



Spring 2014

OTTAWA – April 10, 2014

TORONTO – May 7, 2014

One Day Conferences

*Management
Issues
for
Today's Workplace*



INSTITUTE OF PROFESSIONAL MANAGEMENT

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Ottawa

April 10, 2014

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

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

Sheraton – Ottawa Hotel,
150 Albert St., Ottawa, ON

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 21, 2014.

Get your registration in by February 21, 2014 and become eligible
to win training programs worth \$1000!



Steven Williams

Manage Your Duty to Accommodate: Overcome the Challenges

Steven Williams, LL.B. – Partner, Emond Harnden LLP

Workplace accommodation demands are on the rise. In this legal update, review the various types of accommodation, the purpose of accommodation and the scope of the duty to accommodate and undue hardship. Discover the key steps of a systematic approach to accommodation and a process for decision making and file management of situations to accommodate vs. when not to accommodate. Discuss risks to avoid and recent examples of complex accommodation cases dealing with family status, mental health and religion.

This session will provide employers with the critical information required to keep up with their ever-changing obligations and navigate these sometimes choppy waters with confidence.



Marcel Bellefeuille

Time Management: The New Focus

Marcel Bellefeuille, RPR – Professional Coaching Consultant

Most people actually use 60% or less of available work time. This means they were productive for only 3 out of 5 days per week. In this session, we will address the link between time management and productivity through time allocation, developing the “Championship Attitude” and examining new processes and techniques.

Participants will acquire specific tools to assist them in managing their time in a new way. A different look at motivation will improve personal and professional growth through basic measuring criteria. The implementation of a weekly scheduling tool will boost productivity levels not only in the workplace, but in all aspects of your life.



Brady Wilson

Beyond Engagement: Energized Employees = Better Results

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

Are your well-intended engagement strategies putting your best employees at risk? Your most engaged employees may be loyal, but are they energized? Leaders who can successfully shift from managing engagement to managing energy will make a monumental difference to their people and consequently, business results.

In this session, gain valuable insights on the myths of employee engagement, obtain key strategies to take employees beyond engagement and discover new tools for turning your workforce into a higher performing organization. Creating a culture that harnesses and fosters sustainable organizational energy is not easy-but it is possible. This will surely transform the way you look at engagement.



Craig Dowden

Create a Performance Management System that Works

Craig Dowden, Ph.D. – Managing Director, SPB Organizational Psychology Inc.

The issue of performance management has intensified in recent years as organizations invest in systems to maximize their human capital. Despite this attention, many feel that these systems are possibly causing more harm (or certainly more work) than what they are worth. Review recent research about ‘what works’ in performance management.

Discuss how to create a win-win environment such that the goals of employees and their organizations are aligned. Learn how to structure feedback and coaching to support effective performance management and how to structure appropriate goals that maximize organizational performance and support employee development. Discover new ways to develop the capabilities of management to engage in this process most effectively. Examine recent trends and learn how to deal with the necessary struggles and subsequent rewards that are part of this journey.

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Institute of Professional Management • Workplace Today® Online • Association of Professional Recruiters of Canada • Canadian Management Professionals Association • Canadian Association of Assessment Specialists • Canadian Professional Trainers Association



Toronto

May 7, 2014

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

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

Sheraton/Best Western
Parkway Toronto North Hotel,
600 Highway 7 East, Richmond Hill

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

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Malcolm MacKillop



Hendrik Nieuwland

The Current State of Human Rights in the Workplace

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

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

Explore the implications of all the recent human rights milestones and the findings of the Pinto Report and its proposed changes to the tribunal process.

Examine the types of cases employers can expect to see in the future in light of the following developments: the Federal Court's inclusion of accommodation for child-care under "family status", the recent publication of the DSM-5, the human rights commission's recent report that concludes "Canadian work experience" is prima facie discriminatory, the awarding of the largest "back-pay" damages in Ontario and the first-ever award of human rights damages under the new Code provisions by an

Ontario Superior Court judge.

Employers will learn what kind of damages they can be faced with when they are on the losing side of a human rights claim.



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Suzanne Nourse

The Annoying Coworker – Civility in the Workplace

Suzanne Nourse – Founder & Director, The Protocol School of Ottawa

Frequently it's the small things like not respecting the time of others that can cultivate discontent in an organization. One act can affect staff morale which can affect work relationships, productivity and then on to client relationships which affects your bottom line. Rudeness costs! These employees could be great at their job, but they are simply annoying!

In this upbeat interactive session, you will acquire the skills to identify these irritating individuals, areas to avoid, how these situations can escalate and how to deal with them effectively. Don't wait until you've lost your key employees or top customers to recognize this problem in your workplace! Every organization regardless of size will benefit from this presentation.

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