



# Toronto

## May 4, 2016



9:00 A.M. TO 4:30 P.M.

(Continental Breakfast at 8:30 A.M.)

Radisson Hotel Toronto East  
55 Hallcrown Place, Toronto

COST FOR THE FULL DAY CONFERENCE INCLUDES BREAKFAST, LUNCH,  
TWO COFFEE BREAKS, ALL FOUR SESSIONS AND HANDOUT MATERIALS.

**Early Bird Registration:**

**Payment and registration must be received by February 19, 2016.**

Get your registration in by February 19, 2016 and become eligible  
to win training programs worth \$1000!

## Management Today™: Workplace Updates

### Today's Critical Issues in Employment Law



Malcolm MacKillop



Hendrik Nieuwland

**Malcolm MacKillop, LL.B.** – Senior Partner, *Shields O'Donnell MacKillop LLP*

**Hendrik Nieuwland, LL.B.** – Partner, *Shields O'Donnell MacKillop LLP*

Explore three important workplace issues: hiring, drugs and alcohol, and social media.

Examine the legal pitfalls in the hiring process: human rights, privacy and tort liability that can arise from improper job ads, background checks, interviews and job offers. Review workplace drug and alcohol policies, obligations to disclose and/or investigate employee addictions and how to deal with employees with addictions. Obtain updates on social media and electronic misconduct, a new test for terminating employees who damage an employer's reputation, online harassment and how social media can be used to uncover employee fraud.

### Violence Risk Assessment: How Do You Turn Down the Heat?



Lauren Evans

**Lauren Evans, President, LEI Consulting**

Most recent statistics show that there were over 300,500 reported incidents of violence including assaults with a weapon, sexual assaults and rape in workplaces across Canada in a single year.

Can your employees recognize the signs of potential violence? How well do you really know the person working next to you? What does it matter to you if your colleague is having relationships problems at home?

Discover the process of Violence Risk Assessment, a structured approach to identifying, understanding and managing workplace violence. Learn how to recognize and interpret the signs of potential violence and how to implement effective scenario management strategies at an organizational level to protect your employees and prevent future violence in your organization.

### Changing Problem Behaviour Without Discipline



George Raine



Maxime Labbé

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

Explore the proven 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. Gain insights on controlling the flow of the conversation and phrasing your questions to get the best chance of success. This new high-impact approach will get you to rethink your instinctive approaches to these tough conversations with employees.

### Beyond Engagement: The Brain-based Approach



Brady Wilson

**Brady Wilson** – Co-Founder of *Juice Inc.*, Author, Trainer and Speaker

Although employee engagement is the primary strategy leaders rely on to get employees to produce a great customer experience, it rarely delivers it. In fact, many leaders and employees today are caught in the grip of the paradox that employee engagement policies can actually lead to employee disengagement. Examine a unique brain-based approach that blends the engagement managers want with the energy employees need.

Discuss the reasons why traditional employee engagement efforts aren't working, discover 10 brain-based employee engagement principles to help you shift your strategy, real-life examples of successful engagement initiatives using brain science and tips to immediately "Make It Work".

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