



Organizational Development Supervise With Excellence

“Supervisor” Workshop Series ...

A variety of workshops are now available for supervisors in the service industry. Choose all six workshops over a two day period, or select individual workshops to meet your needs.

Supervising Staff – A Values Driven Approach

Take a guided journey to explore the values that drive your organization and programs. This workshop will help participants discover the behaviours that support organizational values and how to incorporate them into each phase of supervision to achieve unlimited success.

Maximizing Safety, Reducing Risk

This workshop will examine ways to maximize safety while reducing risk from three different perspectives. Participants will have the opportunity to discuss strategies relating to personal, participant and public safety in service delivery while ensuring that creativity, spontaneity and a high level of fun is maintained.

Building Your Team

Building a solid, high performance team involves understanding the core principles of a mutually beneficial partnership. This workshop will uncover the strengths of your team and how you can develop these assets in an environment that benefits all members while achieving required outcomes.

Staying On Top Of Your Game

The service industry can land your supervisor(s) in a multi-tasking, ever changing mine field. This workshop reveals strategies for maintaining a balance of task accomplishment and workplace wellness. It looks at personal as well as group initiatives that can be easily implemented to achieve maximum results.

Providing Effective Feedback

Feedback is essential and necessary to the success of service coordination and delivery. Effective feedback creates a learning, growing organization where creativity and change is possible. This workshop will focus on what makes feedback effective, and the art of delivering feedback that is worthwhile and meaningful.

Conflict Resolution

Conflict is conflict. In and of itself, it is not good or bad. It does however provide an organization the opportunity to re-affirm, adjust or change the values that drive it. This session will examine both successful and unsuccessful conflict resolution. Participants will have the opportunity to take a close look at the cycle of conflict and strategies that can be implemented to reach a positive resolution.



About Your Trainer

With twenty-four years of experience working with organizations, groups and individuals, our instructor brings to life the magic of an inspired spirit through organizational training and development. As a Motivational Speaker, Corporate Trainer and Executive and Whole Life Coach, she finds extraordinary in the ordinary. Her energy, passion and charisma stem from a core belief that we create our own reality both personally and in business.

As a Speaker and Coach, her work is her life's work - empowering others to empower themselves, and be their very best. She accomplishes this through the provision of consulting services, workshops and seminars which focus on the development of an organizations greatest asset, its people.

Feedback provided from previous clients:

- Full of energy, seems to be really inspired and motivated, truly believes “this” works. Shows throughout. Thank you for the great ideas.
- Excellent presentation and extremely knowledgeable in addition to being well prepared.
- Instructor was fabulous, great energy, great examples, added humor and great ideas to implement what we learned.
- I like your direct, anecdotal approach. It kept me entertained and eager to learn more.
- This was terrific. Very professional, very useful and very real. I really enjoyed it.
- Enthusiastic about the topic and wanting to pass it along to people. You want to make a difference - I think you are. Great job! Thank you.

Continuing Education

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