

LEADERSHIP & MANAGEMENT

QNET presents:

Communicating with Civility, Credibility and Competence

Thursday, November 21, 2013 – 8:15 a.m. to 4:15 p.m.

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

Have you ever felt tied up in knots, wondering how to interpret something someone else said or not knowing how to say something you need to say? Is negativity and rudeness impacting productivity, loyalty or morale in your workplace? By applying these tried-and-tested communication best practices, you can build your reputation, boost your credibility, influence others in significant and positive ways, and even improve the bottom line.

After attending this interactive and practical workshop, you will be better able to:

- Understand what civility is and why it is essential to effective communication in your workplace
- Identify and avoid communication habits that may be undermining your (or your organization's) credibility
- Adopt one or all of ten proven communication best practices that relate to verbal, nonverbal, written and electronic communications
- Be recognized as a professional who communicates with clear purpose and saves others time and energy
- Exhibit high social competence and a service-orientation that will leave a long-lasting impression with whomever you communicate.

Facilitator: Lew Bayer is nationally recognized as Canada's leading expert on civility in the workplace, with focus on Social Intelligence and culturally-competent communication. She is founder of the Center for Cultural Competence and President of civilityexperts.com. Lew is a 6-time published author, national columnist and faculty member at Georgetown University. Recently, she won the 2008 Manitoba Woman Entrepreneur of the Year award in the International Business category.

This workshop is:

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD)
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education

This session is presented by QNET in partnership with APICS Winnipeg Chapter and Industry Workforce Development, Manitoba Entrepreneurship Training & Trade

REGISTER NOW - Fax this form to 204.949.4990 or register online at www.qnet.ca

Fee: (includes a light lunch) \$329.00 + GST for Member of: QNET APICS \$399.00 + GST for Non-Members

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Cancellations (by the attendee) must be received in writing no later than 6 business days prior to the session. After that time, the full registration fee will apply. Substitutions are accepted at anytime. Invoices will be sent for non-attendance. All funds are charged in Canadian dollars. If the session is cancelled / postponed by QNET and you have already paid for the session, you will receive a credit by email – you can apply this to your credit card or request a refund cheque. QNET is a Scent-Free Zone: Due to the chemical sensitivity of some of our clients, we ask that you refrain from wearing perfume, sprays or cologne at the QNET Office.



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