

LEADERSHIP & MANAGEMENT

QNET presents:

Fall Learning Series: Communication, Ethics and Performance

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

Improve your effectiveness and enhance your professional development with QNET's Learning Series – interactive half day workshops designed to provide practical and immediately applicable learning for individuals and teams.

Positive Communication Strategies

Wednesday, October 9 - 8:15 to 11:45 a.m.

Fee: \$149+GST for QNET or APICS members \$179+GST for Non-Members

When we become better communicators, we improve workplace productivity, and develop better relationships. Some of the keys to better communication are pro-active communication strategies and active listening, understanding what we see versus what we hear. In this hands-on, interactive workshop, participants will explore, discuss and practice power-up communication skills:

- Active Listening – the what and how; what are you really hearing when you actively listen;
- Honest Signals – what we see tells a story; mismatch body language and words, and you have a recipe for miscommunication;
- From Positive to Pro-Active Communication – it's not what we say, it's how we say it.

Ethics and the Workplace

Wednesday, October 16, 2013 – 8:15 to 11:45 a.m.

Fee: \$149+GST for QNET or APICS members \$179+GST for Non-Members

More than ever before individuals are faced with issues of collaboration, trust and ethical decision making in their work activities. It can be difficult to master ethics and collaboration when they are often counter-intuitive behaviours that need to be practiced, developed and matured. An important aspect is how individual actions affect others, especially when there is conflict between interests. Incorporating the classic activity the 'prisoner's dilemma' and participant examples, at this session participants will:

- Work through scenarios that demonstrate the impact and consequences of individual choices on collaboration and ethics;
- See firsthand the impact of behaviour and the relevance of ethics in decision making;
- Consider the full consequence of ethical issues in terms of risks to themselves, others, and society.

Top Performance

Wednesday, October 30, 2013 – 8:15 to 11:45 a.m.

Fee: \$149+GST for QNET or APICS members \$179+GST for Non-Members

They are all around us and we might not even know it, we might even be one of them - a top performer in waiting. Key to top performance is the ability to bring all of the right skills, knowledge and behaviours together at just the right time. Whether you are a leader looking for ways to help identify and develop top performers or you are looking to improve your own personal performance, this session has something for you. At this thought-provoking, interactive session, participants will explore the world of top performers and top performance, including:

- Finding your skills and learning how to leverage them – we may know what we do well, but do we really know what we might be great at?
- Building blocks for top performance – beyond technical skills and knowledge, top performers have skills that drive their performance.

Facilitator: Angela Busby, PDip O/Psych, CCMP brings a dynamic combination of 20 years of experience in operations management in the private sector and teaching in the fields of business management / communication at the post-secondary level. She is passionate about the human factor of change management and the development of high performance work teams. Angela has completed post-graduate studies in organizational psychology and change management at Oxford, earning her UK qualifications in both fields. In addition, she is a certified Emotional Intelligence coach.

Presented by QNET with APICS Winnipeg Chapter and Industry Workforce Development, Manitoba Entrepreneurship Training & Trade

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