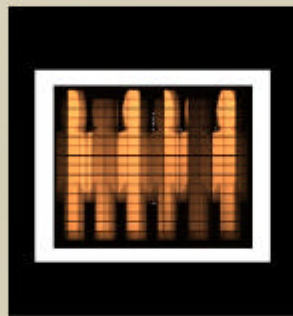


Workshops & Presentations



From "The WorkTrust"
Training & Speaker's Bureau

Fanjoy & Associates

Phone: 780-457-0732

Website: www.performanceimprovement.ca



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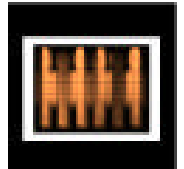
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Hiring, Orienting, & Retaining Employees...

— Hiring The Best Person For The Job —



Recruitment and selection practices impact everyone in your workplace. A solid foundation of both knowledge and skills is absolutely essential for anyone charged with these responsibilities.

Offered in either workshop or presentation format, this session can help you successfully navigate the process of hiring employees. ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

DAY ONE (PLANNING)

- Understand the impact of recruitment and selection on organizations
- Identify the true costs of poor hiring decisions
- Identify job requirements
- Determine the qualifications needed to do a job well
- Determine where to source candidates
- Write an effective job ad

DAY TWO (IMPLEMENTATION)

- Develop an interview plan
- Develop interview questioning skills
- Develop a strategy to assess candidates
- Conduct and document an interview
- Check and assess references

➤ TARGET AUDIENCE:

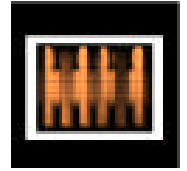
Business professionals, human resources professionals, managers, supervisors, and executives, who have whole or partial responsibility for recruitment and selection.

➤ SESSION LENGTH:

- **Option One** - 2-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

Participants are welcome to register for either day one only (planning) or day two only (implementation).

— Employee Retention: Keeping the Keepers —



Would you invest countless hours and financial resources into acquiring a key asset for your business only to neglect its required maintenance once you secured it and then shrug it off as you watched it wither and disappear while you did nothing to save it? Unfortunately, effective retention strategies are so absent in most organizations that managers, supervisors, business leaders and human resources professionals within such operations accept high and / or premature turnover of their best people as normal and unalterable.

Offered in either workshop or presentation format, this session can help you develop a successful retention strategy. ... available exclusively from The WorkTrust Training & Speaker's Bureau.

➤ **TOPIC PREVIEW:**

- Examine the causes and costs of staff turnover
- Distinguish between good turnover and bad turnover
- Assess whether you have a turnover problem
- The four Cs of retention management
- Develop an initial retention strategy

➤ **TARGET AUDIENCE:**

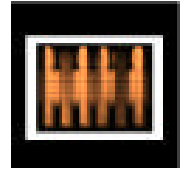
Business professionals, human resources professionals, supervisors, managers, and executives, who aim to cut premature staff turnover and increase the retention of highly regarded employees .

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

— Orientation: —

setting people up to succeed



Orientation turns outsiders into insiders. Done well, it has the power to reduce turnover, improve immediate performance, enhance long-term performance, reduce organization disruption, and contribute to a collaborative working culture.

Offered in either workshop or presentation format, this session can help you develop a successful orientation strategy to use in your workplace available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW :

- Understand the impact of new hire requirements versus employer requirements of new hires
- Develop an orientation plan to efficiently meet new hire needs
- Understand how and why you should include current employees in the orientation process
- Discover methods to assess the effectiveness of your orientation plan

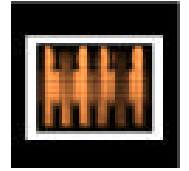
➤ TARGET AUDIENCE:

Business professionals, human resource professionals, supervisors, managers, and executives, who are directly or indirectly responsible for welcoming and orienting new hires .

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

Managing & Leading: Day-to-day Challenges ...



— Managing People in the Real World —

Take the ongoing day-to-day pressures to increase profits and reduce inefficiencies, couple those pressures with heavy workloads and multiple demands on time, toss in a crisis or two, and you get today's management reality. With everything competing for a manager's attention it's easy to understand how a focus on people management can be seen as comparable to trying to tidy the house while it's burning down.

Offered in either workshop or presentation format, this session takes a fun, yet informed look at the reality of people management despite multiple and competing priorities ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW :**

- Power outfits only work for superheroes (influence, power and authority in management)
- Even plants like it when people talk to them (the role of feedback in management)
- Fertilizer helps things grow, but it can also smell bad (the right mix of employee motivation tools)
- Open door policies don't help much when the door only leads to an empty chair (management communication)
- They're going to talk about you anyway so you might as well give them something good to say (the role of leadership in management)
- Tales from the other side (a look at management from an employee perspective)

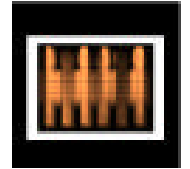
➤ **TARGET AUDIENCE:**

- Business professionals, supervisors, managers, and executives who have whole or partial responsibility for managing others.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 2-day workshop
- **Option Three** - 1-hour presentation (suitable for meal or conference presentations).

We will be happy to provide you with a course outline to help you determine whether the 1- or 2-day workshop is most appropriate for your needs.



— Motivating Employees —

Most managers want motivated employees; most human resources professionals want a reward system that motivates employees; and most employees want to feel motivated to do their jobs. In other words everyone wants motivated employees. The trouble is that the motivated employee remains a rare breed in many organizations.

Offered in either workshop or presentation format, this session can help participants learn the facts about what really motivates employees ...available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW :**

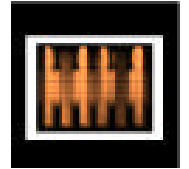
- The impact motivation has on employee performance
- The truth about what employees really value
- What the gurus have to say about motivation
- Tips for beginning an effective motivation program today

➤ **TARGET AUDIENCE :**

Business professionals, supervisors, managers, and executives who have responsibilities for employee motivation.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Coaching Employees —

to give their best performance

Coaching is an essential part of a progressive manager's responsibilities. It benefits the employee, the coach, and the organization. The employee benefits because they have a coach to facilitate their professional growth. The coach benefits because the process of coaching helps solidify the coach's knowledge, skills, and abilities; thereby enhancing their own professional growth. And ultimately, the organization benefits because both its individual contributors and managers are actively involved in professional growth, and this enhances overall organization performance.

Offered in either workshop or presentation format, this session can help participants learn effective coaching techniques ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW :**

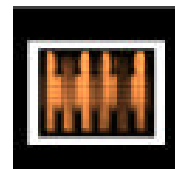
- Essential coaching tools
- Elements required for effective coaching
- Differences among coaching to teach, for growth, for performance, coaching to tutor, and coaching for counseling
- When coaching is appropriate and when to use other means of performance interventions

➤ **TARGET AUDIENCE:**

Business professionals, human resources professionals, supervisors, managers, and executives who have a role in facilitating the growth and performance of others in the workplace.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Managing Day-to-day Employee Performance —

The old saying, “It’s the little things that count” is accurate in describing the impact that effective day-to-day management has on employee performance. It is the day-to-day management of employee behavior and performance that will bring the greatest return on investment in performance improvement.

Offered in either workshop or presentation format, this session is packed with information and how-to explanations to help you incorporate effective day-to-day management strategies for the management of your staff ... available exclusively from The WorkTrust™ Training & Speaker’s Bureau.

➤ **TOPIC PREVIEW :**

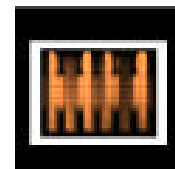
- An easy-to-use model for understanding why employees perform the way they do
- Techniques for influencing and shaping employee performance behavior
- Reinforcement and recognition strategies that increase the likelihood of continued performance improvement

➤ **TARGET AUDIENCE:**

Business professionals, supervisors, managers, and executives who have a role in the supervision or management of others.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Meeting the Meeting Challenge —

The ability to effectively and efficiently participate in and facilitate meetings is key to success in many areas of both personal and professional life. When both participant and facilitator understand their roles in meetings and commit to fulfilling them, meetings can be productive and useful, and can actually save time in the long run.

Offered in either workshop or presentation format, this session is packed with information and how-to explanations to help you better plan for and participate in meetings for both professional and personal purposes ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW :**

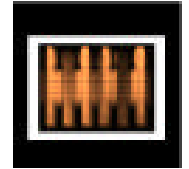
- Talk's not cheap - the high cost of meetings
- Assessing the need for a meeting
- Determining the type of meeting
- Preparing for a meeting (invitations, agendas, location, seating, facilities)
- Attending meetings (roles, listening and speaking effectively, general etiquette)
- Running meetings (pacing, facilitating, time/ agenda management, closing)

➤ **TARGET AUDIENCE:**

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who wish to learn more about being effective meeting participants and facilitators.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Time Management —

it's about time!

Time is a finite and non-renewable resource. We steal from our sleep to get more done at home and we steal from our time at home to get more done at work. Given that we often have much to do in what seems to be too little time, it is essential for one's overall sense of well-being and achievement to manage the little time we have in the best way possible.

Offered in either workshop or presentation format, this session is packed with time management strategies that can help you in your journey for work / life balance ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

- How mismanaging time **infects** and **affects** both you and those around you
- Analyze which activities take up the greatest percentage of your time and measure your results against the activities that **should** take up the greatest percentage of your time
- Determine priorities for how to best spend your time
- Identify and better understand known and hidden barriers to the effective management of your time at work
- Learn about options for effectively organizing and dealing with memos, letters, faxes, emails, and phone calls
- Learn strategies for minimizing disruptions and taking control of them when they happen
- Identify techniques to use “waiting” time productively

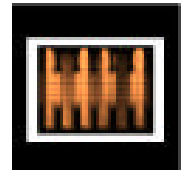
➤ TARGET AUDIENCE:

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who want to more effectively manage the limited time they have.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

**Managing & Leading:
Meeting Specific
Challenges ...**



— Meeting the Meeting Challenge —

The ability to effectively and efficiently participate in and facilitate meetings is key to success in many areas of both personal and professional life. When both participant and facilitator understand their roles in meetings and commit to fulfilling them, meetings can be productive and useful, and can actually save time in the long run.

Offered in either workshop or presentation format, this session is packed with information and how-to explanations to help you better plan for and participate in meetings for both professional and personal purposes ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW :**

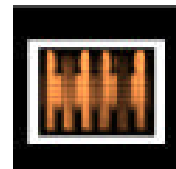
- Talk's not cheap - the high cost of meetings
- Assessing the need for a meeting
- Determining the type of meeting
- Preparing for a meeting (invitations, agendas, location, seating, facilities)
- Attending meetings (roles, listening and speaking effectively, general etiquette)
- Running meetings (pacing, facilitating, time/ agenda management, closing)

➤ **TARGET AUDIENCE:**

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who wish to learn more about being effective meeting participants and facilitators.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Leaping Into Management —

Many first-time supervisors and managers find themselves in their new roles without the advantage of either formal or informal training in people-management. This is despite the fact that a solid foundation in people-management skills and knowledge is invaluable to establishing and enhancing the credibility and success of any first-time supervisor or manager.

Offered in either workshop or presentation format, this session will help you uncover the vital skills and knowledge you need to meet the diverse demands involved in the management of others ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➔ TOPIC PREVIEW:

DAY ONE (DEVELOPING SELF-AWARENESS & SELF-MANAGEMENT SKILLS)

- Assess your management style and its impact on you and others
- Enhance your knowledge of time management strategies
- Expand your understanding of stress and why it's important to manage it effectively

DAY TWO (CONNECTING WITH YOUR STAFF & HELPING THEM SUCCEED)

- Learn about the important influence that managers have on their staff
- Understand the importance of trust and how supervisors influence the perception of trust
- Learn about the major factors that influence employee performance
- Discover how you can best influence employee performance

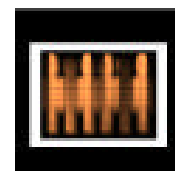
➔ TARGET AUDIENCE:

- New supervisors, or those about to become one, as well as experienced supervisors who missed out either on formal supervisory training or are looking for a refresher.

➔ SESSION LENGTH:

- **Option One** - 2-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

Participants are welcome to register for either day one only or day two only.



— Dealing with Elephants in the Workplace —

Imagine.... you return from lunch to find that an elephant has joined your staff. Your other employees struggle to work alongside the newcomer but find that they simply can't. After all, the elephant has created some rather uncomfortable and impossible-to-ignore working conditions. Your staff secretly hope that you, their manager, will do something about the elephant-employee, but you don't. You don't find it easy to work alongside the elephant-employee either, but you aren't comfortable directly confronting the performance and behavioral issues of this new staff member.

While you are unlikely to ever have an actual elephant as a staff member, you may encounter employees who are poor-performing, troublesome, and as impossible-to-work-with as the elephant-employee. Problem employees are a fact of life in many workplaces and so are managers who avoid dealing with them. If you manage others, including "elephants," attend either our workshop or presentation to learn strategies to help you deal with the elephants in your workplace while preserving your credibility as a manager. ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

Need immediate help:

The WorkTrust™ also coaches managers one-on-one, either in-person, or over the phone.

➤ TOPIC PREVIEW:

- Understand the impact that both your behavior and the behavior of the "elephant" employee have on the rest of your staff
- Assess whether the "elephant" employee's behavior is troublesome or merely annoying and explore the reasons for the behavior,
- Determine your options to effectively dealing with the "elephant" employee's behavior

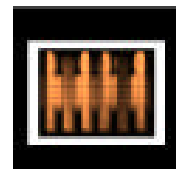
Note: Follow-up support is available if requested.

➤ TARGET AUDIENCE:

Business professionals, supervisors, managers, and executives who want to learn how to more effectively deal with the elephant-employees in their work environment.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Making the Most of Employee Training —

Even managers who recognize the importance of employee training may avoid it because of a concern that training will not be effective. Such concern is not without validity. Managers may not realize it, but they hold the key to abolishing wasted training expenditures.



Based in part on our recent publication in the highly regarded 2004 Pfeiffer Annual, attend either our workshop or presentation to learn how to gain the greatest advantage from investments in employee training ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW :

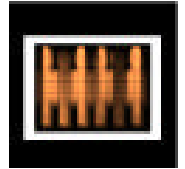
- Determine when training is needed
- Learn to determine the best type of training intervention
- Develop individual training plans
- Evaluate program content and learning principles proposed by potential providers
- Manage the training contract
- Evaluate training outcomes
- Support new learning back on the job

➤ TARGET AUDIENCE:

Business professionals, human resources professionals, supervisors, managers, and executives who make and / or impact decisions about employee training.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Effective Performance Appraisals —

Few issues in management have been the source for more anxiety than performance appraisals, both for the manager doing the appraising and the employee being appraised. Yet, formal periodic review of performance is important for employees, managers, and organizations. Ultimately, appraisals help ensure the needs of the entire enterprise are being met.

Offered in either workshop or presentation format, this session can help you learn how to conduct performance appraisals effectively and successfully... available exclusively from The WorkTrust™ Training & Speaker's Bureau. Bring along your job description and your organization's performance appraisal form if you are able.

➤ TOPIC PREVIEW:

DAY ONE (APPRAISAL PLANNING)

- Determining what to appraise
- Establishing acceptable performance expectations, standards, and measures
- Monitoring performance and providing ongoing feedback
- Types of appraisal
- Uses of appraisal outcomes

DAY TWO (SUCCESSFUL APPRAISAL MEETINGS)

- Effective vs. ineffective appraisals
- Eliminating bias
- Having the meeting (planning and organizing schedule, creating suitable environment, progressing through the appraisal step-by-step, dealing with problems)
- Checklist for successful appraisal meeting

➤ TARGET AUDIENCE:

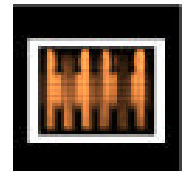
Business professionals, human resources professionals, supervisors, managers, and executives who have performance appraisal responsibilities.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 2-day workshop
- **Option Three** - 1-hour presentation (suitable for meal or conference presentations).

Participants are welcome to register for either day one only or day two only.

Managing & Leading: Toward Customer Excellence ...



— Customer Service Excellence —

for front-line providers

Customer service skills not only increase customer satisfaction; they also heighten the job satisfaction of service providers working on the front lines.

Attend either the workshop or presentation to learn more about how to enhance customer service skills, including how to deal with some of the most challenging types of customers ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

- Understand customer service and its impact
- Develop a customized map of internal and external customers
- Learn to identify and positively influence the “Moments Of Truth” in the customer service experience
- Understand customer hot buttons
- Learn to effectively address customer challenges

➤ TARGET AUDIENCE:

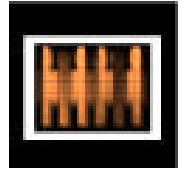
- Those whose success depends on providing satisfactory services to internal and / or external customers.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

Customer Service Excellence

for managers



Quality customer service doesn't cost a lot but it can be very profitable. Managers set the stage for enhancing the profit potential by their influence over employee customer service practices.

Attend either the workshop or presentation for an opportunity to start developing your master-plan for customer service excellence at your organization ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

- Hire with the customer in mind
- Identify key internal and external customers
- Identify service standards for key "Moments Of Truth" in the customer experience
- Identify different methods to obtain customer feedback
- Understand the differences among customer requirements, expectations, and needs
- Coach employees in service skills and "listen" for barriers to customer service

➤ TARGET AUDIENCE:

- Supervisors or managers of customer service providers.

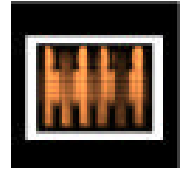
➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).

A mere five percent increase in customer loyalty can produce profit increases of up to 85 percent.

— Frederick F. Reichheld

Continuing Professional Development ...



— Perfectly Polished Presentations —

Presentation skills are needed in many aspects of both our personal and professional lives. Whether we are presenting to colleagues, our boss, a community association, or funding group, it's important to both feel confident and be seen as credible.

Offered in either workshop or presentation format, this session is packed with information and how-to explanations to help you become a perfectly polished presenter ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW :**

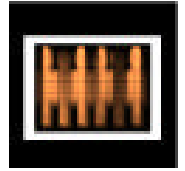
- Strategies for overcoming butterflies
- Preparing your content
- Designing visuals to support your content
- Getting and maintaining your audience's attention
- Delivery style and logistics - movement, timing, voice, etc.

➤ **TARGET AUDIENCE :**

Those who wish to learn more about presenting effectively in a non-judgmental and supportive environment.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Working With, Not Just For Your Boss —

The relationship with your boss will greatly influence your degree of satisfaction at work; including your sense of accomplishment, your degree of internal stress, and your prospects for advancement.

The problem is that our traditional mindset has locked us into thinking that we are completely powerless to impact our relationship with our bosses. In most cases, however, each of us can enhance our current boss-employee relationship by adopting some new habits.

Offered in either workshop or presentation format, this session presents strategies for building better boss-employee relationships ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW:**

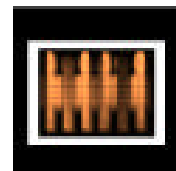
- Benefits of working collaboratively with your boss
- The role of power and Influence in your relationship with your boss
- Reconciling your view of your job with your boss's view of your job
- Reconciling your strengths and weaknesses with your boss's strengths and weaknesses
- An insider's view of your boss's job demands
- Obstacles to managing your relationship with your boss - E.g., time pressures, personal differences
- How to get more of what you need from your boss by using appropriate feedback techniques

➤ **TARGET AUDIENCE:**

- Those who believe they can and should work to improve their relationship with their boss.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Interpersonal Communications @ Work —

Communication is an essential skill in the workplace. Communication impacts the trust and rapport you build with others; it also helps to avoid misunderstandings, improve productivity, and enhance your professional credibility.

Offered in either workshop or presentation format, this session presents strategies for communicating effectively in today's workplace ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW:**

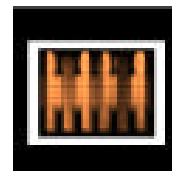
- Barriers to effective communication
- Factors influencing communication outcomes, including basic etiquette practices, cultural and gender differences, styles of communicating, nonverbal cues, and active listening practices
- Communicating under pressure
- Communicating to persuade
- Communicating bad news

➤ **TARGET AUDIENCE:**

- Those who wish to improve their interpersonal communication knowledge and skills at work.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Meeting the Meeting Challenge —

The ability to effectively and efficiently participate in and facilitate meetings is key to success in many areas of both personal and professional life. When both participant and facilitator understand their roles in meetings and commit to fulfilling them, meetings can be productive and useful.

Offered in either workshop or presentation format, this session is packed with information and how-to explanations to help you better plan for and participate in meetings for both professional and personal purposes ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW:**

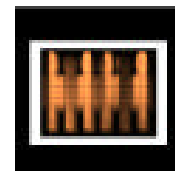
- Talk's not cheap - the high cost of meetings
- Assessing the need for a meeting
- Determining the type of meeting
- Preparing for a meeting (invitations, agendas, location, seating, facilities)
- Attending meetings (roles, listening and speaking effectively, general etiquette)
- Running meetings (pacing, facilitating, time/ agenda management, closing)

➤ **TARGET AUDIENCE:**

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who wish to learn more about being effective meeting participants and facilitators.

➤ **SESSION LENGTH:**

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Time Management —

it's about time!

Time is a finite and non-renewable resource. We steal from our sleep to get more done at home and we steal from our time at home to get more done at work. Given that we often have much to do in what seems to be too little time, it is essential for one's overall sense of well-being and achievement to manage the little time we have in the best way possible.

Offered in either workshop or presentation format, this session is packed with time management strategies that can help you in your journey for work / life balance ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

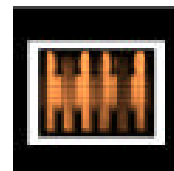
- How mismanaging time **infects** and **affects** both you and those around you
- Analyze which activities take up the greatest percentage of your time and measure your results against the activities that **should** take up the greatest percentage of your time
- Determine priorities for how to best spend your time
- Identify and better understand known and hidden barriers to the effective management of your time at work
- Learn about options for effectively organizing and dealing with memos, letters, faxes, emails, and phone calls
- Learn strategies for minimizing disruptions and taking control of them when they happen
- Identify techniques to use “waiting” time productively

➤ TARGET AUDIENCE:

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who want to more effectively manage the limited time they have.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



— Dealing with Problem-people —

Any problem is the difference between what you have and what you want. Whenever this difference comes about because of another's behavior, you have a problem with what you consider to be a difficult person. Problem-people are found everywhere in life - family, friends, colleagues, subordinates, managers, customers, ect.

Although each of us has a "difficult" person hiding inside, most of us work to keep it under control. Unfortunately others seemingly relish their "difficult" side, flaunting it at every opportunity.

Offered in either workshop or presentation format, this session will guide you in your journey to cope effectively with the difficult people in both your professional and personal life ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ **TOPIC PREVIEW:**

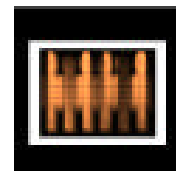
- Identifying problem-people types
- Understanding the underlying motives of different problem-people types
- Coping and control strategies to use with different problem-people types

➤ **TARGET AUDIENCE:**

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who want to learn about dealing with the problem-people types they en-

➤ **SESSION LENGTH:**

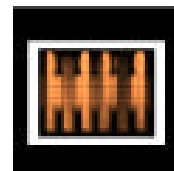
- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).



Instructional Methods

The Trainers at Fanjoy & Associates work to incorporate and promote active learner participation in every training session. They are skilled at using a variety of training techniques, altering their approach as the circumstances and audience require. Following is a listing of training techniques that our trainers may choose to use while providing training services.

- Individual Practice Exercises
- Brain Storming Exercises
- Directed Discussions
- Role Playing Scenarios
- Buzz/Breakout Sessions
- Interviews
- Question and Answer Sessions
- Case Studies
- Group to Group Discussions
- Lectures
- Debates
- Group Work Sessions
- Panel Discussions
- Video / Audio Clips
- Demonstrations
- Guest Speakers
- Planning Tools
- Self-assessments
- In-basket Exercises
- Interactive Modeling Exercise



Workshop Instructors

Steve Fanjoy, Senior Partner, Consulting & Training, is a consultant, coach and trainer with over 25 years of experience spanning human resources, management, workplace training, and teaching in a college environment. Steve has worked with a variety of clients including retail, health, education, public service, engineering, insurance, and private business.

His areas of specialization include leadership, management and supervision, coaching, recruitment, compensation, job evaluation, performance management, motivation, workplace bullying, orientation, time & stress management, and customer service.



A contributing author to the highly regarded Pfeiffer Annual, Steve has degrees in both Economics and Business Administration, as well as an extensive history in quality continuing professional development. Steve is also an active volunteer in his community.

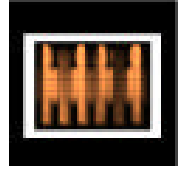


Lise Caron, Managing Partner, Consulting & Training, is an instructional designer and trainer with over fifteen years of experience spanning human resources, management, workplace training, and teaching in a college environment. Lise has either worked with or produced training products for a variety of clients including retail, health, education, engineering, insurance, and private business.

Her areas of specialization include management and supervision, motivation, performance management, workplace bullying, recruitment, orientation, time management, and customer service.



A contributing author to the highly regarded Pfeiffer Annual, Lise has a degree in the Social Sciences, has graduated with distinction from the highly reputable University of Alberta CACE program, which focuses on Adult and Continuing Education, and is working toward completion of a Masters Degree in Distance Education and Training.



Contact Information

Steve Fanjoy, Senior Partner, Consulting & Training
12828 - 160 Avenue NW
Edmonton, AB, Canada

Phone: (780) 457-0732

Fax: (780) 406-0145

E-mail: sfanjoy@performanceimprovement.ca

Web site: www.performanceimprovement.ca