

# Course Guide

## Canadian Management Centre

2024

# Overcome Workplace Challenges with Canadian Management Centre



# Canadian Management Centre's Courses are:

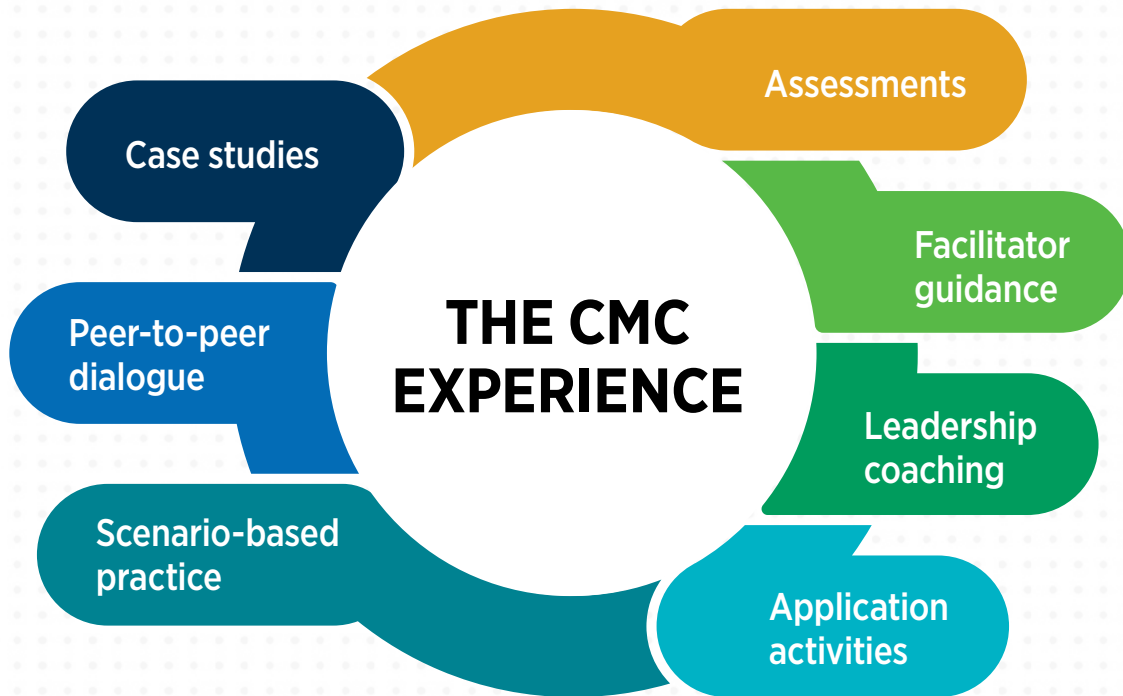
## Practical • Hands-On • Business Focused

In the constantly shifting world of business, the ability of your team to drive results is paramount. With strategic shifts increasingly becoming standard practice, the agility of your team to adapt and make informed decisions swiftly and with confidence is more crucial than ever. Are your teams equipped to face these challenges head-on? Elevate your team's readiness and resilience with skill development opportunities from Canadian Management Centre.



Our diverse range of training options, including public program courses, ready-made solutions, or custom-designed learning experiences, are deeply rooted in practicality. Each course is enriched with real-world case studies, interactive activities and practice, as well as insightful feedback from both peers and expert facilitators. Count on Canadian Management Centre to enable you, your team, or your entire organization to succeed in a dynamic business environment.

Through immersive learning, our solutions help inspire and motivate you to challenge and rethink assumptions - while applying new skills and behaviours for improved performance.



Choose the delivery format that fits your needs



In Person



Virtual



Corporate Learning Solutions



Invest in lasting success

[www.cmcoutperform.com](http://www.cmcoutperform.com)





# Stay Ahead of the Curve: The Power of Continuous Learning

Canadian Management Centre offers expertly crafted learning paths to suit your professional goals.



As industries rapidly change and job requirements evolve, engaging in continuous learning makes you more versatile, efficient and adaptable to new roles and responsibilities.

Our experienced Training Advisors will help you choose from a range of established learning paths or work with you to customize a path that suits your strengths, development opportunities, and career goals.

## Choose from:

- ▶ Management
- ▶ Leadership
- ▶ Aspiring Leaders and High Potential Employees
- ▶ Strategy
- ▶ Business Acumen
- ▶ And many more







For more information, visit [cmcoutperform.com/learning-paths](https://cmcoutperform.com/learning-paths)

# Table of Contents


## Featured Course

Go Beyond®: Becoming an Extraordinary Leader  Pg. 7

## Management Courses

Making the Transition to Supervising and Managing Others  Pg. 8  
 Management Skills for New Supervisors and Managers  Pg. 9  
 Building a Trust-Based Team  Pg. 10  
 Problem Solving with an Innovative Mindset Pg. 18  
 Managing Chaos: Tools to Set Priorities and Make Decisions Under Pressure Pg. 18  
 Getting Results Without Authority Pg. 19  
 Time Management Workshop Pg. 19  
 Executive Presence for Women Pg. 20  
 Women's Leadership Certificate Program  Pg. 21  
 Assertiveness Skills for Women in Business Pg. 21




## Leadership Courses

Coaching Skills for Effective Leadership Pg. 12  
 Leading with Emotional Intelligence Pg. 12  
 Agile Leadership and Strategy Pg. 13  
 Leading Leaders: Achieving Organizational Goals Through Others Pg. 13  
 Leadership and Team Development for Managerial Success Pg. 14  
 Preparing for Leadership  Pg. 14  
 Leading in a Diverse, Equitable and Inclusive Culture Pg. 16  
 Collaborative Leadership Skills Pg. 16





## Working Virtually Courses

Leading Hybrid Teams Pg. 17  
 Working in a Hybrid Environment Pg. 17

## Strategy & Analysis Courses

Developing a Strategic Mindset  Pg. 22  
 Strategic Planning: From Vision to Action Pg. 23  
 Leading Through Change  Pg. 23  
 Critical Thinking  Pg. 24  
 Fostering a Culture of Innovation Pg. 25  
 Artificial Intelligence (AI) Business Essentials Certificate Program Pg. 25  
 Canadian Management Centre's 5-Day "MBA" Pg. 26


## Communication & Interpersonal Skills Courses

Customer Service Excellence Program Pg. 27  
 Coaching for Customer Service Excellence Pg. 27  
 Mastering the Art of Critical Conversations  Pg. 28  
 How to Communicate with Diplomacy, Tact and Credibility  Pg. 29  
 Effectively Communicating in the Moment  Pg. 29  
 Influencing Skills Workshop Pg. 30  
 Enhancing Communication Through DISC® Pg. 32  
 Negotiation Skills Workshop Pg. 32  
 Elevating Your Listening Skills Pg. 33  
 Collaborating for Results Pg. 33  
 Conflict Management Workshop Pg. 36  
 Building Better Work Relationships New Techniques for Results-Oriented Communication Pg. 37  
 Developing Your Emotional Intelligence Pg. 37  
 Communicating Up, Down and Across the Organization  Pg. 38  
 Building a Resilient Mindset Pg. 39  
 Managing Emotions in the Workplace: Strategies for Success Pg. 39

## HR & Training Course

Train the Trainer: Facilitation Skills Workshop Pg. 41

## Project Management Courses

Improving Your Project Management Skills: The Basics for Success  Pg. 43  
 Essentials of Project Management for the Non-Project Manager Pg. 43

## Professional Effectiveness Courses

The 7 Habits of Highly Effective People® Signature Edition 4.0 Pg. 44  
 Effective Presentation Skills Pg. 44  
 Effective Business Writing Pg. 45  
 Essentials of Business Finance Pg. 45



A Ready-to-Go, Modular  
Leadership Curriculum  
for Your Organization



# GO BEYOND®:

## Becoming an Extraordinary Leader

Designed as a turnkey modular curriculum  
you can implement immediately across  
your organization.

Yesterday's leadership approach won't cut it. The Go Beyond® curriculum addresses new obstacles facing organizations by equipping your leaders with the essential skills to think differently and lead with greater purpose, confidence and resilience.



For more information, visit [cmcoutperform.com/go-beyond](https://cmcoutperform.com/go-beyond)



# Go Beyond®: Becoming an Extraordinary Leader

BEST SELLER

Unlock your leadership potential and build a positive team culture that delivers desired results.

## What People Are Saying

*"My company's decision to implement the Go Beyond® leadership program with CMC was a turning point, not just for me, but for the entire organization. Before the course, I felt stuck in my leadership style. Go Beyond® equipped me with the tools to become a more effective leader. As a company, we saw a tangible shift – collaboration across departments really improved. Even more impactful, employee turnover measurably dropped in the following year. There's no doubt in my mind – attending Go Beyond® played a key role in both my personal growth and our overall success."*

— Brad S., 2021 participant

## Learn. Apply. Succeed.

- Enhance your ability to influence and guide your team toward achieving strategic objectives
- Cultivate a positive, collaborative environment that keeps your team motivated and productive
- Develop emotional intelligence to build stronger relationships with your team, leading to increased satisfaction and lower turnover
- Translate organizational goals into actionable objectives for your team, ensuring alignment with the bigger picture
- Learn delegation strategies that free up your time for strategic tasks while empowering your team to take ownership
- Sharpen your coaching skills to identify and nurture strengths within your team, maximizing their contributions
- Learn to clearly communicate goals and expectations, fostering a collaborative environment that drives results
- Invest in your development as a leader, setting yourself apart and positioning yourself for career advancement opportunities

## The Learning Experience

- Gain valuable insights from a community of leaders, allowing you to make informed decisions with confidence
- Share your knowledge and challenges with your peers and CMC's highly experienced facilitators

**For Dates, Locations and Registration:** [cmcoutperform.com/98061](https://cmcoutperform.com/98061)

### Fees

Members \$2695 CDN  
Non-Members \$2995 CDN

**This course is available as a corporate solution for your team.**  
**For more information [cmcoutperform.com/cls](https://cmcoutperform.com/cls)**



## Is this course right for you?

Experienced leaders and managers who wish to enhance their leadership capabilities, elevate their confidence, and make a greater impact on their team's success.



**Ideal for: Managers**

# Making the Transition to Supervising and Managing Others

BEST SELLER

Hit the ground running with the skills that will make you an immediate asset in your new role.

## What People Are Saying

*“From teammate to leader felt like a leap. This course provided the extra tools, theories, applications, and reinforcements necessary to boost my confidence in my new role. The topics were spot-on - exactly what I needed to hear to make improvements in my current position. After attending I felt like my days were much easier to navigate.”*

— Melissa T. 2023 participant

## Learn. Apply. Succeed.

- Understand what your boss, peers and team expect of you in your new role
- Maximize your team’s potential by identifying your work style and leveraging the strengths of others
- Learn to set clear objectives and communicate them effectively for results
- Apply delegation strategies to increase productivity and motivation
- Understand how to deliver supportive and corrective feedback to maximize performance
- Navigate conflict and disagreements professionally, fostering a productive team environment
- Develop time management strategies and learn to protect your time for maximum impact.

## The Learning Experience

- Share your knowledge and challenges with your peers and CMC’s highly experienced facilitators
- Complete a self-assessment to develop insight into your style and how you work with others
- Participate in simulation activities that help transfer new skills back to the job

**For Dates, Locations and Registration:** [cmcoutperform.com/31243](https://cmcoutperform.com/31243)

### Fees

Members \$2245 CDN  
Non-Members \$2495 CDN

**This course is available as a corporate solution for your team.  
For more information [cmcoutperform.com/c/s](https://cmcoutperform.com/c/s)**



## Is this course right for you?

New and aspiring supervisors and managers, ready to build the skills and confidence to manage successful teams.

**Ideal for: Business Professionals/New Managers**



# Management Skills for New Supervisors and Managers

BEST SELLER

Develop the skills to become a high-performing manager and deliver exceptional results.

## What People Are Saying

*"I was promoted to manager and spent my first couple of years getting by on instinct and felt I could be doing a better job. I learned so much about effective delegation, communication and building a strong team environment. My biggest takeaway was the importance of embracing change. As a manager, you need to be adaptable and able to guide your team through new challenges, and I learned the strategies to do it".*

— Teresa S. 2023 participant

## Learn. Apply. Succeed.

- Learn the core roles and responsibilities for managing successful teams
- Use the “conversational triangle” to ensure clear communication that fosters collaboration
- Develop the flexibility to tailor your management approach to maximize potential and engagement
- Understand motivation and how to create an environment that boosts team morale
- Develop clear, achievable performance goals for your team, ensuring everyone understands expectations
- Practice delivering actionable and constructive feedback, helping your team members improve skills and performance
- Master delegation strategies that empower team members and free up your time to focus on higher-level tasks
- Use effective coaching techniques to help your team members develop their skills and reach their full potential

## The Learning Experience

- Share your knowledge and challenges with your peers and CMC's highly experienced facilitators
- Practice coaching and delegation and receive real-time feedback

**For Dates, Locations and Registration:** [cmcoutperform.com/31248](https://cmcoutperform.com/31248)

### Fees

Members \$2395 CDN

Non-Members \$2695 CDN

**This course is available as a corporate solution for your team.**

**For more information [cmcoutperform.com/cls](https://cmcoutperform.com/cls)**



## Is this course right for you?

Managers with less than three years of experience ready to sharpen their skills and build high-performing teams.



**Ideal for: New Managers/Managers**

# Building a Trust-Based Team

NEW

BEST SELLER

Build trust. Boost your team’s performance. Achieve greater results.

## What People Are Saying

*“As a manager in a challenging environment, building trust felt impossible. Canadian Management Centre’s 5 principles became my guide and our team transformed. We have become much more collaborative, productive and successful.”*

—Jeff B. 2023 participant

## Learn. Apply. Succeed.

- Understand how shared values and behaviours create a strong culture that gets results
- Learn and apply CMC’s 5 Guiding Principles™, a framework for fostering a strong team culture
- Identify your strengths and weaknesses in applying these principles and develop concrete action plans for improvement
- Build alignment on the core principles needed to build a trusting team culture
- Make your team feel safe to take risks and share ideas openly, creating a foundation of psychological safety
- Foster a positive and collaborative work environment where everyone feels empowered to contribute their best

## The Learning Experience

- Engage in meaningful discussions with your peers and CMC’s highly experienced facilitators
- Leave with concrete actions to implement the 5 Principles on your team
- Complete a reflective questionnaire to pinpoint your collaborative behaviours and opportunities for growth

<b>For Dates, Locations and Registration:</b> <a href="http://cmcoutperform.com/22014">cmcoutperform.com/22014</a>
<b>Fees</b> Members \$475 CDN Non-Members \$499 CDN
<b>This course is available as a corporate solution for your team.</b> <b>For more information <a href="http://cmcoutperform.com/cis">cmcoutperform.com/cis</a></b>



## Is this course right for you?

Leaders and intact teams who wish to build a strong, positive, trust-based team culture.

**Ideal for: Business Professionals/New Managers/Managers/Senior Managers**

High-trust  
companies  
outperform their  
peers by 3x<sup>1</sup>



# Building a Trust-Based Team: Transform Your Workplace Dynamics

## Empower your team with the tools to build a stronger, more cohesive unit.

Are workplace challenges holding your team back? Often, the root problem isn't what you think - it's a lack of trust. Introduce your team to *"Building a Trust-Based Team"*, a half-day workshop designed to explore and identify the underlying root causes of workplace discord.

Through our **5 Guiding Principles™** framework, your team will gain a clear and accessible language to navigate workplace challenges. They'll become more adept at building trust, discussing it openly, and fostering a psychologically safe work environment. This paves the way for a more positive workplace and authentic collaboration, where every team member can contribute fully and genuinely.



Connect with us to learn how our clients are using this workshop to elevate their teams, boost performance, and enhance collaboration. Scan the QR code to start your email.

Contact us at [cmcinfo@cmcoutperform.com](mailto:cmcinfo@cmcoutperform.com)



### Did You Know?

Research shows that teams with higher levels of trust exhibit the following characteristics:

- Greater agility<sup>2</sup>
- More efficient collaboration<sup>2</sup>
- Significantly greater engagement (6 times, according to Gallup Inc.)<sup>3</sup>
- Increased retention rates, particularly notable among Millennials (22 times)<sup>3</sup>
- Strengthened bench strength<sup>2</sup>

Additionally, these teams see improvements in various business metrics<sup>2</sup> including:

- Productivity
- Shareholder return
- Operating margin
- Growth rate
- Return on assets

<sup>1</sup> A Great Place to Work Report: The Business Case for High-Trust Culture

<sup>2</sup> The Business Case for a High-Trust Culture

<sup>3</sup> Gallup. Trust Is in Decline: Here's How to Rebuild It.



# Coaching Skills for Effective Leadership

Get skills for coaching employees to improve the effectiveness of individuals and teams.

Using exercises, videos and assessments, you'll explore coaching as a means to earn trust and respect, achieve collaboration and cooperation, and confidently confront difficult situations. Discuss real-life situations to turn substandard performers into satisfied, productive employees. You'll develop a "leader-coach mindset" so you can build relationships across the organization and inspire others to achieve the organization's vision.

## How You'll Benefit

- Skillfully confront difficult situations
- Build a synergistic and engaging team
- Become a teaching leader who galvanizes high performance

## What You'll Cover

- Coaching by leaders versus coaching by managers
- Conducting your leadership assessment
- Practicing the skills of an ethical and inspiring leader
- Building a culture of trust up, down and across the organization
- Flexing your communication styles when coaching
- Conducting coaching sessions using the AMA GUIDE to Coaching Model
- Coaching a team: participating and witnessing a team-coaching session

## Who Should Attend

Team leaders, managers and executives.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32506](https://cmcoutperform.com/32506)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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# Leading with Emotional Intelligence

Ignite commitment and help your employees reach their greatest potential.

At the core of every outstanding leader are the abilities to connect, achieve, inspire and act with resilience. Learn to apply the best practices of an emotionally intelligent leader and give yourself a winning edge. Emotional Intelligence (EI) is the engine to ignite commitment so you can help your employees reach their greatest potential.

## How You'll Benefit

- Lead powerfully with presence and impact
- Gain valuable emotional insights and awareness to inspire and maintain productive relationships
- Manage and adapt emotional behaviours that expand your sphere of credibility and influence
- Utilize empathy to promote strong relationships
- Apply collaborative, inclusive and creative communication practices
- Harness emotionally intelligent motivational skills to achieve team results

## What You'll Cover

- Applying emotionally intelligent speaking and listening skills to leadership
- Encouraging emotionally intelligent collaboration practices
- Managing change and resistance with an emotionally intelligent inspiration plan
- Identifying emotionally intelligent leadership communication strategies
- Using emotionally intelligent mindfulness practices when team members experience stress

## Who Should Attend

- Senior managers
- Leaders who need to create a healthy, productive workplace and organizational culture

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32133](https://cmcoutperform.com/32133)

Fees	Members \$2695 CDN	Non-Members \$2995 CDN
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# Agile Leadership and Strategy

Get skills to help you quickly and decisively respond to complex, unpredictable changes.

In a shifting business environment, it's the agile, resilient organizations that have a much better chance to survive and thrive. With future orientation and entrepreneurial focus, acquire a roadmap to seize new opportunities and bounce back even stronger from unforeseen changes.

## How You'll Benefit

- Get your organization ready to navigate turbulent times and disruptive change
- Build a plan and practice techniques to gain buy-in for changes
- Lead and motivate others toward agile and resilient mindsets and behaviours

## What You'll Cover

- Recognizing why agility and resilience are your superpower
- Learning what agile and resilient organizations do that others do not
- Building agility and strategy using the SEAL Model: Scan, Experiment, Adapt and Learn

## Who Should Attend

Vice presidents, executive directors, directors, senior managers, division managers and others with strategic leadership roles. Table groups are encouraged and welcome.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/62546](https://cmcoutperform.com/62546)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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# Leading Leaders: Achieving Organizational Goals Through Others

NEW

Move initiatives and goals forward by applying proven strategies for leading others.

If you're a leader to whom other leaders report, you're in a unique position. Leaders like you are "the central gear" in the organization—tasked with the critical challenge of getting the work done through others. This is accomplished through other leaders you lead, and/or by influencing the senior executives you report to. It also happens by leveraging your peer leader network inside and outside of the organization.

## How You'll Benefit

- Recognize the essential skill set required to lead other leaders effectively
- Use macro-environmental insights to align your team with organizational goals
- Unleash diversity of thought, problem-solving and innovation
- Build trust and foster beneficial relationships by improving your networking skills
- Apply a 360 results-based strategy to move ideas, goals and initiatives forward

## What You'll Cover

- Analyze your role and how you can lead from the middle
- Set direction through strategic leadership and exploring leadership styles
- Build an engagement and commitment strategy to focus on results and achieve goals
- Creating, aligning and executing strategy
- Recognizing the organizational and divisional elements that produce innovative ideas
- Empower managers to foster the right mindset to support their teams
- Leading in constant change and maintaining and motivating through strategic vision

## Who Should Attend

New or experienced leaders who need to accomplish work and strategic initiatives through the leaders who report to them, as well as through a peer network of leaders, and through the top level of leadership.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32705](https://cmcoutperform.com/32705)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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# Leadership and Team Development for Managerial Success

Become the engine of a high-performance team.

Managers who will be promoted are those who manage efficiently and lead their teams effectively. Learn when to lead and when to get out of the way: know and teach critical leadership skills to members of your team, so that any one of them can lead in your absence.

### How You'll Benefit

- Discover insights into your current leadership style
- Become a leader who empowers your team and brings out their best
- Build confidence to adapt your personal leadership style
- Identify and apply the most effective leadership style to team situations
- Develop the skills to facilitate effective teams including conflict management

### What You'll Cover

- Understanding leadership style and the situation
- Emphasizing the importance of vision in aligning team performance
- Examining the leader's role as a motivator and coach
- Distinguishing the four team types
- Exploring the principles that make teams work

### Who Should Attend

New managers and team leaders seeking to develop leadership capabilities and improve team engagement.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32239](http://cmcoutperform.com/32239)

<b>Fees</b>	Members \$2395 CDN	Non-Members \$2695 CDN
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# Preparing for Leadership

**BEST SELLER**

Take on new challenges and earn respect, recognition and appreciation.

Gain insights into your personal leadership style while creating a leadership brand that empowers, inspires, and motivates. Explore leader as strategist, change agent, coach, manager, communicator, mentor and team member. Uncover the courage and confidence required to be authentic and impactful.

### How You'll Benefit

- Discover your own unique leadership style
- Get noticed by learning how to look and talk like a leader
- Find out what people expect and respect in a leader
- Learn how to motivate a team, including "difficult people"
- Protect yourself against the pitfalls of intra-organizational politics

### What You'll Cover

- Practicing qualities that senior management values in a "leader-to-be"
- Projecting a professional image of a leader
- Building your influence and power
- Identifying strategic alliances inside and outside your organization
- Designing your strategies for being noticed and selected to be a leader

### Who Should Attend

Any manager who is a potential candidate for a leadership role or who is about to take on a new leadership assignment.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32536](http://cmcoutperform.com/32536)

<b>Fees</b>	Members \$2395 CDN	Non-Members \$2695 CDN
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CUSTOMIZED & ONSITE TRAINING

# Corporate Learning Solutions



Achieve Your Organization's Strategic Goals Through the Development of Your People

**We Ensure Results.** Our engagement team sets the highest standards for effectively implementing your learning initiatives—providing a structure that connects targeted skills and behaviours to your key performance indicators through practical, real-world application.

Overcome business challenges and create new opportunities with a range of content that helps you:

- Reduce churn and retain valued employees
- Increase organizational resilience and morale
- Achieve revenue growth
- Facilitate collaboration and problem-solving
- Minimize costs and reduce risk
- Develop, upskill and reskill
- Improve employee experience

Investing in the development of your people allows them to learn, practice, apply new knowledge, and share insights—positively impacting their performance and enabling them to drive business outcomes and a meaningful ROI for your organization.



Find out more at [cmcoutperform.com/CLS](https://cmcoutperform.com/CLS)

# Leading in a Diverse, Equitable and Inclusive Culture

Maximize individual, team, and organizational potential through diversity and inclusion.

A diverse team with unique individual perspectives can deliver exceptional results when their leader embraces inclusive practices. This course provides deeper insights into yourself, your team, and the benefits of inclusion at all levels in your organization. Through self-assessment, case studies and activities, develop competencies to create an environment fuelled by engagement and innovation. In addition, you'll take away practical tools for hearing, recognizing and appreciating your team—so productivity can soar.

### How You'll Benefit

- Recognize the issues and value of diversity and inclusion at all levels
- Become more inclusive by recognizing strengths and growth opportunities
- Communicate effectively and inclusively in a diverse environment
- Understand how biases impact innovation, productivity, and engagement
- Analyze diversity and cultural competencies in talent management
- Harness the power of differences to boost team performance and collaboration

### What You'll Cover

- Leading a successful multicultural team and inclusive meetings
- How culture impacts perceptions, beliefs and behaviours
- Having conversations about unconscious bias that improve communication, services to clients, and team collaboration
- Recognizing and responding effectively and appropriately to diversity and inclusion dynamics

### Who Should Attend

Managers and leaders who want to promote and lead an increasingly diverse workforce and client base, and promote an inclusive environment; diversity and inclusion leaders; learning and development professionals.

For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/32925">cmcoutperform.com/32925</a>		
<b>Fees</b>	Members \$2345 CDN	Non-Members \$2595 CDN

# Collaborative Leadership Skills

Build crucial collaborative leadership skills to enhance team and individual commitment.

Why become a collaborative leader? It gives you the ability to break down silos, energize your team and bring out the best in your direct reports. Get a roadmap to be an adaptive manager: someone who can create clarity and vision and build mutual trust with your team.

### How You'll Benefit

- Create a culture that fosters involvement from all employees and helps break down silos
- Customize your management style to encourage employees to find their own answers to business challenges
- Improve accountability by allowing your employees to have ownership of the results of their efforts
- Leverage social media to enhance discussions, obtain recommendations and information, network and establish relevance

### What You'll Cover

- Removing roadblocks that prevent employees from doing their best work
- Enhancing team creativity and involvement without expensive programs or initiatives
- Providing greater opportunities for employees to own and implement their ideas
- Developing a mindset that can increase your innovation skills and produce new ideas

### Who Should Attend

Mid-level managers who want to inspire greater involvement, creativity and knowledge sharing in their employees.

For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/32186">cmcoutperform.com/32186</a>		
<b>Fees</b>	Members \$2345 CDN	Non-Members \$2595 CDN

# Leading Hybrid Teams

Do you have the skills to optimize productivity, engagement, and collaboration in your hybrid team?

Increase your comfort in leading in a hybrid environment as you engage your team members in contributing positively to this way of working. This is a highly practical course – light on theory – and rich in practical, applicable strategies that you can apply immediately.

## How You'll Benefit

- Create team norms that will help prevent burnout and drive greater productivity, and team cohesion
- Lead more effective, engaged and inclusive hybrid team meetings
- Support each employee in bringing their best self to work by expanding the focus of your one-on-one meetings
- Understand how to strengthen trust and connection in a hybrid environment and why it's critical to team performance
- Return to work with a set of immediately applicable tools and ideas for leading hybrid teams

## What You'll Cover

- Learning the similarities and differences between hybrid, remote and co-located teams
- Managing the challenges of leading a hybrid team and strategies to overcome those challenges
- Creating a framework, with an implementation plan, that will keep your team on track and performing at their best

## Who Should Attend

This program is for those leading hybrid teams: employees who are located in-office and remotely. This may include leading employees in different locations and/or time zones.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32256](https://cmcoutperform.com/32256)

Fees	Members \$475 CDN	Non-Members \$499 CDN
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# Working in a Hybrid Environment

Ensure you're at your best when working in a hybrid environment.

This course will give you practical tools and techniques to keep you at your most productive. You'll learn how to cultivate stronger relationships, improve hybrid meetings and prevent burnout.

## How You'll Benefit

- Return to work with a set of immediately applicable tools and ideas for working on a hybrid team
- Feel empowered to take proactive steps to get what you need to be successful in a hybrid environment
- Cultivate stronger relationships with your colleagues and manager
- Achieve greater performance through more effective communication and team meeting practices
- Boost your engagement by establishing how you can contribute to a smarter, higher-functioning and more inclusive hybrid team

## What You'll Cover

- Learn what makes a GREAT hybrid team and how to overcome common challenges
- How to lead and participate in more effective, engaged and inclusive hybrid team meetings
- Understand how to strengthen trust and connection in a hybrid environment

## Who Should Attend

This program is for members of hybrid teams - employees who are located in-office and remotely, including in different locations and/or time zones.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32257](https://cmcoutperform.com/32257)

Fees	Members \$475 CDN	Non-Members \$499 CDN
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# Problem Solving with an Innovative Mindset

NEW

Solve current problems with a new mindset.

Organizations need employees who can identify and solve problems quickly and creatively. Learn to identify opportunities for improvement and how to select the ideal solution. Become a more proactive, open-minded, and creative problem-solver and stay ahead of the competition.

### How You'll Benefit

- Understand the value of an innovative mindset for solving problems
- Learn to generate and weigh in on innovative ideas and solutions
- Identify the strengths and opportunities of your current innovative mindset

### What You'll Cover

- Learn to use gap analysis to define the current state vs the desired state
- Apply tools to accurately identify the root cause of problems and the opportunities they present
- Learn to use techniques that generate innovative solutions and select the option with the greatest potential for impact

### Who Should Attend

Business professionals seeking to enhance their ability to create impactful, innovative solutions.

For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/98035">cmcoutperform.com/98035</a>		
<b>Fees</b>	Members \$475 CDN	Non-Members \$499 CDN

# Managing Chaos: Tools to Set Priorities and Make Decisions Under Pressure

Gain control over expanding workloads and increasing demands.

Get proven solutions for managing chaos and minimizing its negative impact. Gain hands-on experience applying tools for setting priorities and adjusting to shifting demands with greater clarity. Practice techniques for analyzing and resolving problems and learn to strategically communicate your solutions. Leave confident and ready to alleviate chaos and better manage your reactions to the chaos beyond your control.

### How You'll Benefit

- Identify positive outcomes from chaotic environments
- Clarify and leverage or eliminate chaos within your control
- Set priorities for all your activities
- Focus and act decisively when priorities shift
- Use tools to problem-solve and select a course of action
- Manage interruptions and conflicts with greater ease

### What You'll Cover

- Defining personal and group goals in a chaotic environment
- Identifying chaos within your control
- Identifying root causes of problems/issues
- Generating creative solutions to problems
- Creating a daily action plan
- Using influencing tactics in conversations
- Applying tools and techniques to resolve case scenarios developed in the class

### Who Should Attend

Anyone facing expanding workloads, shifting priorities, complex organizational dynamics, organizational restructuring and increased uncertainty.

For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/32261">cmcoutperform.com/32261</a>		
<b>Fees</b>	Members \$2245 CDN	Non-Members \$2495 CDN

# Getting Results Without Authority

Unleash your personal power to negotiate, influence and persuade.

The ability to win respect, influence people and cultivate cooperation is essential to success. Learn to establish credibility and channel your power base to persuade with ease. Plus, learn negotiating techniques that make you feel like a winner as you grow strategic relationships.

## How You'll Benefit

- Establish or regain credibility so you can begin to influence people
- Effectively use your power base to persuade others
- Create a collaborative work environment for faster, better results
- Achieve trust and give-and-take relationships up, down and across the organization
- Influence people while projecting self-confidence without being pushy
- Identify various negotiating techniques that promote win-win outcomes

## What You'll Cover

- Understanding your personal power base and the principle of reciprocity
- Flexing your communication style preferences when influencing others
- Applying credibility, logic and emotion in the persuasion process
- Customizing your approach in order to persuade
- Understanding the nuances of conflict
- Getting better results through negotiation

## Who Should Attend

Those who need to get work done through others—or who need to convince another person to buy into an idea or follow up on a request.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32532](https://cmcoutperform.com/32532)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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# Time Management Workshop

Discover how to eliminate time-wasters and achieve greater personal productivity.

This workshop offers practical techniques that you can put to immediate use to gain control over your day by helping you plan and prioritize more effectively while managing interruptions and distractions.

## How You'll Benefit

- Gain clarity on what you really need to accomplish
- Gain better work-life balance through new approaches to managing time
- Optimized productivity through more effective planning, goal setting and prioritizing

## What You'll Cover

- Identify time-wasters in your day and create solutions to overcome them
- Set goals and objectives to get things done
- Plan your day to accomplish what is important
- Understand how technology affects your productivity
- Reprioritize your activities to maximize time

## Who Should Attend

Busy professionals seeking to enhance their time management capabilities.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/21001](https://cmcoutperform.com/21001)

Fees	Members \$895 CDN	Non-Members \$995 CDN
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# Executive Presence for Women

Develop a strong executive presence with the personalized feedback you need.

Explore key components of being “powerful.” In a supportive atmosphere, get honest feedback from your instructor and peers, benefit from improvisation practice, and get a realistic idea of your current power image. Then, identify and practice improving your presence. Filled with personalized coaching and intensive feedback, this is the ideal seminar for women who want to influence and maximize their executive presence.

### How You’ll Benefit

- Learn how body language and verbal behaviour affect your image
- Recognize small changes that can help you be perceived as powerful
- Understand how powerful leaders vary and balance their verbal and body language depending on the circumstance
- Receive personalized coaching and feedback

### What You’ll Cover

- Understand how to demonstrate confidence and command respect
- Know how to exude positive energy when needed
- Identify your body language profile
- Identifying image derailers and words and phrases to avoid
- Practicing being the “confident leader” even when you have doubts

### Who Should Attend

Mid- to senior-level women who want to be seen as credible leaders.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/62179](http://cmcoutperform.com/62179)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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## Test your knowledge in key skill areas with our short quizzes.

Discover whether you’re a master communicator, excel at delegation or perhaps shine as a great coach. Regardless of the scenario, you’ll gain a clearer understanding of your strengths and areas for improvement. Best of luck!



[www.cmcoutperform.com/Quizzes](http://www.cmcoutperform.com/Quizzes)



# Women's Leadership Certificate Program

BEST SELLER

Build vital leadership competencies and earn a Women's Leadership Certificate.

Women at every level of an organization can be strong leaders—bringing essential skills like team leadership, strategic thinking and business acumen to their roles. This certificate program goes beyond the fundamentals of communication and assertiveness skills and explores vision, negotiation and strategy—as well as powerful techniques to enable you to find your leadership voice and lead with courage and conviction.

## How You'll Benefit

- Explore crucial leadership skills that organizations demand
- Find your true, dynamic voice as a leader and shape an authentic leadership message
- Overcome preconceived notions that can sabotage women in business
- Present yourself as someone who adds value to the organization
- Increase your confidence and get comfortable with risk-taking

## What You'll Cover

- Incorporating business acumen, vision and introspection into your thinking repertoire
- Creating your competitive edge as a leader
- Applying a simple methodology to craft your ideas quickly and powerfully
- Communicating your strategic direction with passion, courage and conviction
- Navigating organizational politics for you and your team

## Who Should Attend

Professional women at all levels who wish to take on a leadership role, build leadership competencies, contribute more to their teams and organizations, and advance their careers.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32960](https://cmcoutperform.com/32960)

Fees	Members \$2695 CDN	Non-Members \$2995 CDN
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# Assertiveness Skills for Women in Business

Believe in yourself and others will too!

Send the right signals and get the right responses every time. By knowing how to handle yourself in just about any situation that comes up—without seeming either shy or pushy—you'll get things done and get what you want. You'll command respect.

## How You'll Benefit

- Identify the characteristics of the four assertiveness styles
- Assess your individual assertiveness style and its effectiveness
- Demonstrate assertiveness techniques using supportive communication behaviours
- Define negotiation and its connection to assertiveness
- Develop an action plan to overcome at least two personal obstacles to assertiveness
- Incorporate techniques into everyday practices

## What You'll Cover

- Recognize your own strengths and opportunities
- Practice assertive behaviours in challenging situations
- Learn to use assertive communication techniques: verbal, non-verbal and assertive listening
- Better manage day-to-day interactions with colleagues, managers and clients
- Employees feel a stronger sense of empowerment in their role

## Who Should Attend

All women professionals, managers and supervisors who want to improve and build on their communication, conflict resolution, delegation and action planning skills.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32528](https://cmcoutperform.com/32528)

Fees	Members \$2345 CDN	Non-Members \$2595 CDN
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# Developing a Strategic Mindset

**BEST SELLER**

Train your mind to be more strategic and start making a difference in your organization!

## Your Immediate Takeaway

- ▶ Find ways to make time to think more strategically
- ▶ Sharpen your skills to synthesize information and evaluate strategic options.

Developing a strategic thinking competency is critical for both your business and leadership success in today’s workplace. This course will equip you with a framework as well as tips and techniques that can be applied to your daily workplace reality. As a result of attending, you will leave as a stronger and more confident strategic thinker.

## How You’ll Benefit

- Understand the importance of thinking and leading strategically
- Recognize how strategy lives within an organization
- Understand the four steps required to think strategically
- Apply best practices to stop and reflect on the big picture before acting
- Articulate the link between your business challenge and the overall strategy
- Learn how to innovatively reframe when brainstorming
- Develop awareness of the skills required to think strategically in the workplace
- Strengthen your ability to connect your decisions with organizational strategy

## What You’ll Cover

- Understanding why strategic thinking is important to an organization’s success
- Identifying the competencies linked with successful strategic thinking
- Learning to identify key stakeholders and how to work with them
- Learning how to determine your best decision and create an action plan
- Self-assessment providing insights into your strategic thinking strengths and areas for improvement

## Who Should Attend

Business professionals seeking to develop the skills to prepare them for more strategic roles.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/92242](http://cmcoutperform.com/92242)

<b>Fees</b>	Members \$2095 CDN	Non-Members \$2345 CDN
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*“Relevant and effective concepts, strategies and solutions that can be applied within organizations across a wide range of vocations. The course was enjoyable and everyone had fun while learning. The facilitator encouraged open group dialogue, maintained a friendly classroom environment and was knowledgeable, professional and easy to talk to. Canadian Management Centre provides a friendly, professional learning experience that can be applied to achieve your all of employment and personal goals.”*

— Kevin R., Coordinator

# Strategic Planning: From Vision to Action

Develop the best strategies to support your company's goals.

Combining proven-by-practice methods with new insights and ideas from a wide range of current strategic thinking, you'll gain a wider perspective of the strategic planning process through breakout sessions, exercises and case applications.

## How You'll Benefit

- Identify the best strategic planning process for your organization
- Learn key analytical and conceptual approaches to expand your understanding of the marketplace
- Arrive at more intelligent, rational decisions
- Ensure tactical actions, strategic initiatives and long-term goals are aligned
- Incorporate customer needs into your strategic planning

## What You'll Cover

- Identifying sustainable competitive advantages
- Understanding the potential value of scenario planning
- Communicating and executing your strategic plan
- Building commitment throughout the execution process
- Identifying ways to align the organization toward a single purpose

## Who Should Attend

Business leaders who currently play a role in their organization's strategic planning process. Professionals wishing to strengthen their skills in this competency in order to become more effective leaders or to prepare for more senior roles.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/92565](https://cmcoutperform.com/92565)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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# Leading Through Change

BEST SELLER

Build trust, commitment, and positive results through any change initiative.

Organizational change is constant. And yet many people react to change with denial or resistance. As a change leader, your ability to help people overcome their reactions and get on board with new initiatives is critical to your success. In this one-day workshop, you'll gain practical tools that will enable you to manage reactions to change and communicate in a manner that inspires followership and optimal productivity through any change initiative.

## How You'll Benefit

- Get clear on your own reaction to change as well as the reaction of those you work with
- Appreciate why others may react negatively to change and how best to respond
- Begin establishing your reputation within your organization as one who can manage change and demonstrates agility and resilience
- Embrace or reconcile the reality of change, address and decrease anxiety, and concentrate on productivity and results
- Set a positive example for colleagues or direct reports when handling significant changes in the workplace

## What You'll Cover

- Understand your role as a change leader
- Adapt your communication style to gain buy-in and support from others toward change initiatives
- Increase the readiness to embrace change and overcome resistance in your work environment

## Who Should Attend

Supervisors, Team Leaders and Managers responsible for implementing change initiatives within their organization.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/21006](https://cmcoutperform.com/21006)

Fees	Members \$895 CDN	Non-Members \$995 CDN
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# Critical Thinking

BEST SELLER

Learn a process for thinking to make better decisions and solutions.

## Your Immediate Takeaway

- ▶ Assess the situation to ensure you are focused on the right issues
- ▶ Arrive at solutions based on evidence
- ▶ Build a foundation for strategic and creative thinking, effective communication and collaboration

Feeling overwhelmed? What if you could learn a process for thinking to make better decisions and create better solutions? In this course, you'll learn and practice techniques to generate breakthrough ideas and solve your most pressing problems. You'll also discover how to ask the right questions, challenge assumptions and see others' viewpoints with clarity.

## How You'll Benefit

- Utilize critical thinking skills when making business decisions
- Quickly identify and frame the problem and solve it with increased confidence
- Translate abstract ideas into more tangible and actionable items
- Identify eight barriers to effective critical thinking
- Minimize the impact of job pressures on your thinking processes
- React with curiosity instead of emotion

## What You'll Cover

- Rewiring your mind for critical thinking
- Clarifying problems using critical thinking techniques
- Developing solutions and solving problems with critical thinking skills
- Gaining insights into your "my thinking styles" assessment
- Practicing having organizational context and awareness for critical thinking
- Implementing your new knowledge and skills

## Who Should Attend

All business professionals who want to enhance their thinking processes to achieve better results in business.

**Bonus:** A "My Thinking Styles" Assessment, which gauges your thinking style preferences.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32533](http://cmcoutperform.com/32533)

<b>Fees</b>	Members \$2495 CDN	Non-Members \$2795 CDN
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*"There was a lot of good information. I enjoyed the smaller class setting as it provided for more specific attention and interaction. This was my first extended ZOOM meeting and it went well. I am looking forward to putting some of these techniques into my daily routine."*

— Justin K., Territory Manager

# Fostering a Culture of Innovation

NEW

Ignite innovation in your team or organization.

In today's fast-paced world, innovation is essential for business success. A culture of innovation empowers employees to generate fresh ideas, experiment and take risks. It fosters creativity and collaboration and views failures as opportunities for learning and growth. This program provides insights and practical tools to encourage an innovative environment.

## How You'll Benefit

- Increase employee engagement and productivity by listening to and acting on employee ideas
- Boost motivation by creating an inclusive environment that encourages smart risk-taking
- Describe Enhance revenue and/or service by fostering an environment of continuous improvement

## What You'll Cover

- Describe what a culture of innovation is and identify its key components
- Why leadership for innovation is important and recognize the mindset and behaviours needed to foster an innovative culture
- Practical techniques necessary for a culture of innovation

## Who Should Attend

This course is ideal for leaders and managers who want to learn how to foster a culture of innovation in their team.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/98077](https://cmcoutperform.com/98077)

Fees	Members \$475 CDN	Non-Members \$499 CDN
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# Artificial Intelligence (AI) Business Essentials Certificate Program

NEW

Build practical knowledge about the opportunities, tools, risks and rewards of AI.

Recent AMA research<sup>1</sup> revealed that 86% of those surveyed believe that AI can positively impact their organization, but only 7% have received training on using AI. This course was developed to help you understand the technology, how you're already using it and the opportunities it presents. Explore the huge impact it can have on your business, your career and society.

## How You'll Benefit

- Gain a foundational understanding of AI and the current AI landscape
- Increase your awareness of the future possibilities of generative AI
- Explore the potential impact of AI on your organization—both pro and con
- Analyze your organization's business groups and ways roles may change
- Increase your credibility with data-driven decisions and skill development plans
- Learn how to think "AI" and embrace the opportunities that are presented

## What You'll Cover

- Learning what AI can do now and in the future and potential risks
- Understanding the security implications of managing data and technology
- Recognizing competencies needed to keep your organization competitive
- Enabling yourself to use AI by applying the 4 Cs of Success
- Applying AI tools to extract information and diagnose work challenges

## Who Should Attend

Managers, leaders and all business professionals who want to increase their knowledge and comfort zone around AI and recognize how the technology can be integrated into their organization.

<sup>1</sup> Artificial Intelligence (AI) is Booming, But Companies Are Not Ready, American Management Association, 2023

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32563](https://cmcoutperform.com/32563)

Fees	Members \$2395 CDN	Non-Members \$2595 CDN
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# Canadian Management Centre's 5-Day "MBA"

Equip yourself with practical operational and managerial skills to make sound business decisions and advance your management career.

## What People Are Saying

*"This course helped me understand the big picture. It gave me a strong foundation in how departments work together, which has been incredibly valuable in all my roles. The frameworks and tools I learned enabled me to approach challenges strategically. My decision-making got sharper and consistently made choices that benefited the business. It was a key factor in my ability to contribute to growth and secure promotions."*

— James H. 2021 participant

## Learn. Apply. Succeed.

- Understand how a company works with a multi-functional overview of business and the key leadership competencies you need in your role
- Develop strategic thinking, planning and execution skills using the right tools and frameworks
- Improve the way you manage people, processes, and risks to drive projects and create value for your organization
- Influence, enable and deliver wider organizational strategies
- Make better business decisions and improve your contribution to the business
- Be able to analyze the business environment and translate changes into competitive strategies for sustainable growth
- Support strategic goals from top management and be able to translate them for your area and implement them more efficiently
- Enhance creativity and innovation in your team to develop new solutions to old problems and respond to changing expectations

## The Learning Experience

- Make real business decisions using your new skills and behaviours in an intensive online business simulation
- Share your knowledge and challenges with your peers and CMC's highly experienced facilitators

**For Dates, Locations and Registration:** [cmcoutperform.com/32561](https://cmcoutperform.com/32561)

### Fees

Members \$3595 CDN  
Non-Members \$3995 CDN

**This course is available as a corporate solution for your team.  
For more information [cmcoutperform.com/cfs](https://cmcoutperform.com/cfs)**



## Is this course right for you?

Business professionals who need a well-rounded, practical, actionable set of skills and tools to enhance analytical, personal, professional and business acumen and make sound business decisions.

**Ideal for: Business Professionals, Managers and Senior Managers**

# Customer Service Excellence Program

NEW

Make exceptional customer service your sustainable competitive advantage.

Today's customers are increasingly discerning, seeking quick, effective responses, and clear value. Good customer service meets these expectations, great customer service goes further by combining knowledge and skills with a dedication to exceptional experiences. When service providers possess the skills to cultivate relationships, connect customers to the brand, and foster loyalty, it enhances individual, team, and organizational performance.

## How You'll Benefit

- Understand what great customer service means and why it's critical
- Apply a model for every interaction to meet or exceed expectations
- Create strong human connections throughout customer interactions
- Deliver disappointing information and emotional responses to achieve the best outcomes
- Apply principles to build trust, rapport and demonstrate commitment to great customer experiences

## What You'll Cover

- Understand what it takes to create customer service excellence
- Increase credibility with customers and others in the organization
- Manage stress associated with customer situations and conversations
- Utilize strategies to interact with difficult customers effectively
- Deliver more effective and efficient customer service
- Increase and maintain customer satisfaction

## Who Should Attend

Front-line service providers, along with their leaders who provide coaching and support, and professionals who are often the initial point of contact with internal or external customers.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/34210](http://cmcoutperform.com/34210)

Fees	Members \$1495 CDN	Non-Members \$1695 CDN
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# Coaching for Customer Service Excellence

NEW

Achieve customer service excellence through transformative coaching.

This course explores coaching techniques to empower service providers for customer service excellence. Using The Guiding Principles, leaders gain insights to motivate and support teams, resulting in exceptional customer experiences. Equipped with these skills, coaches elevate team performance, fostering a culture of exceptional service that exceeds customer expectations consistently.

## How You'll Benefit

- Establish expectations and reinforce the desired skills and behaviours for the team
- Get a framework for conversations about performance, barriers and challenges
- Encourage ongoing improvement and build confidence embracing a mindset of service excellence.

## What You'll Cover

- Behaviours and attributes to become the best coach you can be for your team
- Adopt The Guiding Principles to enhance your effectiveness as a coach
- Use the Three Pillars of Service Provider Competence to assess effectiveness and proficiency
- Apply a Coaching Model and Coaching Conversation Framework to your coaching sessions
- Set yourself up for effective coaching by considering critical success factors

## Who Should Attend

Team leaders who want to support and sustain customer service excellence through coaching.

This course is a companion to the Customer Service Excellence Program.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/34215](http://cmcoutperform.com/34215)

Fees	Members \$475 CDN	Non-Members \$499 CDN
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# Mastering the Art of Critical Conversations

BEST SELLER

Face up to high-stakes or emotional conversations with results-oriented skills.

**Your Immediate Takeaway**

- ▶ Reduce negativity in emotionally charged communication
- ▶ Apply skills to monitor and control emotions
- ▶ Improve productivity and achieve your desired results

Productivity stems from effective communication, including your ability to express controversial and risky opinions effectively. Learn and practice using real-life models to conduct difficult conversations on any topic, speak openly and honestly, and get results that count.

**How You'll Benefit**

- Determine your “hot buttons” and take steps to manage your emotions
- Openly express opinions that can lead to success and productivity
- Give and receive feedback without negativity

**What You'll Cover**

- Analyzing elements of a critical conversation
- Understanding your physiological response when emotional hijacking occurs
- Practicing tools to deal with various emotional responses
- Rehearsing having critical conversations on the fly

**Who Should Attend**

Anyone who wants to be better prepared to manage critical conversations that can have a significant impact on relationships at work.

<b>For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/32146">cmcoutperform.com/32146</a></b>		
<b>Fees</b>	Members \$2395 CDN	Non-Members \$2695 CDN



*“The facilitator was awesome. She made the content manageable and provided great examples we all could relate to. It was super helpful in my role and I am applying concepts right away to move forward faster and better. Thanks! You have to take this!”*

— Carole A. Training Services Advisor

# How to Communicate with Diplomacy, Tact and Credibility

BEST SELLER

Get your point across with a positive professional image.

Effective communication significantly impacts how your work and performance are perceived. Diplomacy, tact, and credibility aren't always easy and can be disrupted by emotions and conflict. Learn to select precise words and emotional tones for business interactions, understand communication styles, and develop clarity in conveying information, ideas, thoughts, feelings, and needs.

## How You'll Benefit

- Learn techniques to flex your own style to communicate more effectively
- Recognize the impact of stress on communications and how to adjust for it
- Strengthen your communication with active listening and questioning skills
- Gain tips on maintaining confidence and credibility
- Develop techniques for handling difficult situations and resolving conflict

## What You'll Cover

- Identify your personal communication style and the impact of stress on your style traits
- Understand and remove the roadblocks to effective communication
- Utilize the visual, verbal and vocal components of communication for positive impact
- Develop effective listening skills as a key to communicating with diplomacy, tact and credibility

## Who Should Attend

Business professionals who want the skills to communicate in a positive, professional manner no matter what the situation.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32206](https://cmcoutperform.com/32206)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN

# Effectively Communicating in the Moment

BEST SELLER

Convey confidence and credibility by communicating with speed, clarity and precision.

Apply preemptive and in-the-moment strategies to excel when communicating in unscripted situations. Learn strategies for managing emotional and physiological responses, along with mental templates to guide and frame your responses. You'll also receive peer and leader feedback plus insights from a video session that will help you recognize and improve your nonverbal delivery behaviours.

## How You'll Benefit

- Manage stress in difficult impromptu interactions
- Organize and frame responses using mental templates
- Integrate impactful nonverbal delivery behaviours into your in-the-moment communications

## What You'll Cover

- Learning tools and strategies for rapid communication
- Understanding how social media, texting and emailing relate to in-the-moment communications
- Responding to hostile questions assertively and professionally
- Handling mediated in-the-moment communication on phone calls, in video conferences and on conference calls

## Who Should Attend

All business professionals who need to develop and improve their in-the-moment communication capabilities and confidence.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32031](https://cmcoutperform.com/32031)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN



# Influencing Skills Workshop

Overcome personal barriers to effectively influencing others.

## Your Immediate Takeaway

- ▶ Build stronger relationships and gain more buy-in
- ▶ Become a more influential and effective professional

Gain insights into the nature of influence and your own influence style that will equip you with the knowledge you need to build credibility with others – no matter what level of the organization you are dealing with. You’ll learn to craft compelling messages that will allow you to connect emotionally to your stakeholders and enable you to negotiate with greater success.

## How You’ll Benefit

- Understand the impact of communication styles
- Realize the relationship between credibility and influence
- Gain insights into overcoming influence challenges through collaborative exercises
- Identify opportunities to build stronger relationships
- Build trust between you and your colleagues

## What You’ll Cover

- Apply influence models to help you develop effective influence strategies
- Understand the person you are trying to influence and what may be driving their needs
- Build your personal credibility as it relates to your individual influence challenges
- Employ effective questioning techniques to persuade others to your point of view
- Craft compelling messages that inspire, influence, persuade and motivate

## Who Should Attend

Managers, supervisors, team leaders, project managers and business professionals who need to achieve results with and through others.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/21003](http://cmcoutperform.com/21003)

<b>Fees</b>	Members \$895 CDN	Non-Members \$995 CDN
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## What Participants Are Saying

*“The course actually exceeded my expectations, I was not aware that there are a number of strategies/methodologies that I could be employing to improve my communication skills, particularly upward to senior management in my case. Reg did an amazing job, the course was great!”*

— Peter C., Product Manager

Seamless Integration, Effortless Success



## We're More Than Partners, We Are Part of Your Team

“

*We can't say enough about the CMC team! Working with them has been phenomenal. Everyone has been incredibly helpful and supportive in launching this major nationwide training initiative. From concept to launch, CMC has been with us at every step – collaborating, supporting, designing – all to ensure our success. They have truly become an extension of our team. Since its launch, we've seen a significant increase in registrations for this program.*

— Corporate Client, 2024

”

Regardless of your industry, size, or the challenges you face, partnering with Canadian Management Centre means we become a seamless part of your team.



### Rely on us for unmatched support in:

- ▶ Course Selection and Learning Paths
- ▶ Learning Experience and Sustainment
- ▶ Best-in-Class Facilitators
- ▶ Global Resources and Implementations

Connect with us today and learn how we can support your training initiatives. Scan the QR code to start an email or call us at **866-929-1590**.

# Enhancing Communication Through DiSC®

NEW

**Understanding and adjusting to others' styles is key for effective communication, collaboration, and alignment.**

The DiSC® model is a simple tool that helps people understand themselves and others, so they can learn to connect and build relationships with different kinds of people. In this session, you'll learn more about yourself and how you interact with others. Explore the four styles and learn how each style contributes and adds value on a team. Learn to adjust your behaviour to improve how you work with your colleagues and get better results.

### How You'll Benefit

- Improved sharing of information, problem-solving, collaboration, and relationships with colleagues
- Stronger one-on-one relationships for better coaching, feedback, and performance discussions
- Shared vocabulary for discussing personal styles to support team culture and alignment

### What You'll Cover

- Understand what drives your behaviour, including your motivations, inclinations, priorities, and stressors
- Increase awareness of other styles, the value they bring, and how their motivations, inclinations, priorities, and stressors are different from yours
- Recognize how and when to adapt your behaviour to communicate and interact more effectively with others

### Who Should Attend

Individuals looking to improve their communication and influence skills.

<b>For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/98080">cmcoutperform.com/98080</a></b>		
<b>Fees</b>	Members \$450 CDN	Non-Members \$499 CDN

# Negotiation Skills Workshop

**Start with a win-win approach that will foster positive business outcomes and relationships.**

Whether it's allocating resources for a project, funding a new initiative or agreeing on who will take on specific tasks or assignments, negotiation is inevitably at the heart of the process. In successful negotiations, the needs of all parties are met. Expectations are expressed, communication is two-way and desired outcomes are achieved without damage to relationships. This workshop is for those aiming to enhance their negotiation skills. It provides a practical, step-by-step guide to effective negotiation, helping you become a win-win negotiator.

### How You'll Benefit

- Build confidence and credibility in asking for what you want
- Become more strategic in your professional and personal negotiations
- Gain insights into key approaches of effective negotiators

### What You'll Cover

- Recognize the stages of negotiation and learn to adapt your behaviour
- Develop an effective plan and appropriate strategy for any negotiation
- Learn tips for breaking negotiation deadlocks
- Use questioning techniques to uncover what all stakeholders want or need
- Demonstrate strategies for recognizing conflict and moving towards effective resolution

### Who Should Attend

Professionals from all functional areas who use negotiations in their business environment.

<b>For Dates, Registration, or Corporate Delivery, visit: <a href="http://cmcoutperform.com/21008">cmcoutperform.com/21008</a></b>		
<b>Fees</b>	Members \$895 CDN	Non-Members \$995 CDN

# Elevating Your Listening Skills

Uplevel your listening skills for greater professional effectiveness.

Master the art of active listening and overcome barriers to truly connect with others. Get practical techniques to elevate your listening skills, enabling you to ask powerful questions that engage and uncover valuable insights about others. Develop the ability to manage assumptions and biases, allowing you to listen empathetically and build more meaningful and effective working relationships.

## How You'll Benefit

- Strengthen relationships with colleagues
- Prevent conflict by managing assumptions and seeking to understand the perspective of others
- Enhance collaboration by elevating your communication skills

## What You'll Cover

- Recognize levels of listening and barriers to active listening
- Apply tools to validate, confirm and further your understanding
- Learn and practice techniques to elevate your listening skills
- Ask powerful questions that engage and uncover insights about others
- Manage your assumptions and biases to listen from the speaker's perspective

## Who Should Attend

Anyone who wants to improve their listening skills to have more meaningful conversations and better relationships with others.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/98016](https://cmcoutperform.com/98016)

Fees	Members \$475 CDN	Non-Members \$499 CDN
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# Collaborating for Results

Have greater impact on team success by breaking down barriers and achieving better, faster results.

Are you struggling to foster a collaborative and productive work environment within your organization? Do you want to learn how to build your credibility and develop greater influence with others? In this course, you will discover effective strategies for creating a collaborative team culture, improving communication, and harnessing the power of trusting relationships to get work done. Our experienced facilitators will guide you through real-world scenarios and case studies, offering practical insights and tools that you can immediately apply to your own work environment.

## How You'll Benefit

- Build greater credibility across your organization
- Develop strategies to influence your desired outcomes
- Break down barriers to team cooperation and organizational effectiveness
- Achieve more trusting relationships with colleagues, stakeholders and leaders
- Create a collaborative work environment for faster, better results

## What You'll Cover

- Understand why collaboration is so important in workplaces today
- Understand the link between emotional intelligence and successful collaboration
- Learn and apply collaborative techniques to achieve desired outcomes
- Overcome barriers to effective collaboration

## Who Should Attend

People and project leaders who want to inspire greater involvement, collaboration and business results from their direct reports, colleagues and/or stakeholders.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/98007](https://cmcoutperform.com/98007)

Fees	Members \$1095 CDN	Non-Members \$1245 CDN
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# Public Sector Learning Solutions

## Powerful Skills Development for the Public Sector

We offer hands-on, instructor-led training, in-demand content, and flexible learning formats to suit every need.

Take advantage of open enrollment courses, tailored and fully customized solutions for organization-wide learning. We understand the constantly evolving challenges of the Public Sector and the most successful private sector business strategies. This blend of expertise enables us to bridge the gap and ensure public sector professionals can maximize learning and strategies from across sectors.



For more information visit [cmcoutperform.com/public-sector](https://cmcoutperform.com/public-sector) or call 866-929-1590 to speak with a Training Advisor today.



# Supply Ontario Vendor of Record

Canadian Management Centre has designed, developed and delivered over 5,000 learning, training, and development programs for the Ontario Public Sector. We are proud to hold the Vendor of Record status with the Ontario Government in an impressive 22 categories for the 5th consecutive time.

Supply Ontario VOR number: Tender -17815 - Learning, Training, Research, and Evaluation Services.

## Popular Courses for Public Sector:

### Go Beyond®: Becoming an Extraordinary Leader

Designed to maximize your team's potential, Go Beyond® equips leaders with the skills to effectively delegate and coach, fostering a more engaged and productive workforce. This frees up organizational leaders to focus on strategic initiatives, driving greater results for your organization.

### Critical Thinking

Equip your team with the ability to analyze information objectively, identify biases, and solve problems creatively. This translates to more informed decision-making at all levels, minimizing mistakes and maximizing opportunities. A culture of critical thinking fosters strategic planning, effective risk management and a more innovative approach to challenges.

### Improving Your Project Management Skills: The Basics for Success

Empower your team to deliver projects on time and within budget. This course equips participants with industry-leading methods and tools to optimize project planning, execution, and control. Reduce project risk, increase efficiency, and improve resource allocation, ultimately driving greater profitability and competitive advantage for your organization.

### Effectively Communicating in the Moment

This course equips business professionals with the skills to navigate unexpected situations and deliver impactful messages under pressure. Mastering stress management techniques and crafting compelling on-the-spot communication leads to improved negotiation outcomes, stronger client relationships, and a more persuasive professional presence – all critical factors for business success.

### Influencing Skills Workshop

Gain insights into the nature of influence and the knowledge you need to build credibility with others – no matter what level of the organization you are dealing with. Learn to create compelling messages that connect with stakeholders and enable you to negotiate with greater success.

### Preferred Pricing on Open Enrollment courses

Save 25% on most courses

# Conflict Management Workshop

Develop the self-awareness and vital skills to resolve uncomfortable situations.

## Your Immediate Takeaway

- ▶ Identify your emotional triggers and how to productively manage difficult, conflict-prone conversations
- ▶ Build confidence in managing tough situations with diplomacy, tact, and credibility

Those who embrace conflict can build understanding and better relationships—and experience greater personal and professional success. But managing conflict is not easy. Explore your own emotional triggers and learn how to manage difficult encounters with diplomacy and tact.

## How You'll Benefit

- Build trust and credibility with colleagues and team members
- Leverage potential conflict situations as opportunities to enhance work relationships
- See an improvement in your overall performance through conflict management

## What You'll Cover

- Gaining insights into your conflict management style through self-assessment (TKI®)
- Practicing techniques and new skills in a safe environment
- Transferring new skills to your work environment using job aids and other resources

## Who Should Attend

Professionals and managers who want to enhance their ability to deal with conflict situations productively.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/21007](http://cmcoutperform.com/21007)

<b>Fees</b>	Members \$895 CDN	Non-Members \$995 CDN
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## What Participants Are Saying

*“Great course, well thought out and a must do for those getting into leadership. The course leader was very knowledgeable and engaging.”*

— Past Participant, Key Account Executive

# Building Better Work Relationships New Techniques for Results-Oriented Communication

Can you connect with others, work collaboratively and put together powerful teams?

Develop self-awareness, analyze situations, and consciously select and use productive communication strategies. Find your relationship style, identify strengths and weaknesses, and master the winning tactics to work harmoniously to achieve your goals.

## How You'll Benefit

- Build better rapport and gain the trust of your colleagues
- Develop flexibility in actions, thoughts and feelings to better handle any situation
- Avoid conflicts that may result from misinterpreting others
- Learn how to use direct and indirect messages accurately
- Understand values, beliefs, attitudes and perceptual processes

## What You'll Cover

- Becoming aware of behaviours that support or undermine your relationships
- Understanding your communication preferences and perceptions
- Deepening your understanding of self-awareness, emotional intelligence, and social intelligence
- Consciously building trusting work relationships
- Sharpening your verbal and nonverbal behaviours and skills
- Addressing and practicing relational change and conflict

## Who Should Attend

Those who want to use effective communication and relationship management to maximize impact, productivity and result.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32235](http://cmcoutperform.com/32235)

Fees	Members \$2395 CDN	Non-Members \$2695 CDN
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# Developing Your Emotional Intelligence

Use EI to position yourself for personal, team and organizational success.

Emotional intelligence (EI) competencies are at the heart of effective workplace relationships and productivity. Learn and practice the EI skills at the core of achieving personal awareness, managing stress, healthy conflict and collaboration, and exhibiting resilience and optimism.

## How You'll Benefit

- Recognize and consciously use emotional data that shapes your professional behavioural responses
- Identify and manage emotional behaviours that impact your work-based relationships and situations
- Integrate empathy to promote strong team player attributes and communication
- Apply emotional insights to decipher and better manage yourself within the organization
- Implement emotionally intelligent insights to improve personal decision-making and professional contributions

## What You'll Cover

- Expanding emotionally intelligent personal awareness
- Recognizing emotional igniters and applying emotionally intelligent regulation strategies
- Identifying the impact our emotional intelligence has on connecting with others
- Practicing proactive stress management techniques to stay emotionally well balanced
- Applying emotionally intelligent communication skills to relationship building and maintenance

## Who Should Attend

Anyone who wants to maximize their performance by increasing emotion management and self-understanding through EI skills.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32144](http://cmcoutperform.com/32144)

Fees	Members \$2345 CDN	Non-Members \$2595 CDN
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# Communicating Up, Down and Across the Organization

BEST SELLER

Be a consistently professional communicator—even in difficult circumstances.

## Your Immediate Takeaway

- ▶ Maximize your ability to communicate and collaborate to move projects forward
- ▶ Blend emotions and logic to be more effective
- ▶ Project self-confidence, credibility and trustworthiness

To connect with many types of people while projecting confidence, credibility and trustworthiness requires specific tools and strategies. Focus on improving communication skills and competencies necessary to build understanding and connectivity.

## How You'll Benefit

- Analyze your audiences and situations and plan your message
- Create processes to frame your message to specific audiences
- Apply strategies to influence and motivate others throughout the organization
- Understand how communication can impact influence
- Exhibit a strong sense of self-confidence with your peers, direct reports and managers

## What You'll Cover

- Applying strategies to build and use rapport with colleagues
- Planning effective messaging in teams when up/down/across members are present
- Applying message-framing strategies to create a responsive environment
- Delivering messages that promote clear and productive communication

## Who Should Attend

Business professionals who want to build skills that encourage dialogue throughout the organization.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32203](http://cmcoutperform.com/32203)

<b>Fees</b>	Members \$2395 CDN	Non-Members \$2695 CDN
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*“The facilitator was a great speaker and had some very interesting and helpful stories of past experiences to share. Her real life examples really opened up our minds to more difficult situations that one can be faced with.”*

— Past Participant, Corporate Secretary

NEW

# Building a Resilient Mindset

Learn well-being best practices to stay balanced, focused, and emotionally grounded.

More than ever, resilience is a must-have skill that helps you handle continuous work and life overload, time and resource constraints, financial pressures, personality conflicts, and more. The good news is that this important trait can be learned and improved with practice. Explore how you can become more resilient and effectively handle your daily challenges without burnout and with greater confidence—while staying fully engaged, energized and motivated in your role.

## How You'll Benefit

- Apply practical techniques to manage stress and thrive
- Assess your resilience by looking at your values and situational forces
- Practice mindfulness and other resilience-building techniques
- Move ahead after setbacks using brain-based strategies

## What You'll Cover

- Discover five aspects of personal resilience
- Identify internal and external hurdles that keep us stuck
- Navigating volatility, uncertainty, complexity, and ambiguity
- Explore ways to improve creativity and productive habits
- Focus on self-care to lower stress, improve health, and build resilience
- Identify how to make resilience a lifelong habit

## Who Should Attend

All business professionals who want to improve their resilience skills in order to stay centered, positive and productive amid constant change and frequent chaos.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32610](https://cmcoutperform.com/32610)

Fees	Members \$2145 CDN	Non-Members \$2295 CDN
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# Managing Emotions in the Workplace: Strategies for Success

Don't let stress take over! Remain calm, cool and collected in highly intense and difficult work environments.

The pressure of doing more with less resources and tighter timelines can be stressful. Learn how to increase personal and workplace productivity and feel more energized at the end of your day.

## How You'll Benefit

- Understand the connection between emotions and stress in the workplace
- Improve your skills at managing emotions and maximizing work relationships
- Become more effective at managing emotions through assertive communication skills
- Reduce stress by fostering work environments where emotional honesty and energy are accepted
- Learn to balance the physical, mental and emotional aspects of life

## What You'll Cover

- Consider how perception impacts your emotions
- Make the connection between emotions and workplace stress
- Practice techniques to keep from being “emotionally hijacked”
- Practice using emotional feedback and practical intuition as a tool to be more perceptive
- Apply “head level” and “heart level” information to make better quality decisions

## Who Should Attend

Any business professional who is experiencing intense emotional and/or stressful situations at work.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32540](https://cmcoutperform.com/32540)

Fees	Members \$2345 CDN	Non-Members \$2595 CDN
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# Licensing

## Access World-Class Training and Support

### Your Organizational Context—Our Content and Expertise

CMC Licensing is a content licensing solution that allows you to select the specific training your organization needs—with unsurpassed flexibility, scalability and value.

We will train your trainers so you can deliver on your timeline. Our adaptable capabilities and client support make it easy and convenient.

#### Benefits To Your Organization

- Turnkey training content and best-in-class talent development solutions
- Targeted internal training delivered in your chosen modality
- Unlimited use and customization
- Easy implementation and support

#### How It Works

- 1 Analyze and assess your talent
- 2 Define your training needs
- 3 Select the specific content you require
- 4 Implement confidently and easily with a full suite of resources and support



**Could licensing our content be an ideal solution for your organization?**

Scan the QR code to learn more or call 866-929-1590 to speak with a Training Advisor today.

# Train the Trainer: Facilitation Skills Workshop

Gain practical, proven techniques to deliver compelling training with confidence.

## Your Immediate Takeaway

- ▶ Keep your audience members interested and engaged
- ▶ Deliver training content that is impactful from start to finish
- ▶ Enable others to learn and change

This comprehensive program builds on your delivery expertise, providing you with the knowledge and strategies to augment levels of engagement and impact in your training session. The hands-on design of this workshop also provides opportunities to apply your learning immediately. You'll leave this workshop feeling confident and ready to prepare and deliver training programs that create measurable impact and sustainable change in your participants.

## How You'll Benefit

- Identify the needs of your audience based on adult learning principles and styles
- Create high-impact training sessions that achieve your learning objectives
- Assess and give appropriate feedback to your participants
- Deliver sessions that engage your audience and encourage immediate application
- Boost retention by practicing transfer-of-learning techniques
- Moderate your classroom and disruptions effectively
- Facilitate training sessions with greater confidence
- Develop greater confidence by practicing your delivery and receiving feedback on your facilitation
- Build credibility as an engaging and impactful facilitator
- Boost learning retention by using best practice learning delivery techniques
- Increase your ability to manage classroom dynamics effectively

## What You'll Cover

- Clearly defining your learning outcomes and objectives
- Creating an impact when opening and closing your training session
- Select appropriate instructional techniques and activities for adult learners
- Creating a plan to ensure learning is sustained beyond the classroom
- Identifying different learning styles and designing training accordingly
- Selecting appropriate instructional techniques and activities for adult learners

## Who Should Attend

Facilitators who are new to the training field (0-5 years of experience) and individuals who find themselves delivering training to others and are looking to further develop their facilitation skills.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/91019](http://cmcoutperform.com/91019)

### Fees

Members \$2195 CDN

Non-Members \$2395 CDN

## What Participants Are Saying

*"Peter was able to speak to anything quickly and effectively whether it was our vocabulary, stories or concepts. There's a lot of information covered, don't be afraid to ask questions when it gets to specifics you want to learn because Peter will be able to do a deeper dive. I think I'll be able to incorporate about 15-20 new ideas or concepts into my training and to share with our team."*

— Past Participant, McCain Foods Limited



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(see Pg 15 for details)

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Talk to our Training Advisors about the best plan for your team or organization 866-929-1590

# Improving Your Project Management Skills: The Basics for Success

BEST SELLER

**Build a solid foundation of project management knowledge, techniques and tools in this hands-on workshop that covers the entire project life cycle.**

Master tools and techniques vital for project management success. Through engaging lectures, discussions, and hands-on exercises, you'll delve into essential aspects of project management. Tailored for practical application while adhering to the Project Management Institute's framework, get the insights and resources to kickstart and finish any project.

## How You'll Benefit

- Ensure that your projects are set up for success from the start
- Learn the basics for effectively gathering and documenting requirements
- Develop an integrated project plan including realistic scope, schedules, budgets, and risks—and turn that plan into successful action
- Learn how to effectively track and report on project progress
- Gain the respect of your project team and build credibility with top management

## What You'll Cover

- Exploring the project triangle, the definition of the “project” and the five core process groups
- Creating a project charter, documenting requirements and setting expectations
- Creating the Work Breakdown Structure (WBS)
- Discussing industry best practices for creating realistic timelines
- Creating precedence diagrams, Gantt charts and the critical path
- Estimating and tracking personnel and expense costs exploring the project

## Who Should Attend

Individuals who are new to project management, accidental project managers, business analysts, subject-matter experts involved in projects, project managers, and experienced professionals seeking to refresh their knowledge of current tools and techniques.

**For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/36503](https://cmcoutperform.com/36503)**

### Fees

Members \$2395 CDN

Non-Members \$2695 CDN

# Essentials of Project Management for the Non-Project Manager

**Learn and apply basic elements of project management to your job to support project success.**

For effective project teamwork, it's crucial to share a common language and grasp expectations clearly. Gain insight into essential terminology, and learn to apply basic project management tools and techniques, boosting your effectiveness within the team and your functional areas.

## How You'll Benefit

- Know the purpose and process of project management
- Understand the roles, responsibilities and needs of project team member
- Identify and apply critical project management tools
- Identify stakeholders, their relationships to each other and how these relationships affect projects
- Recognize stakeholder issues within the organization
- Identify and apply critical communication tools and protocols

## What You'll Cover

- Key project management terms
- Five groups of the project management process
- Estimating project activity accurately
- Identifying and aligning the project stakeholders
- Evaluating the project charter
- Validating project requirements against the SMART Tool
- Understanding and creating the Work Breakdown Structure (WBS)

## Who Should Attend

Project sponsors, contributors, facilitators and coordinators who are involved in projects but do not manage them.

**For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/36548](https://cmcoutperform.com/36548)**

### Fees

Members \$2245 CDN

Non-Members \$2495 CDN

# The 7 Habits of Highly Effective People® Signature Edition 4.0

A course designed to improve your personal effectiveness and productivity.

Align timeless principles of personal effectiveness with the relevancy of today's practices and modern technology. Signature 4.0 takes the 7 Habits teachings to a whole new level. Including more tools and processes to help you live and apply the 7 Habits, with more than 30 new, world-class videos, new Skill and Practice cards with 20 new 7 Habits practices, and much more.

## How You'll Benefit

- Execute critical priorities with focus and careful planning
- End self-defeating behaviour and gain the security you need to change
- Develop strong relationships based on mutual trust
- Be prepared to deal with difficult circumstances before they happen
- Apply a framework for developing core values
- Recognize how to develop high-potential leaders

## What You'll Cover

- Assuming responsibility and focusing on what you can control or influence
- Defining clear measures of success and a plan to achieve them
- Prioritizing your most important goals, instead of reacting to urgencies
- Collaborating effectively by building high-trust relationships
- Influencing others by developing a deep understanding of their needs and perspectives

## Who Should Attend

Anyone who wants to learn how to apply the power of effectiveness for greater success in their business and personal lives and feel more satisfied with what they accomplish each day.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32601](http://cmcoutperform.com/32601)

### Fees

Members \$2395 CDN

Non-Members \$2695 CDN

## Effective Presentation Skills

Deliver engaging, high-impact presentations with confidence and style!

Learn to present your ideas with conviction, clarity and style. Gain the specific skills and direction you need to become comfortable with your style. Watch your techniques and confidence evolve from day one to your final presentation —incorporating all the skills you've learned.

## How You'll Benefit

- Tailor your presentation to your audience
- Use relaxation techniques to overcome nervousness
- Expertly handle difficult questions and situations
- Communicate with clarity and conviction
- Gain confidence in your presentation skills

## What You'll Cover

- Engaging the attention of your listeners
- Making your content clearer and more memorable
- Condensing a speech outline into notes you can speak from
- Preparing to give the presentation
- Using visual aids and support materials
- Responding professionally to questions from the audience
- Managing the presentation environment

## Who Should Attend

Everyone who needs to develop their presentation skills, speak in front of groups or sell ideas to others and has little or no presentation experience.

For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32519](http://cmcoutperform.com/32519)

### Fees

Members \$2395 CDN

Non-Members \$2695 CDN



# Effective Business Writing

**Your writing is a reflection of you and your organization.**

This practical course is designed to provide you with a solid grasp of the principles of effective business writing and offer a structured method for organizing your thoughts and selecting appropriate words, whether you're composing emails or executive summaries. By the end of this course, you will have the skills to craft clear, concise, and influential business communications.

## How You'll Benefit

- Project a professional image in your written correspondence
- Gain confidence in your writing ability
- Establish a high standard of written communication for yourself and your organization
- Minimize costs associated with unclear, ineffective communication

## What You'll Cover

- Understand the principles of effective business writing
- Overcome writer's block with easy-to-use strategies and techniques
- Write with a service orientation to satisfy your readers' needs while getting your point across
- Organize writing to be clear, informative, persuasive and effective
- Build trust and credibility through your word choice
- Apply guidelines of effective editing and proofreading to maintain professional standards

## Who Should Attend

All professionals who want to become more confident, efficient and effective in their writing.

**For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/39002](http://cmcoutperform.com/39002)**

Fees	Members \$1845 CDN	Non-Members \$1995 CDN
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# Essentials of Business Finance

**Don't let limitations in financial acumen hold you back!**

Financial skills are fundamental to any managerial position. Learn how to think about finance, and you'll expand your career opportunities. From accruals to write-offs to receivables and payables, this workshop shows non-financial managers the concepts, tools and techniques that can help make each decision pay off - on the job and on the bottom line.

## How You'll Benefit

- Get a firm grasp of the numbers side of your job
- Gain greater confidence with a working knowledge of business financials
- Learn how to translate performance into financial terms
- Understand business finance dynamics — and take initiatives for both short- and long-term goals
- Take the guesswork out of your decision making and deliver a better bottom line

## What You'll Cover

- Read and interpret basic financial statements
- Understand how to evaluate an organization's financial health based upon the information presented in its Annual Report and 10-K Report
- Calculate key financial ratios to analyze an organization's financial position and management performance
- Identify sources of financial information to support decision-making
- Understand profitability through costs and break-even points
- Compare the rate of return for various investments and determine which are good uses of the organization's assets

## Who Should Attend

Non-financial managers seeking to gain a better understanding of the financial elements of their jobs.

**For Dates, Registration, or Corporate Delivery, visit: [cmcoutperform.com/32218](http://cmcoutperform.com/32218)**

Fees	Members \$2345 CDN	Non-Members \$2595 CDN
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# TOP 10 COURSES



## Build the in-demand skills today's organizations need.

<b>Management Skills for New Supervisors and Managers</b> Get essential knowledge so you can hit the ground running	<b>Page 9</b>
<b>How to Communicate with Diplomacy, Tact and Credibility</b> Become one of those people who always knows the right thing to say	<b>Page 29</b>
<b>Making the Transition to Supervising and Managing Others</b> Avoid "growing pains" as you step up to new responsibilities	<b>Page 8</b>
<b>Go Beyond®: Becoming an Extraordinary Leader</b> Learn practical strategies to increase collaboration and build cohesion in your team	<b>Page 7</b>
<b>Communicating Up, Down and Across the Organization</b> Get heard - regardless of where you sit in the organization	<b>Page 38</b>
<b>Critical Thinking</b> Learn a process for thinking and make better decisions and solutions	<b>Page 24</b>
<b>Developing a Strategic Mindset</b> Train your mind to be more strategic and start making a difference in your organization	<b>Page 22</b>
<b>Leading Hybrid Teams</b> Optimize productivity, engagement and collaboration	<b>Page 17</b>
<b>Mastering the Art of Critical Conversations</b> Face up to high-stakes or emotional conversations with results-oriented skills	<b>Page 28</b>
<b>Improving Your Project Management Skills: The Basics for Success</b> Gain the knowledge, skills and confidence to manage real world projects with success	<b>Page 43</b>

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