



Professional Development

Any of our courses can be delivered on-site or customized to suit your organization. For a complete course listing, consult our most recent calendar or visit our website. Here is a sampling of popular courses in this program area.

Change Management And Crisis Leadership

We deal with change every day in our home, workplace, and in other social environments. It is unavoidable. But not everyone wants to accept change, especially when it is being imposed! This course looks at change management in a new light with the presentation of the C7 Crisis and Change Model that portrays how 'change' mode is related to 'comfort' and 'crisis' modes. These concepts are then expanded to include how comfort, change and crisis relate to management and leadership. The course concludes with a discussion of how 'change' and 'crisis' can be mitigated and/or controlled.

Communicating Without Words (Behavioural Analysis)

Effective communication is vital to reducing conflict in our personal lives and in the workplace, but only a small percentage of people understand how we 'communicate without words'. When two or more people are talking, the majority of information being exchanged is based on body language, with eye contact alone making up one-third of all communication. This course helps you understand passive and active behaviours, their influence on your thought processes, and how you interpret other people's words and actions. Learn to understand the silent messages that are being sent to you and that you unwittingly send to others.

Defeating Disorganization With Information Management

Did you know that a person today has an information load over 100 times greater than 20 years ago? Whether you are a business owner, manager or employee, eventually you reach the point where you realize, "I need to get organized, but I don't know how." In this course, you will learn the four quadrants of the information management cycle, plus the crucial concepts of 'data-mining', 'collation', and 'vetting' that are part of any successful information management plan. By the end of this course you will know the information management concepts that are vital to dealing with information overload.

Fitting Time Management Into Your Schedule

Not everyone finds making schedules and tracking projects easy. Using proven successful techniques, this workshop helps you identify your personal goals and priorities, and develop effective time management skills that are tailored to fit your personality and work style. You will also learn how to determine which factors are having a negative impact on your scheduling, and what you can do to counter or mitigate these 'time-wasters'. The course concludes with a realistic exercise that tests your new found skills, knowledge, and ability. Once you understand how to use it, you will wonder how you got along without it!



Gaining Wisdom From Cultural Effectiveness

Differences in cultures are a major source of conflict and misunderstanding in the world today, not only between nations, but also within organizations and communities. This course begins with a brief history of cultural conflict within Canada, followed by insight into how cultures are formed, plus examples of unique behaviours and actions associated with other cultures around the world. Included is a unique Culture Shock model that demonstrates how people react when faced with new cultures they don't understand. The course concludes with a five-step method for recognizing and preventing cultural conflict, plus two checklists for assessing if your workplace is 'culturally effective'.

Planning For Community Events

Community organizations across the country put on events every year, ranging from conferences and trade shows to carnivals and fund-raisers. These events pose a challenge to even the most organized people, and you can easily be overwhelmed by all the details required for success, especially when the attendance is measured in the thousands! Based on project planning and management principles, and applying real-life experience, this course provides essential help and advice for your event projects. It's not just about staying within budget, but also dealing with people and producing an event that will be a success!

Seven Steps To Superior Presentations

There are many basic skills that you, as an employee or manager, should possess. Conducting a presentation is one of the most important. It is essential that you clearly and concisely present your ideas, not only to senior management, but also to their co-workers and subordinates. Using a seven-step methodology, you will gain a clear understanding of the advanced techniques used to create the highest standard of professional presentations expected by government and business leaders. Participants will finish the course with the ability to create products that are far above the standard usually seen in corporate and government organizations.

About The Instructor

Your instructor is a consultant and trainer specializing in the areas of workstyle coaching, recruitment and selection, workforce development, and security-related subjects. Born in Victoria, BC, he has been employed in numerous countries as part of his previous years of service with the Canadian government. His areas of expertise include cultural diversity, information management, strategic analysis, competitive intelligence, time and project management, curriculum development, change and crisis management, team-building, presentation techniques, and interview techniques.

"My team and I found this workshop very much worth our time. The content was fresh, specific, and relevant to our workplace. The instructor's personal style was accessible, confident, and engaging. He was easily able to solicit participation from the group, which enhanced the experience, and which better enabled him to adapt his presentation to the personalities in our group and our industry-specific needs."

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Continuing Education

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