



**PMC TRAINING**  
Performance Management Consultants

WINTER EDITION  
JANUARY TO MARCH 2024



# Skills Training to Advance Your Career

YOUR GUIDE TO BUSINESS WORKSHOPS

**60**

**INSPIRING WORKSHOPS**  
SCHEDULED THIS WINTER!

**pmctraining.com**

613.234.2020

EMPOWERING PEOPLE AND ORGANIZATIONS TO REACH THEIR BEST

# PMC WORKSHOPS JANUARY TO MARCH 2024

How to Use This Guide .....	4
PMC Open Workshops .....	5

PMC Team Training.....	6
E-Learning Library: Self-Paced Online Training .....	7

## Leadership, Supervisory and Management

Managing for Superior Results I: Fundamentals of Supervision .....	8
Managing for Superior Results II: From Manager to Leader.....	8
Developing Workplace Resilience for Top Performers .....	8
Making the Transition from Co-Worker to Team Leader.....	8
Managing and Leading with Emotional Intelligence ..	9
Managing Remote Teams .....	9
Mindfulness and Leadership – A Program for Managers .....	9
Delegation Skills for the Workplace .....	9
Appreciative Inquiry .....	10
Improving Accountability and Engagement .....	10
Powerful Coaching Skills: How to Create a High Performing Team.....	10
Behavioural Interviewing Skills.....	10
Women's Transformational Leadership Certificate Program .....	11

## Business Writing

Business Writing for Impact and Influence .....	12
Proofreading and Editing .....	12
Writing Effective Briefing Notes .....	12
Writing in Plain Language.....	12

## Project and Event Management

Project Management 101 .....	13
Advanced Project Management.....	13
Effective Meeting and Event Planning .....	13
Advanced Event Planning.....	13

## Interpersonal and Communication Skills

Communicating for Results .....	14
Critical Conversations .....	14
Managing Skills for Non-Managers – Level 1 .....	14
Managing Skills for Non-Managers – Level 2 .....	14
<b>NEW!</b> Advanced Presentation Skills .....	15
Assertiveness and Conflict Resolution .....	15
Dealing with Difficult Behaviours.....	15
Powerful Negotiation Skills .....	15
Skills for Effective Presentations .....	16
Using Positive Influencing Skills in the Workplace...	16
Practical Facilitation Skills .....	16
Effective Oral Briefings.....	16

## Professional Development and Personal Effectiveness

Critical Thinking and Problem Solving for Effective Decision-Making .....	17
Getting Stuff Done .....	17
Goal Setting .....	17
Managing Pressure and Maintaining Balance .....	17
Personal Effectiveness Through Emotional Intelligence – EQ1 .....	18
Increase Productivity and Results when Working from Home.....	18
Strategic Thinking .....	18
Finding Balance Through Mindfulness.....	18
Stress Management Skills .....	19
Increasing Your Self Confidence .....	19
Practical Time and Workload Management .....	19
Getting Organized and In Control .....	19
Improving Your Memory .....	20
Life Planning for Retirement .....	20
<b>NEW!</b> Leading with Influence Not Authority .....	20
Financial Planning for Retirement .....	20

# PMC WORKSHOPS JANUARY TO MARCH 2024

## Government, Policy and Performance Management

How Ottawa Works .....	21
Performance Measurement and Evaluation .....	21
GBA Plus: Get the Data Toolbox.....	21
Policy Analysis Toolbox – Part 1.....	21

## Administrative Skills

The Outstanding Administrative Assistant .....	22
Management Skills for Administrative Professionals .....	22
Project Management Skills for Administrative Professionals .....	22
Minute Taking for Better Meetings.....	22

## Productivity Software

MS Excel (2016, 2019, 365) – Level 1 .....	23
MS Excel (2016, 2019, 365) – Level 2 .....	23
MS Excel (2016, 2019, 365) – Level 3 .....	23
MS OneNote .....	23
Take Control of Your Workday with MS Outlook 2016 .....	24
MS Access 201 – Level 1 .....	24
MS Word 2016 – Level 3 .....	24
Deliver Persuasive Presentations with Ease Using PowerPoint.....	24

# 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 January to March.

### **Register today!**

Contact us for assistance:

Phone: 613-234-2020

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

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

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# 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:**

Phone: 613-234-2020

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 >>>](#)



## Managing for Superior Results II: From Manager to Leader

### *Optimizing Resources for Success*

This workshop builds on the management skills and attitudes acquired in Level I to help you develop and hone new leadership skills. Gain practical tools and solutions to help you thrive in the demanding and change-centric environment currently facing leaders at all levels today.

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

- Establish a self-reinforcing culture of behavioural accountability
- Transform multiple inputs into actionable priorities
- Build individual and team dynamics
- Create high-functioning leadership relationships
- Apply positive psychology practices for mental strength
- Balance project work with core responsibilities
- Power teams with sustainable passion

Duration: **2 DAYS**

[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 >>>](#)





## Managing and Leading with Emotional Intelligence

### *Deliver Higher Performance and Manage Change Better*

Leaders who have higher levels of EQ create positive work environments and stronger employee engagement, deliver higher performance, manage change better and experience less stress. EQ is the single most important leadership competency in the workplace today.

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

- Understand the key components and skills behind EQ
- Lead — not just manage — by recognizing and encouraging others
- Execute important leadership skills
- Develop as a manager capable of enlightened leadership
- Create a positive, high performance environment through authentic leadership
- Develop a 20-day Action Plan

**Duration: 2 DAYS**

**MORE >>>**



## Managing Remote Teams

### *Manage and Inspire Your Remote Team's Performance*

Learn to successfully lead and manage people and teams who work in different locations. Acquire tools, skills and methodologies to help you to overcome the significant obstacles that occur when working remotely. The result: a high performing team aligned around shared purpose, process and culture.

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

- Establish compelling performance goals
- Create staff accountability
- Build effective relationships and strengthen team cooperation
- Delegate responsibilities
- Use distance technology
- Deliver performance feedback
- Meet project deliverables
- Identify and manage emotions

**Duration: ½ Day**

**MORE >>>**



## Mindfulness and Leadership: A Program for Managers

### *Fundamental Practices to Be a More Effective Leader*

The practice of mindfulness – centering your attention through the breath to be present and aware – can have a powerful impact on how you think, feel, relate, perform and collaborate at work. In this workshop you will learn how to practically apply mindfulness to meetings you lead, decisions you make, and the ways you inspire your team. It provides a foundation for creating lasting personal change towards being a present and authentic leader.

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

- Learn the art of meditation and how to apply it to daily life as a manager
- Manage emotion to think rationally and make better decisions
- Realize the difference between managing and leading
- Learn the 5 virtues of a great leader and how to walk the talk
- Learn how to be flexible and strategic seeing the whole picture
- Learn coping strategies and tools, and practice dealing with a variety of difficult situations

**Duration: 1 DAY**

**MORE >>>**



## Delegation Skills for the Workplace

### *Mastering a Critical Skill for Empowering Others and Achieving Results*

Of all the key competencies for supervisors and managers, two of the most important are learning to manage individual performance on a daily basis and learning to delegate. Without mastering delegation, it is impossible to expand your range of responsibility, empower others, or grow into your role and responsibilities. This workshop offers a mix of self-awareness, guidance, tools and methods to master this critical competence.

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

- Overcome barriers to delegating
- Identify appropriate delegation opportunities
- Understand how to effectively engage and create buy-in
- Create a culture of ownership and accountability
- Enhance the job satisfaction and development of others
- Enjoy more time and responsibility because of your mastery of delegation

**Duration: 1 DAY**

**MORE >>>**



## Appreciative Inquiry

### *Initiate Lasting, Powerful Changes to Make Your Organization Better*

Appreciative Inquiry (AI) is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.

#### Your Learning Outcomes:

- Recognize and work with the fundamentals of AI
- Describe the 4-D's of AI: discovery, dreaming, design, and destiny
- Work through a simple AI process
- Create thoughtful, meaningful questions for your own initiative
- Help organizations review what's important, what they can become, and how they can get there

Duration: **1 DAY**

[MORE >>>](#)



## Improving Accountability and Engagement

### *An Accountable Employee Equals an Engaged Employee*

Discover accountability strategies that will help you, and your team, stay on track to achieve results. Explore the impact that accountability has on employee engagement. This hands-on workshop will discuss the value of ownership, and methods on how to self-realize your full potential. Attendees will have a chance to discuss successful methods to motivate, recognize, and collaborate as a team to achieve responsibility and accountability in the workplace.

#### Your Learning Outcomes:

- Recognize the difference between an engaged employee and a disengaged employee, and how implementing accountability will increase engagement
- Overcome the barriers that prevent you and your team from being accountable
- Uncover the value in teamwork and the importance of motivating each other
- Put a plan in place to hold yourself accountable to achieve your highest potential

Duration: **1 DAY**

[MORE >>>](#)



## Powerful Coaching Skills: How to Create a High Performing Team

### *Move Your Team's Performance to the Next Level*

Discover the key ingredients of a winning team. Learn how to analyze key issues of performance and behaviour, and coach team members using a disciplined approach that builds on shared understanding and agreement on objectives. Come away with a personal action plan for making your own team stronger and more productive.

#### Your Learning Outcomes:

- Manage team performance and behavioural issues
- Use the feedback model in a constructive and motivating way
- Develop collaborative action plans to improve performance and behaviour
- Plan, prepare, deliver and evaluate a coaching session
- Recognize the importance of "team talk" and team-building activities

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 >>>](#)



**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)

## Business Writing for Impact and Influence

### *Proven Techniques for Writing Quickly, Clearly and Concisely*

Would you like to write more effectively and have a greater impact on your readers? Whether you're answering email, writing a report, or responding to a customer, your effectiveness will be judged by your ability to write in a clear and concise manner. In this workshop you'll participate in writing exercises, and have an opportunity for one-on-one consulting to evaluate personal writing styles.

#### Your Learning Outcomes:

- Communicate clearly and concisely
- Use proven techniques to structure your thoughts
- Deal effectively with email messages
- Use efficient proofreading techniques
- Have confidence in your writing style

Duration: **2 DAYS**

**MORE >>>**



## 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 >>>**



## Writing Effective Briefing Notes

### *Techniques for Writing Clearly*

This workshop uses practical exercises to develop skills in writing effective briefing notes. Learn techniques for planning, drafting, summarizing complex information, and editing. With frequent opportunities to receive feedback, you are invited to bring samples of your work for review.

#### Your Learning Outcomes:

- Identify how the briefing note aids in decision making
- Use your in-house templates correctly
- Prepare a writing plan with a clear communication objective
- Plan information to be collected
- Write the first draft from a plan
- Summarize complex information
- Edit to clarify and strengthen

Duration: **2 DAYS**

**MORE >>>**



## Writing in Plain Language

### *Get Your Message Across in the Shortest Time Possible*

Plain language techniques make your written communications clear — and they help the audience easily understand your intended message. This workshop will provide you with skills needed to communicate clearly, concisely, coherently, and correctly. You will learn how to gear each piece to its intended audience, always keeping the needs of the audience in mind.

#### Your Learning Outcomes:

- Use Plain Language techniques to communicate effectively
- Understand the rationale for using Plain Language
- Write clearly and concisely
- Follow Government of Canada Plain Language guidelines

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 Meeting and Event Planning

### *Techniques to Plan a Wide Variety of Meetings and Events*

All too often the critical role of organizing meetings and events falls to someone who has had no formal training in this field. Facilitated by a Certified Meeting Planner, this workshop will provide you with a sound foundation for successfully planning and executing a wide variety of meetings and events.

#### Your Learning Outcomes:

Plan and execute a variety of meetings and events:

- more effectively
- more efficiently
- with a better return on investment
- with less stress and a smile on your face

Duration: **2 DAYS**

[MORE >>>](#)



## Advanced Event Planning

### *Advanced Skills for the Event Planner*

This workshop explores the more complicated aspects of event planning and goes beyond the basics to help you plan, budget for, and execute flawless events in your organization. Participants should have some experience planning events or have previously taken the introductory workshop, "Effective Meeting and Event Planning".

#### Your Learning Outcomes:

- Budget more efficiently
- Negotiate with venues more effectively
- Read a contract more professionally
- Build timelines and write scenarios

Duration: **1 DAY**

[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 >>>](#)



## Critical Conversations

*Techniques to Resolve Conflict and Nurture Productive Relationships*

Whether you're giving a negative performance evaluation or objecting to additional workload, communicating difficult subject matter can be an emotionally charged event. This workshop is designed to help individuals, teams and organizations manage critical conversations skillfully so that feelings are spared and the organization's best interests are kept front and centre.

### Your Learning Outcomes:

- Confront challenging issues with confidence and skill
- Identify when feedback is no longer appropriate, and the right time and place for having a "critical conversation" or confrontation
- Speak persuasively, not abrasively
- Learn how to suspend judgement to check for understanding
- Learn to have healthy, open, honest, respectful discussions
- Engage in effective, consequential conversations that resolve tough challenges

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 >>>](#)



## NEW! Advanced Presentation Skills

### *Take Your Public Speaking Skills to the Next Level*

This course is aimed at experienced speakers who wish to leverage their influencing skills and hone their authentic speaker style. Learn the various intangible elements that will enhance your desired outcome. Become more aware of yourself and your audience and how to connect with them so they want to listen to you. Practice your skills with other advanced students and gain valuable insight into your strengths and areas for development.

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

- Develop a personal strategy to prepare your presentation
- Communicate your ideas with greater confidence and authority
- Use relaxation techniques that work
- Earn respect in front of the room
- Feel more authentic the next time you need to present

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*

The impact we have is largely based on how well we communicate our ideas. Whether we are providing information to an internal audience or making an impassioned plea externally, we need to be confident in our ability to express ourselves. This workshop is specifically designed to reduce the anxiety of public speaking and help you gain competence and confidence. Gain practical tips that you can apply immediately. You will participate in a number of different exercises and also have a chance to do a mini presentation and gain immediate feedback and coaching.

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

- Develop a personal strategy to prepare your presentation
- Communicate your ideas with greater confidence and authority
- Use relaxation techniques that work
- Earn respect in front of the room
- Feel more authentic the next time you need to present

**Duration: 2 DAYS**

**MORE >>>**



## Using Positive Influencing Skills in the Workplace

### *Understanding Power, Culture and Influence to Work More Effectively*

The concept of office politics can suggest manipulation, tactics and closed doors. Yet understanding it is critical to gain resources and information to do your job. Reframe the concept of office politics into a positive force. Learn to use different types of power to work effectively with others, build influence, and maintain integrity.

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

- Negative vs. positive uses of power, how you give away your power, and leverage various power sources
- Analyze your work culture, and move it from defensive to supportive
- Handle various difficult situations and people using targeted communication skills
- Identify and overcome barriers, develop strategies to successfully influence up
- Define personal and corporate values and make choices about reconciling differences

**Duration: 2 DAYS**

**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 >>>**



## 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 >>>**





## 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 >>>**



## 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 >>>**



## Goal Setting

### *How To Get What You Want Out of Life*

We all have things we want in life. The route to success is to take the things we dream about and wish for — and turn them into reality. This workshop will lead you through thinking, planning, and taking action on the things you really want. You'll learn ways to ensure you get where you want to go in life.

#### Your Learning Outcomes:

- Identify what's important to you in your life
- Use goal setting activities and appropriate language to articulate what you want out of life
- Explain what your dreams and goals are for both the short and long term
- Use motivating techniques to help you reach your goals
- Understand how to deal with setbacks

Duration: **1 DAY**

**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 >>>**



## 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 >>>**



## Increase Productivity and Results When Working from Home

### *Best Practices to Improve Your Job Satisfaction and Performance*

Overcoming work-from-home challenges is crucial in order to improve our workplace performance and engagement. This session will help you stay engaged in the WFH process. Get tools and techniques you can easily apply, and clear methods on how to increase productivity and results by applying a WFH framework.

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

- Analyze your current WFH practices
- Uncover WFH challenges and how to correct them
- Review individual/team/organizational WFM benefits
- Learn a WFH framework and best practices for immediate results
- Design a personalized solution to overcome team isolation and disconnect
- Practice personal and team resiliency

**Duration: ½ 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 >>>**



## Finding Balance Through Mindfulness

### *Reducing Stress and Improving Your Resiliency at Work*

This workshop will show you how to integrate mindfulness – centering your attention in the present – with emotional intelligence and organizational behaviour theories and tools, so you can immediately begin to enhance your own well-being and improve your relationships and effectiveness at work.

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

- Be mindful and reflective, gaining self knowledge to manage your thoughts
- Learn tools to manage emotions and to respond with reason in difficult situations
- Find balance in the way you work, and positively influence situations and people
- Find calm and composure through day-to-day uncertainties and challenges

**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 DAY**



**MORE >>>**

## Increasing Your Self Confidence

### *Building the Foundation for Achieving Your Goals*

Confidence is not just an asset that's nice to have. It's a fundamental basis for success and satisfaction in your professional and personal life. Discover the sources of low self confidence and develop new skills to increase your self confidence to increase your effectiveness and comfort in various areas of your life.

#### Your Learning Outcomes:

- Set strong boundaries
- Use questioning, listening and feedback skills to communicate in an assertive manner
- Identify career and life accomplishments
- Be aware of your inner talk and tips and tricks to change negative thought patterns

Duration: **2 DAYS**



**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 >>>**

## 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 >>>**

## 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 >>>**



## Life Planning for Retirement

### *Create a Balanced Roadmap to Meaningful Retirement*

While being financially prepared for retirement is important, addressing the emotional, physical and psychological realities before retiring and integrating them into a balanced plan is ultimately the key to a successful and meaningful retirement. This workshop prepares you for a successful transition into retirement by addressing key areas of concern with realistic strategies.

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

- Define your definition of retirement
- Better understand the changes that will affect you
- Determine how your work identity fits into your retirement identity
- Establish your new life vision by identifying dreams, goals and activities
- Learn how to stay connected to your community
- Identify your current social support network
- Feel confident and excited about this next stage in your life

Duration: **1 DAY**

**MORE >>>**



## NEW! Leading with Influence, Not Authority

### *Influencing Change in Your Organization and Community*

You can have a positive influence on your personal and professional communities without depending on authority or organizational hierarchy. In this workshop you'll focus on building 5 key leadership qualities that will positively impact those you work and socialize with. Discover communication strategies to improve influence. You'll also take a social styles assessment to help learn how to leverage your strengths.

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

- Understand the difference between influence and authority
- Understand your social style and impact on others
- Develop key leadership skills to influence others
- Develop key communication skills for greater influence
- Identify, articulate and implement your vision
- Learn how to cultivate authentic networks
- Create an Influencer Action Plan

Duration: **2 DAYS**

**MORE >>>**



## Financial Planning for Retirement

### *Meeting Your Goals through Proper Preparation*

Will you be reaching retirement age over the next 5-10 years? This workshop features an expert in pension and financial issues who will provide you with the necessary knowledge and tools to help you develop an individual retirement plan to meet your goals.

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

- Identify your unique pre- and post-retirement priorities
- Understand available retirement income options
- Apply planning tools to help you reach your financial goals
- Gain the knowledge and confidence to communicate with financial institutions
- Discern the benefits and implications of earning post-retirement income
- Achieve and enjoy a rewarding retirement

Duration: **1 DAY**

**MORE >>>**





## How Ottawa Works

### *How to Function Effectively Working For or Within Government*

This workshop provides you with an overview of the structures, processes and players of the Government of Canada. Learn about current context and priorities, and the relationship between government and the Public Service. You'll also learn about the history, traditions and values that have shaped the Canadian parliamentary system.

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

- How Ottawa works with a Westminster system
- Policy and legislative framework of bilingual, multicultural Canada
- Roles/responsibilities of the Prime Minister, Cabinet, Ministers, Departments, Agencies, and Parliament
- How policy is developed and legislation is passed
- Relationship between the Government of Canada and the provinces and territories
- Role of the Public Servant

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 >>>](#)



## GBA Plus: Get the Data Toolbox

### *Tools for the Inquiring Mind in Qualitative Research and Analysis*

Policies and programs are often developed and evaluated without full appreciation of needs or impacts. An increasing schism between the political centre and the periphery points to the need for heightened care in giving meaning to data. Gender-Based Analysis-Plus (GBA Plus) provides us with a framework to undertake research and analysis using quantitative and 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 beyond the tick boxes
- Better understand the implications of your policies and programs
- Deliver the goods to management

Duration: **2 DAYS**

[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 >>>](#)



## 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 >>>](#)



## Management Skills for Administrative Professionals

### *Extend Your Influence and Increase the Value of Your Role*

Management is often described as the art of getting work done through others. It requires skills and talents that Administrative Professionals can develop to extend influence, meet expectations, create a professional image, take initiative, solve problems, resolve conflict, and have a springboard for career development.

#### Your Learning Outcomes:

- Apply management skills to your responsibilities
- Have the confidence to succeed
- Use 7 essential skills to get the job done
- Communicate with confidence
- Adapt to different personality types
- Manage your manager's expectations
- Influence others to get their support and commitment

Duration: **2 DAYS**

[MORE >>>](#)



## Project Management Skills for Administrative Professionals

### *Manage Increasingly Complex Projects with Confidence*

Administrative professionals are often asked to take on a project from beginning to end. This workshop is an opportunity to work within groups on several different types of projects. Gain insight into working with others and how to plan and implement your projects to achieve a successful outcome.

#### Your Learning Outcomes:

- Take on projects with confidence
- Bring projects in on time and budget and meet expectations
- Plan for the unexpected and manage risks
- Harness the energy of teams to build better projects
- Track your projects, identify variances, adjust appropriately
- Use project management language, demonstrate your capacity

Duration: **2 DAYS**

[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

We also offer **Advanced Minute Taking for Better Meetings**  
[see more]

Duration: **1 DAY**

[MORE >>>](#)



## MS Excel (2016, 2019, 365) – Level 1

### *Effective Techniques to Manage Information with Excel*

Microsoft Excel is a powerful productivity tool. Learn the basics of creating, modifying, formatting and printing worksheets. You will learn to use basic formulas and functions and manage large workbooks to analyze and understand data.

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

- Enter and edit data
- Format data, cells and sheets
- Use basic formulas and functions
- Page setup and print worksheets

Duration: **1 DAY**

**MORE >>>**



## MS Excel (2016, 2019, 365) – Level 2

### *Develop Your Skills Further with Excel*

In this intermediate workshop you'll learn and practice higher level Excel functions to make sense of spreadsheets and larger data sets. Using hands-on practical techniques, you will analyze complex data sets and organize and visualize data in simple meaningful terms. Get tools for faster data list management and working with templates.

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

- Build on basic skills to manipulate data ranges
- Use more advanced formulas and understand absolute referencing
- Apply advanced formatting to worksheets
- Work with data to sort, analyze, filter
- Create charts
- Protect worksheets

Duration: **1 DAY**

**MORE >>>**



## MS Excel (2016, 2019, 365) – Level 3

### *Advanced Techniques to Help You Manage Your Data*

This advanced level workshop is intended to help everyday users of Excel present their data in more effective ways using PivotTables and PivotCharts. You'll learn about advanced analysis tools like the Scenario Manager, Goal Seek, Solver, and advanced functions. Basic macros will also be covered.

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

- Use more advanced functions: VLOOKUP, IF, database functions to summarize data
- Understand concepts of What-If-Analysis: Goal Seek, Data tables, Scenarios and Solver
- Summarize data by using subtotals
- Create and use Pivot Tables and Pivot Charts
- Record basic macros

Duration: **1 DAY**

**MORE >>>**



## MS OneNote

### *Learn the Basics of Microsoft OneNote*

OneNote is a note-taking program for free-form information gathering and multi-user collaboration. It gathers users' notes, drawings, screen clippings, and audio commentaries. This workshop is intended for new users of OneNote and will help you get started with this powerful program.

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

- Explore the user interface: create, save, open, close and move around in notebooks
- Insert and manage sections, edit properties, insert various types of notes, work with page versions
- Create links, apply and manage note tags, and search notebooks to locate specific notes
- Create shared notebooks and work with others simultaneously
- Apply, create, and use various types of templates, as well as use various integration features that allow you to work with other programs, such as Microsoft Office applications and Internet Explorer

Duration: **½ DAY**

**MORE >>>**



## Take Control of Your Workday with MS Outlook

### *Set, Track and Achieve Your Goals and Objectives*

This workshop will show you how to set up a system in MS Outlook that will allow you to focus on your overall vision, roles, goals and priorities. This will ensure that your activities are linked and properly prioritized to help you meet those goals and objectives.

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

- Use Outlook to prioritize your actions and activities
- Set, track and achieve goals and objectives utilizing your system in Outlook
- Consistently focus on priorities
- Create and implement a personalized plan for organizing their time and email

Duration: **1 DAY**

**MORE >>>**



## MS Access 2016 – Level 1

### *Techniques to Work Effectively with Databases*

This workshop will help you identify and work with database components, create and customize tables, and use input masks and data validation techniques. You'll create table relationships ensuring data integrity, create table forms, and work with queries to extract, edit and perform calculations with table data.

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

- Work with Tables, Forms, Queries and Reports
- 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 >>>**



## MS Word 2016 – Level 3

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

This advanced workshop is designed to help you leverage Microsoft Word in order to change document structure using sections, collaborate on documents, and secure your information. You'll also learn 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 >>>**



## Deliver Persuasive Presentations with Ease Using PowerPoint

### *How to Prepare Winning Presentations*

Learn practical skills to plan, prepare, organize and design powerful presentations to enlighten your audience and not overwhelm them. Understand the components of presentations, the interpersonal components of delivering presentations, and the technical components of several visual media.

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

- Structure your information in a clear, engaging manner
- Learn how visuals can improve the absorption of your message
- Get 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 >>>**





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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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