Sarah Manning, LL.B. – Senior Associate, Taylor MacLellan Cochrane

Owners and senior executives may feel like they no longer run their own organizations when it comes to employee management. In this session, learn how to take that power back in these areas:

The Untouchables — Long term employees with poor performance can have a serious impact on the workplace. Discover how to performance manage “the Untouchables” while minimizing your risk of a bullying or harassment claim.

Negative Work Environment — It can result in resignations, sick leave and harassment complaints. Discuss how to neutralize a negative workplace through a Workplace Restoration and how to prevent a negative workplace from developing.

Take Back Your Rights — A properly worded employment contract can help minimize your risk and protect you. Obtain tips on contract language. Key areas will include reasonable notice upon termination, just cause, and non-competition and non-solicitation clauses.

Changing Problem Behaviour Without Discipline

George Raine, President, Montana Consulting Group and Maxime Labbé, Senior Partner, Montana Consulting Group

In this high energy session, discover the Turnaround Interview® technique for coaching employees to break bad workplace habits without using or threatening discipline. This technique corrects minor but persistent problems like lateness, excessive breaks, missing deadlines, negative comments, improper use of work time and similar behaviours.

Learn how and why people naturally defend bad workplace habits and why they resist change. Discover how to use that knowledge to overcome the resistance and how to make the change stick. Review techniques to control the flow of the conversation and phrase your questions to get the best chance of success. You will rethink your instinctive approaches to these tough conversations. The Turnaround Interview® technique is producing dramatic results in 90% of cases.

Recruiting – Are You Marketing Jobs or Selling Them?

Paul Kidston, MBA, CSP, P. Mgr., President – Lead Consultant, Sales Training Experts®

Attracting and retaining good employees is more than a marketing exercise. It is a sales job. In the name of marketing efficiency we may have sacrificed sales effectiveness in the recruiting process. 70% of applicants never speak with a warm body from a company. Are the 30% really the best candidates? Key Words drive candidate success and candidates are figuring this out. A quick Google search and candidates will find lots of information to help write their resumes to ensure they are selected. In some absurd way, we have technology training people to outthink technology.

Effective recruiters use persuasion and influence strategies to describe the very foundation of the good work they do. Obtain insights into the ‘sales job’ of recruitment, the influence and persuasion strategies most often used along the recruitment path. Whether you are responsible for a large staffing department or a front line manager hiring staff directly, this is a must see session.

The Art of Flourishing

Carla Anglehart, Vice-President Training and Development, Atlantic Leadership Development Institute

Dealing with poor attendance, poor performance, individual and team conflicts? There are some fabulous tools, processes and systems that managers can utilize to support them in addressing these and other workplace issues. At times, even when managers implement the best tools and strategies, the undesirable behaviours persist.

Learn about the root cause of the behaviours. Explore the elements of authentic happiness and move beyond the goal of employee satisfaction and engagement to the gold standard of “flourishing”. Flourishing is thriving, vigorous growth and resilience. Gain insights about enhancing well-being and leveraging employee’s virtues and signature strengths to optimize your workforce.
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$199 plus HST per person ($228.85)

NOTE: Payments MUST accompany registrations. Space is limited so to avoid disappointment, REGISTER NOW!