

11/12
CALENDAR

SEPTEMBER - JUNE

RESULTS MANAGEMENT TRAINING

INSIDE:

DEVELOPING A CULTURE OF TEAMWORK

*EMOTIONAL INTELLIGENCE:
Strengthening Your Leadership Skills*

TRAINING FOR TRAINERS

*SOLUTIONS FOCUS PROBLEM SOLVING
AND LEADERSHIP for Managers,
Supervisors, and Team Leaders*

*MOBILIZING CREATIVITY FOR CHANGE AND
TRANSITION WITHIN AN ORGANIZATION:
A new paradigm organization*

MANAGING THE MULTIGEN MIX

PREVENTING COMPASSION FATIGUE Rx

CONFLICT MANAGEMENT

APPRECIATIVE INQUIRY

LETS GET ORGANIZED: Time Management

COMMUNICATING TO BETTER RELATIONSHIPS

PROJECT MANAGEMENT

ESSENTIAL SKILLS FOR THE NEW SUPERVISOR

SUPERVISION IN HUMAN SERVICES

MANAGING SKILLS FOR NEW MANAGERS

*LEADERSHIP SKILLS: Increasing Team
Effectiveness*

*PERFORMANCE MANAGEMENT:
A Human Resources Perspective*

*THE COACHING SERIES:
Solution-Oriented Management Tools*

*MODULE 1
INTRODUCTION TO COACHING:*

*MODULE 2
BRINGING OUT THE BEST IN YOUR WORK-
PLACE: Micro-Maps for Maximum Impact*

*MODULE 3
FACILITATION: A Core Competency of Coaching*

*MODULE 4
TEAM COACHING: Moving from
Management to Leadership*

4 DAY COACHING SERIES

TOOLS and STRATEGIES that WORK



**The
Hincks-
Dellcrest
Centre.**

THE GAIL APPEL INSTITUTE

**ONE AND TWO DAY WORKSHOPS
CERTIFICATE COURSES AND
CONSULTATION SERVICES**

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Management Workshops



SECTION 1: Management Series:

DEVELOPING A CULTURE OF TEAMWORK

1 day workshop - \$155

November 2, 2011 – Anne Jane Greives

This Workshop, 'Developing a Culture of Teamwork' uses Bolman and Deal's Four Frame Model to identify best practices in each of the four dimensions that we must attend to if we are to have a resilient, energizing and effective team culture. It addresses the need for alignment between each of the four frames if your team is to 'walk the talk' and draws from recent literature on teamwork to provide direction for 'where to start' if you want to strengthen your team.

Through the lenses of the symbolic, political, human resource and structural frames you will learn how to:

- Shape vision and values
- Develop a culture that supports your mandate
- Build external support for your team
- Strengthen organizational awareness
- Identify competencies for a team culture
- Adjust your leadership style when required
- Clarify roles and hold members accountable
- Design team structure and size to support your mandate

Participants will be provided with a workbook that includes references to research on team effectiveness, quick team warm-ups, sample visions and tools for assessing team culture.

EMOTIONAL INTELLIGENCE:

Strengthening Your Leadership Skills

1 day workshop - \$155

November 9, 2011 - Susan Geary & Ann Bulstrode

Recent studies have indicated that EI (Emotional Intelligence) can contribute to as much as 90% of your success in life, while IQ may contribute as little as 20%. High Emotional Intelligence is a crucial component in the ever evolving workplace of today.

In this interactive and engaging workshop you will find out what Emotional Intelligence is and how it can improve your leadership skills and overall success at work. It will help leaders to re-focus and energize their own and others' careers, improve individual and organizational performance, and strengthen workforce loyalty. Participants will be able to enhance their EI and apply this new found knowledge in the workplace to achieve their goals.

Participants will learn:

- What is Emotional Intelligence and how it lead to success
- How it will improve leadership skills
- Learn strategies to develop EI

- Apply the skills and knowledge of EI in the workplace to maximize career success

Emotional Intelligence Part 2

In addition to the full day workshop, participants will have an option to complete the Emotional Intelligence Assessment, (EQ-I 2.0) and have a confidential telephone debrief session with one of the instructors. This opportunity will allow participants to gain a complete understanding off their own Emotional Intelligence – both strengths and developmental areas and they will come away with an action plan of how to enhance their overall Emotional Intelligence.

The fee for this is \$150 and can be arranged individually at the end of Part 1 with the instructors.

TRAINING FOR TRAINERS

2 day workshop - \$295

November 17 & 18, 2011 - Annabel Bassin

The objective of this two day workshop is to provide dedicated professionals with the skills and materials necessary to assume the role of trainer. Presenting to small groups, staff meetings, Boards, etc. will also be addressed. The first day will examine developing a workshop, including assessing needs and problems, establishing objectives, and designing content and evaluation. Awareness of adult learning principles and how to effectively meet participants' learning needs will be explored. The second day will focus on creating a learning environment, the role of the facilitator, and powerful presentation skills. Participants will have the opportunity to apply new information and will become more competent and confident in developing and delivering presentations and/or workshops.

SOLUTIONS FOCUS PROBLEM SOLVING AND LEADERSHIP

for Managers, Supervisors, and Team Leaders

2 day workshop - \$295

November 23 & 24, 2011 - Marion Langford

Solutions Focus is a leading edge problem-solving methodology that emphasizes positive and pragmatic ways to move forward and create desired, positive change. The process is based on the wisdom and principles of BRIEF SOLUTION THERAPY, translated and re-designed into organizational terms and application. Solutions Focus Leadership is useful for everyone involved in: problem-solving; leading teams; performance management; small and large group facilitation and coaching. The Solutions Focus approach delivers very direct and useful results often more quickly than traditional approaches to problem-solving. It does so by focusing on where the solutions lie (not on how a problem came to be); in small, realistic and do-able actions (not comprehensive or overwhelming plans for change); and on what's going well (rather than what needs to be fixed).

Management Workshops



The benefits to leaders are that you will:

- Learn six memorable tools that can be used seamlessly in your everyday conversations, meetings, and other problem-solving consultations
- Be able to integrate and adapt this problem-solving method to your current managerial style and expertise
- Develop new skills in paying attention to what is working in any situation
- Get to the heart of the action that is required more quickly, and with greater assurance that you've identified a possible solution

MOBILIZING CREATIVITY FOR CHANGE AND TRANSITION WITHIN AN ORGANIZATION: A new paradigm

1 day workshop - \$155

December 5, 2011 - Jeff Mintz

Organizational change is a well-known phenomenon and in order to survive organizations have to adapt themselves regularly to be able to meet the demands of the changing environment. This is particularly true for the nonprofit sector trying to meet the changing demands of clients while facing the competition of existing but limited funding. Basic challenges in change processes include how to motivate for change, how to overcome possible resistance, and how to manage the transition process ensuring commitment that results in improvement and not chaos. Successful organizations learn to adapt to change by enabling employees, being creative and harnessing new found energy into growth.

This is an interactive workshop that includes exercises and didactic training to learn how creativity is rooted in the change process. It takes into account the "human touch" within organizations when dealing with the stress that change presents on a daily basis in the lives of employees and managers.

Participants will learn:

- a new paradigm of change
- about our personal orientation to change
- how trust leads to transition and change (TTC)
- how to enable employees to grow and adapt to change
- to understand the interplay of our personal lives and our professional lives
- to embrace change and to anticipate it in new ways
- how to help employees understand the power of the individual within an organization
- to help teams mobilize to work together in more effective ways

Who will benefit:

Anyone who is in a position of leadership including supervisors, managers, directors etc.

MANAGING THE MULTIGEN MIX

1 day workshop - \$155

January 27, 2012 - Heather Colquhoun

Understanding each of the four generations in the workplace today is critical for team cohesion and organizational success. Discover the four cohorts and their motivations, characteristics, work ethic and leadership style. Learn the generational reasons behind these behaviours and identify specific methods of communication to connect with each generation of employee on your team.

Participants will:

- Increase awareness of the differences between the generations
- Discover unique strengths of each team member
- Learn targeted management approaches for each generation
- Practice techniques using customized scenarios

PREVENTING COMPASSION FATIGUE Rx

1 day workshop - \$155

February 9, 2012 - Marion Langford

Sustaining compassionate, competent, professional care for others requires that we pay attention to the wellbeing of the professional caregiver. This is particularly true if the client group is one with significant, complex needs, traumatic histories, and other factors that can result in a secondary trauma for associated professionals who work with these individuals and their stories, past and present, day in and day out.

This workshop is designed to give you insights, knowledge and practical tools for understanding, responding and preventing compassion fatigue. Lively, and experiential, you will have lots of opportunities to discuss what you're learning, and you'll leave with a personalized compassion fatigue resilience and resource tool kit.

Workshop Objectives:

- To develop awareness of what compassion fatigue is and its effects
- To explore the relationship of compassion fatigue to our work contexts and professional activities
- To identify individual strategies for limiting exposure to compassion fatigue
- To identify management and organizational practices that will prevent or reduce exposure to compassion fatigue
- To develop an individualized plan for optimizing personal resiliency, including positive self-care practices

Register 4 Weeks in Advance and Save 10%

Management Workshops



CONFLICT MANAGEMENT

1 day workshop - \$155

February 22, 2012 - Heather Colquhoun

Managers spend up to 20% of their time dealing with conflict and its effects on the team can be dramatic. In this hands-on workshop, participants are exposed to a variety of tools for understanding and managing conflict. Participants will increase their confidence in handling conflicts with greater understanding and experience applying these techniques. Relevant case examples are used. This workshop is applicable for both management and staff.

Participants will:

- Understand a variety of techniques for managing conflict
- Apply these techniques in a practical setting
- Increase confidence in management of interpersonal conflict
- Learn the "5M" process for conflict resolution

APPRECIATIVE INQUIRY

2 day workshop - \$295 - includes AI manual

March 26 & 27, 2012 - Marion Langford

Appreciative Inquiry is a powerful and highly adaptable set of Five Steps which can be used - alone or in combination - to address organizational change issues such as: Team Building, Problem-Solving, Organizational Change, Career Development, Board/Staff Relations, Community Development, Strategic Planning, Organizational Review and Redesign, Evaluation, Diversity, and Conflict Resolution. It is invaluable in managing, coaching, facilitating, training and consulting. This introductory, 2-day experience-based workshop is for leaders who wish to learn how to raise morale and mobilize their organization's strengths as well as people's individual gifts. AI offers a concrete approach to renewing energy and hopefulness! Participants will become familiar with the research and theory base of Appreciative Inquiry, as well as the tools for using the process. At the end of the second day each participant will take home a ready to use application which they will be able to use in their agency.

LETS GET ORGANIZED: Time Management

1 day workshop - \$155

April 11, 2012 - Anne Bulstrode

This course is designed to help you take control of your time. By making the most of our time, we can go a long way toward making the most of our lives.

Objectives of the course

- You will reduce your stress by finding extra hours in the day for the most important activities in your life and achieve more of your goals

- You will accelerate your performance, productivity and your own personal sense of achievement
- If you share this information with those around you, you have the opportunity to improve quality, service and teamwork
- You will learn that it is not just a matter of having the right equipment and tools, but more importantly the right habits to use the tools
- You will create your own personal organization system
- You will get many good tips, techniques, and ideas but the real trick is you must apply them

PROJECT MANAGEMENT

1 day workshop - \$155

April 20, 2012 - Anne Bulstrode

Project Management is the discipline of organizing and managing resources in such a way that the project is completed within defined scope, quality, time and cost constraints. In the not for profit sector, taking on and managing new projects are becoming the norm. Project management skills are key competencies for most staff. This ONE-DAY workshop will provide valuable theory (frameworks, tools for analyzing situations and programs, and guidelines) which you can apply immediately. The workshop will also build on the most positive and energizing aspects of participants experience in the organization as well as with projects. In this way we will reflect the best elements in your culture and structure, have fun, and stimulate creative thinking about project management.

Some of the areas that will be covered are:

- Definition of PM, and how it differs from general management
- Typical dilemmas with projects
- Responsibilities of the Project Manager
- Project planning steps
- Scheduling project work
- Project risks
- Project evaluation
- Tips for successful PM

COMMUNICATING TO BETTER RELATIONSHIPS

1 day workshop - \$155

May 3, 2012 - Marion Langford

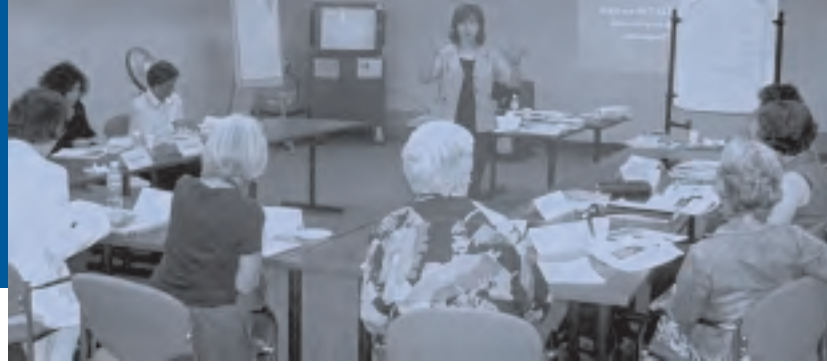
This workshop is designed to enhance your communication skills so that you will achieve the goals that are most important to you whether it's to improve your working relationships, build a diverse and effective team, show continuous improvement in your work with clients and the community, or to become an inspiring leader.

Together we will look at methods and tools you can use to:



LOCATION: All workshops in this brochure take place at The Hincks-Dellcrest Institute 114 Maitland Street, Toronto (one block south of Wellesley between Jarvis and Church).

If you would like to receive a copy of *The Child and Youth Network Workshops: Strategies that Work in Child and Youth Settings* Please call **416-972-1935** ext 3345 or visit our website to download the brochure.
www.hincksdellcrest.org/gai-focus



- Engage others in a productive conversation to solve problems together
- Listen and respond to other people's concerns
- Communicate during the inevitable conflicts that arise when people work together
- Communicate your concerns in a way that others can receive them
- Establish your credibility and trustworthiness with others

This is a highly interactive, energizing workshop, with lots of opportunities to reflect by yourself or discuss with others the communication dilemmas and goals that are important to you.

You will leave the workshop with a set of tools that you can customize to a wide set of workplace communication challenges, as well as a plan and support for integrating them into your repertoire.

SECTION : **Workshops for the New Supervisor:**

ESSENTIAL SKILLS FOR THE NEW SUPERVISOR

1 day workshop - \$155

September 29, 2011 Winter date: January 26, 2012 - Gerda Sumner

Building a solid foundation on which to incorporate good supervisory practices is the first step in providing effective supervision. This one day workshop will focus on the multi-faceted role of the supervisor. Effective leadership including delegation, motivation, planning, and conducting productive meetings will be discussed. Interviewing strategies (how to hire the right person the first time), understanding cultural norms and how they affect team work will be discussed. Supervisors will learn how to use their talents and skills to maintain a motivational environment for their staff. Who should attend: first time supervisors, team leaders with supervisory responsibilities, new managers.

SUPERVISION IN HUMAN SERVICES

2 day workshop - \$295 - includes a supervision manual

**November 30 & December 1, 2011 - Spring date: June 7 & 8, 2012
Miriam Reesor**

This workshop provides a practical framework for supporting employees on the job. It presents a positive approach to individual supervision, performance appraisal and joint decision-making with employees in key areas of performance.

Participants will have an opportunity to discuss:

- The place of staff supervision in the organization, in job contribution, and job satisfaction
- The importance of good supervisory practices
- Assumptions and key practices
- Pressure points in supervisory relationships

Through discussion, case study and shared experience, participants will learn specific strategies to assess and improve their capacity to manage supervisory issues. This workshop will be most helpful to supervisors who have 5 years experience or less.

MANAGING SKILLS FOR NEW MANAGERS

1 day workshop - \$155

March 7, 2012 - Susan Geary & Anne Bulstrode

Committed managers are aware of the need to motivate, to instill pride and create a climate in which innovation can flourish. The best managers help others do their jobs at a level beyond what they would in the absence of exceptional leadership. In this comprehensive workshop, you will learn practical techniques for planning, monitoring and evaluating your programs by:

- Learning how to direct the work rather than perform it
- Monitoring quality of work and guiding improvement processes
- Encouraging employees to contribute to a culture of accomplishment
- Ensuring that activities are aligned with the organization's strategic directions
- Creating a solid foundation to keep the team motivated, productive and on target

This workshop is presented in a very interactive way. Participants are encouraged to actively partake in discussion and to critically examine the material presented. Using case studies and real world examples of issues facing managers in the not-for-profit environment is a key way of bringing material to life and making the experience more meaningful.

LEADERSHIP SKILLS: Increasing Team Effectiveness

1 day workshop - \$155

April 16, 2012 - Susan Geary & Faye Marcotte

The ability to lead teams is a crucial skill for today's leader. Team leadership involves being able to adapt to different types of team structures and requirements as well as different stages of group development. The effective team leader is able to help the team focus on achieving their goals, manage relationships and create an environment for development and learning. This workshop will help leaders do this by focusing on the following:

- How to build a cohesive team
- Adapting your leadership style to the current stage of team development
- Dealing with individual and group conflict
- Making the most of team diversity
- Evaluating your team and planning improvements

This is a dynamic, interactive program. You will assess your own style and effectiveness as well as that of your team. Through exercises, discussion and case studies you will have the opportunity to develop your skills as a team leader.

Register 4 Weeks in Advance and Save 10%

Management Workshops

PERFORMANCE MANAGEMENT:

A Human Resources Perspective

1 day workshop - \$155

May 11, 2012 - Tammy Brettle

Performance appraisal and performance management are core management skills that can build competence in employees and align all efforts toward agency goals. Properly done, they can meet the needs of the employee for quality feedback on how they are doing, encouraging the competent employees to do even better. Formal performance appraisal and effective management can also serve as an early warning system allowing the manager and employee to deal with issues or concerns at an early stage. The formal system can also prepare both the manager and the employee for a decision on the employee leaving the organization.

Participants will learn:

- Provide feedback while recognizing individual styles
- Utilize probationary periods with clear and fair expectations
- Manage problem performers
- Use documentation tools to chart performance and goals
- Develop a process for terminating the employee/employer relationship

SECTION 3:

Certificate Course

THE COACHING SERIES:

Solution-Oriented Management Tools

Exceptional performance requires a new set of management skills that allows directors, managers and supervisors to make the most of an organization's most valuable resource: their staff. This four day certificate coaching series will allow you to experience and learn effective coaching skills. Participants will be equipped to immediately and effectively apply their learning in the workplace.

MODULE 1

INTRODUCTION TO COACHING:

April 2, 2012 - Susan Geary / Faye Marcotte

In today's environment of comparatively rapid change, good coaching is an essential skill to enhance learning in organizations. Coaching develops employees, improving their perception of themselves and the organization. Skillful leaders use coaching to achieve positive results both for the individual, the team and the organization. This workshop is the introductory workshop within the Coaching Series and sets the stage for the following three sessions. It defines coaching and discusses why this is an important skill in today's environment. It builds the skills necessary

to become a superior coach in a variety of coaching situations.

This workshop is a lively mix of discussions, case studies and experiential exercises that will develop and enhance your coaching skills.

Participants will learn to:

- Define and assess their coaching style
- Develop standards and manage performance
- Inspire and motivate exceptional performance
- Resolve performance problems
- Develop standards and manage expectations
- Inspire new skills and knowledge
- Develop an individual coaching strategy

MODULE 2

BRINGING OUT THE BEST IN YOUR WORKPLACE:

Micro-Maps for Maximum Impact

April 26, 2012 - Jim Duvall

This radical and practical approach to coaching in the workplace is the flip side of problem-solving. While problems are not ignored, a focus on what works is emphasized. When focusing on what works and what is possible in an organization, the results are exciting and unstoppable. These ideas, skills and techniques have been thoroughly researched and proven consistently to produce positive outcomes.

Organizations are based primarily on human interaction. People in organizations are at their best when they are connected and appreciated. This practical real world training will provide you with micro-maps and purposeful questions to use as guidance in constructing effective outcome-oriented conversations. These maps bring forth people's skills, abilities, and competencies and provide an environment for them to become reacquainted with their commitments and purpose in the organization.

Participants will learn:

- 4 common factors that produce positive outcomes in the workplace
- 7 operating principles that will prevent you from getting stuck
- Specific micro-maps for coaching effective conversations
- Purposeful questions that invite imagination and open new possibilities
- How to conceptualize and implement an empowerment cycle
- How to establish a de-centered conversational posture
- How to reduce fatigue and burnout and re-energize your workplace
- How to bring out the best in your organization



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MODULE 3

FACILITATION: A Core Competency of Coaching

May 17, 2012 – Miriam Reesor

Meetings are often a part of a decision making process and therefore an important part of a manager's role in working with teams, groups or committees. Many of us have experienced arriving at a meeting feeling unprepared and not sure of the main purpose or what the meeting will hopefully accomplish. During the meetings we sometimes feel that our views have not been heard or there has not been opportunity to exchange views with others. At the end of the meeting we are not sure we have spent our time well or what benefits have been achieved.

The objective of this workshop is to enable managers, supervisors, or consultants to design a structure and process so that decision-making at group meetings improves.

Topics include:

- What is group facilitation and how is this skill related to good coaching practices
- What are the roles of the facilitator
- Important practices for the facilitator
- Working with groups who do not report to you
- The difference between groups and teams
- Process and content of a meeting
- Leading meaningful meetings

MODULE 4

TEAM COACHING: Moving from Management to Leadership

June 4, 2012 - Helen Notzl

The essence of a manager as leader is to bring out the best in the team and help each member achieve his or her full potential. When leaders elicit the best in their teams, work becomes a place of learning, satisfaction and peak performance.

In this module, the focus is on leadership and team coaching. We will look at coaching and its power to transform diverse individuals with different strengths and skills into motivated and focused teams. Learning to coach their teams brings out the highest leadership qualities in managers: clear communication, clarity of purpose and the ability to inspire and motivate. The leader, using coaching skills, brings out the best in his or her team: cooperation, responsibility, commitment and results.

Participants will learn how to use coaching as a management style with their teams, practising and integrating its underlying principles. This practical hands-on workshop will give you the tools, skills and mental models you need to unlock the incredible potential that exists within your staff and teams.

Participants will learn:

- How you can use coaching to transform your team
- Self-coaching, and how to gain coaching practice and expertise by self-coaching
- How to teach your team members to self-coach
- How to use team coaching for team development and task performance
- How to help teams work together in a spirit of cooperation for maximum results
- How to eliminate your team's internal and external obstacles to the achievement of goals
- How to align team values with your organization's values and mission statement and build collective vision
- How team coaching can plant the seeds for organizational culture change
- How team coaching can enhance corporate social responsibility

4 DAY COACHING SERIES

\$635 (MODULE 1, 2, 3, & 4), Individual Sessions - \$175

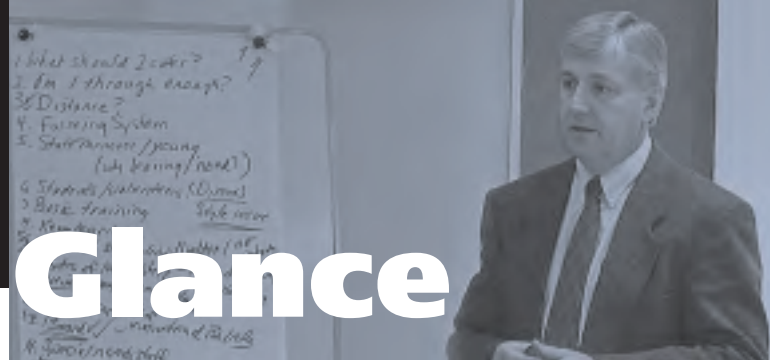
Who Will Benefit:

Experienced Directors, Managers and Supervisors who are looking to improve communication, increase team effectiveness, facilitate change and encourage personal growth within the organization.

Accessibility Standards for Customer Service (AODA) - Support Persons

The Hincks-Dellcrest Centre strives to create barrier free training to all persons and therefore welcomes support persons accompanying persons with disabilities. As per our Operational Procedure Number 8-3-11, any customer attending a training session at the Hincks-Dellcrest Centre will not be asked to pay for a support person accompanying them to the training session.

Training At a Glance



2011

SEPTEMBER – 2011

September 29 - *Essential Skills for the New Supervisor*

NOVEMBER – 2011

November 2 - *Developing a Culture of Teamwork*

November 9 - *Emotional Intelligence:
Strengthening Your Leadership Skills*

November 17 & 18 - *Training for Trainers*

November 23 & 24 - *Solutions Focused Problem
Solving and Leadership for Managers,
Supervisors, and Team Leaders*

November 30 & December 1 - *Supervision in Human
Services*

DECEMBER – 2011

December 5 - *Mobilizing Creativity for Change and
Transition Within an Organization: A new
paradigm*



All Workshops begin promptly at 9:00 A.M.

2012

JANUARY – 2012

January 26 - *Essential Skills for the New Supervisor*

January 27 - *Managing the Multigen Mix*

FEBRUARY – 2012

February 9 - *Preventing Compassion Fatigue Rx*

February 22 - *Conflict Management*

MARCH – 2012

March 7 - *Managing Skills for New Managers*

March 26 & 27 - *Appreciative Inquiry*

APRIL – 2012

April 2 - **MODULE 1** - *Introduction to Coaching*

April 11 - *Lets Get Organized: Time Management*

April 16 - *Leadership Skills: Increasing Team Effectiveness*

April 20 - *Project Management*

April 26 - **MODULE 2** - *Bringing out the Best in Your
Workplace*

MAY – 2012

May 3 - *Communicating to Better Relationships*

May 11 - *Performance Management: A Human
Resources Perspective*

May 17 - **MODULE 3** - *Facilitataion: A Core
Competency of Coaching*

JUNE – 2012

June 4 - **MODULE 4** - *Team Coaching: Moving from
Management to Leadership*

June 7 & 8 - *Supervision in Human Services*



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The Presenters



Annabel BASSIN

Annabel holds a degree in Early Childhood Education and a M.Ed in Adult Education. She has extensive experience in public speaking and facilitating workshops both in Canada and the United States. Since 1983 Annabel has designed numerous

workshops on a wide variety of topics, including time and stress management, training for trainers, communication and self-esteem. Her broad range of experience results in presentations that are both stimulating and insightful. Annabel has earned an excellent reputation for her informative and practical presentations, as well as her energetic training style.



Anne BULSTRODE

Anne Bulstrode has over fifteen years experience as a trainer, coach, consultant and corporate education/relationship manager. She has a background in Business Management, Human Resources, and Adult Education. Anne has

designed and/or delivered a wide range of programs including: Leadership and Management skills, Orientation programs, Respect in the Workplace, Time and Stress Management, Problem-Solving, Conflict Resolution, and Workplace Violence Prevention. She has a strong record of accomplishments in providing excellent classroom results through needs analysis; logical course design, and course facilitation with flexible platform skills. Anne takes pride in creating a continuous learning environment by linking employee development and organizational strategies



Tammy BRETLE

Tammy Brettle has over 15 years experience working in the social services sector and possesses her Certified Human Resources Professional Certification (CHRP). Past positions that she has held in both a front-line and management have included working

with developmentally challenged adults, young offenders in a Phase II open custody program and youth in a treatment setting. Tammy also has a postgraduate diploma in Human Resource Management and has worked as a Human Resource Training Consultant as well as Human Resources Manager. Drawing on her past experiences and using real life examples Tammy has developed training programs that are both practical and realistic. She currently holds the position of Human Resource Officer for the Town of New Tecumseth. Tammy's wealth of knowledge from her past experiences, combined with her present position, has allowed her to develop training programs that addresses program issues in a realistic and helpful manner.



Heather COLQUHOUN

Heather Colquhoun is the Founder/Director, Training & Development of Kaleidoscopic Consulting. Kaleidoscopic specializes in helping work teams improve their productivity through teambuilding, conflict management and diversity training, consulting

and facilitation. She is committed to helping organizations work more effectively together. Heather's experience includes developing and delivering training in the corporate, non-profit, public school and post-secondary school settings. A Registered Social Worker, with a focus on diversity and mediation, Heather brings an enthusiastic, positive approach to her workshops to help foster participants existing skills.



James DUVALL

James Duvall is the Director of Training for the Gail Appel Institute, and is the previous Clinical Director of a children's mental health centre. He has been involved in the study of client-centered, solution-oriented interpersonal communication for numerous

years through clinical practice, management practice, research projects and training and consulting activities. More specific areas of focus have included organizational systems communication and development, including the identification and utilization of strengths, resources, motivation and goal development. He has been involved in assessing and applying the principles and methods of solution oriented interpersonal communication in a variety of contexts which include education, health care, mental health and organizational change management. James consults and trains to various organizations in the U.S. and Canada and is noted for his engaging personal style.



Susan GEARY

Susan Geary has over twenty years experience as a trainer, coach, consultant and corporate education manager. She has developed and facilitated workshops for managers, supervisors and employees in communication, influence, client service,

management, supervision, teambuilding and coaching skills. Another area of expertise is in train the trainer programs. Susan is a dynamic presenter and her workshops are enthusiastically reviewed time and time again. Her mission is to help managers and employees develop the necessary skills and knowledge to perform optimally within organizations. She has a Ph.D. in Adult Education and has published articles on the learning organization.

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Presenters CONTINUED



Anne Jane GRIEVE

Anne Jane Grieve has an MA in Leadership and Training. She is a facilitator, writer, and organizational consultant who brings a knowledge of assessment tools, participatory processes and insights to multi-disciplinary teams who are facing growing complexity in their mandates. Anne Jane has trained over four hundred private and public sector teams in leadership and creativity, using tools, processes and experiential exercises to engage whole brain thinking. She is interested in coaching individuals and organizations to become aware of, and choose, the fundamental metaphors which underpin and shape individual and organizational action. She has a deep interest in compelling purposes and assists teams and individuals to communicate their values in ways that support healthy team engagement



Marion LANGFORD

Marion Langford is an experienced facilitator, coach, organizational consultant and manager, with more than 15 years of experience coaching a wide range of people in their jobs. She has worked in a number of different fields, including adult literacy, youth programs, and human resource planning. Marion has a Masters of Adult Education degree from the University of Toronto, and is actively engaged in acquiring and sharing leading edge ideas and models with her clients. Her current coaching practice is focused primarily on working with managers in a one to one relationship to assist them with their communication style and challenges. She also facilitates and leads action learning programs and workshops on communication and leadership skills.



Faye MARCOTTE

Faye Marcotte has over twenty years experience in the development and presentation of leadership development courses that integrate best practices and tools with application to real-life challenges at work. Faye's clients include organizations in the not-for-profit sector as well as major national and international organizations and provincial and federal agencies. Her courses are lively and entertaining and she is passionate about helping people and creating a relaxed and welcome learning environment. Faye has a particular interest in adult learning and has completed studies in educational technology and e-learning.



Jeff MINTZ

Jeff has a long career as an individual, marital and family therapist for the past 25 years in Toronto, the United States and in Israel. He has been involved in the area of change and transition for many years, taking the work of therapy into organizations in Israel and here in Toronto. Jeff is currently a Supervisor of Children's Services for Jewish Family & Child Service as well as the coordinator for their Family Group Conference program. Jeff is a member of the High Conflict Forum, a group of professionals that has been working together for the past 5 years developing best practices for working with high conflict

families in the process of divorce and separation. Jeff is a member of the faculty and a sought after trainer for the high conflict curriculum training, "Children Caught in the Crossfire". Jeff has been collecting ideas and best practices from his professional career and applied them to organizational change on a human level. Jeff has an M.S.W. and is a registered Social Worker. He is an excellent trainer who passes on his passion for the subject matter.



Helen NOTZL

Helen Notzl is a certified graduate of the Adler School of Professional Coaching, a member of the International Coaching Federation, and has an international practice as a corporate and life coach. Helen is a dynamic and engaging lecturer and public speaker, having presented to numerous organizations, and offered courses, public lectures and workshops on subjects such as Leadership, Eliminating Stress in the Workplace, and the very popular series Health, Happiness and You: Six Lectures That Could Change Your Life. Helen is also a writer and storyteller, and brings creativity, innovation and humour to her work as a coach and workshop leader. She is a passionate and dedicated advocate of life coaching as a path to personal and professional fulfillment.



Miriam REESOR

Miriam Reesor has a background in Social Work and Sociology and has actively worked in the field of human services for over 25 years. Her many years of experience include director of a child care initiative program, community development worker in Haiti, community prevention worker, workshop facilitator as well as her present position as manager in one of the prevention programs at Hincks-Dellcrest. Her years of experiences in a management / leadership position have given Miriam a solid foundation in the area of supervisory skills and practices. Miriam's training background gives her the ability to present workshops in a clear, informative and interactive manner that allows participants an opportunity to engage in a meaningful learning experience.



Gerda SUMNER

Gerda is an experienced workshop facilitator who has travelled extensively throughout Canada and the United States delivering workshops and seminars on a wide range of topics. Her many years of experience in the field of children's mental health in both management and front line positions give credibility to her workshops. Positions that she has held in the past have included family prevention worker, child care therapist, community consultant and program supervisor. She has developed effective training sessions on such topics as team building, consultation, supervisory practices, conflict management and stress management. Gerda is a proven expert in teaching concrete and practical skills. She combines an energetic and interactive style with a commitment to deliver workshops that make a difference.

REGISTRATION BY PHONE, FAX, E-MAIL, MAIL OR ON-LINE

The Hincks-Dellcrest Centre • Gail Appel Institute

114 Maitland Street, Toronto, Ontario M4Y 1E1

TEL: (416) 972-1935 EX: 3345 FAX: (416) 924-9808 E:MAIL: training@hincksdellcrest.org

All workshops take place from 9:00 am to 4:00 pm.

Refreshments and workshop materials are included in the workshop fee. Lunch is on your own.

LOCATION: All workshops take place at 114 Maitland Street, Toronto, ON M4Y 1E1

(Please fill out the following information clearly)

Organization Information

Organization Name _____

Mailing Address _____

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Please send my confirmation by e-mail

Mr./Ms. _____

Workshop _____

Date _____

Mr./Ms. _____

Workshop _____

Date _____

Mr./Ms. _____

Workshop _____

Date _____

Mr./Ms. _____

Workshop _____

Date _____

Mr./Ms. _____

Workshop _____

Date _____

The workshops are designed to facilitate interaction, discussion, and a blend of practical know-how with strong conceptual skills in a relaxed and open environment.

Payment, Substitutions, Cancellations

Payment must accompany registration form. Registration by phone, fax, mail, on-line www.peopleware.net/2323 or e-mail accepted with credit card payment only.

Cancellation Policy

An administrative fee of \$40 will be charged for all cancellations. You may elect to change to another workshop of the same value (within the same year) or a colleague may be substituted for attendance. For a refund, notice of cancellation must be received in writing two weeks prior to the workshop date. No credit or refund will be given if you do not notify us in advance of the workshop date. The Institute reserves the right to cancel a workshop due to under-enrollment, work stoppages, instructor illness or inclement weather. If a workshop is cancelled, the Institute is responsible for refunding only the tuition payment.

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CONSULTATION / FACILITATION

The Hincks-Dellcrest Centre • Gail Appel Institute offers consultation and facilitation to Management Teams, Boards of Directors, Staff Teams and Staff Retreats. These sessions are planned between the organizational leaders and The Hincks-Dellcrest facilitators to specifically meet the goals of the organization. This is an effective strategy to address team issues, supervision practices, transitional issues, strategic planning, board process and other crucial issues related to the overall running of an effective organization.

CALL to find out how **Hincks-Dellcrest** consultants can **HELP YOU!**

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