



inConfidence[®]

TRAINING & DEVELOPMENT

INCONFIDENCE TRAINING AND DEVELOPMENT

By investing in the development of an employee's knowledge, skills, and abilities, organizations demonstrate a commitment to continuous learning, growth, and resource enhancement. In addition to improving productivity, training is rated as one of the most effective employee retention tools available.

Each training session we offer has clearly defined learning objectives and expected outcomes. Although teaching methods vary by subject, sessions typically include a variety of experiential exercises, small group discussions, mini-lectures, self-assessments, and other learning activities designed to engage participants.

When designing our training, we consider:

- Creating clear objectives that meet participant needs, goals, and expectations
- Providing a safe training environment that engages learners while using collaborative participant interaction and healthy debate of differing ideas and perspectives
- Leveraging the wealth of learners' varied backgrounds and experiences enabling them to be resources to one another
- Topics which are practical, relevant, and immediately applicable

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HOW TO SCHEDULE TRAINING

Contact your Account Manager

OR

Call 1-866-267-6255

Email training@lifeworks.com

OUR POLICIES

To ensure that your training experience is exceptional, we have the following guidelines in place:

ADVANCE BOOKING TIMES

Please allow a minimum of 4 weeks' advance notice for booking of all seminars.

For customized training sessions, a minimum of 6 weeks is required.

CANCELLATION

Unless specified in an existing agreement, the following cancellation policy will apply:

- More than 48 hours' notice – no financial penalty
- Less than 48 hours, but greater than 24 hours' notice – 50% of the session costs shall be charged
- Less than 24 hours' notice – 100% of session costs will be charged

TRAINING DELIVERY

Our training is offered in a variety of formats, all designed to meet your organizational needs.

In-Person Seminars or Workshops – offered at your workplace, organizational conferences or retreats, or wherever you need us to be. These sessions vary in length from one hour to three hours and are highly interactive.

Virtual Seminars or Workshops (Webinars) – These sessions allow your employees from various teams, various locations, or different countries to participate in training at the same time.

Blended Learning – some of our programs combine in-person workshops or webinars with telephonic group coaching. This approach is designed to create multiple touch points over time for learners as they go in-depth into an area of learning.

CUSTOMIZATION

Our training sessions may be customized to meet individual needs. Additional fees may be incurred on a fee-for-service basis. Contact your Account Representative for information about customization.

OUR TRAINERS

Our facilitators are highly skilled professionals with subject matter expertise in a wide range of topics including health and wellness, workplace productivity, management & business, mental health and more. They bring years of experience as both classroom and virtual trainers, and are able to connect participant knowledge and experience with the training materials.

TRAINING CLASS SIZE

Sessions are interactive and classroom sizes are recommended at no more than 30-50 participants. A larger classroom size alters the learning experience and a large group premium may apply.

TRAVEL

Unless specified in an existing agreement, our travel guidelines are:

- \$40 per hour of travel time, for any location that is more than 250 km outside of a major city centre.

FEES

Please contact your Account Manager for current pricing details.

Premium charges apply for groups in excess of 50 attendees and for sessions that take place before 7:00 am or after 7:00 pm and on weekends.

SEMINARS

ADDICTION

RECOGNIZE A SUBSTANCE ABUSE PROBLEM IN THE WORKPLACE

Manager seminar

2 hours

Objectives:

- Recognize the impact of substance abuse on the workplace, family, and body
- Define substance use, abuse, and dependence
- Recognize indicators and behaviours of possible substance use
- Identify appropriate actions you can take according to organizational policy

WORKPLACE SUBSTANCE ABUSE: EVERYBODY LOSES

Employee seminar

1 hour

Objectives:

- Describe the effects of substance abuse on the workplace, family, and body
- Define substance use, abuse, and dependence
- Review your organization's policy regarding substance abuse
- Select appropriate steps to address your own use or to assist a using co-worker

CHANGE MANAGEMENT

A PERSONAL GUIDE TO MANAGING CHANGE

Employee seminar

1 hour

Objectives:

- Identify the three phases in the transition process
- Explore normal feelings, thoughts, and behaviours during times of change
- Develop ways to take control of your personal situation to increase adaptability

BEYOND COPING WITH CHANGE: BECOMING A CHANGE MASTER

Employee seminar

1 hour and 2 hours

Objectives:

- Assess your capacity for being a master of change
- Identify the characteristics and techniques that define change masters
- Apply the “mantras” of change masters to a personally challenging situation
- Strengthen abilities to master change in your professional and personal life

HELPING YOUR FAMILY COPE WITH WORKPLACE CHANGE

Employee seminar

1 hour

Objectives:

- Identify the family impact of work-related stress, change, and uncertainty
- Use a change model to re-frame the experience
- Develop techniques that help children at all ages understand their parents’ work concerns
- Develop self-support strategies and to support family members

LEADING CHANGE

Manager seminar

2 hours

Objectives:

- Utilize skills to assess how change is affecting organizational and individual performance
- Describe the normal reactions people experience to organizational change
- Apply coaching skills to improve productivity and morale during periods of transition
- Develop strategies to leverage the new opportunities change can provide

MANAGING RESISTANCE TO CHANGE

Manager seminar

1 hour

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

NAVIGATING WORKPLACE CHANGE

Employee seminar

1 hour

Objectives:

- Recognize the permanence of change
- Build resilience and prevent overload
- Develop techniques to make change work for you
- Create strategies to work with changing groups and organizations

ORGANIZATIONAL CHANGE: ADJUSTING TO THE NEW ENVIRONMENT

Employee seminar

1 hour

Objectives:

- Identify the phases of change that employees experience
- Differentiate between loyalty and commitment
- Reconcile the paradox of personal/professional development and organizational values
- Explore ways for recommitting to your job while honouring your principles

COMMUNICATION SKILLS AND STRATEGIES

BASIC COMMUNICATION SKILLS

Employee seminar

2 hours

Objectives:

- Identify barriers to effective communication
- Use a variety of techniques to enhance your interpersonal communication styles
- Provide useful and constructive feedback
- Identify non-verbal messages which impact communication
- Apply active listening skills to ensure correct interpretation of another's message

BUILDING HEALTHY RELATIONSHIPS

Employee Seminar

1 hour

Objectives:

- Identify the characteristics of strong relationships
- Recognize strategies for sustaining and growing relationships
- Generate ideas for coping with difficulties in relationships

COMMUNICATING EFFECTIVELY AS A MANAGER

Manager Seminar

1 hour

Objectives:

- Enhance communication skills to build trust and foster positive relationships
- Explore various communication styles and their importance
- Apply techniques to communicate during challenging situations

COMMUNICATION: THE ART OF GIVING FEEDBACK

Employee Seminar

1 hour

Objectives:

- Define feedback and recognize its usefulness
- Differentiate between effective and ineffective feedback
- Give valuable, constructive feedback

COMMUNICATION: THE ART OF LISTENING

Employee Seminar

1 hour

Objectives:

- Assess your listening skills
- Identify the barriers to effective listening and learn strategies for removing them
- Identify a model for effective listening and apply its components

COMMUNICATION: THE ART OF RECEIVING FEEDBACK

Employee seminar

1 hour

Objectives:

- Identify the value of corrective feedback
- Develop strategies for managing useful and non-useful feedback
- Generate ways to invite feedback

HOW TO BECOME A STRONG AND CONFIDENT COMMUNICATOR

Employee Seminar

1 hour

Objectives:

- Distinguish between assertive, passive, and aggressive communication and identify your style
- Identify and reduce emotional blocks to appropriately respond to others in your personal and professional life
- Exhibit confidence in your ability to address various situations by using assertive approaches
- Develop and strengthen your assertive communication tools through practice

CONFLICT MANAGEMENT

BUILDING TRUST AT WORK AND IN YOUR PERSONAL LIFE

Employee Seminar

1 hour

Objectives:

- Look at the role that trust plays in your work and personal lives
- Identify qualities that build trust
- Develop strategies for building trust in your personal and work relationships
- Rebuild trust when there is a problem or misunderstanding

RESOLVING CONFLICT WITH YOUR EMPLOYEES: MANAGER GUIDE

Manager seminar

2 hours

- Recognize different kinds of conflict and appropriate responses to each
- Assess preferred styles and behaviours in managing conflict
- Explore proven approaches to resolving conflict

THE BASICS OF COLLABORATIVE PROBLEM SOLVING

Employee seminar

1 hour

Objectives:

- Identify traits of effective problem solvers
- Describe an eight-step model for problem solving
- Utilize specific tools for gaining consensus
- Experience increased self-confidence when resolving problems with others

CUSTOMER SERVICE

BUILDING STRONG CUSTOMER RELATIONSHIPS

Employee seminar

1 hour

Objectives:

- Identify five keys to building strong customer relationships:
 1. Building trust and credibility
 2. Viewing customers as partners
 3. Using good communication
 4. Making it personal
 5. Providing outstanding customer service
- Apply new strategies for each those keys using real-life scenarios

SKILLS FOR WORKING WITH EMOTIONAL CUSTOMERS

Employee seminar

1 hour

Objectives:

- Listen and respond to customers who are distressed by an emotional situation
- Monitor personal feelings and reactions that accompany stressful times
- Maintain physical and emotional energy so as to provide customers the help they need

WORKING WITH DIFFICULT CUSTOMER BEHAVIOURS

Employee seminar

1 hour

Objectives:

- Describe factors of human behaviour that cause people to become challenging
- Pinpoint your personal “hot buttons” and learn to control your immediate response
- Apply communication strategies to prevent escalation and satisfy the situation
- Identify tools that help manage emotions after a difficult interaction

DIVERSITY AND INCLUSION

DISABILITY ETIQUETTE

Employee seminar

1 hour

Objectives:

- Define disability in accordance with Canadian Human Rights
- Recognize the various types of disabilities
- Develop appropriate disability language in the workplace
- Build skills to interact appropriately with people with disabilities

DIVERSITY: MANAGING FOR INCLUSION

Manager seminar

1 hour

Objectives:

- Identify the origins of personal assumptions and attitudes toward individuals who differ
- Describe the value of building inclusive organizations
- Identify leadership's role in fostering a work environment that recognizes and respects different perspectives, ideas and experiences

EXPLORING DIVERSITY

Employee seminar

1 hour

Objectives:

- Describe the many kinds of diversity in the workplace
- Identify the origins of personal assumptions and attitudes towards individuals who differ
- Explore techniques that contribute to organizational cohesiveness

MANAGING THE MULTIGENERATIONAL WORKFORCE

Manager seminar

1 hour

Objectives:

- Educate and raise awareness about the generations and generational issues in the workplace
- Recognize and dispel your own generational stereotypes and biases
- Lead effectively across the generations
- Maximize strategies for boosting multigenerational synergy and engagement

THRIVING IN A MULTIGENERATIONAL WORKPLACE

Employee seminar

1 hour

Objectives:

- Educate and raise awareness about the diverse generations in the workplace
- Recognize and dispel your own generational stereotypes and biases
- Maximize strategies for boosting multigenerational synergy and collaboration

TRANSGENDER IN THE WORKPLACE

Employee or manager seminar

1 hour

Objectives:

- Define basic rights and responsibilities for managers and employees
- Encourage open, respectful conversation
- Create a safe, welcoming atmosphere at work

ELDER CARE SUPPORT

MANAGING THE EMOTIONS OF CAREGIVING

Employee seminar

1 hour

Objectives:

- Recognize the normal emotions that caregivers commonly experience
- Identify what influences those emotions
- Create strategies for effectively managing powerful feelings connected to caregiving
- Gain more control of your life, caregiving experience, and emotions

TALKING WITH YOUR PARENTS ABOUT THEIR FUTURE

Employee seminar

30 minutes

Objectives:

- Develop a process for initiating and conducting a conversation about planning with parents
- Identify barriers to successful conversations and apply strategies to ensure a positive dialogue

THE SANDWICH GENERATION

Employee seminar

1 hour

Objectives:

- Identify the new social reality and trends associated with caregiving
- Recognize normal emotions associated with caregiving and factors affecting those emotions
- Utilize tips and techniques for managing stress

EMOTIONAL WELL-BEING

A NEW ATTITUDE: THE TRUTH ABOUT MENTAL ILLNESS

Employee seminar

1 hour

Objectives:

- Review the facts about the most common mental illnesses
- Detect the causes of stigma surrounding mental disorders
- Recognize changes to thinking and behaviour that break down the barriers of mental disorders
- Identify community mental health resources

BECOMING YOU: FIND YOUR PATH IN YOUR 20s AND 30s

Employee seminar

30 minutes

Objectives:

- Examine the “quarter-life crisis” concept
- Apply techniques to take control in your work and personal life

EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Employee seminar

1 hour

Objectives:

- Discuss the key role of emotions in job success
- Identify five components of emotional intelligence (EI)
- Pinpoint situations at work that may trigger strong feelings
- Recognize your personal response to these “hot buttons”
- Practice emotional intelligence skills to respond in productive ways

FOMO: FEAR OF MISSING OUT

Employee seminar

30 minutes

Objectives:

- Recognize the behaviours of FOMO
- Utilize strategies to overcome FOMO and enjoy life more

HAPPINESS: LEARNING FROM POSITIVE PSYCHOLOGY

Employee seminar

1 hour

Objectives:

- Define happiness and identify what drives genuine happiness
- Clarify the barriers to satisfaction
- Apply techniques to bring more peace to your life

LEARNING TO FORGIVE

Employee seminar

30 minutes

Objectives:

- Explore how to forgive others
- Identify ways to ask for forgiveness

MINDFULNESS: BEING PRESENT IN THE MOMENT

Employee seminar

1 hour

Objectives:

- Define mindfulness
- Examine your skills for accepting the present without judgment
- Develop mindfulness techniques to improve stress management
- Utilize tips for practicing mindfulness to enhance personal and professional well-being

RECHARGE

Employee seminar

1 hour

Objectives:

- Identify the signs telling you to recharge mentally and physically
- Determine your obstacles to recharging and how to overcome them
- Explore 10 strategies to help you recharge
- Develop a recharge plan that works for you

SILENCING YOUR INNER CRITIC

Employee seminar

1 hour

Objectives:

- Define self-esteem and identify the sources of adult self-worth
- Make the connection between irrational thinking and low self-esteem
- Develop strategies for controlling the “critic” and enhancing self-esteem
- Create a personal plan for developing positive self-esteem

FINANCIAL MATTERS

COUPLES AND MONEY

Employee seminar

30 minutes

Objectives:

- Assess how you and your partner handle money issues
- Apply tips for avoiding money conflicts

IDENTITY THEFT: PROTECTING YOUR PERSONAL INFORMATION AND MONEY

Employee seminar

1 hour

Objectives:

- Explore the issues and scope surrounding identity theft
- Become familiar on the ways personal information and money are stolen
- Discover strategies to minimize the risk of identity theft
- Know what to do if you've been hacked

MANAGING YOUR MONEY IN TODAY'S ECONOMY

Employee seminar

1 hour

Objectives:

- Recognize your financial goals
- Take steps to adapt your budget to your goals
- Implement strategies for managing debt
- Explore savings/retirement options and other investments

PERSONAL BUDGETING

Employee seminar

1 hour

Objectives:

- Assess your financial situation and set goals
- Track your expenses and create a spending plan
- Take steps to save money and pay down debt
- Identify public and other benefits and resources that can help

THE ABCs OF CONSUMER DEBT

Employee seminar

1 hour

Objectives:

- Assess your debt situation and target the factors that contribute to consumer debt
- Identify four essential steps to debt reduction
- Develop strategies for working with credit counselling agencies
- Identify the components of a credit report and learn about credit scores

THE BASICS OF INVESTING

Employee seminar

1 hour

Objectives:

- Clarify the role of investing in financial planning
- Develop some basic money management principles
- Define various investment options: stocks, bonds, mutual funds, money market funds, GICs, and tax-deferred plans
- Identify key factors relative to investing money

HARASSMENT AND RESPECTFUL WORKPLACES

A MANAGER'S GUIDE TO CREATING A RESPECTFUL WORKPLACE

Manager seminar

2 hours

Objectives:

- Identify behaviours in the work environment that could be interpreted as harassment
- Recognize the organization's liability regarding harassment
- Describe the manager's roles in preventing bullying/harassment and building a climate of respect
- Explain organizational policy and procedures regarding how to handle a complaint

BULLYING IN THE WORKPLACE

Employee seminar

1 hour

Objectives:

- Recognize bullying behaviours and characteristics of a bully
- Identify the three types of bullying
- Examine the impact of bullying in the workplace
- Utilize strategies to address and advocate for respectful behaviour

FOSTERING A RESPECTFUL WORKPLACE

Employee seminar

1 hour and 2 hours

Objectives:

- Describe what a respectful workplace looks like
- Recognize the signs of discriminating and harassing behaviours
- Identify the impact of discrimination and harassment on people and the organization
- Describe your role in preventing discrimination and harassment
- Apply strategies that foster and build a climate of respect

MANAGEMENT AND LEADERSHIP

DEVELOPING EMPLOYEES

Manager seminar

3 hours

Objectives:

- Recognize the differences between instruction, coaching, and mentoring
- Employ ways to empower and encourage employee development
- Examine strategies for utilizing approaches based on employee skill and knowledge

EMPLOYEE ENGAGEMENT

Manager seminar

1 hours

Objectives:

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

ESSENTIALS OF PEOPLE MANAGEMENT

Manager seminar

2 hours

Objectives:

- Explore the overall roles and functions of a manager
- Identify management styles and discover your personal style
- Plan for developmental changes to enhance your skills as a manager

MENTAL HEALTH IN THE WORKPLACE

Manager seminar

2 hours and 3 hours

Objectives:

- Identify the manager's role when dealing with an employee with personal concerns
- Increase awareness on mental health issues as stress, overload, depression, and substance use
- Recognize the potential warning signs of a troubled employee
- Practice appropriate boundaries and approaches to the troubled employee

MIDLIFE AND RETIREMENT

HEALTHY AGING: LIVING BETTER LONGER

Employee seminar

1 hour

Objectives:

- Identify the risk factors that emerge during mid-life
- Clarify the most important step that fosters longevity
- Recognize the components of a regular physical exam
- Describe strategies that reduce the risk of disease and promote a healthy lifestyle

PLANNING YOUR LIFESTYLE AS A RETIREE

Employee seminar

1 hour

Objectives:

- Apply three theories of adult development to your life
- Transfer the satisfying aspects of work to your retirement
- Use a tool for identifying resources, options, and preferences for enriching your retirement
- Apply ten keys of successful retirement

This seminar does not contain information on financial planning for retirement.

NUTRITION AND DIET

HEALTHY LUNCHES

Employee seminar

30 minutes

Objectives:

- Pick healthier choices when dining out
- Find ways to fit more food groups in lunches

HEALTHY MEAL PLANNING

Employee seminar

1 hour

Objectives:

- Calculate the appropriate number of calories consumed at meals and snacks
- Create a balanced and appropriately-sized meal
- Identify new ideas to fit in all the food groups
- Create sample menus, including recipes

MEAL PLANNING AND EATING FOR THE ENTIRE FAMILY

Employee seminar

1 hour

Objectives:

- Build awareness of the importance of saving time by planning ahead
- Demonstrate the simplicity of meal planning by varying food choices
- Include the entire family in the planning, preparing, and making of healthy meals
- Get meals and snacks on the table faster and with less stress

NUTRITION FOR LIFE

Employee seminar

1 hour

Objectives:

- Describe *Canada's Food Guide* and the connection between nutrition and staying healthy
- Identify the food groups, their nutritional value, and healthy choices within them
- Recognize portion control
- Generate ideas for healthy daily nutrition

TAKING CHARGE OF YOUR EATING HABITS

Employee seminar

1 hour

Objectives:

- Identify mindless eating pitfalls
- Apply tips to reduce impulse eating and keep cravings under control
- Recognize the importance of slowing down and being mindful of hunger and mood
- Utilize strategies for selecting healthy foods that satisfy hunger

PARENTING

BULLYING: WHAT PARENTS SHOULD KNOW

Employee seminar

1 hour

Objectives:

- Identify the different types of bullying
- Apply strategies to help reduce bullying behaviours in children
- Recognize the signs and dangers of cyber bullying and LGBT-targeted bullying
- Work with school and community to prevent bullying and become part of the solution

INTERNET AND SOCIAL MEDIA SAFETY

Employee seminar

1 hour

Objectives:

- Become familiar with the internet, social media and your child
- Discuss how social media works and its appeal
- Explore popular types of social media and apps
- Put safety measures and strategies into action to keep your child safe online

POSITIVE PARENTING

Employee seminar

1 hour

Objectives:

- Distinguish how to recognize aspects of positive parenting
- Use strategies to communicate effectively and adapt to a child's individual needs
- Identify and learn ways to manage common behavioural issues
- Share helpful parenting tips and experiences

PHYSICAL HEALTH

CHANGING HABITS, CHANGING LIVES

Employee seminar

1 hour

Objectives:

- Identify a behaviour you would like to change
- Identify benefits of adapting a positive habit versus sustaining a negative one
- Generate strategies for eliminating the unwanted habit
- Design an action plan for embracing the change

DAILY HEALTH HABITS

Employee seminar

1 hour

Objectives:

- Identify 10 healthy habits to do each day
- Recognize how small changes to daily habits can impact your health and well-being
- Incorporate changes gradually and build them into your routine
- Set goals and develop an action plan for healthy habits

ENERGY BOOSTERS

Employee seminar

1 hour

Objectives:

- Assess your personal energy level
- Identify causes of low energy and learn ways to prevent them
- Employ healthy ways to boost energy
- Make an action plan to deal with energy slumps

FIT FOR LIFE WITH EXERCISE

Employee seminar

1 hour

Objectives:

- Identify three types of exercise and the value of each
- Calculate targeted heart rate
- Describe the steps to setting up an ongoing exercise program
- Create a plan for sustaining fitness, including how to stay motivated and committed

HEALTHY HEART FOR LIFE

Employee seminar

1 hour

Objectives:

- Assess your knowledge of heart health
- Identify the causes and markers for heart disease
- Clarify the important numbers/values for a healthy heart
- Generate strategies for decreasing your risk factors

HEALTHY WEIGHT FOR LIFE

Employee seminar

1 hour

Objectives:

- Make the connection between weight management and health
- Identify the barriers to getting to and sustaining a beneficial weight
- Use strategies for meeting the challenges of losing weight
- Describe a model for weight loss and lifetime healthy weight maintenance

TIPS FOR GETTING A GOOD NIGHT'S SLEEP

Employee seminar

1 hour

Objectives:

- Make the connection between sleep and health
- Develop healthy sleep habits to aid in a restful night
- Create a comfortable sleep environment
- Utilize strategies for achieving quality sleep

TIPS FOR STAYING HEALTHY AT A SEDENTARY JOB

Employee seminar

1 hour

Objectives:

- Discuss health risks of a sedentary lifestyle
- Assess your job's physicality
- Explore ways to improve your current desk setup
- Devise strategies for adding activity to the workday
- Create a plan to increase activity outside the workplace

WALKING FOR LIFE

Employee seminar

1 hour

Objectives:

- Identify personal motivations for walking
- Describe the three main components of walking
- Calculate your targeted heart rate
- Employ strategies for developing and sustaining a walking program
- Create a personal plan for reaching 10,000 steps per day

POSITIVE APPROACHES

BEST PRACTICES FOR FINDING FULFILLMENT AT WORK

Employee seminar

30 minutes

Objectives:

- Develop techniques for self-renewal at work
- Identify strategies that can help raise your engagement on the job

INCREASING YOUR OPTIMISM

Employee seminar

1 hour

Objectives:

- Recognize the benefits of optimism
- Identify and change thinking patterns and habits
- Develop a positive outlook and increase your optimism at work
- Incorporate positivity into your work day and apply tips to help improve job satisfaction

MOTIVATING FOR INNOVATION

Employee seminar

30 minutes

Objectives:

- Explore elements for creating and sustaining an innovation friendly environment
- Generate tips for enhancing the ability to contribute creative value

MOTIVATION AND WILLPOWER

Employee seminar

30 minutes

Objectives:

- Explain the power of realistic goal-setting
- Apply tips to boost motivation and willpower

STRESS MANAGEMENT

6 TIPS FOR MANAGING STRESS

Employee seminar

30 minutes

Objectives:

- Recognize your feelings of stress
- Use effective problem solving methods
- Practice healthy habits

6 WAYS TO BOUNCE BACK

Employee seminar

30 minutes

Objectives:

- Increase your optimism and enjoy the small pleasures in life
- Take an active approach to problem solving
- Prepare for and be open to change

9 TIPS TO MANAGING HOLIDAY STRESS

Employee seminar

30 minutes

Objectives:

- Set expectations to manage your time and budget
- Prepare for family dynamics
- Take care of yourself

*Full one-hour version available. Please see *Managing Holiday Stress* on page 36.

BOUNCING BACK: STAY RESILIENT DURING LIFE'S CHALLENGES

Employee seminar

1 hour

Objectives:

- Define resilience and indicate how it can be used for success and satisfaction in life
- Assess your personal resilience level
- Create an action plan based on effective strategies for bouncing back

MANAGING HOLIDAY STRESS

Employee seminar

1 hour

Objectives:

- Create realistic expectations during holiday time
- Recognize the role of traditions and create meaningful rituals
- Gain control over organizing holiday tasks, managing time, and dealing with expenses
- Develop healthy attitudes for coping with the demands of the holiday season

MANAGING STRESS: THE ROAD TO RESILIENCE

Employee seminar

1 hour

Objectives:

- Define stress and resilience
- Recognize personal stressors
- Identify qualities of resilience
- Explore strategies to maintain resilience
- Apply techniques to exert control and manage unrelenting stress

MANAGING YOUR WORK STYLE TO REDUCE STRESS

Employee seminar

1 hour

Objectives:

- Identify the traits of a high-stress and a low-stress work style
- Describe each style's impact on you and your co-workers
- Develop strategies for fine-tuning your perspective, tapping into your wisdom, and applying humour to reduce stress

OVERCOMING OVERLOAD

Employee seminar

1 hour

Objectives:

- Recognize sources and symptoms of overload
- Self-assess your level and areas of stress
- Explore strategies to overcome and prevent overload
- Optimize control and recognize supports

PRACTICING A RELAXATION EXERCISE

Employee seminar

30 minutes

Objectives:

- Use relaxation techniques to reduce the stressful wear and tear on the body
- Explore how to use the Sympathetic and Parasympathetic nervous systems to control stress

RELAX THE BODY, CALM THE MIND

Employee seminar

1 hour

Objectives:

- Identify the connection between mind, body, and stress
- Discover the value of relaxation techniques
- Activate your body's relaxation response
- Practice stress management techniques: breath awareness, progressive muscle relaxation, and visualization

Attendees should be prepared to participate in relaxation exercises during the session.

UNDERSTANDING STRESS, INCREASING RESILIENCE

Employee seminar

2 hours

Objectives:

- Define stress and recognize your body's response to stress
- Identify personal stressors
- Practice strategies for thinking productively and becoming resilient
- Utilize strategies to feel more in control of life

TEAMWORK

HOW TO BE A HIGH PERFORMING TEAM MEMBER

Employee seminar

1 hour

Objectives:

- Recognize the characteristics of a high performing team
- Explore your role as a team member
- Identify ways you can be more valuable to your team
- Use strategies for developing qualities of a high performing team member
- Create your personalized action plan

MENTORING RELATIONSHIPS

Employee seminar

1 hour

Objectives:

- Define mentoring
- Identify the benefits of mentoring
- Describe roles and expectations of the mentor and mentee
- Explore techniques for building and sustaining a successful mentoring relationship

TIME MANAGEMENT

BOOSTING YOUR PERSONAL PRODUCTIVITY

Employee seminar

1 hour

Objectives:

- Meet productivity expectations – even when they change
- Identify opportunities to improve personal and process efficiencies
- Manage work distractions and other interruptions
- Increase effectiveness through organization and technology

CONQUERING CLUTTER

Employee seminar

30 minutes

Objectives:

- Apply strategies for tackling existing clutter at home and at work
- Assess ways to prevent clutter from accumulating at home and at work

EFFECTIVE TIME MANAGEMENT

Employee seminar

1 hour

Objectives:

- Identify your self/time management concerns, strengths, and areas for improvement
- Identify the key components of effective time management
- Explore best practices for planning and prioritizing
- Practice a system for assigning tasks to categories depending on time sensitivity and value

STOP PUTTING IT OFF

Employee seminar

1 hour

Objectives:

- Identify avoidance habits of procrastination in your personal and professional life
- Identify the psychological basis for the behaviour
- Apply a model for overcoming procrastination and maximizing your time

TRAUMA

BUILDING RESILIENCE AFTER A TRAUMATIC EVENT

Employee and Manager seminar

1 hour

Objectives:

- Explore reactions to traumatic events
- Describe the stress response
- Identify signs of cumulative stress and delayed reactions
- Discuss strategies to prepare for and cope with traumatic incidents

BUILDING RESILIENCE AFTER A TRAUMATIC EVENT: MANAGER'S GUIDE

Manager Seminar

1 hour

Objectives:

- Explore varied reactions to traumatic events
- Identify signs of cumulative stress and delayed reactions
- Discuss strategies to prepare for and cope with traumatic incidents
- Identify ways to support employees following a traumatic event

MOVING FORWARD AFTER A NATURAL DISASTER

Employee seminar

1 hour

Objectives:

- Explore natural reactions to traumatic stress
- Integrate healthy coping strategies for managing stress
- Become aware of signs that professional help may be advisable
- Create a plan for moving forward

VICARIOUS TRAUMA

Employee seminar

1 hour

Objectives:

- Describe the characteristics of vicarious trauma
- Recognize the life cycle of a critical incident
- Identify the triggers and symptoms of vicarious trauma
- Describe the value of self-care

VIRTUAL WORK

MANAGING REMOTE WORKERS

Manager seminar

1 hour

Objectives:

- Explore strategies to stay connected with virtual employees/team
- Identify ways to increase employee motivation
- Manage results-driven performance with expected outcomes
- Enhance job satisfaction and career development

SUCCESSFUL STRATEGIES FOR REMOTE WORKERS

Employee seminar

1 hour

Objectives:

- Identify the benefits and challenges of working remotely
- Apply strategies to enhance productivity while maintaining work-life balance
- Build social capital and nurture effective work relationships
- Increase visibility and manage your career in the remote environment

WORKPLACE EFFECTIVENESS

BASIC LEADERSHIP SKILLS FOR EVERYONE AND EVERY JOB

Employee seminar

1 hour

Objectives:

- Recognize the importance of using basic leadership skills in any job
- Assess personal leadership capabilities
- Identify eight critical leadership strategies and ways to put them into action
- Develop a personal plan for applying leadership skills to a job

BUILDING YOUR PERSONAL AND PROFESSIONAL NETWORK

Employee seminar

1 hour

Objectives:

- Identify advantages of networking for personal and professional development
- Pinpoint online and in-person opportunities for networking
- Enhance and refine your networking skills toolkit
- Expand your personal and professional networks

GOAL SETTING FOR SUCCESS AT WORK

Employee seminar

1 hour

Objectives:

- Recognize the importance of goal development to the organization
- Explore your personal meaning of success by identifying your values
- Design SMART goals using an effective goal-setting model
- Apply effective strategies to ensure goal accomplishment

RUNNING EFFECTIVE MEETINGS

Employee seminar

1 hour

Objectives:

- Plan and prepare for meetings
- Explore strategies to encourage participation and sharing of ideas
- Apply problem solving, decision making, and action planning as a group
- Close a meeting and follow up on action items

WORK / LIFE BALANCE

BALANCING SHIFT WORK AND PERSONAL LIFE

Employee seminar

1 hour

Objectives:

- Identify the challenges you may face as a shift worker
- Use basic techniques for getting good quality sleep
- Recognize the role of nutrition while working the night shift
- Explore strategies for improving the quality of family and personal life

NAVIGATING WORK AND LIFE

Employee seminar

1 hour

Objectives:

- Recognize the terms “navigating” and “integrating” regarding your work and personal lives
- Clarify how your present life differs from the quality of life you desire
- Identify areas that could benefit from new approaches
- Apply tools that can enhance work-life quality and provide greater personal satisfaction

SETTING LIMITS AT WORK AND IN YOUR PERSONAL LIFE

Employee seminar

1 hour

Objectives:

- Identify challenges of setting clear limits at work and in personal/family life
- Assess personal strengths and vulnerabilities as they relate to delegating
- Develop assertive communication techniques to manage time more effectively
- Create strategies for setting limits and delegating at work and in one’s personal life

SIMPLIFY YOUR LIFE

Employee seminar

1 hour

Objectives:

- Identify how life became hurried and complicated
- Identify your core values and set priorities based on your values
- Recognize the difference between “minutes” and “moments”
- Apply tips to simplify your life, slow down, and be present each day

WORRY LESS, ENJOY LIFE MORE

Employee seminar

30 minutes

Objectives:

- Recognize your signs and triggers of worry
- Develop new strategies for managing worry

SPECIALIZED TRAINING SERVICES

MANAGEMENT AND LEADERSHIP: LEARNING PROGRAMS

Our blended learning programs consist of in-class training sessions with an option for telephonic group coaching sessions. This combination of learning modalities serves to reinforce learning over time and sustain behaviour change.

By investing in the development of an employee's knowledge and skills, organizations demonstrate:

- A commitment to continuous learning, growth, and organizational well-being
- Their capacity to align talent to organizational strategy
- Their willingness to improve employee engagement and retention
- Paths to building cultural cohesion
- Improved morale
- Strengthened customer satisfaction
- Improved organizational performance
- Better profit margin through efficiency

Your organization is unique and development of your employees is no exception. Our Manager Training Programs adapt to your organization's needs, goals, culture, and definition of success.

Our experienced facilitators and content specialists work with you to develop and deliver programs targeted to your organizational needs. Our training uses proven adult learning methodologies, and decades of experience to provide your staff with real-work applications. Your management program begins with:

1. Listening

We work closely with you to identify organizational needs, identify any challenges and determine what success will look like for your team.

2. Design

We will design a program that fits with your learning vision. This is an evolving process that allows us to determine the most relevant content for your organization.

3. Delivery

Our knowledgeable facilitators engage the experience and skills of your employees to drive conversations through case studies and experiential learning.

Telephonic Group Coaching sessions are available along with classroom learning. Coaching is interactive and allows for personal reflection and extensive hands-on experience. Participants take away new knowledge and ideas that are directly applicable to their work environment.

MANAGER ESSENTIALS

Effective management involves critical thinking as well as applied skills. This program is designed to optimize operational performance and to help current and aspiring managers become highly effective with people and tasks. The focus is on people management and development, including engaging and retaining best-in-class talent, fostering communication, and enabling best performance.

Objectives:

- Manage self and your teams more effectively
- Identify characteristics and styles of effective management
- Explore engagement and retention methods
- Enhance communication skills with employees one-on-one or in a group
- Discover the links between performance management and organizational success

MANAGER AS LEADER

Leadership capabilities will help managers understand various approaches to leading with confidence and authority. The focus is on learning both theoretical models and practical skills so that you are better prepared to understand the effects of your decisions on those you lead.

Objectives:

- Examine practical models and key competencies of effective leadership
- Practice tailoring communication skills to the needs and concerns of others
- Explore techniques to encourage healthy debate and develop consensus
- Discover how successful organizations use strategic management to build accountability

CAREER SUPPORT SERVICES

Changing roles. Shifting responsibilities. Organizational realignment. These are all realities in the new world of work, and although they can be challenging and stressful changes for employees, they present exciting opportunities for growth and career development. If your organization is planning realignment or in the midst of change, our Career Support Services can set your employees up for success in the next phase of their careers.

Our Career Support Services provide a range of helpful, practical career support services to assist employees with understanding the emotions associated with career transition and in acquiring practical skills to support them as they embark on new career paths – either within your organization or with a new organization. Services can be delivered as a complete package or as individual offerings to suit your employees' specific needs

WEBINAR ONLY (60 mins.): Qualified career coaches deliver our one-hour webinars live to individuals or to groups gathered in a meeting room. Choose from the following sessions:

CAREER TRANSITION AND RÉSUMÉ AND COVER LETTER WRITING

Discovering “what’s next” is one of the most challenging and exciting steps in every individual’s career. This workshop will equip employees with the tools, skills and resources to assist them in achieving their career and life goals.

An effective, eye-catching résumé is essential for success. This session will assist employees in writing a résumé and cover letter that make a strong first impression.

PREPARING FOR INTERVIEWS AND FOLLOW-UP

Solid preparation contributes to a successful interview. This webinar will help employees understand how to research a role and an organization, and how to apply their skill set to the needs of the employer to demonstrate fit.

HOW TO BUILD YOUR PERSONAL AND PROFESSIONAL NETWORK

This webinar will help employees acquire relationship-building skills and understand the role of networking in the achievement of career and personal goals.

CAREER TRANSITION COACHING PROGRAM

This telephonic coaching program is suitable for employees who are leaving an organization through terminations, downsizing or reorganizations. This three-month program (from date of termination) includes:

Three one-on-one training/coaching sessions to assist the employee with individual needs and focused on working through:

- Career transition
- Résumé/cover letter development
- Interview preparation/ rehearsal

DISASTER PREPAREDNESS

In the event of widespread emergencies, such as earthquakes, tornados, or widespread terrorism, normal government resources may not be available and work sites may need to be self-sufficient for a period of time or may be needed to provide shelter to the immediate community.

Professional Workplace Interactions (PWI) provides disaster plans and information from federal agencies. Participants will engage in preliminary disaster planning, business continuation planning exercises, and case studies that can be applied to organizations' disaster planning efforts.

Participants will learn to:

- Identify and prioritize disasters of greatest risk to the organization in various geographic locations
- Develop a working knowledge of positions/functions of the Incident Command System (ICS)
- Plan for the continuation of business operations following a disaster, with minimum disruption to customers
- Recognize the significance of workplace violence initiatives as part of disaster planning
- Provide specific guidelines for protecting employees, clients and workplace facilities to ensure maximum safety with minimum injury and damage in disasters

This training is provided in alliance with Professional Workplace Interaction, Inc., a leader in the field of disaster planning.

INDIVIDUAL AND EXECUTIVE COACHING

1:1 or Executive Coaching is a confidential and highly personal learning process. The coaching is designed to bring about an 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 behaviours which are critical for success.

Our coaches are certified by an ICF (International Coaching Federation) accredited institution and adhere to strict professional standards. Coaching can be delivered in-person, telephonically or a combination of both.

This training is provided in alliance with Richmond Strategy Group, a leader in the field of organizational effectiveness.

INDIVIDUAL 360° ASSESSMENT PROFILE

This individual leadership assessment tool is used in partnership with Individual & Executive Coaching. The assessment tool measures over 35 leadership competencies and highlights the key areas of opportunity for growth and development. Participants receive a complete package in support of the assessment, along with four 60-minute coaching sessions. The 360° Assessment Profile coaching can be delivered in-person, telephonically or a combination of both.

This training is provided in alliance with Richmond Strategy Group, a leader in the field of organizational effectiveness.

SENSITIVITY COACHING

Sensitivity training is available in support of individual employees who have demonstrated unwanted behaviour in the workplace including harassment, violence and/or discrimination. The training includes review of subject-related content as well as an opportunity for the participant to ask questions and receive one-on-one coaching and feedback.

TAKE OUR CHILDREN TO WORK DAY

For children ages 6-14. With props and materials, the children participate in action-oriented activities designed to help them:

- Get to know each other
- Identify their individual interests, strengths, and skills
- Learn about the world of work
- Begin thinking about their future and careers that might interest them

WORKING WITH TEAMS THROUGH 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.

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

Our highly specialized blended training program combines one-on-one intake interviews, one to two days of powerful, in-class workshops and post-session group coaching calls, designed to keep the team on track and focused on success. The program is delivered by certified coaches and is customized to address the needs of specific teams.

Objectives:

- Increase productivity through increasing positivity
- Recognize team toxins and their antidotes
- Develop powerful conflict protocols to master conflict
- Develop resilient teams through organizational fitness

This training is provided in alliance with Richmond Strategy Group, a leader in the field of organizational effectiveness.