

## WORKPLACE TRAINING CATALOGUE

Supporting organizations and their employees' health, productivity, and financial security

# REGISTRATION

For more information or to book a session:



[workplacetraining@morneaushepell.com](mailto:workplacetraining@morneaushepell.com)



1.800.461.9722

or contact your account manager

To allow for the proper organization of facilitators and materials, please allow the following minimum advance booking notices when registering for one of the following services:

- *Work, health, and life learning*: Four weeks advance notice is required.
- *Specialized learning*: Contact us to discuss your needs.
- *Intercultural learning*: Two weeks advance notice (for individuals or couples) and 6 weeks advance notice (for groups) are required.
- *Workplace development*: Contact us to discuss your needs.

## Registration fee:

Pricing information is available upon request. Please contact us for more information.

# WORKPLACE TRAINING A-Z

Training is an important driver of employee and organizational success. By enhancing your people leaders' and employees' knowledge and skill set, you're helping to improve the retention, engagement, and productivity of your workforce. When trained properly, your people will be better equipped to manage risk, cope with change, grow their careers, and enhance the bottom line of your organization.

## Preventative approach

We understand that every organization is unique. By listening and working collaboratively with your team, we'll gain a thorough understanding of your current situation, challenges, and objectives, and then recommend programs that will help you to:

- develop the skills of your people leaders and employees;
- link with your human resource policies and practices; and
- respond to your organizational needs through on-site intervention.

Our training programs are developed from flexible learning principles, case studies, and best practices to deliver the tools, resources, and support employers and employees need. By focusing on work, health, and life learning, specialized learning, intercultural learning, and workplace development your employees will acquire skills, capabilities, and the knowledge that will allow them to be more productive in both their personal and work lives.

Built around action and reflection, our model of learning takes into account sound and proven teaching principles. Whether your workforce is composed of auditory or visual learners, our training caters to all learning styles and is delivered in a variety of **formats** to meet your needs.

## Complete health solutions

The vast breadth and depth of our training and development programs address and solve critical workplace issues facing organizations today. From health and wellness workshops to specialized support seminars and compliance training, we offer information on topics and customized materials not found in other organizational health offerings.

## Experts in care

A leader in keeping organizations and their people healthy, we provide solution-focused workplace health and productivity services that support the financial security, health, and well-being of approximately 8,000 organizations and 6 million employees overall (including family members) every year. For more information, visit [morneaushepell.com](https://morneaushepell.com).

# SESSION INFORMATION

## Format

Our programs are delivered in a variety of formats to meet your needs.

**Instructor-led workshops or seminars:** are interactive classrooms, led by one of our proficient facilitators and are designed to keep learners engaged. This type of learning is our most popular as it fosters relationship building among peers and real-time feedback from the facilitator.

**E-learning:** is just-in-time learning, available 24/7 via the Internet, and allows users to learn at their own pace.

**Virtual classrooms:** (also known as webinars) are online and interactive sessions, led by one of our proficient facilitators, and are designed to keep learners engaged. Virtual classrooms are ideal for companies whose staff work virtually, in shifts, or are located in remote regions and are therefore unable to attend seminars and workshops in person. Note: You must have access to a webinar platform.

Based on the needs of your organization you can choose a mixture of the above modalities to ensure the maximum retention and transfer of knowledge to your people.

## Language

All sessions are available in both English and French.

## Privacy and permission

We are committed to protecting the confidentiality, security, and accuracy of the personal information we receive about you. To view our complete privacy policy, please visit [www.morneaushepell.com/index.aspx?m=links&s=privacypolicy](http://www.morneaushepell.com/index.aspx?m=links&s=privacypolicy).

## Disclaimer

The information relayed in our workshops and seminars is not meant to replace diagnosis and treatment by a qualified health professional.

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## WORK, HEALTH, AND LIFE LEARNING

It can be challenging to manage the demands of our professional and personal lives. With our work, health, and life learning sessions, participants will receive support for their career, health, legal, financial, and/or family issues. People leaders and employees will learn how to recognize common myths, identify and deal with at-risk behaviours, and develop plans to change their behaviour. With over one hundred seminars and workshops to choose from, we provide participants with the information and tools they need to be highly productive at work and to lead a balanced and healthy life.

# WORK, HEALTH, AND LIFE LEARNING

## Addiction

### Responsible gambling **NEW**

**Overview:**

For some people, gambling is an exciting form of entertainment; for others, it can lead to something more serious. This session is based on best practices from industry leaders and experts and contains tools that casino staff, gambling retailers, and gamers can use as part of an ongoing commitment to preventing problem gambling. Specifically, this session will provide information to encourage responsible gambling among players, as well as tips and tools to help assist players who may be experiencing problems.

**Learning objectives:**

At the end of this session, participants will be able to do the following:

- Explain the roles and responsibilities in the gaming industry.
- Recognize signs that might indicate problem gambling.
- Support employees working in the gaming industry.
- Access helpful resources to help with gambling addiction.

**Duration and delivery method:**

3 to 3.5 hour instructor-led workshop or e-learning

**Audience:**

People leaders and employees

### Smoking cessation (10-week program)

**Overview:**

Many people who smoke have tried every habit-breaking strategy that exists. Those trying to quit for good are often plagued by doubt and may consider past failures as an inability to quit. However, this is part of the normal journey toward becoming a non-smoker. These seminars foster a support group atmosphere where participants look inward to recognize their stage in the behaviour change process. The training will provide guidelines, options, and most importantly, support and hope to individuals who would like to quit for good, whether they are in the middle of their journey or just ready to begin.

**Learning objectives:**

At the end of this session, participants will be able to do the following:

- Recognize the myths and realities around smoking and the best methods of quitting.
- Build their confidence as it relates to quitting.
- Understand the pros and cons of pharmacological aids.

**Duration and delivery method:**

5 instructor-led classroom seminars over 10 weeks

**Audience:**

People leaders and employees

**Note:**

Group work involved

## Smoking cessation: Time to quit

### Overview:

Many people have either tried to quit smoking or know of someone who has. Individuals trying to break this harmful habit are often plagued by doubts and thoughts such as “I’ve smoked for such a long time that it won’t do me any good to stop now anyway,” or “It’s something that I do for me...it’s my choice, and besides it doesn’t hurt anyone else.” This seminar will help participants look at themselves and their reasons for smoking while also exploring some of the myths and realities surrounding this harmful habit. It will also provide guidelines, options, and most importantly, hope to those who would like to quit but have not yet been successful.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recognize common myths about smoking cessation.
- Understand the five stages of quitting smoking.
- Develop a multifaceted approach to quitting for good.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related session:

[Smoking cessation \(10-week program\)](#)

## Substance abuse

### Overview:

Most addictions take a high personal toll on employees, and the expense to employers can be staggering. Absenteeism, lost productivity, accidents, turnover, recruitment, and training are only a few of the costs organizations bear if substance abuse is not identified and treated. This workshop will introduce the use and abuse dependency continuum, discuss contributing factors to substance abuse, and identify resources participants can use to assist and support an addicted employee.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recognize the signs and symptoms of substance abuse impacting job performance.
- Understand the organizational costs of ignoring an employee’s addiction.
- Develop and plan the most appropriate corrective course of action.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders

### Related sessions:

[Coaching](#)

[Mental health in the workplace](#)

# Attitude at work

## Act on your thoughts: To have a more positive life

### Overview:

Stress is not an event that simply *happens* to you. Your beliefs and perceptions of events are more important than the actual events themselves in determining your level of stress. At work, there are many occasions where employees may feel trapped in a whirlwind of negative feelings. This seminar will describe how negative thoughts work and affect people's ability to cope, and what tools participants can use to deal with stress.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the link between negative thoughts and stress.
- Discuss the impact of cognitive distortions and ruminating.
- Utilize tools that transform negative thoughts into positive ones.

### Duration and delivery method:

1.5 hour instructor-led seminar

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Are you spreading any rumours today?

### Overview:

Do you know how fast rumours can spread? Is it the same in all environments? Why are rumours so interesting for some people? What is a *counter-rumour* or an *anti-rumour*? This seminar will propose a humorous way of reflecting on each participant's role when it comes to spreading and/or managing rumours in the workplace.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Define the term *rumour* and identify its characteristics.
- Understand the effects of a rumour on others and the work environment.
- Access tools for stopping a rumour.

### Duration and delivery method:

1.5 hour instructor-led seminar

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Boosting your positive outlook

### Overview:

Consistently focusing on the negative side of an issue can greatly contribute to stress. When thinking this way, physical changes take place in the body's chemistry increasing stress levels and affecting performance and well-being. This session will help participants understand the ways in which this seemingly automatic negative thinking occurs, recognize its typical manifestations, and develop a process for tackling negative thoughts effectively.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Define the term *stress whirlpool*.
- Understand how negative thoughts work and impact the body.
- Develop a strategy for combating negative thoughts and increasing their positive outlook.

### Duration and delivery method:

1 hour instructor-led seminar or e-learning or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Achieving work-life balance](#)

## Handling difficult situations with confidence

### Overview:

A common workplace challenge involves having to deal with difficult situations and behaviours demonstrated by colleagues or external clientele. In some instances, client frustration or anger can escalate and be perceived as threatening or hostile to employees on the receiving end. However, organizations are required by law to provide a safe, respectful, and positive environment. This workshop will discuss the strategies and resources that are available to help participants be clear, calm, and constructive in completing required duties while preserving and even improving the environment for all members of the workplace.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand what constitutes difficult, aggressive, and emotionally charged situations in the workplace.
- Develop effective and assertive communication skills and techniques in assessing and responding to situations that may escalate.
- Understand the role that their behaviour plays in the escalation of difficult situations and manage their reactions to conflict or others' difficult behaviour.

### Duration and delivery method:

3 to 3.5 hours instructor-led workshop

### Audience:

People leaders and employees

### Related sessions:

[Coaching](#)

[Professionalism in the workplace](#)

## Lighten up your day

### Overview:

Injecting humour both at work and in your personal life is just what the doctor ordered. Laughing does not just feel good, it also has a positive effect on your health by helping to relieve stress, tension, and anxiety and by increasing your heart rate and blood circulation. Humour also offers far-reaching psychological benefits, as finding the lighter side of a difficult situation can instantly dispel negativity and better enable you to overcome challenging problems and conflicts. This seminar will highlight the benefits of adding humour into participants' lives and discuss appropriate ways of incorporating it into the workplace.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand their sense of humour.
- Recognize the physical and psychological benefits of humour.
- Develop techniques to professionally communicate using humour.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

## Professionalism in the workplace (employee version)

### Overview:

Many *people issues* in the workplace arise due to the lack of a professional approach between colleagues. This workshop will charge participants to take ownership, responsibility, and accountability for the development and maintenance of professionalism at work. It is a key step in the promotion of a respectful workplace with a focus on promoting behavioural change at work.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the meaning and importance of professionalism and respect in the workplace.
- Take individual responsibility in creating and maintaining norms of professionalism at work.
- Contribute to a professional and respectful work environment.

### Duration and delivery method:

3 to 3.5 hours instructor-led workshop

### Audience:

Employees

### Related sessions:

[Coaching](#)

[Team cohesiveness: Assessment and workshop intervention](#)



## Professionalism in the workplace (people leader version)

### Overview:

Creating and maintaining a level of professionalism is important to the success of any organization. Building on the employee level training, this workshop will help participants recognize respectful and non-respectful behaviours, and provide them with the tools they need to take appropriate action and develop a respectful environment.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the importance that professionalism and respect play in their role as a leader.
- Recognize respectful and non-respectful behaviour (such as bullying) in the workplace and take appropriate action.
- Raise concerns in an effective manner.
- Take individual accountability and contribute to a professional and respectful environment.

### Duration and delivery method:

3 to 3.5 hours instructor-led workshop

### Audience:

People leaders

### Related sessions:

[Coaching](#)

[Team cohesiveness: Assessment and workshop intervention](#)

# Career management

## Career management seminar series **NEW**

If your company is going through a restructuring or downsizing, the career management seminar series gives your people the necessary skills and tools to build confidence during times of transition. Seminars on handling career transitions, managing personal brands, writing resume and cover letters, and acquiring interview skills and performing a job search in the Internet age, will give participants the tools they need to find their dream job. These five seminars are taken as part of a series or can be developed into half-day workshops. For full details on individual seminars, please contact your account representative.

### Learning objectives:

At the end of this seminar series, participants will be able to do the following:

- Work through change with a positive attitude.
- Effectively position themselves in the market.
- Successfully communicate to land a job.
- Understand social media and the impact of success.

### Duration and delivery method:

Five 1 hour instructor-led seminars

### Audience:

People leaders and employees

## Setting and achieving your goals

### Overview:

Setting goals can help you achieve your desires in life. However, relatively few people actually prepare their objectives, perhaps because they feel that they do not have the time, the skills, or the resources to do so, or are hesitant to commit to their achievement. This session will address the common challenges that participants may face as they begin to focus on their positive future. It will also discuss proven strategies to design goals, evaluate their completeness, and implement a plan to achieve them.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the benefits of goal setting.
- Design their personal goals using proven goal setting formulas.
- Implement effective strategies to measure goal achievement.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

# Caregiver support

## Care for the aging

### Overview:

With an aging population, elder care responsibilities are now becoming a reality for an increasing number of Canadians. This multifaceted role is quite different from any other, and many individuals may find it very challenging to investigate and learn about the critical issues they will face as a caregiver for older loved ones. This session will enhance caregivers' decision-making ability and increase their likelihood of experiencing caregiving as a positive and rewarding role.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Anticipate and prepare for the care of an elderly loved one.
- Understand the changes that occur as one ages.
- Adapt a home to meet the evolving needs of the senior.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Caregiver compassion fatigue](#)

## Care for the caregiver

### Overview:

The role of caregiver, while often rewarding, can also take a tremendous toll on individuals both emotionally and physically. It is critical that caregivers look after themselves as well as the person in their care. This principle is particularly important for members of the *sandwich generation* who are juggling both elder and child care responsibilities. Whether participants are already caring for an aging family member or plan to take on this role in the future, this session will provide important information for them to consider.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the emotions typically experienced by caregivers.
- Implement strategies to make caregiving easier.
- Develop healthy caregiving habits and positive coping skills.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Caregiver compassion fatigue](#)

## Caregiver compassion fatigue

### Overview:

Professionals, including doctors, nurses, social workers, and the entire complementary staff who work in the world of hospitals, long-term care services, or any other helping profession are often assumed to be tough, energetic, high-spirited, and unaffected by the daily exposure to trauma that comes along with their jobs. At their core, they are no different than the rest of the world. This dynamic and interactive workshop will help these professionals understand how they can be affected by the events that surround them and manage as best as possible, the risk of fatigue from their work.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the term *crisis* and the normal human reactions to crisis situations.
- Comprehend how staff is typically affected by the events that surround them.
- Define the terms *trauma* versus *vicarious trauma*.
- Understand the stages of burnout and recovery.
- Implement self-care and holistic caregiver tips.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

## The sandwich generation **NEW**

### Overview:

Giving to work and family at the same time can be difficult for anyone, but for people in the *sandwich generation*—those who care for children and elderly parents—life can be especially demanding. Children need parents to look after their physical needs, take an interest in their activities and give them emotional support and guidance. As parents age (and particularly if they become ill), they may need their children's help with personal care, financial matters, and routine errands and tasks. This seminar will encourage participants to tune into important considerations in their lives with respect to caring for elderly family members, caring for children and grandchildren, as well as caring for themselves.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand key concepts related to this phenomena.
- Work through challenges.
- Implement self-care strategies.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

# Change

## Getting along with change

### Overview:

During times of organizational change, you may experience a range of strong reactions, especially if you do not enjoy or are not engaged in the challenges associated with that change. Often, these responses can be quite unsettling, leading to a heightened sense of stress. This workshop will provide participants with a common sense way of thinking about and effectively dealing with significant workplace changes.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the change and transition process, including the personal and corporate impacts of change.
- Comprehend the ways work can contribute to their sense of fulfillment.
- Understand the stress associated with change at work, as well as how motivation and a positive attitude can be rekindled.
- Access practical tools for dealing with change.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

Employees

### Related session:

[Leading through change](#)

## Leading through change

### Overview:

Leading others through challenging and often turbulent organizational change requires all the usual people management skills plus some transition-specific techniques. This workshop will provide people leaders with the opportunity to reflect on the ways in which change can affect a workplace and its employees. In addition to the content from the “Getting along with change” employee workshop, this session will include best practices on survivorship, change-related communication, and rebuilding trust. Scenarios specific to participants’ organizations will be incorporated into the training.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the dynamics of change and its impact on employees.
- Recognize the importance of their reactions when leading change initiatives.
- Comprehend best practices for fostering employee resiliency and engagement.
- Implement effective communication strategies for managing organizational change, building morale, and demonstrating role model leadership.

### Duration and delivery method:

3 to 3.5 hour or 7 to 8 hour instructor-led workshop

### Audience:

People leaders

### Related session:

[Coaching](#)

## Welcoming change into your life

### Overview:

Change is a natural part of life. While some changes can affect the very structure of your life, other changes can have subtle impacts on your day-to-day activities. Sometimes you may be aware that a change is imminent but are uncertain about what it will involve and how it will affect your life. Situations like these can create ambiguity, worry, or a sense of loss and sadness. This session will address the emotional reactions that participants may experience when confronted with change, taking into account their personality and strength, and provide coping skills to enable them to manage change more effectively.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the four different types of change.
- Develop strategies for managing change effectively.
- View change in a more positive manner.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Getting along with change](#)

# Communication

## Assertive communication

### Overview:

Understanding how to communicate with others is essential in producing positive and productive relationships. To foster good communication, you need to be aware of yourself and your effects on others. In this workshop, participants will explore the basis of assertive communication, as well as the elements of healthy communication.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand assertive communication.
- Comprehend the impact of accountability on healthy communication.
- Identify the building blocks of good communication and the factors that influence it.

### Duration and delivery method:

7 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Communicating effectively

### Overview:

Effective communication promotes trust and learning opportunities between parties that share information about themselves. Unfortunately, sometimes there are situations or interruptions at work which may prevent effective listening or interaction from taking place. This seminar will examine the attitudes that promote healthy communication so that participants can successfully communicate with others at work.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Define what communicating is.
- Recognize the characteristics of communication.
- Implement the skills necessary to successfully communicate.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Effective communication at work

### Overview:

In order to communicate effectively, individuals have to master the techniques of effective listening and self-expression. These skills involve verbal and non-verbal behaviours as well as the ability to speak with persuasion and confidence. This session will look at both of these essential sides of the communication equation. It will address key communication elements such as active listening and show participants how to present messages in a way that is more compatible with the receiver's style.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the three major communication styles.
- Develop techniques to communicate assertively.
- Speak effectively when conversing about conflict.
- Recognize the barriers that can get in the way of listening.

### Duration and delivery method:

1 hour instructor-led seminar or e-learning

### Audience:

People leaders and employees

### Related session:

[Handling difficult situations with confidence](#)

## Impact of communication on the workplace environment

### Overview:

One of the key foundations of any successful workplace is being able to communicate effectively. Not paying attention to how we communicate with each other can create conflict. This workshop will make participants aware of the various aspects of communication that influence the workplace environment.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Identify the aspects of healthy communication in the workplace.
- Understand the consequences of microaggression and rudeness for individuals and the workplace climate.
- Respond to difficult situations effectively.

### Duration and delivery method:

4 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec

### Related session:

[Team cohesiveness: Assessment and workshop intervention](#)



## Managing challenging call centre calls with confidence

NEW

### Overview:

Call centre employees must often deal with unique and emotionally challenging circumstances on a day-to-day basis. Frequently, these representatives find themselves communicating with clients who are emotionally distressed. This workshop will offer participants the opportunity to discuss practical scenarios, learn important self-care tips, as well as take away strategies for communicating with confidence, even in difficult situations.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Use communication skills in responding to difficult call centre situations.
- Understand what constitutes difficult, aggressive, or hostile behaviour and emotionally charged responses.
- Comprehend how their actions can contribute to the escalation of a difficult situation.
- Diffuse difficult or higher risk situations.

### Duration and delivery method:

2 hour instructor-led workshop

### Audience:

People leaders and employees

# Conflict

## The art of managing conflict (basic)

### Overview:

Conflict is a common part of life, a natural result of people having different points of view, values, and beliefs. When left unaddressed, workplace conflict can lead to increased absenteeism and reduced productivity. When well managed, conflict can enhance your relationships, deepen your understanding of yourself and others, and stimulate change and growth. This seminar will provide participants with a framework for assessing the types of conflict common in the workplace and propose strategies for their resolution.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Recognize the nature and impact of conflict.
- Understand the effects of unresolved conflict.
- Apply practical strategies for resolving conflict.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related sessions:

**Critical conversations: Conflict management**

**Team cohesiveness: Assessment and workshop intervention**

## Conflict resolution in the workplace (advanced)

### Overview:

In the workplace, unresolved conflict can negatively impact the individuals involved, other team members, and the organization as a whole by effecting productivity and morale. The approach you take to managing conflict determines whether stress or opportunities for growth will be created. This seminar will examine various types of conflict and provide participants with a model for successfully resolving conflict at work.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Define the nature of conflict, including its cause and effect.
- Understand the different conflict management styles and when each one is most effective.
- Resolve conflict through negotiation.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related sessions:

**Critical conversations: Conflict management**

**Team cohesiveness: Assessment and workshop intervention**

## Having good workplace relationships is fundamental! Conflict management

NEW

### Overview:

You spend a good deal of your life working, and the relationships you develop with your colleagues are extremely valuable for maintaining a healthy work environment. Yet, team members sometimes find it difficult to work together due to such things as power struggles, a difference of opinion on important subjects, differing personalities, age gaps, conflicting values, and different priorities. The result can lead to conflict with negative consequences such as the loss of time, team disbanding, reduced productivity, a decreased quality of service, unproductive meetings, absenteeism, and/or member departures. This session will help participants reflect on what attitudes they should adopt to prevent conflict and how they can intervene in situations when it does occur.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Describe the conflict management process.
- Apply communication skills in conflict management.
- Discuss the attitudes to be adopted to prevent conflict.

### Duration and delivery method:

1.5 hour instructor-led seminar or 3 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Workplace conflicts: Should we let time do its work?

### Overview:

Teamwork is one of the key elements of a company's success. Yet, team members sometimes find it difficult to work together for a number of reasons. The result is a conflict situation with negative consequences that can reduce productivity in the workplace and be a real challenge for both employees and people leaders. As people leaders, what is your role in these situations? When should you intervene? Do you tend to wait too long to intercede? How do you recognize the first signs of a conflict? Which attitude is preferable and what concrete actions can you take to resolve a conflict? All of these questions will be answered in this seminar.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Identify different types of conflict.
- Understand the process of conflict analysis.
- Apply coaching skills for conflict management.
- Access conflict management tools.

### Duration and delivery method:

1.5 hour instructor-led seminar

### Audience:

People leaders

### Note:

Only available in Quebec

## Critical conversations: Conflict management

### Overview:

Often, workplace conflict is caused by a difference of opinion, lack of role clarity, or personality clash. Through instruction and role-playing, this workshop will empower participants with the necessary skills to help address issues between employees. Whether it is between two individuals or a group of people, people leaders will be able to intervene in a non-threatening and supportive way. Participants will also receive the necessary tools to help their co-workers personally handle their situation with confidence.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the different types of conflict and how they can arise.
- Develop and apply new skills and a practical step-by-step process for conflict coaching.
- Gain cooperation from their staff.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders

## Dealing with difficult personalities

### Overview:

Workplaces can produce high achievers and dynamic team players. They can also be places where employees become regularly frustrated or annoyed with co-workers, be they bullies, people-pleasers, whiners, or gossipers. Developing techniques to address these challenging personality types can greatly increase staff's morale and job satisfaction. This seminar will look at the distinction between difficult behaviour and difficult people and provide participants with strategies to respond effectively to challenging situations with a focus on assertive communication.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Identify common types of difficult people.
- Understand people's needs and motivations.
- Deal with difficult people.
- Recognize areas for personal development.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related session:

[Dealing with difficult behaviours](#)

## Dealing with difficult behaviours (employee version)

### Overview:

One of the most frustrating and potentially costly workplace challenges has to be dealing with difficult situations and behaviours demonstrated by co-workers and clients during the course of the workday. This workshop will teach participants how to be clear, calm, and constructive in completing required projects while preserving, and even improving, their relationships with others.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand what constitutes a difficult, aggressive, or hostile behaviour in the workplace.
- Apply techniques to handle a difficult, aggressive, or hostile situation.
- Practice effective listening skills as well as calming, validating, and defusing strategies.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

Employees

### Related sessions:

[Coaching](#)

[Critical conversations: Conflict management](#)

[Team cohesiveness: Assessment and workshop intervention](#)

## Dealing with difficult behaviours (people leader version)

### Overview:

Interpersonal conflict in the workplace can have a harmful effect on organizational productivity. One of the most frustrating and potentially costly workplace challenges is dealing with the difficult situations and behaviours demonstrated by co-workers, customers, and clients during the course of the workday. Building on the employee level training, which teaches participants the essentials of dealing with difficult behaviours, this version will explore various strategies that people leaders can implement. This workshop will also give participants the necessary tools to deal with difficult behaviours in the workplace.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Implement strategies to improve the management of employees who are demonstrating difficult behaviours.
- Support employees who are experiencing challenging situations with their co-workers.
- Identify potential problem situations and respond appropriately.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders

### Related sessions:

[Coaching](#)

[Critical conversations: Conflict management](#)

[Team cohesiveness: Assessment and workshop intervention](#)

## Our main focus is the client

### Overview:

Working with clients is demanding. How do you remain attentive to their needs, wishes, and concerns? How do you deal with a difficult client? How do you manage the stress and pressure experienced by the person who is providing the service? The objective of this seminar is to provide participants with the tools for managing difficult clients while managing their own stress.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the basics about unsatisfied, difficult, or hostile clients.
- Define notions of violence and aggressiveness.
- Introduce communication methods likely to prevent or reduce aggressiveness and meet the client's needs.
- Develop a vision that helps maintain maximum objectivity during difficult interventions.
- Identify actions that help manage emotions experienced during difficult situations.

### Duration and delivery method:

1.5 hour instructor-led seminar

### Audience:

People leaders

### Note:

Only available in Quebec

## Dealing with difficult clients

### Overview:

Working with clients can be demanding and cause those impacted to experience a number of different emotions. How do you deal with a difficult client while still addressing their needs? How do you manage the stress and pressure experienced by the person who is providing the service? This workshop will teach participants the different techniques that can help them manage difficult situations and protect them when dealing with a difficult client.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the basics about dissatisfied, difficult, or hostile clients.
- Define the notions of violence and aggressiveness.
- Apply communication methods designed to prevent or reduce aggressiveness and satisfy a client's needs.
- Access tools for managing the emotions experienced by those involved in difficult situations.

### Duration and delivery method:

4 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Managing difficult clients

### Overview:

Working with clients is demanding. How do you remain attentive to their needs, wishes, and concerns? How do you deal with a difficult client? How do you manage the stress and pressure experienced by the person who is providing the service?

Through role playing and discussions, this workshop will teach participants how to adequately intervene in complex situations with difficult clients, protect themselves in these situations, and minimize harmful reactions that may arise.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand what is a dissatisfied, difficult, or hostile client.
- Identify the phases of escalation of aggressive behaviours.
- Discuss the appropriate language and attitude needed for difficult interventions.

### Duration and delivery method:

7 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec

# Couple relationships

## Enhancing couple relationships

### Overview:

A loving relationship can be one of the most rewarding experiences in life. Early on, people tend to focus most of their energy and attention on their partner and the relationship. Laughter and compromise come easy, and the relationship may seem effortless. As one moves through life with a partner, however, many challenges will undoubtedly arise. Fortunately, these situations can be overcome through building a healthy relationship based on an ongoing commitment of time and effort. This session will focus on strategies to help participants build and maintain mutually satisfying relationships.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recognize common relationship challenges.
- Apply the methods to improve communication and resolve conflict.
- Enhance romance and intimacy.
- Implement strategies for building healthy relationships based on trust and commitment.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Achieving work-life balance](#)



# Diversity

## Accessibility for Ontarians with Disabilities Act (AODA) training

NEW

### Overview:

This training program is designed to help employers meet their legal obligations under the *Accessibility for Ontarians with Disabilities Act (AODA)* and feel more confident in serving clients with disabilities. In six modules, this training will cover the content of the Act, and review what organizations have to do to be compliant with the requirements of the Customer Service Standard that started January 1, 2010 for the public sector and January 1, 2012 for the private sector.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Module 1: Define the purpose of the AODA and the requirements of the Accessibility Standard for Customer Service.
- Module 2: Explain the appropriate way of interacting and communicating with persons with various disabilities.
- Module 3: Describe the purpose of assistive devices and the appropriate way of interacting with persons who use them.
- Module 4: Describe the purpose of service animals and the appropriate way of interacting with persons who are accompanied by one.
- Module 5: Explain the appropriate way of interacting with persons accompanied by a support person.
- Module 6: Understand what to do if a person with a disability is unable to access the goods or services you provide.

### Duration and delivery method:

E-learning

### Audience:

People leaders and employees

### Related session:

[Sensitivity training](#)

## Diversity: The power of difference (employee version)

NEW

### Overview:

The clearest evidence of a healthy workplace is found in productive, creative employees who share an awareness and appreciation of one another. This includes a mutual appreciation and respect for the different strengths and contributions of members of different social-cultural groups. A diverse workforce benefits and strengthens Canadian organizations. However, it can also present unique challenges, including decreased trust and cooperation between people, which can in turn lead to misunderstanding and/or conflict. Appreciating and learning about diversity will ultimately help organizations and their employees learn to deal constructively with difference, in a non-threatening and inclusive way. This workshop will show participants how to communicate, problem solve, and take a team approach in a multicultural setting.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Identify the roles that individuals play in the creation of a respectful work environment and the enhancing qualities that they bring to those roles.
- Implement strategies for creating a safe, productive, and diverse environment.
- Understand and promote professionalism at work in the realm of diversity.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

### Related sessions:

[Respect in the workplace](#)

[Sensitivity training](#)

## Diversity: The power of difference (people leader version)

NEW

### Overview:

A diverse workforce benefits Canadian organizations. While diversity can be challenging in the workplace it is also responsible for the richness that makes each of us unique. Approaching difference with the goal of inclusion and relationship building can make for more engaged and successful teams. This workshop will show people leaders how to communicate, problem solve, and take a team approach in a multicultural setting.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Identify the roles that individuals play in the creation of a respectful work environment and the enhancing qualities that they bring to those roles.
- Reflect on how their behaviour affects and promotes diversity and inclusion in the workplace.
- Implement leadership strategies that promote enhanced understanding, respect, and inclusion.

### Duration and delivery method:

7 to 8 hour instructor-led workshop

### Audience:

People leaders and employees

### Related sessions:

[Respect in the workplace](#)

[Sensitivity training](#)

# Emotional health

## Bouncing back from life's trials and tribulations

### Overview:

Life is full of situations that require resilience. At work, an organizational restructuring or a change in technology can force people to alter their way of thinking. At home, people may be dealing with the illness of a loved one, facing financial problems, or going through a divorce. This seminar will teach participants how to use traumatic situations as levers for personal transformation and how to regain their personal power.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Define the term resilience.
- Understand the link between stress and resilience.
- Determine which levers will help them to increase their personal resilience.

### Duration and delivery method:

1.5 hour instructor-led seminar

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Is happiness a journey or a destination?

### Overview:

An employee that is engaged and flourishing in the workplace is one that is engaged and flourishing in their personal life. Using reflections and observations on behaviour, this seminar will present ten tips for building the foundation for happiness. Participants will gain an understanding of the concept of happiness and discover attitudes that are more favourable to promoting a sense of happiness. They will also explore how negative aspects in life can contribute to their happiness.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Define the concept of *happiness*.
- Identify their beliefs related to happiness.
- Begin to develop their foundation for happiness.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Note:

Only available in Quebec

## Thriving under pressure: Resiliency at work

### Overview:

Resilience is often described as your ability to bounce back from adversity. Being resilient is an important building block of individual and organizational health and well-being. Everyone is born with a natural resilience. This workshop will teach participants that with improved self-awareness and practice, they can continue to strengthen and develop their abilities to be resilient in the face of most difficult or challenging situations.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand why some people thrive in challenging situations, while others become overwhelmed.
- Recognize how their attitudes, actions, and choices contribute to their resilience.
- Be aware of the mind-body connection and how it can both support or hijack resilient attitudes.
- Implement strategies for thriving under pressure, including in the face of organizational change.

### Duration and delivery method:

3 to 3.5 hour or 7 to 8 hour instructor-led workshop

### Audience:

People leaders and employees

## Understand loss and moving beyond

### Overview:

The more you know about how to survive and rebuild after a loss in your life, the faster you can take positive action to get your personal and professional life back on track. This session will examine the process of grieving a loss (i.e., of a loved one, a job, health, a child moving away, etc.) and provide practical strategies for living through and beyond the various types of losses that can be experienced in life. Participants will gain insight into effective and proactive healing and rebuilding strategies and learn how to work through the changes caused by loss in order to move forward.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand loss and the importance of managing their emotional health.
- Develop proactive healing strategies.
- Implement techniques to address any changes caused by the loss and move ahead with their lives.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

# Harassment

## Bullying in the workplace

NEW

### Overview:

Unfortunately, bullying is far too common in the workplace and can have dire consequences for the victim. From causing feelings of anxiety to a lack of sleep and nervousness, bullying not only affects work productivity but can have long-lasting psychological effects. In this seminar, participants will learn how to play a proactive role in assisting someone that is being bullied and how to stop bullying in the workplace for good.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Recognize the characteristics of a bully.
- Understand why bullies target certain individuals.
- Comprehend the health consequences of being bullied.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related sessions:

[Coaching](#)

[Dealing with difficult behaviours](#)

[Workplace mediation](#)

## Respect in the workplace (employee version)

### Overview:

The clearest evidence of respect in the workplace can be found in productive, creative employees who share an awareness and appreciation of each other. When a workplace is lacking in respect, the signs can be destructive: high levels of turnover, conflict, grievances, and low levels of morale, attendance and productivity. This workshop takes a very human approach to the workplace issue of respect, providing participants with the tools they need to create and maintain a respectful organization.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the legal definitions of the terms *discrimination*, *harassment*, *sexual harassment*, and *abuse of authority*.
- Challenge impertinent behaviour in a respectful manner.
- Comprehend the legal requirements each individual has to follow, as per human rights legislation.
- Bring forward a complaint according to the principles and policies of their organization.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

Employees

### Related sessions:

[Coaching](#)

[Diversity: The power of difference](#)

[Team cohesiveness: Assessment and workshop intervention](#)

## Respect in the workplace (people leader version)

### Overview:

This workshop takes a human approach to the workplace issue of respect, providing people leaders with the tools they need to be active participants in creating and maintaining a respectful organization. This workshop will assist people leaders in understanding obligations under the law, how to handle issues brought forward and how to identify possible problems.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Learn people leaders' obligations under the law.
- Handle issues brought forward effectively and with a solution-focused point-of-view.
- Identify potential problems and resolve them respectfully.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders

### Related sessions:

[Coaching](#)

[Diversity: The power of difference](#)

[Team cohesiveness: Assessment and workshop intervention](#)

[Workplace mediation](#)

## Workplace violence prevention (employee version)

### Overview:

Many industries are required by federal and provincial legislation to have policies and programs in place that address aggression in the workplace. This session has been developed to comply with that legislation (formerly known as *Bill 168 training*) and to promote the safety and protection of the workforce and business. This half-day program can be customized to reflect your organization's specific issues, objectives, policies, and procedures.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Define the broad spectrum of behaviour considered unacceptable, abusive, or aggressive.
- Identify unsafe situations at work that may escalate into workplace violence.
- Understand individual and corporate responsibilities for contributing to a safe workplace.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop or e-learning

### Audience:

Employees

### Related sessions:

[Accessibility for Ontarians with Disabilities](#)

[Act \(AODA\) training](#)

[Critical conversations: Conflict management](#)

## Workplace violence prevention (people leader version)

### Overview:

Violence can happen in any workplace and it's imperative to have the supports in place to lessen or prevent its impact on employees and their families who are affected. This session will teach personnel in human resources, corporate security, medical, occupational health, risk management, and legal about the legislation and the tools they need to effectively deal with violence in the workplace. Content can be customized to reflect your organization's specific issues, objectives, policies, and procedures.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Identify the warning signs of workplace violence and implement countermeasures.
- Apply non-violent crisis intervention techniques as a means of prevention and protection.
- Understand corporate liability issues.

### Duration and delivery method:

3 to 3.5 hour or 7 to 8 hour instructor-led workshop or e-learning

### Audience:

People leaders

### Related sessions:

**Accessibility for Ontarians with Disabilities**

**Act (AODA) training**

**Critical conversations: Conflict management**

# Leadership

## Delivering termination news

NEW

### Overview:

Downsizing, closures, and restructuring are all common realities in the working environment. Many people leaders have not had to terminate an employee and are unequipped when this sudden need arises. This workshop will provide participants with skill-building training to help them manage termination news in a healthier and more productive way. They'll also examine what employees receiving the news may experience, how they might react, and how they themselves might feel during and after delivering the message.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Implement tips and strategies on best practices for delivering termination news.
- Understand how employees might react to hearing the news of a termination and how to manage those reactions.
- Comprehend vicarious trauma effects and how delivering this news may affect the *messenger*.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders

### Related sessions:

[Coaching](#)

[Handling difficult situations with confidence](#)

[Leading through change](#)

## Reflecting on employee engagement

### Overview:

In business, it's important to not lose sight of the very people that make up an organization and their contribution in terms of performance and productivity. It's equally important to understand the impact unengaged employees can have. This seminar returns to the basics of human resources management and will help participants explore concrete ways to ensure that consideration, respect, engagement, and mobilization are present in the workplace.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the term *employee engagement*.
- Identify levers that promote employee engagement.
- Implement management practices that motivate and engage employees.

### Duration and delivery method:

1.5 hour instructor-led seminar

### Audience:

People leaders

### Note:

Only available in Quebec



## Supporting a co-worker through illness?

### Overview:

When a co-worker returns to work following a disability leave, employees may feel uncomfortable and have questions. How should they act? What should they say? How can they help? These questions are often related to their feelings, secret fears, and prejudices about the illness or leave. This seminar will show participants how to safely and smoothly accommodate an employee who is returning to work.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand illness as a social phenomenon.
- Reflect on their feelings about illness.
- Identify attitudes that help better support their co-workers in their return to work.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Note:

Only available in Quebec

### Related session:

[Back-to-work program](#)

# Mental health

## Mental health awareness

NEW

### Overview:

Individuals suffering from mental illness often feel distant from friends and loved ones and can find it difficult to perform to their maximum productivity in the workplace. In fact, mental health issues are growing at a faster rate than any other kind of disability in today's workplace (Canadian Mental Health Association). This situation is exacerbated by the stigma that still exists around mental illness and the reluctance to discuss it openly at home or at work. The facilitator will encourage participants to shatter popular myths and misconceptions about mental health and to increase their understanding of the causes and symptoms of mental illness.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the impact of a mental illness on the employee.
- Comprehend the importance of support from the workplace.
- Develop strategies for helping themselves or others who are suffering from a mental illness.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related session:

[Mental health in the workplace](#)

## Mental health in the workplace

### Overview:

Mental health issues are often misunderstood and stigmatized, and are growing at a faster rate than any other kind of disability in today's workplace (Canadian Mental Health Association). Addressing signs of mental health issues can be a challenge for people leaders—even those in a human resources role—who are often ill equipped or not trained to deal with the behaviours and challenges presented by those experiencing a mental health issue. This workshop will provide participants with the tools to address mental health issues in the workplace.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand more about the most common mental health issues: depression, anxiety, and adjustment disorders.
- Recognize the typical symptoms associated with mental health issues and the behaviours that can be expected and exhibited at work.
- Have focused conversations with employees who have been demonstrating behaviours associated with mental health issues.
- Understand their roles and responsibilities in addressing employee mental health issues including predisability, during a disability, and after returning to work.
- Recognize the legal requirements regarding mental health disabilities and provide reasonable accommodation.

### Duration and delivery method:

3 to 3.5 hour or 7 to 8 hour instructor-led workshop or virtual classroom or e-learning

### Audience:

People leaders and employees

### Related session:

[Back-to-work program](#)

## Understanding depressive illness

### Overview:

Individuals suffering from depression often feel distant from friends and loved ones and can find it difficult to perform to their maximum productivity in the workplace. They can often have high rates of absenteeism or be unfocused. This situation is exacerbated by the stigma that still exists around depression and the reluctance to discuss it openly at home or at work. The facilitator will encourage participants to shatter popular myths and misconceptions about depression and to increase their understanding of the causes, triggers, and symptoms of depressive illness. This seminar will also explore ways in which depression can be successfully treated.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the impact of depressive illness on individuals directly affected by it.
- Comprehend how most cases of depression can be treated effectively.
- Develop strategies to help someone (i.e., a family member, friend, colleague, or even themselves) who is suffering from a depressive illness.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related session:

[Mental health in the workplace](#)

## Understanding suicide **NEW**

### Overview:

Being able to recognize the risk of suicide and learning how to intervene in these difficult situations, requires training. With the right knowledge, skills, and strategies, it's possible to serve as a support to those in need. This seminar will present the myths, taboos, and realities surrounding suicide and provide participants with the tools to effectively intervene.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Recognize key risk factors and warning signs.
- Learn tips and strategies to assist colleagues.
- Understand available support options.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

### Related session:

[Dealing with suicide](#)

## Dealing with suicide **NEW**

### **Overview:**

Suicide is more widespread than you might think. It's the fourth leading cause of death worldwide. Before a person reaches this stage, however, there are often red flags. It's vital that these signs aren't ignored, overlooked, or minimized by family, friends, and loved ones. This workshop will help participants develop a preliminary understanding of the phenomenon of suicide, and intervene to ensure that co-workers or loved ones in distress get the right help, at the right time.

### **Learning objectives:**

At the end of this workshop, participants will be able to do the following:

- Recognize risk factors and warning signs.
- Understand protective factors.
- Learn tips and strategies to help colleagues or loved ones who share their situation with you, get professional help.
- Understand available support options.

### **Duration and delivery method:**

3 to 3.5 hour instructor-led workshop

### **Audience:**

People leaders and employees

# Nutrition

## Eating for energy

### Overview:

People often find themselves trapped in a peak-and-valley pattern of high and low energy, fueled by coffee, sugary snacks, and Sunday sleep-ins that never seem to provide them with quite enough rest. Keeping your energy up and at a steady pace can be made easier by selecting appropriate foods. This session will discuss nutritious food choices that can increase participants' energy and reduce the mid-afternoon drowsiness that they may feel.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Choose foods that can increase their energy throughout the day.
- Maintain a stable level of energy.
- Identify *super foods*.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Eating plan for stress management

### Overview:

Do you feel that you lack concentration at work or during meetings? Are you more forgetful or feel that your memory needs a boost? Feeding your brain the right nutrients, at the right time, will help you prevent excess stress at work, help you better perform in the workplace, and contribute to a more positive disposition throughout the day. This session will explore which foods contain these key nutrients and what participants can do to maintain a balanced diet and stress-free lifestyle.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Identify nutrients and *super foods* that provide energy and a sharper focus for the brain.
- Discuss which vitamins and minerals promote intellectual sharpness and performance.
- Follow stress reducing eating habits.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Eating well to optimize performance

### Overview:

Eating healthy can boost energy and productivity as well as reduce the risk of developing a chronic disease. This session will motivate participants to improve their eating habits and optimize their health, energy, and performance. It will also focus on the prevention and the management of stress through balanced meals and snacks, and provide tips on specific foods that can induce or reduce stress.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recognize the myths about energy drinks and certain snacks.
- Understand how to eat for optimal energy and to manage stress.
- Develop healthy plate and healthy snack ideas.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Eat well, live well for a lifetime

### Overview:

Healthy eating can make a positive impact on your overall health. With the results of new scientific studies constantly being released and sometimes conflicting with each other, knowing which foods to consume and in what quantities can be quite challenging. This session will discuss the dietary risks and explore anticancer *super foods* that can help participants reduce their chances of developing this disease.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Make healthy living choices for cancer prevention.
- Discuss the connection between risk factors and diet.
- Utilize dietary tips for taking action to reduce their risks of getting cancer.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Establishing good nutrition practice for you and your family

### Overview:

Eating healthy as a family has multiple benefits: it promotes long-term healthy dietary habits and provides a sense of family togetherness. New research supports the importance of eating well at home and how the caregiver's food-related motivations help promote healthy lifestyle choices. Children who eat with their families are more likely to consume fruit and vegetables, eat less saturated fat and fried foods, and consume less soda. This session will educate participants on the nutritional requirements needed for them and their families.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Achieve a balanced diet.
- Eat healthy at home as a family.
- Eat healthy when eating out or on-the-run.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Food power: Preventing cancer

### Overview:

Healthy eating can make a difference. Everyday food choices can have a huge impact on your health. This session will show participants how a healthy diet can be one of their best defences against cancer. They'll learn about the real dietary risks of cancer and discover some anticancer *super foods*.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Decrease their risk of cancer.
- Plan a healthy diet.
- Identify anticancer *super foods*.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Healthy eating on-the-go

### Overview:

It can be difficult to sit down for a healthy meal in today's hectic environment. With busy schedules, long work hours, and competing priorities, you may find yourself eating out more often than not. However, with a few simple tips, eating healthy is possible even on-the-go. This session will motivate participants to optimize their eating habits and improve their health, energy, and performance.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand Canada's *new* Food Guide.
- Achieve personal nutrition goals.
- Eat healthy at home and on-the-road.
- Plan quick meal solutions.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Healthy weight: Separating fact from fiction

### Overview:

Are you at your healthy weight? Do you even know what your healthy weight should be? More often than not, body image is dictated by social pressures; however, a real healthy body weight should be your goal. This session will teach participants what it means to be healthy and how to achieve and maintain a healthy body weight.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand what affects their body weight.
- Understand more about weight and body shapes.
- Realize the risks of being overweight.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees



## Heart smart

### Overview:

Much media attention has been paid nationwide to the health of individuals. Terms such as *cholesterol*, *saturated fats*, and *trans fatty acids* are discussed frequently but can be confusing. Getting reliable information on heart health risk factors is essential in order to understand what they mean and how managing them can improve your health. This session will discuss the meaning of these important concepts with participants, and provides *super food* selections and practical tips for living a heart healthy life.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Discuss cardiovascular risk factors.
- Demystify cholesterol and understand fat issues.
- Understand the recommended daily fat allowance.
- Discover heart healthy foods.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

# Parenting

## Parenting the early years (0-6 years old)

### Overview:

Infants and toddlers develop rapidly and before long, they are no longer babies—a stage of growth that can be exciting and enjoyable. This session will provide insights into the developmental needs of children aged 0 to 6. Participants will learn about age appropriate behaviours and emotions, routines and relationships, ways to prepare toddlers for school, and tips that can be applied to create a safe environment without excessive limits and restrictions.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Identify their parenting style.
- Discuss strategies to foster responsibility and independence.
- Recognize that milestones and expectations are unique to each situation and child.
- Communicate effectively with young children.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Parenting the tween years (7-12 years old)

### Overview:

Parents with children in the tween years, aged 7 to 12, are faced with unique challenges, as are their children. While their kids are no longer toddlers, they're children are not yet ready for the increased level of independence teenagers frequently experience. This session will give participants insight into parenting children in this age group and share information about developmental and behavioural issues, peer group dynamics, puberty, responsibility, and discipline. Participants will discuss valuable strategies designed to make this stage of their child's growth safe, satisfying, and enjoyable.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the developmental issues of children at this stage.
- Develop strategies to cope with the challenges that can arise.
- Communicate expectations effectively.
- Discuss the principles of *responsibility, independence, identity, and morality*.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Parenting the teen years (13-19 years old)

### Overview:

Unlike younger children, teenagers are ready for additional independence and often try to push their limits. They are in a period of change and are beginning to search out their identity. Having parents set boundaries while remaining understanding and supportive is a valued part of a teenager's life. This session will examine the changes that occur during this developmental period and provide participants with suggestions on how they can best support their adolescent child's transition into young adulthood.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the emotional and physical development (i.e., behaviour shift) from tweens to teens.
- Discuss the needs of the teenager versus the family.
- Understand how parenting styles may impact teen behaviours.
- Develop strategies to maintain open lines of communication with the teenager.
- Incorporate strategies to handle difficult behaviours more successfully.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

# Physical health

## Ergonomics

### Overview:

Musculoskeletal issues are cited as one of the top three causes of disability claims. Employees are increasingly becoming affected by injuries associated with repetitive strain. In this seminar, participants will learn about the link between body mechanics and ergonomics, and uncover the benefits of increased body awareness and caring for their physical selves.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Discuss the link between body mechanics and ergonomics.
- Modify their workstations and work routines to be healthy.
- Do simple exercises to stay strong and limber at work.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

## Healthy active living

NEW

### Overview:

Anyone can benefit from regular physical activity. Research shows that moderate amounts of physical activity on most days of the week can improve your health and quality of life. This seminar will teach participants about the benefits of being active as well as the risks of inactivity. They also learn about the components of fitness and activities for each, and the six stages of behaviour change toward a healthier lifestyle.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Discuss the barriers and challenges of becoming active.
- Understand how to change their behaviour.
- Understand the types and examples of activities.
- Know how to stay motivated.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

# Retirement

## Successful transition to retirement

### Overview:

Moving towards retirement is full of both daunting challenges and new possibilities. You should ask yourself, "What do I want to do with my time and energy when I am no longer working full time?" It is never too early to consider the future, and this training will appeal to people of all ages. This session will help participants plan early to set retirement goals in all areas, explore available resources, and identify ways to overcome any possible obstacles in reaching their goals.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recall the five emotional stages of retirement.
- Discuss how to have a successful transition into retirement.
- Recognize the importance of planning the various areas of their lives.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

### Related sessions:

[Focusing on your retirement lifestyle](#)

[Retirement seminar series](#)

## Focusing on your retirement lifestyle

### Overview:

How would you like to spend your retirement? Do you want to travel more, pick up a new hobby, or spend time with family? This workshop encourages retiring employees and their families to carefully consider key lifestyle decisions well in advance of their retirement date. Participants will explore the physical and emotional challenges of transitioning from full-time work to full-time retirement. Other topics covered in this workshop include managing time, choosing a second career, turning a hobby into a business, downsizing the family home, moving to a new community, enrolling in new learning opportunities, and promoting stress resiliency.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Explore key retirement lifestyle factors and choices.
- Understand the contributors to retirement satisfaction.
- Successfully plan for their retirement lifestyle.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders, employees, and their spouses

### Related session:

[Retirement seminar series](#)

## Retirement seminar series

Retirement can be very complicated. Often, it involves using retirement income from multiple sources, including defined benefit and defined contribution plans. The retirement planning seminar series covers everything your employees need to know to approach retirement with confidence. Prepared by a multidisciplinary team of actuaries, lawyers, benefits experts, and health practitioners, these sessions will provide participants with the indispensable basics of retirement planning, while being customized to reflect their retirement and savings programs. The series is comprised of the following nine sessions, which can be used on a stand-alone basis, or may be combined to create a program tailored to meet their needs. Content that can be customized to include details of your organization's pension and benefit arrangement is marked with an asterisk (\*).

### 1) Plan and save

#### Overview:

Retirement planning is not a one-time event. It takes years of planning and saving to get you to where you need to be financially. This session will put context around planning for your retirement. Participants will be guided through an overview of the key elements needed to build a successful financial strategy.

#### Learning objectives:

At the end of this session, participants will be able to do the following:

- Realize the importance of planning.
- Understand the relationship between life expectancy and retirement income.
- Comprehend the rules of thumb for establishing and reaching retirement savings goals at different career stages.
- Earn (government and employer-sponsored program) benefits while employed.
- Summarize their pension plans.
- Understand how to use employer-sponsored retirement planning tools (if any).\*
- Choose a financial advisor.

#### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

#### Audience:

Employees (in their early- to mid-career stage)

### 2) Learn to invest

#### Overview:

To be able to enjoy a healthy, happy retirement lifestyle, you'll need a plan—and the sooner you get started, the better. This introductory-level session will provide participants with an unbiased look at investment concepts and principles. Designed to simplify terminology and increase comfort with investment decisions, it will help participants understand the forces that drive the markets.

#### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the various asset classes and the importance of asset allocation.
- Comprehend investor profile and risk tolerance.
- Understand the relationship between risk and return.
- Review the investment options in their plan (if any).\*
- Understand investment strategy and expected returns.
- Identify investment fees and their impact on long-term savings.\*
- Seek professional advice.

#### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

#### Audience:

Employees (in their early-, mid-, or late-career stage)

### 3) Sources of retirement income

**Overview:**

Retirement income can be paid in many forms, each with its own rules, advantages, and restrictions. This session will provide participants with detailed information about the various sources of retirement income available to them (e.g., government-provided benefits, employer-provided programs, and individual savings). Forms of pension, transfer options, LIFs, LIRAs, and annuities will also be discussed.

**Learning objectives:**

At the end of this session, participants will be able to do the following:

- Understand retirement income sources.
- Estimate benefit amounts.
- Understand eligibility and forms of pension.\*
- Comprehend tax issues and implement tips.
- Equip themselves to retire outside of Canada.
- Identify sources for further information.

**Duration and delivery method:**

2 hour instructor-led seminar or virtual classroom

**Audience:**

Employees (in their early-, mid-, or late-career stage)

### 4) Build your budget

**Overview:**

The amount of money you need at retirement largely depends on how much you plan to spend. Expanding on this general rule of thumb, this interactive session will guide employees through the process of budgeting for the various phases of retirement. Participants will learn about typical expenses and life expectancy, how to budget for today and tomorrow, and where to turn to for help.

**Learning objectives:**

At the end of this session, participants will be able to do the following:

- Discuss when and how to budget for retirement.
- Identify new expenses for their new lifestyle.
- Budget using the quick estimate approach and/or the detailed line-by-line approach.
- Understand the impact of taxes and inflation.

**Duration and delivery method:**

2 hour instructor-led seminar or virtual classroom

**Audience:**

Employees (in their mid- to late-career stage)

## 5) Legal check-up

### Overview:

In the event of serious illness or death, you want your wishes regarding the disposal of assets and health decisions to be respected. This is where legal affairs planning comes into play. This session will provide participants with a legal check-up and encourage them to take a proactive approach when it comes to their estate and personal planning.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Plan their estate (e.g., wills, intestacy rules, beneficiary designations, insurance, taxes, gifts, and trusts).
- Plan their personal matters (e.g., powers of attorney, living will, guardianship, and travel insurance).
- Understand the impact of life changes (e.g., death of a spouse, divorce, remarriage, and illness).

### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

### Audience:

Employees (in their mid- to late-career stage)

## 6) Life after benefits

### Overview:

Income protection, financial security, and housing needs don't disappear at retirement; like your lifestyle, they just change. This session will help participants plan for their benefit and insurance needs at retirement, and discuss and assess the available options, sources, and typical costs involved.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand employer-sponsored group benefits at retirement (if any),\* government-provided benefits and health programs, and residential care options and costs.
- Access appropriate services for information and support.
- Choose an insurance advisor or broker.

### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

### Audience:

Employees (in their late-career stage)



## 7) Transition to retirement

### Overview:

Retirement is a major life event and requires more than money or good health, to become a successful and happy lifestyle choice. This session encourages participants to consider key lifestyle options carefully and well in advance of their retirement date. Employees will explore the physical and emotional challenges of transitioning from work to retirement and understand the key contributors to having a satisfying retirement lifestyle.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Plan their retirement lifestyle (e.g., pick a second career, turn a hobby into a business, downsize the family home, move to a new community, and enroll in new learning opportunities).
- Promote stress resiliency.
- Access additional sources of information.

### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

### Audience:

Employees (in their late-career stage)

## 8) Health and vitality for life

### Overview:

It's important to understand the changes, challenges, and rewards of aging through the decades. This session will help participants gain a heightened awareness of the physical and cognitive changes that occur as they transition through young adulthood, to mid-life, and beyond. This session will also help foster a healthy acceptance of the natural aging process and empower employees to focus on what's within their control, as they move through their adult lives.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recall the changes to expect, both in mind and body.
- Distinguish between optimal health and disease.
- Set realistic goals (i.e., ones they can influence or control).
- Develop a healthy attitude and self-acceptance.

### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

### Audience:

Employees (in their late-career stage)

## 9) Countdown to retirement

### Overview:

Preparing for retirement can be a lot of work. Whether you've just begun to consider retiring or you've been preparing for some time, make sure you take the necessary steps to make your road to retirement a smooth one. This session will give participants an overview of important considerations as they approach retirement. It includes pertinent information about how and when to transfer retirement savings and how to claim various sources of income. Employees will also review key points discussed in previous seminars in the series, making it an ideal way to round out their retirement planning.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Consider the tangible and intangible factors in the decision to retire (i.e., getting help, changing their mind, part-time work, and phased retirement).
- Begin pension payments (forms of pension for defined benefit arrangements,\* transfer options, and considerations for defined contribution arrangements\*).
- Understand more about drug benefit coverage.\*
- Develop an investment strategy.
- Choose an advisor.
- Access an "Am I ready to retire?" checklist.

### Duration and delivery method:

2 hour instructor-led seminar or virtual classroom

### Audience:

Employees (approaching retirement)

# Shift work

## Eating well on shift work

### Overview:

It can be challenging to maintain healthy eating habits when your work schedule is irregular, such as with shift work. What and when you should eat can become a real dilemma. This session will teach participants how shift work can affect their body, and what they need to do to maintain healthy and regular eating habits.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recall problems that may arise from working night shifts.
- Prepare healthy meals for their shift work schedule.
- Eat healthy, around-the-clock snacks.

### Duration and delivery method:

2 hour instructor-led seminar or e-learning

### Audience:

People leaders and employees

## Living well with shift work

### Overview:

Research shows that shift workers live with one or more of the following concerns or challenges: dealing with chronic fatigue, maintaining a well-balanced and healthy diet, and coping with the stress that results from fluctuating work hours (that isolate shift workers from the rest of the *day world*). This seminar will provide participants with successful strategies and practical resources for living well with a shift work schedule.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the impact of a shift work lifestyle.
- Recognize the stressors experienced as a result of working shifts.
- Implement tips and techniques to improve sleep, health, alertness, and relationships.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

# Stress management

## Easing the pressure

### Overview:

It's common to experience moments of stress at points throughout your work life. The key is to prevent long-term, intense feelings of stress from occurring. This workshop will provide participants with a deeper understanding and sense of control over the effects of stress. In this highly interactive session, they will explore various sources of stress and develop ways to tackle them with a focus on improved performance and enhanced well-being.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the impact of stress and the importance of managing it effectively.
- Apply the classical techniques of the *Change Your Mind, Change Your Behaviour* approach to easing the pressures of stress.
- Develop longer term strategies for reducing stress.
- (People leaders will also learn through role-playing how to) identify personal stress triggers, support themselves, and manage others.
- Promote behaviour change and enhance workplace effectiveness.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

## Living well with stress

### Overview:

Workplace stress can be triggered by many sources: heavy workloads with tight timelines, layoffs or restructurings, or difficult co-workers. When combined with the pressures and responsibilities outside of work, it is no wonder that employees may experience high levels of stress in their daily routine. Left unaddressed, stress can lead to absenteeism and has the potential to turn into a major mental or physical health concern. This session will teach participants how to effectively manage stress for optimal health, well-being, and workplace productivity.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Define stress and the *fight or flight* response.
- Identify personal stressors and symptoms.
- Develop strategies to increase their personal resiliency.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Seasonal stress

NEW

### Overview:

'Tis the season to be jolly—but, ironically, 'tis also the season when the burdens pile up. Studies show how devastating overindulgence, overspending, and increased stress can be both during and after the festive season. This session will teach participants simple strategies to stay energized over the holidays. They will learn valuable tips for improving their sleep and eating habits, and the importance of maintaining a positive outlook during this stressful time.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand seasonal changes on physiology and the human response.
- Practice gentle stress-relieving mental and physical exercises to improve their energy and outlook.
- Access resources for personal research and exploration.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Stress relaxation techniques

### Overview:

Our minds and bodies need rest and recovery breaks to allow us to relax and reduce the effects of stress. While everyone has days that are hectic and unfocused, consistently feeling stressed out, rushed, or on-the-go can have a detrimental impact on a person, increasing their risk of experiencing a serious physical concern, such as heart disease or stroke. This seminar will show participants how to make time to calm down and reduce stress, using both proactive and reactive relaxation techniques.

### Learning objectives:

At the end of this seminar, participants will be able to do the following:

- Understand the stress response and how it works.
- Discuss the importance of managing stress for optimal health.
- Practice stress reducing exercises.

### Duration and delivery method:

1 hour instructor-led seminar

### Audience:

People leaders and employees

## Strike management

### Overview:

Any time a strike occurs, regardless of the length of the strike or the issues involved, it is a difficult time for both employees and people leaders. If you're involved, you may experience mixed emotions: anger, depression, frustration, or even guilt. Whether your organization is preparing for a strike, is currently experiencing one, or is dealing with the aftermath, this workshop will help you maintain a healthy approach when dealing with employees and their concerns during this challenging period of organizational unrest.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand employee dynamics as they relate to a strike situation.
- Develop strategies for dealing with employee anger and resentment both inside the workplace and outside on the picket line.
- Recognize the lingering impact of stress caused by a strike on staff.
- Develop a plan for the employees' return to work in the post-strike period.
- Apply techniques to promote a positive post-strike work environment.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders

### Related sessions:

[Coaching](#)

[Workplace mediation](#)

# Teamwork

## Building bridges: Collaboration at work

### Overview:

Having to work with others is a common requirement in the workplace. When collaboration successfully occurs, you feel positive, productive, and willing to face any challenge. This session will build on the notion that cooperation and building bridges can be learned and should be practiced. It will teach participants the key elements of teamwork and provide them with the opportunity to practice collaboration-building techniques.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand emotional reactions and what their underlying causes may be.
- Discuss human motivators and ways to address them for increased collaboration.
- Identify relationship-building strategies.

### Duration and delivery method:

1 hour instructor-led seminar or e-learning or virtual classroom

### Audience:

People leaders and employees

### Related sessions:

[Coaching](#)

[Team cohesiveness: Assessment and workshop intervention](#)

## Enhancing your team for success

### Overview:

High performing teams appreciate the different experience and skills each member contributes. Groups work productively to overcome challenges, resolve interpersonal conflict, and are committed and accountable to one another and the organizations that they serve. Each member understands the importance of professionalism and teamwork in achieving strategic goals. This workshop will provide participants with the opportunity to experience first-hand, what it feels like to work together as members of a successful, high-functioning team.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the importance of collaboration and teamwork.
- Recognize and demonstrate professional and respectful behaviour in the workplace.
- Promote accountability to the team and organization.
- Understand how minor conflicts can escalate.
- Develop strategies for effective communication and conflict resolution.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

## Good working relationships

### Overview:

The pressure to adapt or perform during periods of change in an organization can often cause employees to behave in ways that negatively affect their productivity and performance. Bit by bit, communication can erode, relationships can deteriorate, teams can become dysfunctional, and the workplace can become a negative space to work in. This workshop will help participants better understand the dynamics of their team and foster healthy communication practices and relationships with their people. This training is usually done after a workplace assessment and mediation.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Identify unhealthy communications.
- Understand the issues of accountability.
- Identify the characteristics of a winning team.
- Draft a team code of conduct.

### Duration and delivery method:

7 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec



# Time management

## Making time work for you

### Overview:

Most of us are often under some kind of pressure to produce results; however, it may feel as though the day is not long enough to be able to meet all of our commitments and deadlines. This session will teach participants that they cannot control time but *can* control their actions and priorities. By understanding and applying the principles of personal management around time, they'll be able to transform an overwhelming day into a productive and satisfying one.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand the importance of prioritization.
- Develop an effective to-do list based on their priorities.
- Discuss techniques for managing interruptions and overcoming procrastination.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Time management](#)

## Time management

### Overview:

You may often wonder how you can find more time to get more done. The first step is to become aware of how you currently use your time. This workshop will help participants develop coping strategies to overcome time wasters, and will show them how to plan, organize, and strategize their workday to maximize the time that they do have.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Develop tools; strategies; and prioritization, organization, stress, communication, and time management skills.
- Overcome common challenges such as procrastination and perfectionism.
- Achieve a more creative and fulfilling use of their time.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

### Related sessions:

[Achieving work-life balance](#)  
[Coaching](#)

# Trauma

## Crisis response team training

### Overview:

Employees have the right to work in an environment that is free from violence and unacceptable behaviour. This workshop will focus on how you can develop an internal crisis response team within your organization to respond quickly and effectively to a traumatic situation or critical incident in the workplace. In this training, specially selected and designated team members will learn to act as first responders to colleagues affected by trauma, implement strategies to support their colleagues, and establish efforts to maintain a productive and healthy work environment during and after a critical incident. This workshop is comprised of four modules delivered over two days. This program would be preceded by a commitment from the organization to develop an internal crisis response team (peer support network) and would follow several consultations between our team and your organization.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the normal reactions to traumatic stress.
- Comprehend how vicarious traumatization can affect crisis responders.
- Develop skills to become a *helper* and observe the boundaries associated with helping.
- Apply various intervention strategies such as demobilization, defusing, debriefing, follow up, and stress management.
- Understand how to prepare for and engage in this type of work while minimizing the risk of burnout.

### Duration and delivery method:

2 full day instructor-led workshops  
1 day refresher workshop also available

### Audience:

Peer groups and crisis response teams

## Expect the unexpected

### Overview:

Traumatic events are often unexpected, sudden, and overwhelming. This workshop will train participants how to respond in the event of a critical incident—from a robbery to a workplace accident, an incident of serious violence to one of terrorism. Whether your organization has individuals in safety-sensitive positions or public service responsibilities, is in a high-risk industry such as transportation or banking, or is experiencing a higher-than-average level of change, you need to be prepared. Participants will be equipped with the resources and information to help others resume their routines and address their concerns as quickly as possible.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Define the term *traumatic situation*.
- Identify predictable reactions to a traumatic situation and types of interventions that can support people in crisis.
- Apply practical skills and strategies to deal with a traumatized individual.
- (People leaders will learn to) recognize signs and facilitate discussions with troubled employees.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

# Work-life balance

## Achieving work-life balance

### Overview:

Work-life balance is the time spent between your work (i.e., career) and your life (i.e., health and family). Trying to fit everything into one day though can be a common source of stress. With high levels of job and personal commitments, one or the other often suffers because time, energy, or patience runs out. This workshop will equip participants with the tools they need to make life choices that are more conducive to their desired lifestyle.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand what work-life balance means.
- Determine what striking balance in their life would look like.
- Recognize that choice has an important part to play in work-life balance challenges.
- Apply practical tips and techniques to achieve a greater sense of balance.

### Duration and delivery method:

3 to 3.5 hour instructor-led workshop

### Audience:

People leaders and employees

## Creating a great family life

### Overview:

In the past, the definition of *family* seemed to fit into a neat little box; there was mom, dad, the kids, and the extended family. This traditional definition is no longer sufficient to describe this social institution, as the definition of a family is significantly broader today than it has been historically. This session explores today's family life, which can often seem complicated and challenged by circumstances such as divorce, a feeling of lack of time, poor communication, and competition from electronic gadgets. Participants will have the opportunity to see that, despite these issues, it is possible to build a great family life.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Define the makeup of today's family.
- Understand the challenges families may face.
- Apply techniques for making time for their families.
- Better communicate with their families.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Creating balance in your life

### Overview:

In today's environment of competing demands, relentless commitments, and a consistent feeling of shortage of time, balance often does not come easily or naturally. A conscious effort, deep commitment, and clear priorities are required to create and protect one's sense of balance. This session will help participants explore how their current choices impact their work-life satisfaction and help them to develop strategies to achieve a greater balance in life.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Understand what balance means.
- Recognize what they can and cannot control.
- Identify priorities in their lives.

### Duration and delivery method:

1 hour instructor-led seminar or e-learning or virtual classroom

### Audience:

People leaders and employees

### Related session:

[Achieving work-life balance](#)

## Getting restful sleep

### Overview:

Sleep is critical to ensure maximum productivity. It increases your ability to concentrate and focus, allows you to approach challenges with a more positive attitude, and can have positive effects on your memory and health. In this session, participants will learn about circadian rhythms and the impact that disrupting these key biological processes can have on their day-to-day activities and work. This session will also describe sleep's vital role in maintaining health along with valuable and practical tips and strategies that participants can apply to get quality, restful sleep and stay alert.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Recognize the value of restful sleep.
- Apply strategies to improve sleep quality.
- Implement practical tips to improve alertness.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Improving your work-life balance and harmony

### Overview:

Juggling your personal life and career can be a real challenge. Even if you run around all day, you still may not have enough time to accomplish everything you want. What do you need to do to find balance or to avoid losing that balance? How do you reconcile your obligations and, in particular, how do you find some pleasure in them? This workshop will use questionnaires and reflection activities and provide tools to help participants achieve balance and harmony in their lives.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand how the workplace can impact their feelings of balance.
- Comprehend the importance of adequate communication in maintaining quality interpersonal relationships.
- Understand the importance of managing your time, priorities, and stress in order to live better and promote feelings of balance and harmony.

### Duration and delivery method:

7 hour instructor-led workshop

### Audience:

People leaders and employees

### Note:

Only available in Quebec

# Working remotely

## Healthy tips for commuting and business travel

### Overview:

Are many of your employees on the road or travelling for business more than they are in the office? Travel may be taking a toll on them, and they may not even realize it. Frequently being away from home and the base office can make it difficult to maintain a healthy diet and regular exercise routine. This session will provide participants with valuable tips on how to maintain their health while commuting or during business travel, and how to make the most of their travel time.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Practice safe posture and movements.
- Deal effectively with jet lag.
- Develop healthy eating habits to manage energy.

### Duration and delivery method:

1 hour instructor-led seminar or virtual classroom

### Audience:

People leaders and employees

## Working mobile

### Overview:

Advances in technology have redefined the concept of the workplace. Today, it's possible to not only work from a home office but also from a plane, train, hotel room, client's office, and even from the corner coffee shop. While there is now greater flexibility around when, where, and how you can work, this increased availability also produces unique issues that need to be addressed. In this session, participants will focus on recent workplace trends and discuss the benefits and challenges of working remotely.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Set boundaries between their work and personal lives.
- Understand how to manage themselves when working remotely.
- Develop effective communication strategies for virtual teaming and networking.

### Duration and delivery method:

1 hour instructor-led seminar or e-learning or virtual classroom

### Audience:

People leaders and employees

# WORK, HEALTH, AND LIFE LEARNING AT A GLANCE

## E-Learning

Accessibility for Ontarians with Disabilities Act (AODA) training  
Boosting your positive outlook  
Building bridges: Collaboration at work  
Creating balance in your life  
Eating well on shift work  
Effective communication at work  
Living well with stress  
Responsible gambling  
Working mobile  
Workplace violence prevention

## Seminars

Act on your thoughts: To have a more positive life  
Are you spreading any rumours today?  
Boosting your positive outlook  
Bouncing back from life's trials and tribulations  
Building bridges: Collaboration at work  
Bullying in the workplace  
Career management seminar series  
Care for the aging  
Care for the caregiver  
Communicating effectively  
Conflict resolution in the workplace (advanced)  
Creating a great family life  
Creating balance in your life  
Dealing with difficult personalities  
Eating for energy  
Eating plan for stress management  
Eating well on shift work  
Eating well to optimize performance  
Eat well, live well for a lifetime

Effective communication at work  
Enhancing couple relationships  
Ergonomics  
Establishing good nutrition practice for you and your family  
Food power: Preventing cancer  
Getting restful sleep  
Having good workplace relationships is fundamental!  
Conflict management  
Healthy active living  
Healthy eating on-the-go  
Healthy tips for commuting and business travel  
Healthy weight: Separating fact from fiction  
Heart smart  
Is happiness a journey or a destination?  
Lighten up your day  
Living well with shift work  
Living well with stress  
Making time work for you  
Mental health awareness  
Our main focus is the client  
Parenting the early years (0-6 years old)  
Parenting the tween years (7-12 years old)  
Parenting the teen years (13-19 years old)  
Reflecting on employee engagement  
Retirement seminar series: Build your budget  
Retirement seminar series: Countdown to retirement  
Retirement seminar series: Health and vitality for life  
Retirement seminar series: Learn to invest  
Retirement seminar series: Legal check-up  
Retirement seminar series: Life after benefits  
Retirement seminar series: Plan and save  
Retirement seminar series: Sources of retirement income

# WORK, HEALTH, AND LIFE LEARNING AT A GLANCE

Retirement seminar series: Transition to retirement  
Seasonal stress  
Setting and achieving your goals  
Smoking cessation (10-week program)  
Smoking cessation: Time to quit  
Stress relaxation techniques  
Successful transition to retirement  
Supporting a co-worker through illness?  
The art of managing conflict (basic)  
The sandwich generation  
Understanding depressive illness  
Understanding suicide  
Understand loss and moving beyond  
Welcoming change into your life  
Working mobile  
Workplace conflicts: Should we let time do its work?

## Workshops

Achieving work-life balance  
Assertive communication  
Caregiver compassion fatigue  
Crisis response team training  
Critical conversations: Conflict management  
Dealing with difficult behaviours (employee version)  
Dealing with difficult behaviours (people leader version)  
Dealing with difficult clients  
Dealing with suicide  
Delivering termination news  
Diversity: The power of difference (employee version)  
Diversity: The power of difference (people leader version)

Easing the pressure  
Enhancing your team for success  
Expect the unexpected  
Focusing on your retirement lifestyle  
Getting along with change  
Good working relationships  
Handling difficult situations with confidence  
Having good workplace relationships is fundamental!  
Conflict management  
Healthy weight: Separating fact from fiction  
Impact of communication on the workplace environment  
Improving your work-life balance and harmony  
Leading through change  
Managing challenging call centre calls with confidence  
Managing difficult clients  
Mental health in the workplace  
Professionalism in the workplace (employee version)  
Professionalism in the workplace (people leader version)  
Respect in the workplace (employee version)  
Respect in the workplace (people leader version)  
Responsible gambling  
Strike management  
Substance abuse  
Time management  
Workplace violence prevention (employee version)  
Workplace violence prevention (people leader version)



## Virtual classrooms

Boosting your positive outlook

Building bridges: Collaboration at work

Care for the aging

Care for the caregiver

Creating a great family life

Creating balance in your life

Eating for energy

Eating plan for stress management

Eat well, live well for a lifetime

Eating well to optimize performance

Enhancing couple relationships

Establishing good nutrition practice for you and your family

Food power: Preventing cancer

Getting restful sleep

Healthy eating on-the-go

Healthy tips for commuting and business travel

Heart smart

Living well with stress

Making time work for you

Parenting the early years (0-6 years old)

Parenting the tween years (7-12 years old)

Parenting the teen years (13-19 years old)

Retirement seminar series: Build your budget

Retirement seminar series: Countdown to retirement

Retirement seminar series: Health and vitality for life

Retirement seminar series: Learn to invest

Retirement seminar series: Legal check-up

Retirement seminar series: Life after benefits

Retirement seminar series: Plan and save

Retirement seminar series: Sources of retirement income

Retirement seminar series: Transition to retirement

Seasonal stress

Setting and achieving your goals

Successful transition to retirement

Understand loss and moving beyond

Welcoming change into your life

Working mobile



## SPECIALIZED LEARNING

It's important that you receive the right type of care to turn any issue that you are experiencing, into an opportunity. Our specialized solutions are targeted training programs designed to support your workplace's learning strategies. From our keynote speakers' bureau to our online library of video training modules, we offer a number of additional training services designed to meet the learning needs of your workplace.

# SPECIALIZED LEARNING

## Keynote speakers bureau

If you need someone to come in and give an inspiring motivational talk to a large audience, we can help. Offering motivational keynotes on almost any topic, our extensive roster is made up of experienced and unique speakers—including leading experts, best-selling authors, business leaders, and inspirational speakers—who can deliver a dynamic experience relevant to your conference or meeting theme. Our mission is to help you find the perfect speaker for your next meeting and make your event a huge success.

## LifeSpeak on Demand

LifeSpeak on Demand (LifeSpeak) is an online library of streaming and downloadable video training modules with renowned experts speaking on a range of health, family, wellness, and professional development topics. Offered in both English and French, LifeSpeak is available 24/7 via the Internet, smart phone, or tablet.

An attractive option for organizations whose employees work in different locations or on different schedules, LifeSpeak's approximately 8-minute modules are led by subject-matter experts such as authors, medical professionals, television personalities, and academics, and help users learn while they're on-the-go.

Topics are accompanied by a printable information tip sheet written by the expert. LifeSpeak also offers monthly moderated webchats with a LifeSpeak expert, allowing users to get their anonymous questions answered by the subject-matter leader.

## Money management

Wherever you are in your life, you need to learn how to manage your money effectively. We offer a full range of financial planning seminars on topics from budget and net worth statements, to identify theft and tax planning. All of our seminars are one hour in length, but can be expanded and customized into two 1 hour long seminars, or half- and full-day workshops.

## Nutrition services

In addition to a variety of nutrition seminars, we also support workforces' nutritional needs with our nutrition services. Working in conjunction with our nutritional network of providers, we offer the following:

- Nutrition consulting: We can help you to develop healthy choices for cafeteria menus and vending machines.
- Cooking demonstrations: We can help you with quick, simple, and healthy recipes, demonstrated on-site by our staff.
- Nutritionists for wellness fairs: Our nutritionists can set up a booth on-site, and provide your employees with information and answer any questions they may have about nutrition.

## Transgenderism program

A *transgender* is a person whose gender identity or expression differs from conventional expectations of masculinity or femininity. Whether the employee has already made the transition to a new sex or the employee is transitioning on the job, it's important to understand what the best practices are for managing any workplace implications.

We recommend an approach which centres on helping employees and organizations develop enhanced awareness, tolerance, and respect of transgenderism. No matter what industry or job function, we can help make the transition for the employee and your organization a smooth one.

We provide a subject matter expert as a consultant to your organization to help assess your needs, meet with the transitioning individual to make a plan, address leadership issues, consult with legal, coach your people leaders, provide sensitivity training for your employees, and offer other supportive services as identified.

# SPECIALIZED LEARNING AT A GLANCE

Keynote speakers bureau

LifeSpeak on Demand

Money management

Nutrition services

Transendersim program



## INTERCULTURAL LEARNING

You no longer have to be an international organization to have global challenges. The growing diversity and mobility of today's workforce is creating cross-cultural challenges and opportunities in every work environment. Our comprehensive suite of intercultural learning offers services that are designed to support domestic workforces; expatriate employees and their families; and global people leaders, short-term business travellers, and groups that require assistance, in working across cultural borders. As the only global intercultural learning provider with in-house clinical experience, our staff of qualified clinicians bring depth and uniqueness to our expatriate support offerings.

# INTERCULTURAL LEARNING

## Cross-cultural training

Cultural values, beliefs, and norms are difficult to identify and label as they are invisible influential factors of employee behaviour. The business world transcends borders, nationalities, cultures, languages, and time zones. As a result, we offer a variety of cross-cultural training products that aim to help employees and their families maximize their intercultural competency; expedite integration into a new environment; prevent failed assignments; and enhance intercultural understanding, communication, and teamwork.

### Cross-cultural training

**Overview:**

Culture impacts everything that you do, at work, and at home. In this workshop, participants will reflect on transition issues related to their specific family situation; learn about the target culture and its values, beliefs, and norms; as well as gain practical hints and tips on daily living and work issues related to their specific situation. They will also have many opportunities to reflect on their cultural assumptions and behaviours, and how this may compare or contrast with their culture of origin.

**Learning objectives:**

At the end of this workshop, participants will be able to do the following:

- Discuss the terms *target culture* and *target values*.
- Implement tips on working and living in a host country.
- Reflect on personal cultural assumptions and behaviours.
- Understand and develop effective cross-cultural communication.

**Duration and delivery method:**

Up to 2 day instructor-led workshop

**Audience:**

Employees and spouses relocating for assignment

### Youth cross-cultural training

**Overview:**

Moving to a new country will mean living in a new community, meeting new people, and learning new languages. This interactive workshop will provide the children of international assignees with an opportunity to share their fears and excitement about the move as well as encourage an exchange between parents and children around feelings regarding the international assignment. Our age-specific curriculum serves children as young as age 5 to 8 and 9 to 12 and has a separate program that discusses teen issues and is geared for youth aged 13 to 18.

**Learning objectives:**

At the end of this workshop, participants will be able to do the following:

- Discuss the terms *target culture* and *target values*.
- Share fears and excitement about their move.
- Discuss their feelings regarding the international assignment with their parents.
- Prepare for the adjustment to a new school, home, friends, and environment.

**Duration and delivery method:**

Up to 2 day instructor-led workshop

**Audience:**

Children of employees relocating for assignment

## Global business traveller training

### Overview:

International work and travel is an integral part of many organizations and an increasing amount of employees are now being required to work outside of their country. This workshop will provide participants who travel on a regular basis to one specific international location, with information on culture specific aspects of communication and business values of their host location.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the impact of culture when travelling abroad to do business.
- Discuss values, beliefs, and norms of the target culture.
- Explore their basic assumptions and business values.

### Duration and delivery method:

Up to 4 hours instructor-led workshop

### Audience:

Employees travelling for business

### Note:

Maximum 3 participants per session

### Related session:

[Healthy tips for commuting and business travel](#)

## Intercultural coaching

### Overview:

Frustration caused by cultural differences can lead to a breakdown of relationships with team members or poor business performance. This multi-level program, offered as a stand-alone one day session or intermittent hourly coaching over a series of months, will guide senior executives and people leaders to develop strategies for adapting business styles; troubleshoot cross-cultural issues that arise in the workplace; and empower people to lead multicultural teams and successfully achieve professional, personal, and corporate objectives. The session is highly customized to meet the specific needs of executives.

### Learning objectives:

At the end of this session, participants will be able to do the following:

- Develop cross-cultural strategies and lead multicultural teams.
- Troubleshoot cross-cultural issues that arise in the workplace.
- Identify strategies to meet goals and establish benchmarks for success.

### Duration and delivery method:

Up to 7 hour instructor-led workshop plus two hour telephonic follow-ups or a retainer-based support package (3, 6, and 12 month contracts, or 8 hours per month)

### Audience:

People leaders working across cultures

## Short-term assignment training

### Overview:

Adapting to a new culture is not easy, and can be even more difficult when you are in a new country, while your family is back home. Designed for employees travelling without their families, this training will help short-term assignees meet the challenges that they may face. The workshop will cover the culture specific aspects of communication and business values, and give examples and case studies from the participant's home culture as well as that of the host culture.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the impact of culture in the workplace.
- Discuss values, beliefs, and norms of the target culture.
- Explore their basic assumptions and business values.
- Live and work abroad while adapting to a new culture.

### Duration and delivery method:

Up to 7 hour instructor-led workshop

### Audience:

Employees moving abroad for 1 year or less, without their families

### Note:

Maximum 3 participants per session



# Repatriation services

The process of reintegrating and retaining expatriate employees can have an impact on your organization as well as on your employees. We offer a variety of repatriation services—both clinical and training-based—to help organizations capitalize on the investment made in expatriate employees, with the goals of increasing employee retention and maximizing workplace health and productivity.

## Repatriation training

### Overview:

Returning home after a long-term assignment requires as much adjustment as moving abroad in the first place. Upon completion of an assignment, this workshop will help returning employees and their spouses to integrate and leverage their international experience at home and in the workplace.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the impact of reverse culture shock in their professional and personal lives.
- Integrate the international experience after coming home.

### Duration and delivery method:

Up to 7 hour instructor-led workshop

### Audience:

Employees and spouses returning from assignment

## Youth repatriation training

### Overview:

The impact of returning home after a long-term assignment can be dramatic, especially for the children of expatriates caught between school systems and friendships. Upon completion of an assignment, this workshop will help the children of returning families to integrate and leverage their international experience at home and in school.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Understand the impact of reverse culture shock in school and their lives.
- Discuss why *home* may not feel like home at all.
- Integrate the international experience after coming home.

### Duration and delivery method:

Up to 7 hour instructor-led workshop

### Audience:

Children of employees returning from international assignment (ages 5 to 18)

## Business repatriation training

### Overview:

Along with the adjustments required to be successful at home when repatriating, there are also significant changes to keep in mind at the workplace. This workshop will assist employees returning from an international assignment in better understanding and managing the repatriation process and integrating it into the home work environment.

### Learning objectives:

- At the end of this workshop, participants will be able to do the following:
- Identify enhanced work skills acquired throughout their international assignment.
- Facilitate the application of these work skills to their current employment situation and workplace relationships.

### Duration and delivery method:

Up to 4 hour instructor-led workshop

### Audience:

Employees returning from assignment

## Group business trainings

In order to thrive among today's multicultural workforce, people leaders and employees must understand the impact of culture on communication and global business practices. This customized training is designed for groups of people, to enhance the cultural competency of an organization's domestic and global employees.

### Becoming world wise

#### Overview:

Developing multicultural awareness and understanding is of the utmost importance in today's workplace. This highly interactive foundation-level course in cross-cultural awareness will help participants build a fundamental understanding of business and communication skills in the workplace and work better on multicultural teams at home and abroad.

#### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Work across cultures to better understand the impact that culture has on intercultural working relationships.
- Overcome cross-cultural communication challenges.
- Identify differences and similarities across a broad spectrum of cultures to assist them in their development of cross-cultural competencies in the workplace.

#### Duration and delivery method:

7 hour instructor-led workshop

#### Audience:

Employees working across cultures

#### Note:

Maximum 30 participants per session

### Communicating across cultures

#### Overview:

Understanding other cultures often starts with the language, but is heavily influenced by the culture's beliefs, norms, and values. This workshop, which has been developed as a shorter version of the "Becoming world wise" training, will help employees understand the barriers of working between cultures and how to strategize accordingly in future encounters. Employees will gain a better understanding of their verbal and non-verbal approaches to communication, as well as develop new strategies to effectively communicate in today's multicultural environment.

#### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Support employees and executives working across cultures to better understand the impact culture has on intercultural working relationships.
- Overcome cross-cultural communication challenges.

#### Duration and delivery method:

2, 3, or 4 hour instructor-led workshop

#### Audience:

Employees working across cultures

#### Note:

Up to 30 participants per session (requests for up to 50 participants may be made prior to approval)

## Corporate/social responsibility and sustainability trainings

### Overview:

A sustainable business is a healthy business that attracts talent, retains employees, and reduces absenteeism. To maximize profit in a world where natural resources are rapidly diminishing and social structures are changing, businesses with the right strategies have an opportunity to improve not only their financial health, but the health of their people and the environments in which they operate. In this workshop, leaders will gain a better understanding of what being a sustainable business means, what market and regulatory risks and opportunities exist, and how to become more *green*.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Grow their organization through sustainable environmental and social practices.
- Understand the concept of the *triple bottom line*: people, planet, and profit.

### Duration and delivery method:

1, 2, or 3 days instructor-led workshop

### Audience:

Leaders working in global corporations

### Note:

Maximum 20 participants per session

## Country-specific group training

### Overview:

Whether it be through acquisitions, mergers, or projects that require international counterparts to work together, understanding a specific culture other than your own is important for both your personal and business relationships. This country-specific workshop will focus on the cultural aspects of *one* target culture, and provide participants with the business and communication skills necessary for developing and fostering cross-cultural competency in the workplace.

### Learning objectives:

At the end of this workshop, participants will be able to do the following:

- Support employees and executives working with one specific culture to better understand the impact cultural differences have on working relationships.
- Identify gaps between their style and that of the target culture, and create an action plan for more effective working relationships.

### Duration and delivery method:

7 hour instructor-led workshop

### Audience:

Employees working across cultures

### Note:

Maximum 20 participants per session

## Customized intercultural business training

### Overview:

Sometimes cultural barriers or questions arise that our other programs do not properly cover. For that reason, we offer a customized cultural skill-building program, which is highly interactive, practical, and dynamic. This training will focus on developing effective global management and business practices and provide participants with concrete business and communication skills necessary for cross-cultural business success.

### Learning objectives:

Customized to the needs of a particular group or team.

#### Duration and delivery method:

1 or 2 day instructor-led workshop

#### Audience:

Employees working across cultures

#### Note:

Maximum 20 participants per session

# INTERCULTURAL LEARNING AT A GLANCE

Becoming world wise

Business repatriation training

Communicating across cultures

Corporate/social responsibility and sustainability trainings

Country-specific group training

Cross-cultural training

Customized intercultural business training

Global business traveller training

Intercultural coaching

Repatriation training

Short-term assignment training

Youth cross-cultural training

Youth repatriation training



## WORKPLACE DEVELOPMENT

By enhancing the abilities and knowledge of your employees, you can create a highly skilled and adaptable workforce. We listen and work together to understand your unique workplace challenges and opportunities, and then design and implement a successful workplace development strategy that can be integrated with your existing programs.

# WORKPLACE DEVELOPMENT

## Back-to-work program

Leaders in organizations have a key role to play if an employee suffers from a period of time away from work for any reason. Team members often struggle with the return of the absent colleague for fear of not knowing *what to say* or having unresolved feelings about the circumstances surrounding the colleague's absence.

The back-to-work program is designed to assist people leaders in taking a more involved and proactive approach to supporting the employee and other team members as the employee's return-to-work date approaches.

This intervention will be designed in consultation with your organization to provide the people leader, the returning employee, and their team with the tools everyone needs to deal more effectively with the employee as he/she comes back to work after an absence. The back-to-work program may also include workshops, coaching, facilitated problem solving, and team restoration services, as necessary.

## Coaching

Coaching involves establishing a collaborative alliance that is uniquely defined by the coachee and your organization's goals. Sessions are dedicated to supporting the coachee in clarifying and pursuing their objectives and maximizing their potential.

Rather than being a teacher or advisor, the coach facilitates the coachee through a thorough process of professional and personal development. We see coaching as a collaborative, three-way relationship between the coach, the coachee, and the coachee's organization.

## Sensitivity training

Sensitivity training is an effective solution in situations where an employee has demonstrated inappropriate or disrespectful behaviour in the workplace, particularly when conduct violates the organization's policies relating to workplace harassment, discrimination, violence, and codes of conduct, etc. One-to-one sensitivity training provides a supportive environment to help employees and people leaders understand concerns about their actions, and the impact their behaviour has on other members in the workplace.



## Team cohesiveness: Assessment and workshop intervention

The smooth and harmonious functioning of a team is crucial to organizational health and productivity. An organization with a team in conflict understands that many team members have had a hand in contributing to the situation.

Our assessment and workshop intervention combines the approaches of our most popular workplace training solutions: workplace assessments to solicit input and validate the perceptions of team members, and team building workshops that encourage each team member to be accountable for finding solutions to issues or problems impacting the team. The intervention's goals include creating an environment where members feel:

- safe and comfortable working together—free from harassment, abuse, or bullying;
- confident working collaboratively to accomplish the team's and organization's goals;
- positive that their individual contributions are valued and respected; and
- accountable for their conduct toward others and the team as a whole.

During phase I, team members participate in one-on-one interviews with our consultant. Each interviewee will be encouraged to voice their concerns in a private, safe, and structured environment of what they believe the problems or issues are that are impacting the team and what they believe is required to build a stronger, more cohesive team. Upon completion of the individual interviews, a written report containing a thematic analysis of the interview data and recommended next steps is provided. (This report maintains confidentiality and anonymity.)

In phase II, the full team comes together for two half-day facilitated sessions. During the first session, the team reviews key findings and themes from phase I, works toward building respect and trust for one another, and discusses solutions to current and future problems. A follow-up facilitated session is recommended one to three months later, to allow for a *pulse check* with the consultant, collectively troubleshoot previously agreed to solutions, and explore any new problems or issues.

## Workplace and human rights investigations

When investigating human rights complaints, investigators should use discretion and have a profound understanding of human rights legislation, both from a federal and provincial perspective. Add to that the law, which states that as an organization, you are required to investigate any complaint at the onset to understand the situation, uncover all of the details, and mitigate/avoid further damages caused by the allegations, and handling human rights complaints and other violations can become extremely delicate.

Our workplace investigations address specific complaints and determine if the allegations are indeed factual. Interviews are conducted with the complainant, respondent, and any witnesses (selected by the complainant and respondent as well as by the organization). Often, we are asked by organizations to provide external third party investigations to address situations of alleged workplace discrimination, harassment, sexual harassment, and more.

Organizations then receive a report that summarizes the findings of the interviews, the scope of the work, and any recommendations that will assist in managing the situation. Any further action to remedy the situation is the responsibility of the contracting parties; the investigator has no responsibility for the administration of justice.

## Workplace assessments

Our professional consultants undertake workplace assessments to gauge and analyze an organization's level of functionality.

To identify what is working well and what is not (in both unionized and non-unionized environments), our national network of senior consultants work with people leaders and employees to uncover their perceptions about the work environment. The objective of the workplace assessment is to support a culture of fairness and equity and to support human resources policy in the area of conflict resolution.

Our process follows the four general steps below:

1. Briefing from the organization on the nature of their need for the workplace assessment
2. Identification of the best method to assess the issue (i.e., individual interviews or focus groups)\*
3. Assessment questioning and fact finding
4. Report (includes analysis and recommendations)\*\*

\* The structure of the assessment varies and depends on the needs of the organization, the number of employees, and the nature of the issue.

\*\* Recommendations may include workshops, workplace mediation, or coaching as well as other resources available from our Employee and Family Assistance Program (EFAP) or Organizational Health Solutions.

## Workplace mediation

Within diverse groups of people, conflict is inevitable. At the workplace, the likelihood of conflict can be heightened, fuelled by stress, contrasting personalities, job pressures, and an assortment of communication issues. If conflict is left unresolved or is only partially resolved, it can affect employee performance and paralyze productivity.

With skilled third-party intervention, effective mediation gets to the heart of the matter to ensure resolution, while upholding respect for an organization's employees, integrity, and business objectives.

Our approach provides individuals, groups, and organizations with fundamental principles that promote improved working relationships, effective communication, and skill development in problem solving and conflict resolution.

Poorly managed conflict in the workplace can also lead to absenteeism, turnover, and/or legal action. We use mediation to create a workplace culture of fairness and equity and to support human resources policies in the areas of conflict resolution and performance management.

# WORKPLACE DEVELOPMENT AT A GLANCE

Back-to-work program

Coaching

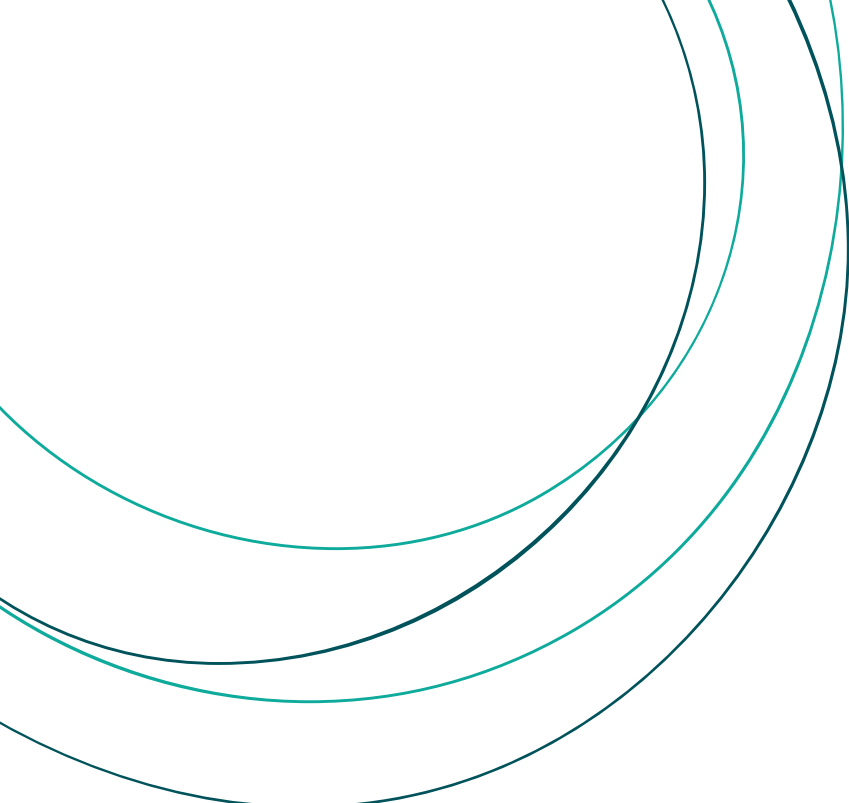
Sensitivity training

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Workplace and human rights investigations

Workplace assessments


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