



NEW BRUNSWICK, NOVA SCOTIA AND PRINCE EDWARD ISLAND WINTER/SPRING 2013 PUBLIC WORKSHOPS

FACILITATING LEARNING THAT PROMOTES COLLABORATION, LEADERSHIP AND PRODUCTIVITY

LEADERSHIP DEVELOPMENT WORKSHOPS

MEDIATION - An Informal Process for Conflict Resolution

Halifax: March 5-6, 2013
Fredericton: March 7-8, 2013

This skills based workshop is designed to give participants the understanding to work with disputing parties to identify interests, clarify issues and work towards options for resolving the conflict. Participants will have the opportunity to experience scenarios that will help prepare them for intervening in various conflict situations.

- Some of the topics covered
- Alternative Dispute Resolution Spectrum
 - Mediation Skills and Strategies
 - The Importance of Pre-Mediation
 - The Mediation Process
 - Agreements that Stick

*Early rate: \$385**
Regular rate: \$460

LEADERSHIP AND MANAGEMENT - The Essential Foundations

Halifax: April 10, 2013
Fredericton: April 12, 2013

This workshop is designed to help new or existing managers increase their abilities to lead teams. They will gain skills to assess team dynamics and to improve trust and influence with those they are leading. At the completion of this workshop participants will be equipped with the necessary tools to motivate their team to achieve desired results.

- Some of the topics covered
- The Meaning of Leadership and Management
 - Competencies of Leadership and Management
 - Knowing Who You are Leading
 - Tools for Assessing Team Dynamics
 - Coaching for Change

*Early rate: \$195**
Regular rate: \$235

MANAGING PERSONALITIES - Myers Briggs for Leaders

Halifax: May 10, 2013

Utilizing the Myers-Briggs Type Indicator (MBTI), this workshop focuses on the skills needed to guide and direct differing and sometimes difficult personality types. Participants will learn how to tailor communication to best fit the various expressions of personality, understand and utilize effective means of motivation, and structure the work environment to best optimize the strengths of diverse personality types.

- Some of the topics covered
- Understanding Differing Personality Types
 - Managing Personalities to Prevent Conflict
 - Managing Personalities to Give Direction
 - Managing Personalities to Motivate Productivity
 - Creating Strong Teams

*Early rate: \$195**
Regular rate: \$235

COACHING STRATEGIES FOR LEADERS - Conflict, Performance, Change

Halifax: June 18, 2013

This workshop focuses on providing leaders with a set of tools to bring out the best in the people they lead. It will examine the mindset necessary to lead others through the difficult moments they encounter in their working careers. Participants will learn a coaching model for working with their employees to enable changes in behaviour, promote performance and resolve conflict.

- Some of the topics covered
- Why Employees Underperform
 - What Motivates Change
 - Coaching for Behaviour Change
 - Coaching for Performance
 - Coaching for Conflict Resolution

*Early rate: \$195**
Regular rate: \$235

**to receive early rate, registration and payment must be received 3 weeks prior to workshop*



"One of the best facilitators I have taken a workshop with. Great sense of humour, smart and very knowledgeable."

- Janet Foley, Respectful Workplace Consultant, IWK Health Centre

"This workshop really highlighted areas that I can improve in and tools that will enable me to be a better leader."

- Teri Hope, Welding Production Coordinator, Victoria Shipyards

ACHIEVE LEADERSHIP RETREAT

Banff, Alberta
July 25-26, 2013

Leadership development is a continual process that involves education, personal reflection and conversation with others. ACHIEVE's two day leadership retreat is an opportunity to engage with other leaders from across Canada and explore relevant topics to your role as a leader. In addition to some lecture, the format for the retreat will largely be facilitated group discussion around key leadership issues.

Some of the Discussion Points:

- Competencies of Leadership
- Dealing with Staff Conflict
- Strategies for Difficult Conversations
- The Role of Coaching in Leadership



Please visit our website for details

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CONFLICT AND COMMUNICATION WORKSHOPS

DEALING WITH DIFFICULT PEOPLE

Charlottetown: May 8, 2013

Halifax: June 17, 2013

This workshop will analyze what is happening in exchanges with difficult people and demonstrate how people can adapt their strategies to bring about more productive conversations with those they find difficult. Participants will also learn how to change their interactions with difficult people in order to influence their behaviour, resulting in more positive outcomes.

Some of the topics covered

- The Angry Person - De-escalating Anger
- The Resistant Person - Breaking through Resistance
- The Passive-Aggressive Person - Getting to the Truth
- The Bullying Person - Stopping the Problem Behaviour
- How You Can Exert Influence

*Early rate: \$165**
Regular rate: \$195

ASSERTIVE COMMUNICATION

Charlottetown: May 9, 2013

Being assertive in communication is the ability to express positive and negative ideas and feelings in a transparent, welcoming and direct way - to state clearly and without defensiveness what one needs. Participants of this workshop will build an awareness of their communication patterns and learn to deal confidently with people around them.

Some of the topics covered

- Offering Your Opinion
- The "No" of Assertion
- Making Requests
- Receiving Negative Feedback
- Giving Feedback

*Early rate: \$165**
Regular rate: \$195

CONFLICT RESOLUTION SKILLS

Moncton: May 30, 2012

Many conflicts would not spiral out of control if people used conflict resolution techniques that are easy to learn and utilize. This workshop will teach participants to understand the dynamics of conflict and equip them with the skills needed to respond confidently when faced with situations of conflict.

Some of the topics covered

- Conflict Escalation
- Dealing with Misunderstandings
- Transforming the Argument: Positions to Interests
- Three Approaches to Conflict
- Practical Strategies for Conflict Resolution

*Early rate: \$165**
Regular rate: \$195

TRAIN-THE-TRAINER Certification Program - Conflict Resolution Skills

Winnipeg: June 18-20, 2013

Due to the high demand for this workshop and its relevance to many workplaces, ACHIEVE Training Centre offers a train-the-trainer program for our **Conflict Resolution Skills** workshop. Training an internal trainer to deliver this workshop both enhances organization know-how and saves costs at the same time.

Please visit our website for details



Certificate of Leadership in Conflict Management

ACHIEVE Training Centre's 10 day Certificate Program provides participants an opportunity to develop a set of competencies to effectively lead and intervene in a variety of conflict situations. You receive a FREE workshop day as part of the certificate program. View our website for more details.

PERFORMANCE WORKSHOPS

EMOTIONAL INTELLIGENCE - Value in the Workplace

Halifax: March 4, 2013

Emotional intelligence (EI) refers to the ability to identify and assess the emotions of oneself and others and then to use that information to guide one's actions. Participants of this workshop will learn to utilize emotional intelligence more effectively through both self-assessment and skill development exercises, resulting in an increased sense of how to engage more effectively with others.

Some of the topics covered

- The Difference Between IQ and EI
- The Impact of Emotions in the Workplace
- Assessing Your Emotional Intelligence
- Recognizing Others' Emotions
- Influencing Others' Emotions

*Early rate: \$165**
Regular rate: \$195

FOUNDATIONS FOR OUTSTANDING WORKPLACE PERFORMANCE

Halifax: May 9, 2013

This workshop explores the habits and tools necessary to be productive, as well as the attitudes that support a successful work environment. Participants will learn how to represent their organization well and how to streamline systems and procedures, plan out work tasks and focus with renewed energy on the expectations of the workplace.

Some of the topics covered

- Getting Organized - Staying Organized
- Time Management Matrix
- Maintaining Workplace Ethics
- Positive Workplace Attitudes
- Clarifying Roles and Expectations

*Early rate: \$165**
Regular rate: \$195

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