

LEADERSHIP & MANAGEMENT

QNET presents:

Social Sensitivity in the Changing Workplace

Wednesday, June 17, 2020 – 8:15 a.m. to 4:15 p.m.

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

In our ever-changing world, it can be difficult to keep up with social knowledge that helps us be effective and sensitive in day-to-day communications. No matter how well-intended, causing insult to someone can have lasting impacts on the person wounded, as well as the person assumed, or accused, or having caused harm.

In this interactive workshop participants will engage in discussions and self-reflective activities to raise both their awareness to recognize aspects of social expectation that can be risky when interacting with others, and how to repair when they have not duly considered these expectations and made social errors.

You will learn:

- Three reasons we may find ourselves in sticky interpersonal situations: designer lenses, the comfort zone, absent presence
- Five social “hot buttons”; areas where social sensitivity is required to be successful in modern social settings: cultural bias, gender assumptions, circumstantial conditions, social labels, social outrage
- Four practical “repair” solutions for building trust in relationships: assume the best, reverse social engineering, DTMDY, art of apology

You will use what you learn to:

- Be more socially aware so that you can identify and manage social hot buttons
- Recognize social cues to ensure effective timing of repair behavior
- Identify aspects of social expression that indicate indignation and ego, versus authentic social injury
- Be more aware of your own social hot buttons such that you can practice appropriate restraint
- Understand when situations call for personal remedy versus practical repair
- Apply social repair strategies that enable you to build trust

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.
- Presented by QNET in partnership with APICS Winnipeg Chapter, Manitoba Aerospace, and Manitoba Education and Training.

Fee: (includes a light lunch)

- \$389.00 + GST for Members of QNET or APICS or Manitoba Aerospace
- \$459.00 + GST for Non-Members

REGISTER ONLINE at www.qnet.ca



QNET
Suite 660, 175 Hargrave Street
Winnipeg, MB, R3C 3R8
Phone: (204) 949-4999
Fax: (204) 949-4990
mail@qnet.ca
www.qnet.ca