

# Leaders Managing People

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## 1. Communication (3 hours)

Communication is an acquired skill, an art, one that is developed by practice and through experience. To ensure quality customer service, a service provider must know how to communicate positively (verbal) and effectively deliver the messages (nonverbal). Communication may vary depending on the customer; their culture, their sex and their type (co-worker or external).

## 2. Listening (2 hours)

It is difficult to satisfy a co-worker or customer unless you listen actively with both your ears and eyes. Listening, when done correctly, is the only way you can fully understand exactly what is needed from you so that you can surpass your customers' expectations. Training is required to ask the right questions and interpret the answers.

## 3. Leaders Leading (3 hours)

An organization's success depends on the performance of its employees. Each day, employees have the opportunity to create value for customers and enhance the bottom line. Employees cannot make all these decisions on their own, they need the guidance of leaders. This seminar will go through the process of helping people articulate their leadership value, live the corporate culture and help influence change with the people who they manage.

## 4. Determining Behaviour Styles (3 hours)

Customers/workers prefer establishing a relationship with people who are *like* them. We all have the capacity to adjust our messages and delivery style to complement someone else's. Learning how to identify and then reflect upon a customer's or co-worker's behavioral style is one strategy towards delivering excellent customer service and managing people.

## 5. Employee Motivation (3 hours)

Why do people behave the way they do? Different theories help explain the variances. Once these are understood, the way a supervisor manages the individual can make the difference between a productive, motivated employee and a disgruntled challenging employee.

## 6. Supervising a Diverse Workforce (3 hours)

Supervisors in Canada must recognize how effective diversity management will lead to better business results. There are a number of issues involved in the supervision of a diverse workforce. We can discuss factors that are particularly important when supervising female employees, workers with disabilities, older workers and employees with different religious beliefs. We will touch on the legal and human rights issues that all supervisors must be aware of.

## 7. Dealing with Difficult Employees and Customers (3 hours)

Dealing with difficult people in your workplace can be a challenging part of any job. Effectively handling a complaint can be your opportunity to satisfy an unhappy customer or re-engage an employee. Understanding customer/worker frustration and implementing strategies to turn a negative situation around are crucial for an enjoyable, successful career.