



**PMC TRAINING**  
Performance Management Consultants

**SPRING EDITION  
APRIL - JUNE 2024**



# Skills Training to Advance Your Career

**YOUR GUIDE TO BUSINESS WORKSHOPS**

**DOZENS  
OF INSPIRING WORKSHOPS  
SCHEDULED THIS SPRING!**

**pmctraining.com**  
**613.234.2020**

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OUR  
REDESIGNED  
WEBSITE!**

**EMPOWERING PEOPLE AND ORGANIZATIONS TO REACH THEIR BEST**

# PMC WORKSHOPS APRIL TO JUNE 2024

How to Use This Guide .....	3
PMC Open Workshops .....	4

PMC Team Training.....	5
E-Learning Library: Self-Paced Online Training .....	6

## Leadership, Supervisory and Management

Managing for Superior Results I: Fundamentals of Supervision .....	7
Behavioural Interviewing Skills.....	7
Developing Workplace Resilience for Top Performers .....	7
Making the Transition from Co-Worker to Team Leader .....	7
Women's Transformational Leadership Certificate Program.....	8

## Business Writing

Proofreading and Editing .....	9
Succeeding at the Federal Public Service Writing Skills Tests .....	9
Email Communication .....	9
Writing for the Web and Mobile Devices.....	9

## Project and Event Management

Project Management 101 .....	10
Advanced Project Management.....	10
Effective Presentations and Meetings.....	10
People-Centred Project Management™ .....	10

## Interpersonal and Communication Skills

Communicating for Results .....	11
Effective Oral Briefings.....	11
Managing Skills for Non-Managers – Level 1 .....	11
Managing Skills for Non-Managers – Level 2.....	11
Thriving Under Different Leadership Styles .....	12
Assertiveness and Conflict Resolution .....	12
Dealing with Difficult Behaviours.....	12
Powerful Negotiation Skills .....	12
Skills for Effective Presentations .....	13
Powerful Team Building with DiSC Personality Profiles .....	13
Practical Facilitation Skills .....	13
Preparing for a Parliamentary Committee.....	13

## Professional Development and Personal Effectiveness

Practical Time and Workload Management .....	14
PassionWorks! Use Your Emotions to Succeed at Work .....	14
Strategic Thinking .....	14
Critical Thinking and Problem Solving for Effective Decision-Making .....	14
Personal Effectiveness Through Emotional Intelligence – EQ1 .....	15
Improving Your Memory .....	15
Stress Management Skills .....	15
Getting Organized and In Control .....	15
Evolving the Workplace Culture for Equity, Diversity and Inclusion .....	16
Getting Stuff Done.....	16
Managing Pressure and Maintaining Balance .....	16
Conquering Stress and Anxiety Through Mind/Body Awareness .....	16

## Government, Policy and Performance Management

Policy Analysis Toolbox – Part 1 .....	17
Performance Measurement and Evaluation .....	17
Developing Effective Public Policy.....	17
GBA Plus: Get the Data Toolbox.....	17

## Administrative Skills

The Outstanding Administrative Assistant .....	18
Boosting Your Remote Work Productivity with Microsoft Outlook™ .....	18
Minute Taking for Better Meetings.....	18
Advanced Minute Taking for Better Meetings ...	18

## Productivity Software

Deliver Persuasive Presentations with Ease Using PowerPoint™ .....	19
MS Project 2016™ – Level 1.....	19
MS Word 2016™ – Level 3 .....	19
MS Access 2016™ – Level 1 .....	19

# HOW TO USE THIS GUIDE

Easily find the perfect workshop to meet your training needs — you can explore by type of audience, by delivery method, or by category.

## 1 Explore by Audience



### OPEN WORKSHOP

The workshop is open to any/all individuals



### TEAM TRAINING

The workshop is designed for a group or team from your organization—at your location or online

## 2 Explore by Method of Delivery



### IN-PERSON

The workshop will be delivered in-person, in our Ottawa classroom



### LIVE ONLINE

The workshop will be delivered as a virtual, live, instructor-led session

## 3 Explore by Category

Check the colour-coded tabs at the top of the workshops pages for sessions in the categories indicated below

### Leadership, Supervisory and Management

Build skills to be a leader, motivate your team, and increase organizational productivity

### Business Writing

Grow your writing skills for a variety of delivery methods

### Project and Event Management

Hone your project management skills, plan and execute events, on time and budget

### Interpersonal and Communication Skills

Become a more effective communicator, speaker, negotiator, and learn to deal with conflict

### Professional Development and Personal Effectiveness

Strengthen your skills in emotional intelligence, productivity, time management, planning for retirement, and more

### Government, Policy and Performance Management

Develop skills to successfully manage, measure, assess and analyze programs and policies

### Administrative Skills

Excel in an administrative position and become an indispensable part of your team

### Productivity Software

Improve your digital skills from Excel to PowerPoint and beyond



## Empowering You to Reach Your Best

PMC's open enrollment workshops are available to all individuals whether in government, private sector, or not-for-profit organizations. We can help build your skills, boost your productivity, increase your job satisfaction, and equip you for success.

In this environment of unprecedented change, our workshops will help you gain the knowledge and skills necessary to perform effectively, and help your organization achieve its objectives. Our open workshops are designed to help you build on key competencies to achieve your goals.

PMC offers over 70 scheduled 1-day, 2-day or half-day workshops – in person in our downtown Ottawa classroom, or online with a live instructor.

[Visit our website](#) for complete listings and workshop descriptions. And check out this guide for workshops running this April to June.

### **Register today!**

Contact us for assistance:

Phone: 613-234-2020, option 1

Email: [opentraining@pmctraining.com](mailto:opentraining@pmctraining.com)



# TEAM TRAINING WORKSHOPS



## Targeting Your Organization's Competency Needs

Do you have a group of people that require training in the same subject area? Whether they're in an intact team or across your organization, give your people the training to build competencies. PMC delivers standard or customized workshops at a location of your choice (or online) in English or French, all for a very cost-effective price.

All our open workshop topics are available to deliver to your team, plus we offer an extensive list of additional topics across a wide range of subject matter categories.

[Visit our website](#) for complete listings and workshop descriptions. And check out this guide for inspiration on workshop topics.

Contact us today to start building a stronger team. Call or email to arrange a free consultation and proposal with dates and pricing.

### **Contact us for assistance:**

Phone : 613-234-2020, option 2

Email : [teamtraining@pmctraining.com](mailto:teamtraining@pmctraining.com)

**PMC is a Learning Services Supply Arrangement Holder with PSPC under # E60ZH-2100LS/024/ZH**

**PMC is a ProServices Supply Arrangement Holder with PSPC under # E60ZT-180025/108/ZT**

# E-LEARNING LIBRARY: SELF-PACED ONLINE TRAINING



Micro-learning is the process of learning through short, digestible, well-planned units. Bite-sized content enables participants to access small chunks of information instantly, anytime, and from anywhere.

PMC offers an extensive library of micro-learning and longer video lessons on soft skills, management and software topics accessible through desktop or mobile devices. The content is self-paced, self-directed, with individual topic choices.

With more than **10,000 video lessons in our eLearning Library**, you'll have the opportunity to learn critical skills needed to succeed in today's always-connected world. The micro-learning modules cover a multitude of topics accessible to your desktop.

Subscriptions can be purchased for one month, three months or one year durations.

[Get started today!](#)

## **Contact us for assistance:**

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Email: [opentraining@pmctraining.com](mailto:opentraining@pmctraining.com)

## Managing for Superior Results I: Fundamentals of Supervision

### *Critical Skills for the High-Performing Manager*

This workshop introduces new managers to the skills needed to lead teams effectively and meet the expectations of senior management. Many new leaders achieve their success through their technical or operational merit but then need to achieve superior results through others. This training will help you make this important transition.

#### **Your Learning Outcomes:**

- Avoid common pitfalls for new supervisors and managers
- Learn how to choose the right leadership style for any situation
- Use a model for developing and coaching employees
- Learn to give negative feedback in a positive way
- Delegate work effectively
- Deal with difficult behavior and unsatisfactory performance

Duration: **2 DAYS**

**MORE >>>**



## Behavioural Interviewing Skills

### *Competency-Based Recruitment Techniques*

Behavioural interviewing focuses on past actions and behaviors, not subjective impressions that can sometimes be misleading. This workshop provides a comprehensive guide to understanding and incorporating behavioural interviewing techniques to identify, hire and retain quality talent every time.

#### **Your Learning Outcomes:**

- Follow a step-by-step plan for effective interviewing
- Incorporate proven interview probing techniques
- Design behavioural interview questions based on job-based competencies
- Perfect your behavioural interview techniques and skills
- Hire more effectively, saving your organization time and money

Duration: **1 DAY**

**MORE >>>**



## Developing Workplace Resilience for Top Performers

### *How to Sustain High Performance in Challenging Times*

The standards of performance are rising. Our challenges keep ramping up and the stakes seem so high. As a top performer, if you can't change the circumstances around you, change the circumstances within you. This workshop will give top performers what they need to stay strong and get stuff done – for the long haul.

#### **Your Learning Outcomes:**

- Practice skills in active listening and note-taking
- Sustain top performance in your work
- Maintain hopefulness in your outlook
- Create a calm emotional state
- Deliver on the promises you make to yourself and others
- Teach others how to treat you
- Be your own resilience coach
- Have energy outside of your work

Duration: **1 DAY**

**MORE >>>**



## Making the Transition from Co-Worker to Team Leader

### *Build on Your Relationships for Your New Role*

This workshop will help you address the challenges and difficulties of making the transition from co-worker to boss. You'll learn tools and techniques to achieve a balance between your existing relationships with co-workers and the requirements of the new management role.

#### **Your Learning Outcomes:**

- Communicate your new management perspective
- Apply techniques for re-framing your relationships with co-workers
- Understand what your new team needs from you
- Decide what you need from your team
- Apply assertive communication skills to difficult situations
- Give regular feedback on performance
- Manage team meetings effectively

Duration: **1 DAY**

**MORE >>>**



# NEW!

## WOMEN'S TRANSFORMATIONAL LEADERSHIP CERTIFICATE PROGRAM

### *Spring Program Dates Available!*

- Gain a unique perspective on leadership and personal challenges
- Identify opportunities to build community and elevate your work
- Tap into the power of positivity
- Join a cohort of diverse women seeking to add value to their organizations

This 4-day program is unlike most leadership programs. In addition to learning leadership skills, you'll also focus on the nine types of leadership using the Enneagram, one of the best tools available to understand our unique makeup. Discovering your Enneagram type reveals your personality tendencies and how they affect interaction with others. Delivered by a multi-certified Enneagram instructor, this course will bring alive the importance of understanding leadership styles and how to communicate with each style.

### **Your Learning Outcomes:**

By the end of this program, you will learn to:

- Recognize and overcome the barriers women leaders face today: learn to navigate external and internal challenges
- Improve your leadership skills: learn different styles to adapt to an individual's, team's, or company's situation
- Communicate with power: develop leadership presence with effective verbal and non-verbal skills learned
- Build an authentic leadership style: establish a self-development plan to identify your strengths and guide your growth and success in the future

**This innovative program combines in-person (in-class in Ottawa) sessions and live virtual sessions.**

**Register now!**

*Register now for the Spring session!*

**Program Fee: \$2,000 plus HST**



### **Workshop Topics:**

- Leadership assessment
- Enneagram assessment
- The value and evolution of women in leadership
- Developing a leadership style and presence
- Communication and conflict management
- Reflect on your values
- Overcoming inner obstacles to success
- Leadership perspectives and strategic thinking skills
- Empowering others to succeed
- Post-Program one-on-one coaching

### **Who Should Attend?**

- Women or people identifying as women
- Anyone interested in developing a working knowledge of women in leadership strategies
- Anyone who is a current manager interested in enhancing the performance of your role and achieving organizational goals
- Anyone aspiring to transition into a leadership position in the future
- Any woman/person identifying as a woman interested in leadership

### **2024 Spring Session:**

- April 24-25 (in-person in Ottawa)
- May 15-16 (live virtual)
- June 12 (live virtual coaching session)



## Proofreading and Editing

### *Effective Techniques for Flawless Publications*

Gain a working ability to proofread, including knowledge of the marks and techniques. Learn the principles of plain language editing, practice in an enjoyable group environment, and receive immediate feedback on your progress. Through group corrections, practice and discussion, you'll gain the confidence to proof and edit the most important documents.

#### Your Learning Outcomes:

- Improve your "proofing eye" through practice
- Use the six key proofreading categories
- Use basic proofreading marks
- Avoid common spelling errors
- Analyze and improve written content
- Streamline sentence and paragraph structure
- Eliminate "fillers"
- Energize writing style

Duration: **2 DAYS**

**MORE >>>**



## Succeeding at the Federal Public Service Writing Skills Tests

### *GSPAT-120, WSPT-351, and WST-305*

Regardless of which English test you plan to take for the federal public service, this hands-on workshop equips you with the knowledge and skills you'll need to prepare. You'll work on a mock-up of the various exam questions and discuss your results. And you'll receive a manual designed specifically for Canadian English and Government of Canada styles that is yours to keep as a reference.

#### Your Learning Outcomes:

- Recognize commonly misspelled words in Canadian English
- Know when to capitalize words according to Government of Canada style
- Choose the appropriate word for the context
- Use Canadian punctuation correctly
- Make subjects agree with verbs
- Understand sentence construction
- Take an English skills test with confidence

Duration: **1 DAY**

**MORE >>>**



## Email Communication

### *5 Strategies to Have More Impact and Credibility*

This practical and interactive workshop is designed to teach you what factors go into professional emails. Through theory and practical exercises, you will learn the importance of taking the time to write a quality email and how to do so. You will also discover how bad emails can affect your credibility, professional relationships, and productivity.

#### Your Learning Outcomes:

- Identify the essentials of powerful emails
- Learn what to avoid in writing and sending emails
- Write subject lines and opening sentences that immediately tell the reader its purpose
- Write messages in plain language; use correct grammar; reflect professional netiquette
- Write a constructive and informative closing

Duration: **½ DAY**

**MORE >>>**



## Writing for the Web and Mobile Devices

### *Effective Techniques to Draw Readers to Web Pages*

People do not read information on the web the same way that they read a printed newspaper, magazine or book. As writers, we need to be aware of how people approach a web page or mobile device so that we can create interesting and engaging content. This workshop teaches you how to structure your writing for the web and mobile devices for maximum impact.

#### Your Learning Outcomes:

- Apply engaging techniques that draw readers to web pages
- Plan what to write to reflect web hierarchy
- Understand how readers read on different devices
- Create engaging content, including catchy headlines
- Optimize search engines and keywords

Duration: **1 DAY**

**MORE >>>**



## Project Management 101

### *Powerful Tools to Get the Job Done on Time and on Budget*

Most project management workshops are geared toward people who want to become a professional project manager. This workshop is designed for the far greater number of people who need the practical skills to manage projects *as part of their job*. Delivered by a Project Management Institute (PMI) certified project manager, this workshop provides best-practice tools and techniques to plan and manage a project successfully and to the client's satisfaction.

#### **Your Learning Outcomes:**

- Know the best processes, tools, and techniques to plan and manage your project
- Know the phases of the project life cycle and what happens in each
- Gain hands-on experience with the most important project management processes

Duration: **2 DAYS**



**MORE >>>**

## Advanced Project Management

### *Advanced Skills in Management and Communication for Project Managers*

Management skills are an important part of your success as a project manager, so it is crucial that you grow this skill set. There are also some advanced project management techniques that you can master to help bring your projects to successful completion. This workshop presumes that participants have a thorough understanding of project management.

#### **Your Learning Outcomes:**

- Think critically when choosing a project team
- Make the best of an assigned project team
- Help teams move through various stages to become a high-functioning unit
- Maximize productivity at team meetings
- Reward and motivate a team
- Develop and execute a communication plan
- Communicate with sponsors and executives more effectively
- Identify strategies for working with problem team members

Duration: **1 DAY**



**MORE >>>**

## Effective Presentations and Meetings

### *A Practical Guide to Conduct Confident and Effective Meetings*

With poor planning and unclear agendas, meetings and presentations can quickly lose focus and devour time, energy and resources. This workshop will help you build speaker confidence while employing techniques for polishing and mastering both presentation delivery and effective meeting participation that will motivate teams and improve results.

#### **Your Learning Outcomes:**

- Improve your overall public speaking skills
- Confidently participate in meetings and handle challenging behaviours
- Create and deliver improved presentations and use compelling visual aids

Duration: **1 DAY**



**MORE >>>**

## People-Centred Project Management™

### *How to Work with a Team and Clients to Create Successful Project Delivery*

At the core of every project are its people: the people who want the project, those paying for it, and those who do the work. The best-planned project can still fail if you ignore its interpersonal dimensions. This workshop goes behind PERT, MS Project, and GANT charts to the art of working and communicating with people. Learn a 5-step process for project planning and management, addressing issues like scoping the project, team work, communications, and risk management.

#### **Your Learning Outcomes:**

- Know the rudiments of the project cycle
- Understand how to put people into your project plan
- Have a toolbox for dealing with the various personalities associated with a project cycle
- Gain simulated experience through case studies and group work

Duration: **2 DAYS**



**MORE >>>**

## Communicating for Results

### *Communicate Your Message Clearly and Effectively—Every Time!*

The ability to communicate effectively is perhaps your most critical skill. Your success in motivating, delegating, solving problems and obtaining information depends on your ability to communicate with others. Learn how to influence and inform using real life examples, group discussions, role plays and interactive exercises.

#### **Your Learning Outcomes:**

- Impact and influence conversations with awareness and intent
- Understand your strengths and maximize them to your benefit
- Communicate with anyone in any situation
- Deliver effective feedback even in stressful situations
- Communicate professionally and guarantee your effectiveness

Duration: **2 DAYS**

**MORE >>>**



## Effective Oral Briefings

### *Strategies to Perfect a Highly Valued Competency*

The ability to succinctly brief others is a highly valued competency. In this workshop you will learn how people listen to and remember information, how to plan and fine-tune briefings, and how written and oral briefings differ. You'll leave with techniques, strategies, and tips for framing issues, focusing on what listeners remember, and presenting in a clear, concise matter.

#### **Your Learning Outcomes:**

- Find the key points to emphasize in a briefing
- Organize for maximum impact and influence
- Understand how people hear and what they retain
- Present with confidence

Duration: **1 DAY**

**MORE >>>**



## Managing Skills for Non-Managers – Level 1

### *How to Lead People That Don't Report To You*

Managing people who don't report to you can be tough. How do you hold them accountable and keep them on track? Learn how to inspire and motivate people to accomplish important goals – when you have no formal direct reporting authority over them. In this highly interactive program you'll get the skills and knowledge to help colleagues perform at their best.

#### **Your Learning Outcomes:**

- Lead without formal authority
- Build high performing teams
- Manage emotions
- Minimize conflict, maximize cooperation
- Inspire others
- Deliver performance feedback
- Meet project deliverables

Duration: **1 DAY**

**MORE >>>**



## Managing Skills for Non-Managers – Level 2

### *Building Influence, Cooperation and Consensus*

Working with other alumni of the Level 1 program, you will identify and resolve your leadership, influencing, cooperation and accountability challenges. You'll dive more deeply into the tools you acquired in Level 1 and gain new ones to help you create better relationships and productive results.

#### **Your Learning Outcomes:**

- Build high performing teams
- Lead without formal authority
- Minimize conflict, maximize cooperation
- Manage emotions
- Inspire others
- Deliver performance feedback
- Manage workload

Duration: **1 DAY**

**MORE >>>**



## Thriving Under Different Leadership Styles

### *How to Succeed Working for Different Leaders*

Leaders are a diverse bunch. Sometimes you report to them. Sometimes they are leading your project. Adapting to different styles is key to your motivation, performance, resilience and peace of mind. Learn to work successfully with several different leadership styles.

#### **Your Learning Outcomes:**

Work successfully with these leader styles:

- relationship and task first
- empowering and closed
- technical and non-technical
- risk taking and risk averse
- spontaneous and disciplined
- hard charging and laissez faire
- consensus and command
- perfection seeking and mistake friendly
- subtle and direct

Duration: **1 DAY**

**MORE >>>**



## Assertiveness and Conflict Resolution

### *Essential Skills for Managing Your Interactions*

The ability to communicate assertively is essential for dealing with people, whether they are employees, colleagues, managers or clients. We need to know how to express ideas, stand up for our convictions, and deal with emotions created by conflict. At this workshop you will practice what you learn so you can apply the skills when you return to work. You are encouraged to bring examples of situations you would like to resolve.

#### **Your Learning Outcomes:**

- Recognize the difference between assertive and aggressive behaviour
- Say “no” professionally
- Communicate assertively
- Analyze and handle conflict skillfully, one-on-one or in a group

Duration: **2 DAYS**

**MORE >>>**



## Dealing with Difficult Behaviours

### *Solutions for a Positive Work Environment*

Gain practical tools and skills to handle difficult behaviours. Learn to distinguish types of difficult behaviour and choose responses that will defuse the situation. Develop specialized communication and negotiation skills, coaching, plus stress and conflict management strategies.

#### **Your Learning Outcomes:**

- Understand aggressive, assertive, and passive behaviours
- Handle your own and others’ anger
- Deal with negative behaviour
- Be an active listener
- Deal with conflict
- Negotiate win-win solutions

Duration: **2 DAYS**

**MORE >>>**



## Powerful Negotiation Skills

### *Develop Your Edge for Achieving Success*

Negotiating is a necessary and versatile skill. The ability to negotiate appropriately can be your edge in achieving success, whether you’re dealing with colleagues, employees, management, or suppliers. In this workshop you’ll develop effective strategies, tactics and counter-measures for manipulative opponents. You’ll practice your new skills in a variety of settings.

#### **Your Learning Outcomes:**

- Plan and structure a win-win negotiation
- Use communication skills critical to success
- Handle conflict situations during negotiation
- Apply a 5-step process in managing and resolving conflicts
- Close negotiations more professionally

Duration: **2 DAYS**

**MORE >>>**





## Skills for Effective Presentations

### *Practical Skills to Build Your Effectiveness as a Public Speaker*

This workshop is specifically designed to reduce the anxiety of public speaking and instil a level of confidence you never thought possible. Gain practical tips that you can apply immediately. Participate in a number of different exercises and gain the confidence to become a confident and competent public speaker.

#### **Your Learning Outcomes:**

- Develop a proven strategy to prepare your presentation
- Communicate your ideas with confidence and authority
- Use relaxation techniques that work
- Earn respect in front of the room
- Have fun the next time you need to present

**Duration: 2 DAYS**

**MORE >>>**



## Powerful Team Building with DiSC Personality Profiles

### *DiSC Personality Style Training to Enhance Teamwork*

The emphasis of this highly interactive workshop is to build stronger teams. Participants will learn to appreciate the strengths that each person's personality brings to the team. From understanding the DiSC model to learning about individual styles, participants will also gain valuable insight into how to adapt for each style.

#### **Your Learning Outcomes:**

- Discover the strengths of each DISC personality style
- Identify and use the strengths of others
- Deal with conflict effectively by learning adaptive behaviours
- Enhance teamwork, reduce conflict and minimize misunderstandings
- Improve communication skills by determining communication styles
- Motivate yourself and others

**Duration: ½ DAY or 1 DAY**

**MORE >>>**



## Practical Facilitation Skills

### *Techniques to Manage Meetings Effectively and Efficiently*

Facilitating or leading a meeting is challenging: you need to stick to an agenda, manage group dynamics, and get everyone to agree on a decision. In this workshop, learn how to gather information from a group, clarify and present ideas, remain neutral when appropriate, and gain consensus. Learn to manage group dynamics, deal with a group that is "stuck", and keep energies high.

#### **Your Learning Outcomes:**

- Lead a group through the facilitation process, including decision-making or gaining consensus
- Select appropriate tools for the type of session
- Switch between a neutral facilitator and an engaged participant
- Ensure balanced participation
- Facilitate meetings with confidence and professionalism

**Duration: 2 DAYS**

**MORE >>>**



## Preparing for a Parliamentary Committee

### *How to Appear Before Government Committees with Confidence*

Committees are an important procedural tool of Parliament at both the Senate and the House of Commons. A committee is a working group established to review bills and legislation, and to study and evaluate government programs and policies. As part of the process individuals may be called upon to appear before the committee or present a written brief. This workshop will provide you with tools to effectively present at a parliamentary committee.

#### **Your Learning Outcomes:**

- Learn how Parliament works
- Researching the Committee, member viewpoints and issues
- Preparing an opening statement and presentation of material for the Committee
- How to plan for Members' questions
- What to do when you leave?
- Mock appearance: opening statement, Member questions and debate

**Duration: 1 DAY**

**MORE >>>**



## Practical Time and Workload Management

### *Essential Tools to Conquer the Clock*

Learn practical 'how-to' techniques to organize your time effectively, and use self-management habits that lead to increased productivity. Complete a 21-point self-assessment to define your personal style of time management, learn to make that style work for you, and work more productively with people who manage their time differently.

#### **Your Learning Outcomes:**

- Apply the principles of time management
- Overcome obstacles to successful time management
- Know the difference between reactive and proactive planning
- Create personal scheduling strategies to improve effectiveness
- Juggle multiple priorities and deadlines
- Conquer procrastination

Duration: **2 DAYS**

**MORE >>>**



## PassionWorks! Use Your Emotions to Succeed at Work

### *How to Thrive Emotionally During Challenging Times*

How are you feeling at work these days? Do you feel you have control over those emotions or that circumstances dictate your mood? Get the science behind and the practices in support of diagnosing and creating your emotional experiences at work. The result is more satisfaction, joy, and peace in times that trigger negative emotions.

#### **Your Learning Outcomes:**

- Monitor your emotional health at work
- Adapt to situations in an emotionally healthy way
- Sustain passion in your work without losing yourself
- Redirect cynicism and skepticism towards realistic optimism
- Transfer good ideas into concrete actions
- Gain agency over the triggers that result in destructive emotions
- Finish your day with more energy than you started it

Duration: **1 DAY**

**MORE >>>**



## Strategic Thinking

### *Critical Success Factors for Achieving High Payoff Results*

Thinking strategically is about creating opportunities and choosing options in order to realize the best possible future. This workshop will explore both what it means to think strategically, and how day-to-day operational action can be aligned to the grander strategy at both the individual and team level.

#### **Your Learning Outcomes:**

- Understand the strategic environment that you work in
- Know yourself better as a strategic thinker
- Become more strategic to better align with corporate goals

Duration: **2 DAYS**

**MORE >>>**



## Critical Thinking and Problem Solving for Effective Decision-Making

### *An Essential Competency in Today's Workplace*

Mastering critical thinking and problem solving skills can help you make better decisions or recommendations. This workshop provides hands-on practice with tools you can apply to your everyday workday tasks, big or small.

#### **Your Learning Outcomes:**

- Identify your critical thinking styles
- Work through the critical thinking process to build, analyze and evaluate viewpoints
- Improve key skills, including active listening and questioning
- Analyze context and information to identify problems
- Apply problem solving steps and tools
- Select the best technique for making decisions
- Avoid common decision-making mistakes

Duration: **1 DAY**

**MORE >>>**



## Personal Effectiveness Through Emotional Intelligence – EQ1

### *Bringing Out the Best in Yourself and Others*

Emotional intelligence is the ability to identify, assess and positively engage with one's own and other people's emotions. In this workshop, build your EQ by developing skills in self-awareness, emotional management, physiological and behavioural reactions, overcoming barriers to communication, building trust, and exercising empathy.

#### Your Learning Outcomes:

- Build self-awareness and understanding of your emotions and triggers
- Manage your emotional reactions and interact with the emotions of others
- Be more effective in identifying emotions in yourself and others
- Manage your behaviour for personal effectiveness in a number of scenarios
- Build capacity for active listening and empathy
- More effectively collaborate with others

Duration: **2 DAYS**

[MORE >>>](#)



## Improving Your Memory

### *Using More of the Capacity You Already Have*

How well your memory works has a direct impact on how much you get done in a day and the quality of your work. This interactive and memorable workshop is about your memory – how it works, how you can better use your recall capacity, and more. We guarantee you'll remember it for years to come!

#### Your Learning Outcomes:

- Use more memory capacity to handle more information in less time and achieve better results
- Make better decisions to safeguard your brain fitness
- Help family and colleagues do the same
- Train more of your memory capacity to work more effectively
- Implement your personal memory improvement action plan

Duration: **1 DAY**

[MORE >>>](#)



## Stress Management Skills

### *Proven Strategies to Achieve Better Health and Productivity*

We all experience stress in our lives. But too much stress can cause overexposure to cortisol and other stress hormones and can increase your risk of obesity, insomnia, digestive problems, heart disease, depression, and memory impairment. It is important to recognize when we are in DISTRESS. This workshop provides practical techniques to help you achieve better health through the effective management of distress.

#### Your Learning Outcomes:

- Understand the principles of stress
- Recognize and manage your triggers
- Develop proactive responses to stressful situations
- Use coping tips for managing stress both on and off the job
- Learn to manage stress through diet, sleep and other lifestyle factors
- Develop a long-term action plan to better manage stress

Duration: **1 DAYS**

[MORE >>>](#)



## Getting Organized and In Control

### *Powerful Techniques to Maximize Your Productivity*

You can't afford the wasted time and lost productivity that comes from a cluttered desk, messy files, or no system of personal organization. At this workshop, you'll learn how to streamline daily tasks, organize personal space, effectively use calendars, and communicate using appropriate means.

#### Your Learning Outcomes:

- Develop an action plan for reducing clutter
- Use to-do lists and the ABC prioritization technique
- Select the best calendar system for you
- Reduce electronic and paper mail
- Manage voicemail
- Write SMART goals
- Begin to implement goals created right away

Duration: **1 DAY**

[MORE >>>](#)



## Evolving the Workplace Culture for Equity, Diversity and Inclusion

### *Developing a Safe, Respectful, Supportive Organization for Everyone*

This program is designed to help understand what equality, diversity and inclusion (EDI) means and how people from different backgrounds and cultures may experience it in their daily lives. You'll discuss possible systemic barriers to equity, and how every member of the team is valued as a part of an inclusive culture.

#### Your Learning Outcomes:

- Understand how our current culture looks at diversity and how EDI can respond
- Become aware of your values and biases and how they intersect with the organization
- Understand how unconscious bias can impact the worldviews and perceptions of others
- Create more cultural diversity in the organization
- Develop cross-cultural communication skills
- Increase cultural intelligence

Duration: **1 DAY**

**MORE >>>**



## Getting Stuff Done

### *Personal Development Boot Camp*

In this workshop you'll explore various time management and organizational tools and techniques to build a customized productivity plan for your personal and professional life. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

#### Your Learning Outcomes:

- Identify what skill sets can improve your personal productivity, and what attitudes we should cultivate
- Understand why multi-tasking is a myth
- Apply the 80/20 rule and learn how it should affect planning
- Develop a plan for an efficient workspace
- Apply a system to process any type of information that crosses your desk
- Understand why you procrastinate and develop methods for tackling tasks
- Apply ideas and tools to make your household more productive and efficient

Duration: **2 DAYS**

**MORE >>>**



## Managing Pressure and Maintaining Balance

### *Skills to Achieve Peace of Mind in an Overwhelming Workplace*

When things are overwhelming at work, having the right skills to draw on are essential for peace of mind and growth. This workshop will show you the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. You'll also learn to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

#### Your Learning Outcomes:

- Apply a direct understanding of pressure points and their costs and payoffs
- Speak in terms related to emotional intelligence, optimism, and resilience
- Create a personalized toolkit for managing stressors and anger
- Work on priorities and achieve defined goals

Duration: **1 DAY**

**MORE >>>**



## Conquering Stress and Anxiety through Mind/Body Awareness

### *Time-tested Techniques for Improved Resilience and Energy*

The challenges of today's work environment – changing priorities, heavy workloads, working with difficult people and situations – frequently result in stress, anxiety and loss of productivity. This interactive and fun workshop demonstrates techniques to develop integrated mind/body awareness to reduce your stress and increase energy, resilience and the confidence to deal with difficult situations.

#### Your Learning Outcomes:

- Apply techniques for handling stress effectively
- Learn to harness your body's natural intelligence
- Gain strategies to deal with difficult people/situations with ease and confidence
- Apply techniques to increase your energy level
- Develop a personal action plan for maintaining your physical and mental well-being
- Develop creative solutions to challenges

Duration: **1 DAY**

**MORE >>>**





## Policy Analysis Toolbox – Part I

### *Understanding a Problem in Order to Create Policy Alternatives*

This workshop will provide policy analysts and subject-matter experts with effective tools to help formulate good public policy. Starting with perceptions of a problem, such as what might flow from a risk assessment, a minister's office, or media reports, this workshop will help you apply an analytical framework and tools to form credible policy options.

#### **Your Learning Outcomes:**

- Understand the steps involved with policy analysis
- Identify a clear problem and objective
- Analyze the causes of the problem, leading to a series of policy and program alternatives
- Gain simulated experience through case studies and group work

Duration: **2 DAYS**

**MORE >>>**



## Performance Measurement and Evaluation

### *How to Measure the Success of a Program*

The goal of PME is increased efficiency, effectiveness and economy. Yet PME is often relegated to the back corner, separated from the specific program which would benefit most from a review. This workshop trains a spotlight on the core value of PME, providing policy analysts and program and community managers with tools to assess their own program and make adjustments.

#### **Your Learning Outcomes:**

- Understand the relationship between program planning and evaluation
- Understand the difference among audit, performance measurement, and evaluation
- Design a logic model
- Develop a performance measurement and evaluation framework

Duration: **2 DAYS**

**MORE >>>**



## Developing Effective Public Policy

### *Navigating the Policy Development Process*

This workshop provides a framework for effective public policy development, which includes: the dynamic nature of the public policy arena, the factors that influence decision makers, as well as an understanding that public policy in Canada involves a number of players who contribute to it.

#### **Your Learning Outcomes:**

- Navigate the public policy development processes from issue identification to solutions
- Frame problems, address issues and articulate solutions
- Understand how to work with Central Agencies to ensure that policy issues fit into the overall Government of Canada agenda, plans and priorities
- Translate policy into action
- Assume your role and execute your responsibilities effectively

Duration: **2 DAYS**

**MORE >>>**



## GBA Plus: Get the Data Toolbox

### *Tools for the Inquiring Mind: Giving Value to GBA Plus and Other Forms of Qualitative Research and Analysis*

Policy analysis, program design, risk assessment, performance measurement – all these disciplines need to be sensitive to the nature of the people involved through the lens of Gender-Based Analysis-Plus. This workshop explores GBA Plus and teaches us how to use a framework to undertake inquiries, research and analysis, using quantitative and especially qualitative techniques.

#### **Your Learning Outcomes:**

- Design and implement a research strategy
- Understand the range of consultative techniques available
- Undertake a quality GBA Plus analysis that goes well beyond the tick boxes
- Have a better understanding of the implications of your policies and programs
- Better deliver the goods to management

Duration: **2 DAYS**

**MORE >>>**



## The Outstanding Administrative Assistant

### *Management Skills Vital to Today's Office*

The administrative support position is the nerve centre of the workplace, managing strategies, PR, resources, time, conflict and crisis situations effectively and professionally. Learn critical skills to get work done on time, keep the office running at peak efficiency, and achieve respect as an indispensable member of your team.

#### Your Learning Outcomes:

- Project professional credibility, authority and presence
- Communicate with impact
- Plan, organize and control priorities
- Build the power to get the job done
- Analyze situations, make decisions and solve problems calmly
- Improve the working life of your team
- Raise your performance level to leadership

Duration: **2 DAYS**

**MORE >>>**



## Boosting Your Remote Work Productivity with Microsoft Outlook™

### *Practical Strategies for Administrative Assistants*

Working remotely has challenges as well as benefits. MS Outlook has many built-in tools that are underused but can help supercharge your productivity. In this workshop you'll learn practical tips and strategies to save time and accomplish your priorities as an administrative professional using Outlook and working remotely.

#### Your Learning Outcomes:

- Manage your time and your manager's expectations, especially when working remotely
- Discover features in Outlook to help focus on your priorities, actions and activities
- Set, keep track and achieve goals and objectives using your system in Outlook
- Project professional credibility, authority and presence in online meetings
- Plan, organize and control your workload and priorities

Duration: **½ DAY**

**MORE >>>**



## Minute Taking for Better Meetings

### *Practical Skills in Active Listening and Note-Taking*

This workshop helps you understand the role and responsibilities of the minute taker, to work effectively with the Chair and to produce agendas and minutes in a variety of styles – formal, informal and action. Take part in a mock meeting and practice taking notes and correct minutes.

#### Your Learning Outcomes:

- Develop and practice skills in active listening and note-taking
- Develop and practice writing minutes in different styles
- Use reported speech correctly
- Prepare an agenda
- Recognize the importance of working closely with the Chair

Duration: **1 DAY**

**MORE >>>**



## Advanced Minute Taking for Better Meetings

### *Turning Minutes into Valued Organizational Documents*

Building on Minute Taking for Better Meetings, this advanced workshop provides you with opportunities to craft minutes that focus on clear, concise writing designed to reach its intended audience — colleagues, board members, decision makers. Enjoy a relaxed and fun environment as you take notes in several mock meetings, and write minutes in a variety of styles suitable for its audience.

#### Your Learning Outcomes:

- Understand the role of clear communication in producing succinct minutes
- Learn to separate what is really important from the “noise” of a meeting
- Produce minutes that help move an organization's agenda forward

Duration: **1 DAY**

**MORE >>>**



## Deliver Persuasive Presentations with Ease Using PowerPoint

### *Effectively Plan, Prepare and Design Powerful Presentations to Enlighten Your Audience*

In this workshop you will learn practical skills that will have an immediate impact on your organization. Understand how to organize a presentation, its interpersonal components, and its technical components. You can expect a relaxed and non-threatening learning environment, with fun activities to reinforce learning.

#### **Your Learning Outcomes:**

- Plan, prepare, organize and design powerful presentations to enlighten – not overwhelm
- Structure your information in a clear, engaging manner
- Learn how the use of visuals can significantly improve the absorption of your message
- Design tips to magnify clarity and create powerful slides
- Organize your slides to make information flow
- Use PowerPoint features and to create persuasive presentations

**Duration: 1 DAY**

**MORE >>>**



## MS Project 2016™ – Level 1

### *Techniques to Schedule, Track and Report on Your Projects*

This workshop will help you understand the basic functions of Microsoft Project and how to utilize the software to its full potential.

#### **Your Learning Outcomes:**

- Understand the basics, navigate different areas of the project screen and choose different views
- Create new projects and work with task lists
- Add and assign resources, apply and adjust calendars and add cost information
- Print and preview project views and reports
- Control task changes using task type settings and constraints, and define and format the critical path
- Define resource work using contours, overtime and resolve over-allocations
- Set, modify and view baseline plans
- Track project progress by updating task and schedule information, and compare baseline versus actual plan information
- Sort, filter and group views
- Format the Gantt Chart view

**MORE >>>**

**Duration: 2 DAYS**



## MS Word 2016™ – Level 3

### *Advanced Skills for Today's Workplace*

This advanced workshop is designed to help power users leverage MS Word in order to change document structure using sections, collaborate on documents and secure information. It also covers techniques for creating complex documents, such as documents that track changes, reference pages, outlines, master and sub-documents.

#### **Your Learning Outcomes:**

- Work with Sections
- Collaborate on Documents
- Add Reference Marks and Notes
- Simplify and Manage Long Documents
- Secure Documents

**Duration: 1 DAY**

**MORE >>>**



## MS Access 2016™ – Level 1

### *Techniques to Work Effectively with Databases*

Understand how to identify and work with database components; create and customize tables; use input masks and data validation techniques; create table relationships ensuring data integrity; create and customize table forms; and more.

#### **Your Learning Outcomes:**

- Work with Tables, Forms, Queries and Reports
- Enter, edit and filter table data
- Create and set custom options for inputting table data
- Relate tables to one another using referential integrity
- Create and customize forms
- Work with different types of queries
- Create and print reports
- Import and export data to Excel and other formats

**Duration: 2 DAYS**

**MORE >>>**





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Students hard at work at the PMC pre-employment training program in the community of Kinngait, Nunavut, 2023.

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