

Managing One's Effectiveness (E) – List of courses and detailed course outlines



#	Managing One's Effectiveness (E)
E01	Time & Priority Management
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Exx	Other courses available on demand

Other courses are available on demand. Classroom delivery can be complemented by mentoring and/or coaching as well as technical support when required.

For more information, the following pages contain a detailed course outline of each course.

Course Title: E01 - Time & Priority Management

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

The main training objective of this session is to provide participants with the tools which will enable them to optimize the management of their time and priorities in their work.

Course Content:

1. Understand the management of time and of priorities;
2. Identify the most common time-wasters and the solutions to better manage them;
3. Balance the urgent and the important;
4. Review driving values;
5. The effects of planning and controlling events;
6. Deal with the controllable versus the uncontrollable through one's circle of influence;
7. The fallout effect of sound time and priority management;
8. Risk management.

Target Audience:

All employees interested in better managing their time and priorities.

Methodology:

This session is “experiential” in nature and is made up of oral presentations with a strong focus on active group participation. A ratio of 35% (lectures) and 65% (practical exercises) is used. An in-depth exercise on the analysis of one's time management is the centrepiece of this session.

Expected Results:

This training session will enable participants to improve the management of their time and priorities.

Course Title: E02 - Conducting Successful Meetings

Course Length: 2 days

Maximum Number of Participants: 18 (ideal 12-14)

Course Objectives:

The purpose of this course is to enable participants to acquire and develop the skills they need to conduct meetings effectively. At the end of this two-day course, participants will know how to better plan, conduct, close and prepare minutes of meetings, although the idea here is not to train specialists. This course has been designed in accordance with established adult education principles.

Course Content:

1. Planning a meeting - The purpose of this session is to ensure that participants understand the importance of good planning and the factors that must be weighed in a meeting plan;
2. Opening and Closing a meeting – The purpose of this session is to enable participants to open and close meetings. The instructor makes a presentation on the most important points involved and on the importance of follow-up;
3. Conducting a meeting - The two major goals of this session are to enable participants to Conduct a meeting and to practice controlling problem situations and behaviours.

Target Audience:

Employees, managers and supervisors or anyone who has to chair meetings / decision-making meetings and / or exchange of information.

Methodology:

The course consists of theoretical presentations and meeting simulations which some participants will have the opportunity to chair. Since the course approach is much more practical than theoretical in nature, individual exercises are also provided. The simulations reflect situations similar to those in your work environment, and the feedback provided enables participants to get a clear idea of their skill levels and what they must do to improve their performance.

Expected Results:

Following this training, participants will be able to optimize the preparation, conduction and monitoring of an effective meeting. Another result is that participant will become better in managing their time, in making decisions and in developing action plans.

Course Title: E03 - Problem Solving and Decision Making

Course Length: 2 days

Maximum Number of Participants: 18 (ideal 6-12)

Course Objectives:

Participants will be provided with tools and concepts that will improve their performance and enhance their ability to:

- Analyse problem situations so as to find the most probable cause and remove it;
- Use a rigorous process for making decisions that clearly reflect judgment;
- Test problem-solving skills against the expertise of other successful individuals/managers;
- Save time and increase the effectiveness and efficiency of these skills;
- Plan the implementation of a decision by assessing the risks and possible adverse or positive consequences; and
- Organize thoughts logically and rationally.

Course Content:

1. Problem Solving;
2. Decision Making;
3. Implementation.

Target Audience:

This workshop is designed for managers, supervisors, team leaders and functional specialists who make decisions as a regular feature of their work.

Methodology:

This workshop is comprised of lectures (35%) and practical exercises (individual, sub-group, case studies) (65%).

Expected Results:

- Capacity to perform a problem solving analysis;
- Better balanced decision; and,
- Capacity to implement a plan.

Course Title: E04 - Critical Thinking Skills

Course Length: 1 day (up to 3 days)

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

Successful completion of this course will increase participant's knowledge and ability to:

- Define critical thinking;
- Identify and adopt the characteristics of critical thinking;
- Recognize and avoid critical thinking mistakes;
- Identify assumptions;
- Evaluate information accurately and thoroughly;
- Distinguish between fact and opinion;
- Implement the critical thinking process in work situation.

Course Content:

Module 1: Characteristics of Critical Thinking: Curiosity, awareness, flexibility, common sense.

Module 2: Critical Thinking Mistakes: Rationalization, emotional thinking, biases, tunnel vision.

Module 3: The Critical Thinking Process: EEE, examine, explore, evaluate.

Module 4: Turning Thinking into Action: Critical thinking practices, Thinking about critical thinking.

Target Audience:

Employees at all levels responsible to make decisions. Managers and leaders up to the executive level.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Role-plays are used when and if appropriate. Hands on investigations of real life problems and situations support the transfer of learning.

Expected Results:

Participants will be better prepared to approach work situations, problems and decision making in a more rational, defined and helpful manner. Stress is reduced through the establishment of clear methodologies and employees achieve greater efficiency.

Course Title: E05 - Emotional Intelligence

Course Length: 1 half day to 2 days

Maximum Number of Participants: 16 (ideal 12-14)

Course Objectives:

- Manage your emotions by recognizing how thoughts and emotions are connected;
- Improve their self-control by identifying physical cues that indicate your emotions may be taking over;
- Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook;
- Learn how to use assertive communication to express needs and feelings appropriately;
- Explore how to use emotional intelligence to bounce back from setbacks.

Course Content:

Module 1: Intrapersonal Skills: Self-awareness, connecting thoughts and emotions, self-control.

Module 2: Interpersonal Skills: Increasing your empathy, empathy in action, assertive communication, conflict management.

Module 3: Adaptability: Increase flexibility, manage stress, improve your problem solving skills.

Module 4: Resilience: Gaining an accurate perspective, developing self-confidence, developing a positive disposition.

Target Audience:

Employees at all levels.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Role-plays are used when and if appropriate. Panel discussions, presentations and fun exercises help integrate the concepts and establish links with participants' reality.

Expected Results:

Participants will get a better understanding of the role in emotions in professional and personal contexts. Stress is reduced through the integration of knowledge about managing emotions instead of repressing them.

Course Title: E06 - Difficult Conversations

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-16)

Course Objectives:

At the end of this program, participants will be able to:

- Describe their own communication habits;
- Describe, recognize and use tools and techniques to improve communications; and,
- Implement active listening.

Course Content:

The quality of our interpersonal communications can be improved every day of our lives: with our colleagues, our children, our life partners, etc. Understanding others and being understood by others is, on one hand, at the basis of the satisfaction we draw from life and, on the other hand, at the source of many problems and conflicts. In this workshop, you will learn what effective communication really is, its basic requirements and the techniques to use it towards achieving your personal and professional objectives and success. You will have the opportunity, through specific exercises related to your work environment, to use the tools aiming at improving your personal efficiency at work by managing difficult conversations more effectively, such as: mobilizing others towards achieving organizational results, diminishing the potential consequences of some usual communication pitfalls such as conflicts, dealing with sensitive subjects and situations, conducting effective follow-up conversations and positively recognizing progress.

This workshop offers participants the necessary tools to help them improve their daily communications such as:

1. Basic communication principles;
2. A specific communication approach;
3. Related knowledge and abilities;
4. An opportunity for personal commitment; and,
5. Motivations.

Target Audience:

Managers, supervisors and anyone wishing to improve their skills as a communicator.

Methodology:

Through the use of role-plays, participants will practice the techniques and tools presented. Our experiential approach to learning ensures that each activity is based on knowledge and skills beyond the classroom. Role plays are used when and if needed. The use of real-life situations ensure that transfer of learning does take place.

Expected Results:

The participants will have a better understanding of the very essence of human communications, how they define themselves and are manifested, their inherent difficulties, pitfalls, tools and most importantly, the techniques to use to improve them. They will identify their own habits in communication, good and “less good” and will have the opportunity to put into practice the techniques and recognized tools to better communicate and cope with difficult conversations.

Course Title: E07 - Optimize your Role as an Administrative Assistant

Course Length: 2 days

Maximum Number of Participants: 20 (ideal 12-16)

Course Objectives:

The objective of this training is to provide participants with the necessary tools and competencies enabling them to develop and use management tools such as managing priorities, planning, communication, teamwork as well as problem-solving in order to overcome the daily challenges of an administrative assistant with the specific objective of establishing a close relationship with the manager.

Course Content:

Planning and Priorities

- Planning (the key to control) and establishing priorities (sequencing events);
- Practical tools: an overview of the various planning tools.

Communication

- Understanding the communication process;
- Causes and consequences of misunderstandings;
- Necessary techniques for effective communication.

Teamwork

- The life cycle of a team;
- Clarification of standards;
- Myths related to the leader.

Problem-Solving

- Problem analysis and cause of problem;
- Individuals involved;
- Choice of strategy (ies);
- Implementation of the strategy (ies);
- Assessing effectiveness.

Target Audience:

Administrative assistant

Methodology:

This training comprises both lectures and practical exercises. An experiential approach by way of role playing is an integral part of this training process. Participants will have the opportunity to present/share organizational situations that they experience on a daily basis.

Expected Results:

At the end of this training, participants will be able to implement a more proactive approach in their role as an Administrative assistant and to become the manager's "right arm" within the organization.

Course Title: E08 - Transforming Ideas into Action

Course Length: 1 to 3 days according to depth

Maximum Number of Participants: 20 (ideal 12-16)

Course Objectives:

- Recognize common myths and misconceptions about innovation;
- Use multiple intelligences to generate a variety of ideas;
- Apply the characteristics of creative people to any problem or issue;
- Follow a four-step process for team innovation;
- Promote innovation without regulating it;
- Use cross-functional teams to foster innovation;
- Spot sacred cows (paradigms) in your organization;
- Contribute to a shared vision and mission statement;
- Identify and find solutions to obstacles to initiative;
- Proceed to practical systematic analysis;
- Evaluate and prioritize alternatives objectively;
- Reduce the negative effects of errors to a minimum;
- Take responsibility for action and results;
- Take the initiative to go beyond what is expected.

Course Content:

Module 1: Myths and Misconceptions: “Ideas into action”, what is innovation?

Module 2: Individual Innovation: Multiple intelligences, innovation, characteristics of creative people, questions are the key to solutions.

Module 3: Team Innovation: Stages of the creative process, initiation, incubation, illumination, and implementation.

Module 4: Organization Actions : Promote innovation without regulating it, innovation lessons, mixing it up, spot a sacred cow.

Target Audience:

Mostly supervisors, team heads, managers and leaders.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Role-plays and panel discussions are used when and if appropriate. Presentations and discussions in small and larger groups support the development of self-confidence in the creative process. Participants share misconceptions about innovation and learn to promote it in their teams.

Expected Results:

Participants will be better prepared to identify and overcome obstacles to initiative, to react systematically to analysis when appropriate, to evaluate and prioritize alternatives objectively, to minimize the negative effects of errors and mistakes, to take ownership of responsibilities and results and to take initiative to go above and beyond what is expected of them.

Course Title: E09 - 10 Soft Skills You Need

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

At the end of this workshop, participants should be able to:

- Discuss how soft skills are important to success in the workplace;
- Understand the 10 key soft skills everyone should have;
- Use soft skills to relate more effectively to others in the workplace;
- Understand how to use soft skills to communicate, problem-solve, and resolve conflict;
- Apply soft skills to specific situations.

Course Outline:

This interactive learning program is designed to introduce participants to 10 soft skills needed in every organization. The program includes: what are soft-skills, communication, teamwork, problem solving, time management, attitude and work ethic, adaptability/flexibility, self-confidence, ability to learn and networking. These subjects are presented in various depths, depending on the requirements of each group. Soft skills are an opportunity to focus and achieving objectives. Participants will learn how to use soft skills in an organized fashion. Finally, they will develop the ability to decide of when it is appropriate (or not) to use various soft skills at work. It is recommended to plan for enough training time to allow for the introduction of short customized case studies and role plays.

Target Audience:

Employees at entrance level and those affected by organizational change or simply wishing to bring it all together. This course is relevant to employees at all levels.

Methodology:

Participants are rapidly exposed to the 10 soft skills and presented with examples, frequent issues and problems and... solutions. They are invited to participate and contribute their own experiences. Using an experiential approach, the subjects are linked together through a virtual “day at the office” exercise.

Expected Results:

Participants will improve their ability to use and effectively apply different soft skills min different situations.

Course Title: E10 - Negotiation Skills

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

The course objectives are:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating;
- Understand and apply basic negotiating concepts:
 - WATNA (Worst Alternative to a Negotiated Agreement)
 - BATNA (Best Alternative to a Negotiated Agreement)
 - WAP (Walk Away Price)
 - ZOPA (Zone Of Possible Agreement)
- Lay the groundwork for negotiation;
- Identify what information to share and what to keep to yourself;
- Understand basic bargaining techniques;
- Apply strategies for identifying mutual gain;
- Understand how to reach consensus and set the terms of agreement;
- Deal with personal attacks and other difficult issues;
- Use the negotiating process to solve everyday problems;
- Negotiate on behalf of someone else.

Course Content:

1. Understanding Negotiation;
2. Getting Prepared;
3. Laying the Groundwork;
4. Phase One — Exchanging Information;
5. Phase Two — Bargaining;
6. About Mutual Gain;
7. Phase Three — Closing;
8. Dealing with Difficult Issues;
9. Negotiating Outside the Boardroom;
10. Negotiating on Behalf of Someone Else.

Target Audience:

Managers, supervisors and any other employees interested or that could be involved in negotiation.

Methodology:

Through the use of exercises and case studies, participants will practice the techniques and tools presented.

Expected Results:

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

Course Title: E11 - Stress Management

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

The course objectives are:

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept);
- Understand what lifestyle elements you can change to reduce stress;
- Use routines to reduce stress;
- Use environmental and physical relaxation techniques;
- Better cope with major events;
- Use a stress log to identify stressors and create a plan to reduce or eliminate them.

Course Content:

1. Understanding Stress;
2. Creating a Stress-Reducing Lifestyle;
3. Altering the Situation;
4. Avoiding the Situation;
5. Accepting the Situation;
6. Using Routines to Reduce Stress;
7. Environmental Relaxation Techniques;
8. Physical Relaxation Techniques;
9. Coping with Major Events;
10. Our Challenge to You;
11. Wrapping Up.

Target Audience:

All employees interested in addressing stressful situations.

Methodology:

Through the use of exercises and case studies, participants will practice the techniques and tools presented. Our experiential approach to learning ensures that each activity is based on the transfer of knowledge and skills within and, beyond the classroom.

Expected Results:

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Course Title: E12 - Goal setting and getting things done

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

The course objectives are:

- Overcome procrastination;
- Manage time effectively;
- Accomplish important tasks;
- Self-motivate;
- Create SMART goals.

Course Content:

1. Overcoming Procrastination;
2. Four P's of Goal Setting ;
3. Improving Motivation;
4. Wise Time Management;
5. Tips for Completing Tasks;
6. Increase Your Productivity;
7. "To Do" List Characteristics;
8. Smart Goals;
9. Mistakes Will Happen.

Target Audience:

Anybody interested in improving goal achievement in their personal and/or professional life.

Methodology:

Through the use of exercises and case studies, participants will practice the techniques and tools presented. Our experiential approach to learning ensures that each activity is based on the transfer of knowledge and skills within and, beyond the classroom.

Expected Results:

This workshop covers strategies to help participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Participants will learn the Goal Setting characteristics of successful people and in turn will become more productive individuals.

Course Title: E13 - The Art of Active Listening

Course Length: 1 day

Maximum Number of Participants: 24 (ideal 12-18)

Course Objectives:

As a result of your participation in this workshop, you will be able to:

- Implement strategies to improve your listening ability during the three phases of listening;
- Recognize and deal with some of the barriers to effective listening;
- Ask questions that will encourage clients to share their needs and concerns;
- Deal with the difficult or challenging clients;
- Practice your ability to communicate information in a skill practice session;
- Develop a personal plan to improve your listening skills;
- Write a list of ideas to put into action.

Course Content:

1. Introduction/Ice-breaker;
2. Cost of not listening/hearing versus listening/WIIFM of listening;
3. Phase I: Hear/Focus on the message;
4. Phase II: Interpret the message;
5. Phase III: Communicate and check for understanding;
6. Strategies to Improve your Communication skills (questions that stimulate discussion);
7. Practice and feedback;
8. Conclusion/Action Plan/Evaluation.

Target Audience:

All employees interested in improving their listening skills.

Methodology:

Through the use of exercises and case studies, participants will practice the techniques and tools presented. Our experiential approach to learning ensures that each activity is based on the transfer of knowledge and skills within and, beyond the classroom.

Expected Results:

Participants will implement strategies and use tools to improve their listening skills.

Course Title: E14 - Creative Problem-Solving

Course Length: 2 days

Max # Participants: 16 (ideal 12-14)

Course Objectives:

By the end of this workshop, participants will be able to:

- Understand problems and the creative problem solving process;
- Identify types of information to gather and key questions to ask in problem solving;
- Identify the importance of defining a problem correctly;
- Identify and use four different problem definition tools;
- Write concrete problem statements;
- Use basic brainstorming tools to generate ideas for solutions;
- Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method;
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting;
- Perform a final analysis to select a solution;
- Understand the roles that fact and intuition play in selecting a solution;
- Understand the need to refine the shortlist and re-refine It;
- Understand how to identify the tasks and resources necessary to implement solutions;
- Evaluate and adapt solutions to reality;
- Follow up with solution implementation to celebrate successes and identify improvements;

Course Content:

This interactive learning program invites participants to explore methods to define problems in an efficient manner, to evaluate and implement potential solutions, to remain realistic and to improve their skills as problem-solvers.

Target Audience:

Employees at all levels wishing to improve their problem-solving skills. This covers team leaders, supervisors and managers.

Methodology:

Participants learn about the importance of define a problem correctly before looking for solutions. They are encouraged to seek personal preferences in various methods. They are invited to determine their own approach to problem-solving and to envisage solutions in a rational and flexible manner.

Expected Results:

Participants will improve their ability to solve problems, face difficult issues in a controlled fashion and experience problem-solving as an everyday activity which can be managed.

Course Title: E15 - Personal Productivity

Course Length: 1 day (Extended up to 2 days with a workshop)

Max # Participants: 18 (ideal 12-14)

Course Objectives:

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

- Set and evaluate SMART goals;
- Use routines to maximize their productivity;
- Use scheduling tools to make the most of their time;
- Stay on top of their to-do list;
- Start new tasks and projects on the right foot;
- Use basic project management techniques;
- Organize their physical and virtual workspaces for maximum efficiency;
- Take back time from e-mail and handheld devices;
- Beat procrastination.

Course Content:

Participants will review their own habits and work methods during a session in which they are invited to go back a few weeks and reflect on how they approached work during this time. They are presented with techniques to establish clear objectives, to plan their time effectively and efficiently, to keep “on top of things”, to tackle projects and to create a workspace conducive to productivity.

Target Audience:

Employees in need of improving their work habits in order to be more productive while reducing stress.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Role-plays are used when and if appropriate. Hands on investigations of real life problem and situations support the transfer of learning.

Expected Results:

Participants will be better prepared to approach work situations, problems and decision making in a more rational, defined and helpful manner. Stress is reduced through the establishment of clear methodologies and employees achieve greater efficiency.

Course Title: E16 - Networking Outside the Company

Course Length : One day

Max # Participants: 16 (ideal 12-14)

Course Objectives:

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

- Identify and avoid obstacles;
- Implement networking principles;
- Use online tools;
- Prioritize contacts;
- Manage networks effectively.

Course Content:

Participants learn the benefits of networking outside the company, the networking obstacles and principles, the reasons for networking and how to build networks. They study and review networking tools and how to develop interpersonal relationships. They are exposed to common networking mistakes, to the principles of time management as it relates to networking and to approaches to manage personal and professional networks.

Target Audience:

Employees at all levels called upon to or simply wishing to improve their networking skills outside the organization.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Role-plays are used when and if appropriate. Panel discussions, presentations and fun exercises help integrate the concepts and establish links with participants' reality.

Expected Results:

Participants will get a better understanding of the importance, the techniques and the rationale behind developing effective networks.

Course Title: E17 - Networking Inside the Organization

Course Length: One day

Max # Participants: 16 (ideal 12-14)

Course Objectives:

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

- Define networking;
- Understand networking principles;
- Use networking tools;
- Avoid common mistakes;
- Understand how to build relationships;
- Manage time successfully.

Course Content:

Participants learn the benefits of networking inside the company, the networking obstacles and principles, the reasons for networking and how to build networks. The study and review how to recognize networking opportunities and how to develop interpersonal relationships. They are exposed to common networking mistakes, to online networking tools and to how to maintain relationships over time.

Target Audience:

Employees at all levels called upon to or simply wishing to improve their networking skills outside the organization.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Role-plays are used when and if appropriate. Panel discussions, presentations and fun exercises help integrate the concepts and establish links with participants' reality.

Expected Results:

Participants will get a better understanding of the importance, the techniques and the rationale behind developing effective networks.

Course Title: E18 - Career Transition – Taking Charge of your Career

Course Length: Two days

Max # Participants: 20 (ideal 12-16)

Course Objectives:

- Enable participants to understand the personal change process and to develop self-marketing skills and techniques which includes:
 - How to write a CV that effectively markets their strengths and transferable skills;
 - How to approach competency based interviews confidently;
 - How to create a personalized action plan that enables individuals to have a better understanding of their future direction.

As a complementary service, individualized coaching services are available to assist the participants for the implementation of their personalized action plans.

Course Content:

As organizations right size or re-structure, jobs often are eliminated, causing employees to transition to new companies and / or new careers. We help employees in career transition build job search skills and confidence. We provide the tools they need to find new employment quickly. The following is an outline of what we cover in the four proposed modules of our Career Transition Workshop.

Module 1: Understanding Change

- Understanding how to make change an ally rather than an enemy;
- Understanding the different cycles of change;
- Importance of resilience in the context of change;
- Implement strategies to deal with change;
- Identifying Core Value.

Module 2: Self Awareness - Identify Interests, Strengths and Accomplishments

- Presentation of self-assessment tools (i.e. MBTI or other);
- Identify interest, strengths and transferable skills;
- Identify accomplishments / achievements.

Module 3: Getting Started-Resume Writing

- Purpose of resume;
- Different resumes formats;
- Defining participants accomplishments / achievements;
- Defining Transferable skills.

Module 4: Networking and Interview Preparation

- **Networking:** Identify skills for networking and networking sources.
- **Interview Preparation:**
 - Research on field of interest;
 - Understanding a statement of qualifications;
 - Different types on interviews;
 - Preparation for behavioral based interviewing.

Module 5: Coaching - Development/ Implementation of Tailored Action Plan (optional)

Session(s) of 1 to 2 hours of individual coaching (number of sessions based on needs).

- Creation of individual coaching plan which includes:
 - Resume writing;
 - Interview preparation;
 - Career self-exploration.

Target Audience:

Employees who have been identified surplus or affected and those who are looking for a career change.

Methodology:

Our experiential learning approach ensures each activity draws on knowledge and skills beyond the classroom. Various techniques and tools are used ranging from lecturing, to self-assessment, checklist and plenary discussions. Fun exercises help integrate the concepts and establish links with participants' reality.

Expected Results:

Participants will get a better understanding of the personal change process and will be able to develop self-marketing skills and techniques which includes how to write a CV that effectively markets their strengths and transferable skill, how to approach competency based interviews confidently and how to create a personalized action plan that enables individuals to have a better understanding of their future direction.

Course Title: E19 - How to Make an Effective and Concise Request

Course Length: 0.5 day

Maximum Number of Participants: 20 (ideal 12-16)

Course Objectives:

During this workshop, participants will:

- Learn how to be concise;
- Learn how to orally summarize a written text;
- Learn how to present a request clearly and with conciseness.

Course Content:

This half-day workshop presents the tools needed to communicate orally a request – in 3 minutes – while making sure to be thorough and structured in the process.

1. Reduce the number of words empty of meaning;
2. Identify goal and main ideas;
3. Structure the request in 3 minutes.

Target Audience:

Employees, supervisors, managers having to make a request.

Methodology:

An “experiential” approach is essential in order to acquire the concepts and strategies during the workshop. Lectures & sub-group exercises are part of this training.

Expected Results:

Participants will be able to present a request in a concise and structured manner to their supervisor/manager.

Course Title: E20 - Plain Language

Course Length: 1 day

Maximum Number of Participants: 16

Course Objectives:

The success of this course will increase your knowledge and your ability to:

- Clarify the characteristics of your various audiences and adapt your language to them;
- Organize yourself according to the needs and expectations of your audiences;
- Write your documents according to specific guidelines related to plain language;
- Simplify the use of nouns, verbs and pronouns;
- Avoid jargon (legal, technical, foreign, etc.);
- Express yourself on only one topic at a time;
- Use examples and illustrations;
- Decrease anxieties related to the efforts of simplification of your writing and the time spent on effective communications.

Course Content:

The participants are exposed to the following:

1. Characteristics, requirements and rules of plain language;
2. Justification for the use of plain language;
3. Pitfalls to avoid;
4. From thoughts to words and clear messages;
5. Relating to audiences, their expectations and their needs;
6. Contextual links with effective communication;
7. Writing for the WEB (optional – if time permits).

Target Population:

People in a position to draw benefits from the use of plain language. Writers, reviewers, communications agents, managers at all levels and every person wishing to improve their written communications.

Methodology:

Our experiential learning approach ensures that each activity builds on the knowledge and skills acquired and used beyond the classroom. Individual and group work, targeted practical exercises and focused discussions support the development of self-confidence towards continuous improvement in the area of simple language.

Expected Results:

Participants develop skills related to the use of simple language and the self-confidence that will help them focus their future efforts towards their personal development.

Course Title: E21 - Organizing One's Work Life

Course Length: 90 minutes (followed by optional coaching sessions)

Maximum Number of Participants: 24

Course Objectives:

The goal of this workshop is to provide participants with the information, the tools and practices that can be used to enable them to better organize themselves at work. At the end of this workshop, participants will be able to:

- Recognize the importance of balancing effectiveness and efficiency in the organization and delivery of their work;
- Recognize the factors and elements that can harm a good management of the time and priorities;
- Focus on 3 segments of their life at work: time, space and mentality;
- Use of the techniques and tools to get better organized.

Course Content:

1. Clarify the effectiveness and efficiency factors and the importance of the balance between the two;
2. Clarify the factors of inefficiency that could affect the balance;
3. Review of a several techniques in order to be better organized; and,
4. Practical group exercise.

Target Population:

Anyone interested in improving their productivity in the workplace.

Methodology:

An experiential approach is favored for this type of workshop. The trainer will present the concepts and techniques in the form of oral presentations and a practical exercise will be followed by a plenary discussion. Customized coaching sessions can complete this workshop for the employees who are interested. This workshop can be easily integrated into existing team and homogeneous groups meetings.

Expected Results:

Participants will be more organized and productive.