

Management & Leadership:

# Communicating and Coaching:

## Two half day workshops for Managers

Friday, December 10, 2004 - 8:15 a.m. to 12:00 p.m. and 12:45 p.m. to 4:30 p.m.

LOCATION: to be announced (In Winnipeg)

*QNET provides resources, information session and training on Management & Leadership as part of QNET's focus on improving quality and organizational effectiveness.*

### Communicating At Work

Friday, December 10 - 8:15 a.m. to 12:00 p.m.

Participants will take away knowledge and techniques that result in improved listening, speaking, presentation, and correspondence skills. This workshop presents critical skills, knowledge and techniques that transfer to the workplace right away. Program highlights:

- 8 factors in great communication
- Common communication problems
- Who has power in the workplace?
- How to enhance your listening skills
- Understanding the CARESS Model
- Enhancing your questioning skills
- Getting the answers: 8 steps
- 21 factors in formulating questions
- 6 keys to giving effective feedback
- 4 types of feedback
- How to paraphrase effectively
- Managing workplace conflict
- 5 conflict management styles
- 6 ways people accelerate conflict

**Presenter:** Rick Hallson is a trainer, certified performance coach, and motivational speaker who has developed and facilitated a wide variety of training programs for the past 15 years for small and medium business, government at the federal, provincial, and civic level, and numerous non-profit organizations. His programs are practical, useful, and inspiring and can be transferred by the participant to the workplace right away.

**CAM:OE Credit:** When both workshops are taken together, they are eligible for 7 credit hours in the **Certificate In Applied Management: Organizational Effectiveness (CAM:OE)** program from the University of Manitoba, Continuing Education.

### Coaching Your Work Team

Friday, December 10 - 12:45 p.m. to 4:30 p.m.

Learn the critical skills managers require to be an effective coach in the workplace; one that provides continuous support, feedback and tools for success. A coach clarifies goals, identifies strengths and areas for improvement, develops problem-solving skills and decision-making, by guiding rather than controlling. Program highlights:

- Coaching: being accessible to staff
- Good coaching means win-win
- 10 attributes of a good coach
- Boss or coach? A comparison
- Motivation: what your staff wants
- Communication and coaching
- Strategies for motivational coaching
- One on one coaching techniques
- Coach: The 3 Rs of effective listening
- Solving problems with good coaching
- Training & support in the workplace
- The coach as a mentor
- Correcting: encounter or confrontation?

### REGISTRATION FORM: Fax to (204) 949-4990 or register online at [www.qnet.mb.ca](http://www.qnet.mb.ca)

#### Communicating at Work (December 10/04)

- \$105.93 QNET Member (includes \$6.93 g.s.t.)
- \$123.05 Non-Member (includes \$8.05 g.s.t.)

#### Coaching Your Work Team (December 10/04)

- \$105.93 QNET Member (includes \$6.93 g.s.t.)
- \$123.05 Non-Member (includes \$8.05 g.s.t.)

#### Special rate if you register for both workshops:

- \$190.46 QNET Member (includes \$12.46 g.s.t.)
- \$221.49 Non-Member (includes \$14.49 g.s.t.)

NAME \_\_\_\_\_

ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ PROV \_\_\_\_\_ PC \_\_\_\_\_

PH \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

PAYMENT METHOD (G.S.T. Reg # 899755334RT):  Please Invoice  VISA  AMEX  MasterCard

Card # \_\_\_\_\_ Expiry \_\_\_\_\_

Name on card \_\_\_\_\_ Signature \_\_\_\_\_

An event confirmation will be faxed one week in advance with location details. Cancellations must be received in writing no later than December 2/04. After that time, full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance.



Presented in partnership with:  
Industry Training Partnerships,  
Manitoba Advanced Education  
& Training



QNET, 454 - 167 Lombard Avenue, Winnipeg, MB R3B 0T6

Ph: (204) 949-4999 / Fax: (204) 949-4990 / Email: [mail@qnet.mb.ca](mailto:mail@qnet.mb.ca) / Website: [www.qnet.mb.ca](http://www.qnet.mb.ca)