone give and receive constructive comments.

*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 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.

This workshop explores what customers expect from us, the tone and the words they expect to hear, and what their needs are. It is customizable to both corporate, non-profit, and government settings.

*Course Code: CEC701*

### **Customer Service in a Municipal Setting**

A strong focus on customer service within the public sector provides municipalities with the following benefits:

- Greater public confidence and trust
- Support for budgets, zoning changes, or other local government initiatives
- Positive image for their community

All local government employees are part of the customer service process. Yet sometimes a service provider will encounter uninformed, unhappy, and irate customers. This workshop provides techniques for communicating with these people while remaining calm and professional.

*Course Code: CEC702*

### **Building Customer Relationships – The Magic of Customer Service**

Does everyone in your organization understand and deliver the service that customers need to keep them coming back? This workshop will help people to realize what a key role they play in the success of the company and the impact on the bottom line.

*Course Code: CEH703*

### **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*

### **Writing Skills for Customer Service**

The session explores both the psychology behind customer service writing and a writing style that ensures clear understanding of our message. It will also address the importance of understanding our readers – our customers – and the feelings the organization wants customers to have about it.

*Course Code: WBJ721*



## *Half-Day Workshop*

### **Customer Service: Going from Good to Great!**

People don't care how much you know, until they know how much you care! Each of us brings our contributions and skills to work. Our intentions are always the best; however, we don't know what we don't know. Dealing with customers – both internal and external – is one of the most difficult and challenging responsibilities. Learn to be an ambassador for your organization.

*Course Code: CEP502*

### **Quality Service**

This workshop discusses what customers expect when they deal with us, what tone and words they expect to hear and what their requirements are. 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: CEC501*

# EMPLOYEE DEVELOPMENT

## One-Day Workshops

### Adobe Creative Cloud: Photoshop • Illustrator • InDesign

Our hands-on Adobe Creative Cloud software training is delivered on-site by an Adobe Certified Expert (ACE). Training is customized to user skill levels and to the version being used within the organization.

*Course Code: APK100*

### Emotional Intelligence for Office Professionals

Studies show that people with strong emotional intelligence (EI) possess positive mental health, are better workers, and have effective leadership skills. In fact, many now consider EI to be as important as intelligence (IQ) and technical abilities.

This workshop introduces emotional intelligence, builds important emotional intelligence skills, and provides basic strategies to improve the effectiveness of participants both professionally and personally.

*Course Code: CRB721*

### 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 designed to enhance communication, to strengthen teams, to resolve conflict, and to increase motivation. Think what this will do to productivity.

*Course Code: EDH701*

### 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: EDH702*

### How to Interview Well: Sell Yourself to Win the Internal Job Posting

Interviewing is about discovering information about a person to determine if he or she is suitable for the organization. The employee needs to be prepared for the interview, or they will have a poor chance of winning the position. The interview is the chance to “sell” oneself to the interviewer and to win the position. It is also the last barrier before winning the position and requires certain skills for the interviewee to be successful.

*Course Code: EDC710*

POPULAR  
WORKSHOP

### **Influence Without Authority**

The ability to effectively influence others is the most important factor that determines success. No matter whether a person is in a supervisory or a support position, their ability to positively influence others will make their organization more productive and build a culture of respect, commitment, and co-operation.

In this workshop, participants will learn how to build strong relationships based on credibility, trust, and rapport. Each participant will leave with a personal action plan filled with influence strategies.

*Course Code: EDB711*

### **Microsoft Office Training**

Hands-on training delivered on-site by a Microsoft certified trainer. Training is customized to user skill levels and version being used within the organization.

- Access
- Excel
- Outlook
- Project
- PowerPoint
- Word

POPULAR  
WORKSHOPS

### **Stress – Friend or Foe?**

Everyone experiences stress, but sometimes we don't handle it well. This course will help people to identify the areas of their life where stress is occurring, the impact it has on health, productivity, family, and the work environment. Some stress can be a motivator to achieve results and become creative, but too much can take a toll on your health, relationships, and productivity. Learn to recognize the signs, understand the consequences of stress, and establish strategies to decrease stress levels.

*Course Code: EDH705*

### **Taking Responsibility for Your Job Success**

In this economy, training budgets are tight and people are busy. But this one-day, highly interactive workshop can make a major difference to your staff and your organization. It is designed to enhance communication, to strengthen teams, to resolve conflict, to reduce negativity, and to increase motivation. It encourages participants to take personal accountability and responsibility for their careers, and it gives them the tools to be vital parts of a productive, positive workplace.

*Course Code: EDH706*

### **Trust – The Invisible Key to Success**

It is one of the most important components of a happy, productive workplace. This one-day workshop will highlight the 10 key factors of trust and how you can be a great role model for others. We will explore the internal and external trust factors unique to your business and help create a roadmap to increase the trust levels that keep your customers coming back!

*Course Code: EDH707*

## **Work Life Balance**

Work-life balance is a frequently discussed topic because for most of us it is unbalanced. Organizations state that employees need to have this balance particularly when work pressures pile up. In this workshop, you will have a chance to discover personal stress factors and control issues, develop a look at how to be balanced in this busy world, and commit to finding a continued sense of control.

*Course Code: EDC708*

## *Half-Day Workshops*

### **Attitudes Are Contagious: Are Yours Worth Catching?**

Each of us brings our own attitude to our workplace. Is your attitude contributing to productivity? Developing yourself is the key to success. Learning to work well in difficult situations reduces stress. And the ability to understand yourself and those around you is a skill to help you achieve that goal.

This workshop will introduce subject areas to enable you to put some balance back into the workplace. Understanding the importance of human relations will guide you through challenging times. If you feel you are always giving but never getting, this workshop is for you.

*Course Code: EDP501*

### **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 helps them and their organization to be highly successful in the marketplace.

*Course Code: EDH502*

### **Oppression: Understanding and Eliminating It**

It starts with just little thoughts, actions, and behaviours, but it can grow and easily turn your workplace into a toxic environment. Oppression creates an intimidated workforce, increased absenteeism, a decrease in morale, and a loss of ideas, knowledge, and productivity. This thought-provoking, half-day workshop puts oppression under the microscope!

Participants will explore the early signs of harassment and oppression and learn techniques to confront and end it.

*Course Code: EDH501*

# HEALTH & SAFETY

## *8-Hour Workshop*

### **Working at Heights**

This workshop is based on Ministry of Labour's working-at-heights training for Ontario's construction industry. Training includes both theory and practical sessions.

The theory section covers rights and responsibilities, hazard identification and elimination, and ladder safety. During the practical session, participants are required to demonstrate how to properly inspect and to wear harnesses and other fall protection equipment. Upon completion, successful participants will be issued a temporary working-at-heights card to be used until their permanent card comes from the Ministry.

## *4-Hour Workshops*

### **Confined Space Awareness**

Some of the most critical hazards in today's work places are found in confined spaces. Confined spaces awareness training is intended for workers who perform work in partially or fully enclosed spaces where an atmospheric hazard may occur.

This course instructs workers on how to identify confined spaces and what steps must be taken to safely work in and around these spaces. If you work in any of the follow situations this training is for you: storage tanks, vats, bins, silos, bag-houses, pumps, wells, pits, caissons, sewers, ducts, chutes, chimneys, ovens, and furnaces.

### **Lockout**

Lockout training is essential to anyone who works with electricity or performs maintenance, repairs, and set-ups of equipment. This course instructs workers on how to lockout or de-energize all types of hazards associated with these tasks, including electrical, hydraulic, pneumatic, and gravity. Topics covered include lockout hazard recognition, elements of proper lockout programs, and how to properly tag-out a process or piece of equipment.

### **Respiratory Safety and Fit Testing**

This course is meant for anyone who is exposed through their work to harmful dusts, mists, fumes, fibres, vapours, and gasses that could cause devastating health issues including death. The course has a theory section covering what should be included in a proper respirator safety program. There is also a practical section covering how to properly fit and clean your respirator, plus an actual qualitative fit test to ensure the respirator fits properly and is working as intended.

# 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

Managing the performance of others is more than the annual performance review. Successful management results in continuous process improvement, enhanced productivity, workplace cohesiveness, exceptional customer service, and a positive community reputation. A successful blending of organizational and employee needs can result in both performance and spirits soaring!

*Course Code: LSC702*

POPULAR  
WORKSHOP

### Emotionally Intelligent Leaders

This workshop offers participants tools so they can 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 your organization and gain the skills to influence, inspire, and motivate peers, subordinates, and superiors.

*Course Code: LSR703*

### Front-Line Leadership

Leadership is an entire set of new skills if you've worked your way up in the organization. This workshop identifies your personal leadership style and its effectiveness. You will learn leadership strategies to help you adapt to a variety of the situations. This will decrease your stress levels and increase your productivity.

*Course Code: LSP716*

### Leadership FeedForward

Giving and receiving feedback has long been an essential skill for leaders. Quality communication between and among people at all levels is the glue that holds organizations together. FeedForward is giving someone else positive suggestions for the future, rather than focusing on negatives of the past. By using FeedForward and by encouraging others to use it – leaders can dramatically improve the quality of communication in their organizations.

*Course Code: LSR717*

### **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 Organizational Transition**

Leaders will come away from the workshop understanding reactions to change, characteristics of change, organizational barriers to change, psychological needs, and the need for control. Leaders will learn why change is essential, what hidden opportunities change presents, and how to increase their skill set and develop strategies for responding to change.

*Course Code: LSP718*

### **Leadership Skills Toolbox**

Strong leaders have the ability to motivate others to achieve wonderful results. This workshop helps people to 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 is 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: LSH715*

### **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 12 specific dimensions of leadership and the dimensions necessary to deal with change.

*Course Code: LSR705*

### **Manager's Toolkit**

*Skills any manager can use*

This workshop is designed to provide junior or senior managers with the necessary tools to become engaging leaders who can create empowered, enthusiastic, confident, adaptable, and inspired teams. Participants will learn effective coaching techniques and how to improve their decision making, delegating, and analytic skills. They will also acquire tools to strengthen their communication and listening abilities.

*Course Code: LSR720*

## 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.

*Course Code: LSR706*

## 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 on-the-job situations in everyday coaching as well as 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 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 examines the critical aspects of going from fellow employee to supervisor/manager and explores 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 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 Workshops or Program

### 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 participants how to recognize the causes of interpersonal conflict and to be aware of emotional triggers that create explosive situations.

*Course Code: LSR901*

### Leadership for Today and Tomorrow

In the history of human kind, the pace of change has never been greater! As a result, organizations need a new type of leader. They need leaders who are adept at facilitating change while creating environments that foster innovation and inspire commitment.

This workshop takes a “whole person” approach to leadership development. Not only will participants study the traditional teachings of coaching, team development, and communication, but we will also explore the art of taking responsibility and the importance of well-being and personal awareness.

*Course Code: LSG902*

### Customized Leadership Program

*(5-7 days in length – typically delivered one day a week over several months)*

Our leadership specialist designs a customized leadership program based on your organization's specific needs. The program is then delivered once a week for five to seven weeks. This enables participants to try new concepts and to discuss results with the group and facilitator. Further action plans are then developed.

# 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

### Bringing Out the Best in Staff

This dynamic one-day workshop unlock the potential of the people reporting to you! It will tap into leadership styles and boost the productivity of everyone while helping people manage change, increase morale, enhance communication, build stronger teams, deal with conflict effectively, and create motivated staff. Helping staff to realize their potential and unlocking the key to future success means everyone wins!

Course Code: MPH709

### 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

### Change Management – Gaining Buy-In and Making Change Stick

Whether your organization is restructuring, changing its technology, work processes, or business strategy, or making cultural changes, gaining the cooperation and involvement of your people is critical to your success.

This workshop will enable participants to understand the sources of resistance and how to proactively manage them. And participants will learn how to assess, communicate, and engage people in a way that builds their support and minimizes resistance.

Course Code: MPB711

POPULAR  
WORKSHOP

### **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 style, to understand the benefits of dealing with issues early, and to obtain concrete skills using an easy-to-follow model.

*Course Code: MPH705*

### **Creating a Positive Work Environment**

Motivating has always been a challenge. The knowledge and skills learning in this program are designed to challenge leaders to find strategies and action to create a positive work environment for themselves and the employees in their work units.

Producing results based on corporate goals and objectives requires not only that employees know what is expected of them, but that they are engaged and motivated to provide the best results possible. In a positive work environment, people want to produce, to be effective, and to be proud of their contributions.

*Course Code: MPP704*

### **Delegating Efficiently and Effectively**

Delegating is a critical skill for managers and team leaders. Successful managers know what responsibilities to delegate, how to explain assignments clearly, and how to monitor the performance of their employees, making sure to give them adequate feedback and development opportunities. Effective delegation – not dumping – frees up a supervisor’s time, provides valuable work experience, and invests employees. However, this skill is seldom taught to new managers.

*Course Code: MPP710*

### **Employee Engagement**

This workshop provides managers with the tools to better connect with their employees to increase success, productivity, and organizational and individual performance.

Managers will learn how to fully include their employees as team members and to assist them in developing new skills. Managers will learn how to give their employees a voice to make them feel comfortable in offering ideas and in expressing their views as decisions.

*Course Code: MPR712*

### **Engage Front-Line Employees in Continuous Improvement**

If you want to give the productivity and morale of your organization a major boost, build continuous improvement (CI) into the daily routine of production, business, and support department work units. Engage employees in streamlining processes and in eliminating waste within their work area/departments.

Accelerate the development of a work culture where continuous improvement and individual initiative make a difference.

*Course Code: MPB713*

### **The Essentials of Finance (Finance for the Non-Financial Manager)**

In this increasingly competitive global marketplace, companies need managers and staff who correctly understand financial information. This ability helps both them and management to measure performance, to plan for the future, and to make better business decisions.

The Essentials of Finance is a one-day, interactive workshop designed to provide non-financial people with a basic understanding of finance and its use in planning and decision making.

*Course Code: MPG801*

### **Implementing Change Quickly and Effectively**

For most leaders helping people to accept, adjust to, and adopt change can be both stressful and extremely rewarding. Managing people's fears, concerns, and issues needs to be done effectively for change to be implemented quickly and easily.

This workshop focuses on the key change tools managers and front-line leaders can use to ensure their people fully accept and are ready to implement a change. If you are planning to implement a change or struggling with a current change, this workshop will enable you to effectively communicate and to gain the buy-in and commitment of your people.

*Course Code: MPB714*

### **Managing Priorities and Organizational Management**

Managers, team leaders, and staff members, have to multi-task and labor on multiple projects or activities during the work day. Some days, they may even feel they are working more on someone else's priorities than their own. They may feel overwhelmed and stressed.

This practical workshop will show them how to make specific choices to put them in control and to empower them to make better choices in organizing their work and schedules.

*Course Code: MPC711*

### **Motivation by Generation**

Do you wish you had the magic key that would unlock the motivation of all the people in your organization? The expression “different strokes for different folks” really does apply.

This full-day workshop will explore all the ways to link to the various age groups, to understand what drives them forward, and how to best engage all levels of the organization. The organization will develop more depth, knowledge, and expertise. Managers will create a toolkit that will resonate with their direct reports; individuals will feel more valued, share their ideas more freely, and have input and opportunity into their future career.

*Course Code: MPH715*

### **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*

### **Performance Reviews for Employees**

The performance meeting of employee and supervisor should be the most rewarding time throughout the year. Each person is involved in setting objectives, discussing goals, and looking back on a busy year.

The communication between two individuals around these topics is called a performance review. Employees have a responsibility to become involved in this process, not only during the meeting, but also throughout the year. This workshop will assist the employee in staying on track throughout the year, in setting and managing their objectives, and in communicating with impact to their team leader.

*Course Code: MPC709*

## *Half-Day Workshops*

### **Mitigate Conflict**

Conflict is inevitable! Are you part of the problem or part of the solution? It's easier to blame others for problems. Each of us has a natural preference for how we handle conflict. Do you know what your style is? Being skilled and mature (and that doesn't come with age) means being able to identify what needs to be done whether we like it or not. Learn your style and learn how to adapt to resolve conflict.

*Course Code: MPP501*

# MEETING MANAGEMENT

## One-Day Workshops

### Facilitating Meetings

This workshop has been developed for employees who are called upon to attend meetings either in the capacity of a meeting leader or as a meeting participant. For the meeting leaders, it provides the knowledge and skills necessary to plan, to conduct, and to follow up an effective meeting. Learn how to set realistic objectives and to lead the meeting accordingly.

Course Code: MPP711

### 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

### Minute Taking & Listening Skills

Preparing minutes for formal and informal meetings. This session includes organizational techniques and supporting exercises and explores what can go into minutes according to privacy legislation. It also has a component on listening skills.

Course Code: WSJ703

POPULAR  
WORKSHOP

## Half-Day Workshops

### Facilitating Productive Meetings

There is a growing awareness that productive meetings occur when proper attention has been paid to the process elements. When meetings are facilitated by a skilled person, the outcomes are superior decisions, accompanied by full understanding of the decision, buy-in, and effective implementation.

This workshop provides a better understanding of what components make a successful meeting and the skill required to facilitate the meeting.

Course Code: MPP503

### 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 informational meetings and on what to record/what to ignore.

Course Code: WSJ502

# 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*

### **Project Management for Non-Project Managers**

Project management ensures projects are delivered on time and within budget and scope. It unites stakeholders and teams and gets everyone working on the same page. This one-day workshop provides participants with the basics of effective project management so the right people do the right things at the right time.

*Course Code: PMD705*

## *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.

This workshop can be customized for specific industries and participant groups.

*Course Code: PMM901*

*Also available:*

### **Project Management: Effective Principles and Strategies for Municipalities**

*Course Code: PMM902*

POPULAR  
WORKSHOP

# PRESENTATION SKILLS

## *One-Day Workshops*

### **Presentation Skills: The Basics**

Are you afraid to speak in public? Feel nervous when tasked with presenting to more than one person? Do you want to engage your audience? Delivering an effective presentation must be learned, you weren't born knowing how to do it.

This workshop will teach you how to "hook" the audience, deliver impactful messages, keep the audience listening, and wrap up with a strong ending.

*Course Code: PSP700*

### **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**

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: 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*

### **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

### **Team Building: Over The Bridge**

This team-building workshop uses an experiential tool to offer powerful insights into team-based concepts. And it provides participants with an opportunity to both see and experience how an organization-wide team culture can make a huge difference to their company.

*Over the Bridge* is one of the best tools available to create situations and opportunities that translate readily and directly into an organizational environment. Although some team-building concepts may be difficult to grasp in a lecture-type environment, this tool brings them to life in a very tangible way.

*Course Code: TBG705*

### **Team Development With an Equine Partner**

This session is conducted using horses as the transfer of learning. During the day, the teams will ride their equine partners through a series of team challenges. At the end of the session, the team works together in a team challenge and then creates a unique riding circuit for a group photo.

*Course Code: TBC706*

### **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*

### *Half-Day Workshop*

#### **Team Building With Appreciation**

What does team building really mean? What does it look like in the workplace? Learn more about your personality characteristics and how they impact your colleagues. We can all learn to work more effectively toward the organization goal if we understand ourselves, understand others, and learn to adapt and connect with each other. All of this will reduce stress and help create a dynamic work environment.

*Course Code: TBP501*

### *Two-Day Workshop*

#### **Five Behaviours of a Cohesive Team**

Many companies perform and operate at lower levels than they should, simply because they haven't paid enough attention to the interconnection and the fostering of relationships among their staff.

The Five Behaviours of a Cohesive Team™ is an assessment-based learning experience that helps people discover what it takes to build a high-performing team. Making the effort to consider personalities and preferences when developing a cohesive, productive team takes work, but the payoff can be huge – for your people, the team, and the organization.

This workshop helps teams understand how they score in the key components of the Five Behaviours model: Trust, Conflict, Commitment, Accountability, and Results. Individual team members will also understand how their personality styles and the styles of their team members contribute to the team's overall success.

*Course Code: TBR901*

# TIME MANAGEMENT

## *One-Day Workshop*

### **Time Management: Are You Managing Time Or Is Time Managing You?**

This workshop will have participants looking at time very differently. You will have a better understanding of their perception of time. They will explore tools and techniques to use with the time they're given, wisely. No point in wishing for more time. It isn't about to happen.

*Course Code: MPP709*

### **Time Management: Make it a Habit**

This workshop teaches how to identify the habits needed to become a good time manager. Participants will learn how to develop SMART goals, set priorities, analyze their time problems, and plan and schedule their day for maximum effectiveness. Participants are expected to complete a three-day time log prior to the workshop.

*Course Code: MPC708*

POPULAR  
WORKSHOP

## *Half-Day Workshop*

### **Time Management Overview**

Time management is an oxymoron. You cannot manage time. You can only manage yourself.

That attitude in the time spectrum is what helps make people successful and results in them being more productive in their everyday activities. The goal of this workshop is to help participants feel less tired, burned out, and out of control. The session will leave them with time management tools to help them be more effective in their professional and personal lives.

*Course Code: MPC501*

### **Attention Management – Better Time Management**

Productivity is not about the amount of time spent on a task. It's about the quality of the time spent on it. And the quality of the time is almost entirely determined by one thing: the ability to focus our attention.

Our work days are filled with distractions, but successful people know what to focus on. This workshop explores the distractions we face on a daily basis and reviews deep work versus shallow work. Participants will learn techniques to help them focus on what they want to accomplish.

*Course Code: MPC502*

# 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

### Business Writing: The Art of Plain Language

Plain language means communicating with your audience so they understand the message the first time they read or hear it. When writing, if you use plain language, your readers can find what they need, understand what they find, and use what they find to move forward.

In other words, plain language writing is both reader- and results-oriented.

This one-day workshop – using examples, exercises, and your own writing samples – will provide participants with an overview of the principles of plain language. And at the end of the session, they will be able to measure the style of their own documents according to a plain language checklist.

Course Code: WBJ706

### 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, participants will get everything they need to know about writing effective emails: legal aspects, organization, powerful opening lines, effective subject lines, writing style, and tone.

Course Code: WBJ703

### 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 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 recommendations quickly.

*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*

POPULAR  
WORKSHOP

### 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*

### Designing Policies & Procedures

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

*Course Code: WSJ501*

# WRITING – SPECIALTY

## *One-Day Workshops*

### **Minute Taking and Privacy Legislation – FIPPA & MFIPPA**

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

*Course Code: WSJ704*

### **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 Municipal 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 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*