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TRENDING COURSES

Artificial Intelligence (AI) Business Essentials Certificate Program

NEW

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

Recent research 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 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 the 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 C's 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32563			
Fees	Members \$2395 CDN	Non-Members \$2595 CDN	Public Sector 25% Off

Taking the Lead with Artificial Intelligence (AI)

NEW

Develop and lead an effective AI strategy to avoid risks and seize opportunities.

Leaders today must have a clear and realistic understanding of the pitfalls, risks and rewards that come with the integration of AI. It must go beyond awareness of AI to a more strategic perspective that will prevent AI from having a negative impact on your competitive edge—and maximize the benefit. Learn how organizations are applying AI and explore ways they are successfully building, scaling and refining what they do.

How You'll Benefit

- Recognize how AI differs from machine learning
- Explore strategic approaches to AI to help your business stay competitive
- Analyze challenges and your organization's readiness to adopt AI
- Discuss the risks and benefits that accompany new technologies

What You'll Cover

- Managing the resistance employees have to AI, and discussing ethical concerns
- Learning the major cost drivers and ROI for integrating AI in an organization
- Working through disruptive AI case studies in different industries
- Creating an action plan: how to leverage AI in your organization

Who Should Attend

All business leaders who need to be aware of the specific strategies and tools available to help them avoid the risks, and reap maximum benefits of using AI in their organizations.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32554			
Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

Harnessing the Power of AI and Critical Thinking for Better Decision Making

NEW

Balancing human insight with AI precision.

Artificial intelligence is transforming how organizations think, plan, and act. Its ability to process and interpret massive volumes of data is changing how decisions are made, enabling faster, smarter, and more precise action. Learn how to apply AI to real business decisions, uncover patterns, and anticipate outcomes and ensure human judgment guides every decision.

How You'll Benefit

- Recognize patterns in data to uncover hidden trends and opportunities
- Predict likely outcomes to support confident, proactive decision-making
- Interpret AI-generated insights into high-impact business strategies
- Leverage AI recommendations to boost efficiency, accuracy, and results

What You'll Cover

- Basic understanding of how AI uses data & algorithms to inform decisions
- Differentiating traditional vs AI-based decision making
- Exploring key AI technologies that support decision making
- Analyzing industries leveraging AI in their decision processes
- Discovering how AI is transforming and enhancing business operations
- Examining the relationship between AI and organizational culture
- Determining when and how to balance AI usage in decision making

Who Should Attend

Professionals or teams integrating AI into decision-making and looking to improve the quality, speed, and impact of decisions to using AI-powered insights.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32612			
Fees	Members \$2595 CDN	Non-Members \$2895 CDN	Public Sector 25% Off

Winning with Artificial Intelligence (AI): An Immersive Experience

NEW

Take the challenge to practice putting AI tools and concepts into use in a risk-free environment.

Engage in a real-world business challenge that illustrates how to effectively use and leverage AI tools and see how AI can be integrated into an organization.

How You'll Benefit

- Get hands-on experience using popular AI tools such as Generative Prompts and Bots
- Explore cross-functional stakeholders' needs and demands
- Assess the impact AI has on talent development plans for you and others
- Develop an AI implementation plan and see how to assess the viability of options being considered
- Role-play in a safe, simulated environment with your peers and practice putting AI tools and concepts to use without risk

What You'll Cover

- Apply AI concepts, data and tools to solve business challenges
- Compare and contrast large language model AI options with open-source variations and identify which is more appropriate for your business
- Understand AI applications in copywriting, brainstorming, product innovation, recruitment, onboarding, financial analysis and more
- Convey the benefits of adopting AI and help others transition to an AI mindset

Who Should Attend

All business professionals who want to explore and practice putting AI into action in a supportive, risk-free simulation. Participants in this course should have a basic understanding of AI concepts and technology.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32609			
Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

Introduction to Artificial Intelligence (AI) (OnDemand)

NEW

Gain a foundational understanding of AI and adopt an AI mindset to actively participate in its transformation.

Artificial intelligence (AI) is rapidly changing our work processes and behaviours in profound and permanent ways. In this on-demand course, get a foundational understanding of AI, discover how to adopt an AI mindset, and explore its key components, as well as the momentous implications of this technology.

How You'll Benefit

- Understand key AI concepts and terminology relevant to business use
- Identify practical applications of AI to improve productivity and decision-making
- Recognize ethical and governance considerations related to AI adoption
- Build confidence in evaluating AI tools and discussing opportunities within your organization

What You'll Cover

- Core principles of AI and machine learning
- Real-world business use cases and industry examples
- Opportunities and limitations of AI technologies
- AI ethics, bias, and responsible use
- The evolving role of AI in strategic business decisions

Who Should Attend

Business leaders, managers, and professionals who want to develop foundational knowledge of AI and understand its implications for their organization's success.

For Immediate Access or Group Enrollment: visit cmcoutperform.com/70029		
Fees	Members \$249 CDN	Non-Members \$249 CDN

Responsible AI: Policies, Risks and Strategic Alignment

NEW

Learn how to create a comprehensive artificial intelligence policy with all the key components.

Developing an effective policy is essential for ensuring the ethical and responsible use of AI. Get the knowledge and tools to design a policy tailored to your culture and goals. Explore ethical principles, data privacy, governance, and risk management while learning strategies to foster innovation and maintain public trust.

How You'll Benefit

- Learn key elements to develop an effective AI policy framework
- Enhance your awareness into current AI regulations and best practices
- Explore ethical guidelines, compliance requirements, and governance strategies for responsible AI use
- Learn to assess and mitigate risks associated with AI use
- Develop strategies for accountability, transparency, and fairness in AI use

What You'll Cover

- Understand the importance of policies in managing AI technologies
- Establish principles for fairness, accountability, and transparency in AI
- Identify and address potential risks associated with AI implementation
- Navigate current laws, standards, and best practices for AI use
- Practical steps for creating, documenting, and communicating AI policies

Who Should Attend

Designed for business professionals who develop, implement, or oversee AI policies and want to integrate the technology into their organization safely.

Duration: 3 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/37843		
Fees	Members \$359 CDN	Non-Members \$399 CDN

How to Use AI Tools with Confidence: A Hands-On Workshop

NEW

Explore and recognize the usefulness of the available AI tools for your businesses.

Understand fundamental information about AI and become familiar with key definitions. Explore and recognize the usefulness of the available AI tools. Gain insight into additional tools that may have impact on your company.

How You'll Benefit

- Understand foundations of Generative AI including key definitions, effectively prompting large language models
- Do a "deep dive" on AI - building a chatbot, business use cases and communication tools
- Look into the future of Generative AI including recognizing risks and mitigations, staying current, and how your business can adapt

What You'll Cover

- Understand the need to balance the current functionality and the unknowns of new technologies
- Appreciate the functionality provided by Generative Audio and Video tools
- Build a custom Generative Pre-trained Transformer (GPT) to understand the benefits of pre-prompts
- Recognize the impact and the importance of organizational AI usage policy and how it is lagging behind the speed of change in Generative AI

Who Should Attend

Professionals who want hands-on experience using AI tools, customizing chatbots, and applying AI-driven solutions in their work.

Duration: 3 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/37840

Fees	Members \$359 CDN	Non-Members \$399 CDN

Navigating Microsoft 365 Copilot in Excel

NEW

Enhance productivity, streamline workflows and make data-driven decisions with confidence.

In this hands-on course, you will gain practical strategies for improving productivity, generating insights, and making data-driven decisions with confidence. You will also explore how Copilot works, what to expect from its outputs, and how to use it responsibly.

How You'll Benefit

- Learn practical skills you can immediately apply across business functions
- Save time and increase efficiency by automating repetitive tasks using natural language prompts
- Learn prompt-writing best practices to maximize Microsoft 365 Copilot performance
- Transform how you work with data by leveraging Microsoft 365 Copilot to clean, format, and explore insights
- Enhance your decision-making with faster data analysis, summaries, and visualizations

What You'll Cover

- Introduction to Microsoft 365 Copilot in Excel: What it is, what it's not, and the differences between Microsoft Copilot and Microsoft 365 Copilot
- Getting started: Including navigating the interface and accessing features
- Copilot capabilities: Writing formulas, generating summaries, formatting
- Prompt writing fundamentals: How to give clear, effective instructions
- Hands-on practice: Data cleanup, dashboard creation, and aggregation using Microsoft 365 Copilot
- Troubleshooting: Understanding Copilot limitations and how to guide it
- Preparing your organization: Best practices for responsible use

Who Should Attend

Professionals who use Excel and want to streamline and enhance their work with Microsoft 365 Copilot, regardless of technical background.

Duration: 3 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/37844

Fees	Members \$359 CDN	Non-Members \$399 CDN

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Achieve Your Organization's Strategic Goals
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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

Go Beyond®: Becoming an Extraordinary Leader

TRENDING

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

What People Are Saying

“Go Beyond offered valuable insights I could apply right away, both personally and professionally. It resonated deeply and gave me many takeaways. The experience challenged me to think differently and helped me see where I could grow as a leader. I left feeling energized, inspired, and more confident.”

— John M. 2025 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

Duration: 2 Days

For Dates, Locations and Registration: cmcoutperform.com/98061
Fees
Members \$2395 CDN
Non-Members \$2695 CDN
Public Sector 25% Off
This course is available as a corporate solution for your team. For more information 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

TRENDING

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

What People Are Saying

"This course gave me practical tools, useful resources, and the chance to learn from others who were also stepping into new leadership roles. The discussions and exercises created a supportive learning environment that helped build confidence and set me up for success."

— Naim D. 2025 participant

Learn. Apply. Succeed.

- Understand what your manager, 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

Duration: 2 Days

For Dates, Locations and Registration: cmcoutperform.com/31243
Fees
Members \$2245 CDN
Non-Members \$2495 CDN
Public Sector 25% Off
This course is available as a corporate solution for your team. For more information cmcoutperform.com/cls



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

TRENDING

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

What People Are Saying

"I came into this course thinking I already knew most of the material, but it turned out to be a refreshing and insightful experience. The discussions, real-world examples, and shared challenges among participants made the learning feel relevant and practical. It was both validating and eye-opening, and I left with new ideas and confidence I can apply in my role."

— Edna S. 2025 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
- Learn 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

Duration: 2 Days

For Dates, Locations and Registration: cmcoutperform.com/31248
Fees
Members \$2395 CDN
Non-Members \$2695 CDN
Public Sector 25% Off
This course is available as a corporate solution for your team. For more information 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

TRENDING

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

What People Are Saying

"I didn't realize how much trust impacts communication and collaboration until this course. The discussions helped me see where I could improve as a leader, and I left feeling more confident about how to create the kind of team culture people want to be part of."

—Sue H. 2025 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 Guiding Principles on your team
- Complete a reflective questionnaire to pinpoint your collaborative behaviours and opportunities for growth

Duration: 4 Hours

For Dates, Locations and Registration: cmcoutperform.com/22014

Fees

Members \$475 CDN
 Non-Members \$499 CDN
 Public Sector 25% Off

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

For more information cmcoutperform.com/cls



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

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 sub-standard 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

- Establish a coaching climate: Make it safe to develop authentic coaching relationships
- Assess performance and potential in those you coach
- Develop a focused coaching plan that inspires others to act
- Deepen your listening skills to broaden your understanding of those you lead
- Use powerful questions that help people envision possibilities and solutions
- Get commitment from employees for the goals they set in your coaching conversations

Who Should Attend

Team leaders, managers and executives.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32506

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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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 workshop, 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 influencing skills.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/98080

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off
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Effective Executive Speaking

Take your public speaking to the next level! Speak, present and communicate with poise, power and persuasion.

From presentations to public speeches, your effectiveness as an executive and your future career hinge on your ability to step up to the podium, command attention and transform every presentation into a credible and compelling communication. Take control of the room with ease and inject every presentation with your style and energy.

How You'll Benefit

- Speak and think with greater clarity and purpose, stressing key ideas
- Face an audience or camera with confidence and control, and make the most of your natural speaking style
- Shape and organize your public speaking and presentations to persuade listeners and get the response and results you want
- Make your performance skills, sense of humour and personality work for you
- Give impromptu and prepared speeches to the class and receive personalized feedback

What You'll Cover

- Identify the key elements of a strong presentation
- Create a personalized speaking skills profile.
- Learn to structure presentations, and craft strong openings and closings
- Design visuals that enhance your message and engage your audience
- Build confidence in your voice, body language, and word choice
- Adapt your approach to connect with different audiences
- Deliver presentations that inform, persuade, and motivate
- Respond to questions with clarity and confidence
- Develop techniques for delivering effective impromptu speeches

Who Should Attend

Every executive with some prior public speaking experience who must speak in front of groups, make presentations, sell ideas to others, or face cameras and microphones.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32522			
Fees	Members \$2495 CDN	Non-Members \$2795 CDN	Public Sector 25% Off

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 superpowers
- 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/62546			
Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

Developing Executive Leadership

Focus on the big picture as a visionary strategist, communicator and coach.

As an executive leader, you wear many hats. You need to see the big picture while upholding high standards and managing multiple responsibilities. Learn to refine your leadership style, build an extraordinary team, and master the competencies of an effective team.

How You'll Benefit

- Practice coaching and inspiring your people to deliver results
- Identify the characteristics of effective leadership
- Prioritize time for yourself and your team for strategy implementation
- Foster a productive environment that drives towards a shared purpose

What You'll Cover

- Develop a leadership style that builds trust and drives results
- Embrace growth and change to craft a strong vision statement
- Align stakeholders' time, energy, and focus with your strategy
- Coach and inspire your team to achieve outstanding results
- Use emotional intelligence to enhance leadership success
- Recognize key traits of effective and impactful leaders
- Make time for strategy execution for you and your team

Who Should Attend

This course is designed for mid-level managers or executives who oversee teams with managerial responsibilities. It is also ideal for executives who need strong decision-making skills and the ability to effectively lead and inspire others.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32501

Fees	Members \$2695 CDN	Non-Members \$2995 CDN	Public Sector 25% Off
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Leading Leaders: Achieving Organizational Goals Through Others

Move initiatives forward by applying proven strategies for leading others.

If you lead other leaders, you play a pivotal role. You're the central link, responsible for driving results, influencing senior executives, and leveraging peer networks. You shape strategy, build networks and influence culture. Explore key challenges, best practices, and strategies to lead other leaders effectively.

How You'll Benefit

- Connect vision, mission, and strategy to inspire your team
- Foster diverse thinking, problem-solving, and innovation
- Build trust and strong relationships through better networking
- Drive ideas, goals, and initiatives forward with confidence

What You'll Cover

- Understand your role and how to lead effectively from the middle
- Build a 360° strategy to engage and align your team on results
- Create, align, and execute strategies for lasting impact
- Coach and empower managers to support their teams effectively

Who Should Attend

New or experienced leaders (mid-level and above) 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32705

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32239

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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Preparing for Leadership

TRENDING

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32536

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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Leading with Emotional Intelligence (EI)

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

Leaders and managers who need to create a healthy, productive workplace and organizational culture by enhancing their overall effectiveness through EI.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32133

Fees	Members \$2695 CDN	Non-Members \$2995 CDN	Public Sector 25% Off
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Taking on Greater Responsibility: Skills to Maximize Your Performance

Develop the skills and confidence to successfully take on new and challenging demands!

Acquire new skills and prepare to make a positive difference. Lay the foundation to achieve good performance now and integrate additional skills to exceed expectations. You will develop a customized approach to think strategically, to solve problems, and to make sound decisions so you can adapt to change and grab new opportunities.

How You'll Benefit

- Learn five key skills to elevate your performance and success
- Identify what's holding you back from reaching your full potential
- Build a strong personal brand that showcases your strengths
- Adapt your communication style to improve business outcomes
- Boost efficiency, confidence, and readiness for new challenges

What You'll Cover

- Identifying and assessing your strengths and liabilities in 5 key areas
- Developing, communicating and projecting a winning personal brand
- Using analytic thinking, communication, and decision-making skills to increase team productivity
- Participating in and witnessing a team-coaching session

Who Should Attend

Those interested in professional development training and getting the skills to improve their performance and growth within their organization should attend this course.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32132

Fees	Members \$2095 CDN	Non-Members \$2295 CDN	Public Sector 25% Off
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Leading in a Diverse and Inclusive Culture

Foster diversity and inclusion to create a more innovative, creative, and productive workplace culture.

Leading inclusively isn't about policies or slogans; it's about everyday moments where people feel seen, valued, and safe to contribute. This workshop helps leaders recognize how diversity, equity, inclusion, and accessibility shape team performance and trust. Through guided reflection, discussion, and real-world examples, learn to notice bias, model inclusive behaviours, and create conditions where every team member can thrive. When leaders make inclusion part of how they lead, innovation, collaboration, and engagement naturally follow.

How You'll Benefit

- Strengthen your confidence to create an environment that leverages diversity as a strategic advantage
- Boost employee engagement and commitment by fostering a genuine sense of belonging
- Learn proven practices for enhancing psychological safety within your team

What You'll Cover

- Understand and differentiate between the concepts of Diversity, Equity, Inclusion, and Accessibility (DEIA)
- Appreciate the value of diversity in all its forms and why it is integral to your organization's success
- Reflect on, identify and address unconscious biases in individuals and teams that inhibit engagement, productivity and innovation
- Apply practical skills to foster an inclusive work environment in their teams and organizations

Who Should Attend

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

Duration: 3.5 Hours

This course is available for group or corporate delivery, visit: cmcoutperform.com/98066

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32186

Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off
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Storytelling Workshop for Leaders

NEW

Discover how storytelling transforms leadership by turning ideas into inspiration and words into action.

Great storytellers have the power to inspire people to act and fully support an idea or initiative. Leaders who use storytelling can connect with others and motivate meaningful action across their organization. In this workshop, you will explore real-world examples from accomplished leaders and apply those lessons to your own stories. Using a proven framework and practical techniques, you will craft authentic, engaging messages that build trust, spark commitment, and strengthen your influence as a leader. Leave ready to communicate with conviction and purpose.

How You'll Benefit

- Inspire action with stories that connect and motivate.
- Boost influence by shaping how others see you.
- Communicate clearly using a simple storytelling framework

What You'll Cover

- Appreciate the power of storytelling in leadership
- Evaluate when and how storytelling can have the most impact
- Practice using the S.O.A.R. storytelling framework and pattern
- Recognize and avoid the common pitfalls related to storytelling
- Develop leadership stories based on themes, such as change, success/failure, personal connections, etc.
- Adapt stories to resonate with different audiences
- Leverage storytelling to drive action and decision-making

Who Should Attend

Leaders and professionals who want to communicate with greater impact, inspire others, and build influence through effective storytelling.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21010

Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off
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The Voice of Leadership

Use the power of communication to lead, inspire, influence and achieve results.

Take the lead with confidence and credibility through use of untapped communication skills. This seminar is designed to strengthen your leadership communication skills in diverse situations. Learn and practice techniques to shape your message, develop an authentic leadership voice and engage in powerful conversations to achieve results with the confidence and support of your team.

How You'll Benefit

- Lead a team with poise, confidence and presence
- Adapt your leadership communication style for different team members
- Gain the buy-in, trust and loyalty of your team
- Create a strong, effective leadership team
- Achieve a positive, healthy workplace

What You'll Cover

- Describe and apply the principles of effective leadership communication
- Communicate your vision and values with passion and precision to captivate your audience
- Demonstrate how to effectively assign responsibility and delegate authority
- Influence others to change their behaviours and beliefs for the better
- Implement ways to recognize and reward people for their efforts and good work
- Evaluate the best tools to handle tough situations in ways that minimize resistance and maximize acceptance

Who Should Attend

Business leaders, managers, and those aspiring to leadership positions.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32130

Fees	Members \$2695 CDN	Non-Members \$2995 CDN	Public Sector 25% Off
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NEW

Ownership and Accountability: Building a Winning Team

Promote greater personal productivity and ensure goals are achieved.

You're expected to take charge, set strategy and empower people. Are you giving your team the right ownership and accountability to level up their performance? This is your course to get laser focus on building trust and establishing clear performance expectations. Without accountability, no one is truly owning the work and things can fall through the cracks. If you want to foster positive relationships, lower stress, and create a sense of accomplishment while improving productivity, you'll get those skills here.

How You'll Benefit

- Increase speed and execution to help your team achieve the best outcomes
- Recognize how to make your expectations clear using specific agreements
- Prevent poor performers from undermining and eroding performance
- Foster a culture of trust, transparency, and a sense of accomplishment

What You'll Cover

- Take the Mindset of Accountability assessment
- Foster a culture of self-empowerment
- Demonstrate accountability and trust building
- How accountability impacts individual and team performance
- Leverage accountability as the competitive edge that drives performance

Who Should Attend

Managers, team leaders, project managers and other leaders who want to ensure their teams meet deliverables, especially in unpredictable work environments.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32611

Fees	Members \$2595 CDN	Non-Members \$2895 CDN	Public Sector 25% Off
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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 today's workplaces
- 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.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/98007

Fees	Members \$1095 CDN	Non-Members \$1245 CDN	Public Sector 25% Off
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Delegation Bootcamp

Learn how to delegate effectively and entrust your work to others.

Let's face it. To simply delegate the work is not as easy as it seems. This fast-paced, intensive one-day workshop gives you real-world practice in delegation strategies that will reduce your stress level, empower your staff, and build morale. Put this delegation skills training to work for you to pinpoint the right task, the right time, and the right person to help you maximize productivity for you and your team.

How You'll Benefit

- Exhibit greater competence and confidence in assigning work and responsibilities
- Foster greater teamwork, cooperation and collaboration
- Prevent miscommunication when setting tasks and expectations
- Empower and motivate staff to handle more difficult assignments

What You'll Cover

- Recognizing repercussions of poor delegation and avoiding common mistakes
- Learning what and to whom to assign, when to start, and how to maintain control and give feedback
- Applying quality management and accountability

Who Should Attend

Managers, supervisors, project managers and team leaders who have direct reports or who work in a team environment.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32819

Fees	Members \$1345 CDN	Non-Members \$1495 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32261

Fees	Members \$2245 CDN	Non-Members \$2495 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32532

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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Time Management Workshop

Discover how to eliminate timewasters 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 timewasters 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.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21001

Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off
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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 facilitator 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/62179

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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Confidence-Building Skills for Women

Learn how to handle yourself in just about any situation!

Don’t miss this opportunity to discover powerful assertiveness techniques you can use every day, everywhere. You’ll learn how to send the right signals so you get the right responses, how to overcome obstacles to assertiveness to get what you want, and how to command respect and get things done.

How You’ll Benefit

- Utilize a series of techniques to help you communicate more assertively and confidently within the workplace
- Use a 5-step model to express assertive techniques - Broken Record, Negative Assertion, Negative Inquiry, Free Information, and Self-Disclosure
- Say “no” with respect and confidence
- Respond assertively to put-down statements

What You’ll Cover

- Navigate the line between passive, assertive, and aggressive
- Identify challenges women face when speaking up
- Apply six assertive communication techniques in any situation
- Learn to say “no” strategically to strengthen your influence
- Build confidence with real-world scenarios and go-to responses

Who Should Attend

This course is ideal for women professionals at all levels who want to communicate more assertively and confidently. It is designed for those looking to develop practical techniques for setting boundaries, handling difficult conversations, and expressing their ideas with clarity and confidence.

Duration: 2.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/67822

Fees	Members \$249 CDN	Non-Members \$279 CDN
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Women's Leadership Certificate Program

TRENDING

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32960

Fees	Members \$2695 CDN	Non-Members \$2995 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32528

Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off
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Train the Trainer: Facilitation Skills Workshop

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

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
- 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 application
- Boost retention by practicing transfer-of-learning techniques
- Moderate your classroom and disruptions effectively
- Develop confidence by practicing delivery and receiving feedback
- 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.

Duration: 2 Days

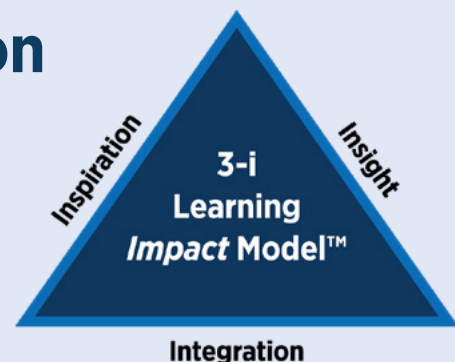
For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/91019

Fees	Members \$2195 CDN	Non-Members \$2395 CDN	Public Sector 25% Off

Transform Knowledge in Action

Our courses are designed with our proprietary **3-i Learning Impact Model™**—a framework that creates lasting behavioural change.

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INSIGHT

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INTEGRATION

Turning knowledge into workplace action

This model guides the design of our programs, ensuring learning translates into practical skills and lasting behavioural change back at work.



Connect with us to learn more about our unique course experience.

Embracing Change: Strategies for Team Members

NEW

Navigate change with confidence and enhance your productivity.

Change is constant and navigating it effectively is the key to success. Understand how the brain responds to change and learn to react thoughtfully and productively. Move through the Change Curve with confidence and apply practical strategies to overcome resistance and contribute to a more adaptable team.

How You'll Benefit

- Learn how the brain responds to change and its impact on you
- Identify your approach to change and navigate it more effectively
- Manage your own resistance and support others through change
- Stay focused and productive while adapting to new challenges
- Build a reputation as an agile, resilient, and change-ready leader

What You'll Cover

- Explore the need for change and how to manage what's within your control
- Identify your change style and understand the strengths of different approaches
- Learn strategies to navigate each phase of the Change Curve effectively
- Develop communication techniques to support and guide others through change

Who Should Attend

This workshop is ideal for individual contributors, team members, and frontline employees who are looking to increase their readiness and effectiveness in embracing organizational change.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/98036

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off
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Leading Through Change

TRENDING

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

Organizational change is constant, 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 reaction to change and the reaction of others
- Appreciate why others react negatively to change and how 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.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21006

Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off
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Fostering a Culture of Innovation

NEW

Ignite innovation on your team or in your 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
- 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
- Explain why leadership for innovation is important today 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 on their team.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/98077

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off

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.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/98035

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off

Mastering the Art of Critical Conversations

TRENDING

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

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
- Self-monitor your reactions and keep calm during critical conversations
- Develop advance strategies for managing critical conversations, as well as getting them back on track

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
- Examining your beliefs and self-fulfilling tendencies
- Identifying remedies to manage critical conversations when they get off track
- Preparing for and practicing different types of critical conversations

Who Should Attend

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

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32146			
Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

Influencing Skills Workshop

Overcome personal barriers to effectively influence others.

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.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21003			
Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off

How to Communicate with Diplomacy, Tact and Credibility

TRENDING

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32206

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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Effectively Communicating in the Moment

TRENDING

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

Apply pre-emptive 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32031

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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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.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21008

Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off
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Elevating Your Listening Skills

NEW

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.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/98016

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off
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Assertiveness Training for Managers

Achieve greater results and higher influence with assertiveness techniques that will build confidence and credibility.

If you want to enhance your leadership stature and persuade others to help you reach your goals, Assertiveness Training for Managers is an important first step. This course gives you the opportunity to learn how your behaviour style impacts your overall performance as a manager. You'll take stock of your current assertiveness skills and learn how you can improve them for a more effective approach. Using the behaviour modelling approach toward assertiveness training, learn to employ assertiveness skills to take control of a situation without alienating others.

How You'll Benefit

- Demonstrate effective ways to influence behaviour change for positive results
- Resolve conflict and express disagreement without alienating others
- Maintain confidence and emotional control in tough situations
- Demonstrate techniques to gain recognition and influence

What You'll Cover

- React assertively, appropriately and confidently in any situation
- Create a polished, powerful and professional managerial style
- Improve effectiveness as a manager by getting things done through others
- Effectively produce stronger communicators for increased efficiency
- Build a strong effective management team
- Apply assertive behavioural techniques to manage others effectively
- Assess the link between assertiveness, personal power and self-confidence

Who Should Attend

Professionals interested in adopting a more impactful and effective interpersonal management style.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32527

Fees	Members \$2495 CDN	Non-Members \$2795 CDN	Public Sector 25% Off
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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 hone 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 results.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32235

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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Conflict Management Workshop

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

Those who embrace conflict can build understanding and better relationships—and experience greater personal and professional success. 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.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21007

Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off
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Leveraging Generational Differences

NEW

Bridge differences. Build stronger teams.

With 5 generations active in today's workplace, age diversity is a reality, one that can lead to misunderstanding or opportunity. When we understand generational perspectives and move beyond stereotypes, we build stronger communication, greater trust, and more cohesive teams. This interactive course helps participants challenge common assumptions, recognize shared values, and explore practical ways to work more effectively across age groups.

How You'll Benefit

- Learn strategies to bridge generational gaps and reduce misunderstandings in day-to-day interactions
- Discover how different generations bring unique strengths and how to leverage them on teams
- Build awareness and appreciation for diverse perspectives, improving workplace morale and decision-making

What You'll Cover

- Understand generational dynamics and what drives each age group
- Identify and challenge stereotypes that can lead to misunderstanding
- Discover shared motivators that help strengthen collaboration
- Apply tools to reduce friction and communicate across generations

Who Should Attend

Professionals at all levels who want to improve collaboration and communication in an age-diverse workplace.

Duration: 3.5 Hours

This course is available for group or corporate delivery, visit: cmcoutperform.com/34220

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Communicating Up, Down and Across the Organization

TRENDING

Be a consistently professional communicator—even in difficult circumstances.

To connect with many types of people while projecting confidence, credibility and trustworthiness require 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32203			
Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

Developing Your Emotional Intelligence (EI)

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32144			
Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off

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 5 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32610

Fees	Members \$2145 CDN	Non-Members \$2295 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32540

Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off
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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, which 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.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32256

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off
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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.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32257

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/34210

Fees	Members \$1495 CDN	Non-Members \$1695 CDN	Public Sector 25% Off
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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 CMC's 5 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.

Duration: 3.5 Hours

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/34215

Fees	Members \$475 CDN	Non-Members \$499 CDN	Public Sector 25% Off
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Developing a Strategic Mindset

TRENDING

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

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 4 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/92242			
Fees	Members \$2095 CDN	Non-Members \$2345 CDN	Public Sector 25% Off

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 to become more effective leaders or to prepare for more senior roles.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/92565			
Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

Critical Thinking

TRENDING

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

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 8 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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32533

Fees	Members \$2495 CDN	Non-Members \$2795 CDN	Public Sector 25% Off
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Effective Decision Making

Stop the cycle of worry and stress and take decisive action now!

Some of us procrastinate and allow our fear of making the wrong decision stop us, while others make hasty decisions based purely on emotion. Whatever the situation, this course will help you take control of these tendencies. Learn to practice a clear approach to sharpen your analytical thinking, while recognizing and removing your emotional and personal biases. In this one-day program you will apply proven techniques to arrive at the most effective decisions and gain confidence in your ability to make the right move.

How You'll Benefit

- Gain confidence in making sound, objective decisions
- Reduce stress and procrastination when facing important choices
- Improve your ability to assess risks and weigh alternatives effectively
- Develop strategies to enhance both personal and team decision-making

What You'll Cover

- Understand the difference between decision-making and problem-solving
- Identify common pitfalls and biases that impact your decisions
- Apply analytical tools to evaluate options and make better choices
- Practice making individual and group decisions in real-world scenarios

Who Should Attend

All professionals who want to harness their intuition and use proven decision-making tools to take decisive action, both personally and professionally.

Duration: 1 Day

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/21004

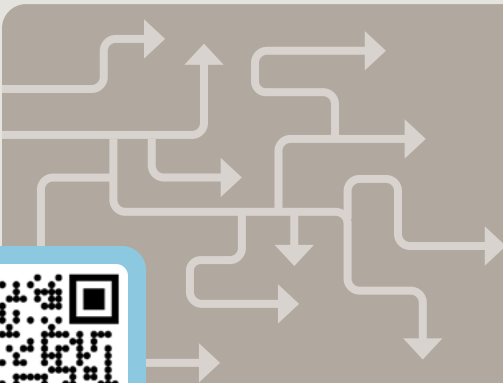
Fees	Members \$895 CDN	Non-Members \$995 CDN	Public Sector 25% Off
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- ▶ Business Acumen
- ▶ And many more



For more information, visit cmcoutperform.com/learning-paths

Improving Your Project Management Skills: The Basics for Success

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

Become more proficient with the 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 5 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.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/36503

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/36548

Fees	Members \$2245 CDN	Non-Members \$2495 CDN	Public Sector 25% Off
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Project Management for Administrative Professionals

Learn essential skills to plan, organize, and manage projects effectively—while balancing your daily workload.

Obtain the skills that spell project management success - scheduling, communicating and planning. Learn skills from this project management course for administrative professionals will help you take a project from conception to completion.

How You'll Benefit

- Learn the project management skills to plan, organize and control projects
- Anticipate problems or solve them as they arise
- Influence your project team and co-workers with confidence and control
- Focus on results and meet project objectives and timetables
- Report progress of plans to the satisfaction of management
- Solve problems as they arise using simple, effective problem-solving tools
- Use influence and clear communication to get cooperation and coordinate the work of people who do not report to you

What You'll Cover

- Defining project management
- Planning and controlling projects
- Meeting project objectives
- Solving project problems
- Managing time and priorities
- Learning from each project
- Coordinating work done by others
- Improving communication skills

Who Should Attend

Administrative and executive assistants and other administrative professionals required to balance project management activities, on top of their everyday workloads.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32298

Fees	Members \$2095 CDN	Non-Members \$2295 CDN	Public Sector 25% Off

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.

Duration: 3 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32519

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off

The 7 Habits of Highly Effective People®

A course designed to improve your personal effectiveness and productivity.

No matter how competent you are, you will not have sustained and lasting success unless you can effectively lead yourself, influence, engage, and collaborate with others—and continuously improve and renew your capabilities. These elements are at the heart of personal, team, and organizational effectiveness.

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32601

Fees	Members \$2395 CDN	Non-Members \$2695 CDN	Public Sector 25% Off
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The 7 Habits for Managers®: Essential Skills and Tools for Leading Teams

Learn to cultivate effectiveness, lead with excellence, and transform your team for breakthrough results.

Join millions worldwide and allow FranklinCovey's training to transform you. Change ineffectiveness to effectiveness with the 7 Habits® for Managers. Discover the same transforming principles that have led the world's foremost business leaders to the professional and personal success they dreamed of.

How You'll Benefit

- Define the contribution you want to make and what you want to accomplish as a manager
- Enhance your leadership abilities and reach your full potential
- Judge the goals your efforts should be focused on using daily and weekly planning
- Communicate effectively and raise the levels of trust and fulfillment within your team

What You'll Cover

- Habit 1: Be Proactive—Become a resourceful, innovative manager
- Habit 2: Begin with the End in Mind
- Habit 3: Put First Things First—Focus on top priorities
- Habit 4: Think Win-Win—Cultivate enthusiasm with performance measurements
- Habit 5: Seek First to Understand, Then Be Understood
- Habit 6: Synergize—Understand how differences can contribute to innovative solutions
- Habit 7: Sharpen the Saw—Renewing yourself mentally and physically

Who Should Attend

Managers who are seeking to become more effective, build better relationships and help their organization succeed.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32602

Fees	Members \$2495 CDN	Non-Members \$2795 CDN	Public Sector 25% Off
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Fundamentals of Finance and Accounting for Non-Financial Managers

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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32218

Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off

Comprehensive Budgeting Workshop

Learn about accurate operating budgets to help your company achieve business goals.

Explore how to work with, develop and present budgets aligned with strategic goals. Working in groups, you'll gather the information you need to construct and analyze operating budgets, and practice evaluating and revising your budget to increase its chances of acceptance.

How You'll Benefit

- Work with a well-planned budget that highlights crucial variables that impact profit
- Develop high-level and alternative strategies to help your company reach goals
- Define variances so you can quickly implement changes to meet financial objectives

What You'll Cover

- Exploring operating budget vs capital budget
- Learning the relationships and metrics of line items on the income statement and the operating budget
- Organizing and delivering your operating budget for feedback and final approval has context menu

Who Should Attend

Managers and anyone with budget responsibilities who are interested in developing or improving their budget planning skills.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/32259

Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off

Developing Your Analytical Skills: How to Research and Present Information

Apply a framework for synthesizing data, determining implications and making informed decisions.

Whether you are developing a new product or service, presenting findings on a competitor's product, or deciding how to allocate resources, you need the analytical skills to be able to support your conclusions with credible evidence. Learn the basics to implement a process for data analysis that ensures you're focusing on the most critical information, involving the right people, and conveying your message in terms your audiences will understand.

How You'll Benefit

- Identify relevant information quickly
- Research and organize data from multiple sources in appropriate formats
- Make difficult decisions involving qualitative data
- Perform analysis from multiple perspectives
- Evaluate the evidence to identify the best opportunity or solution
- Communicate findings and recommendations clearly

What You'll Cover

- Practicing core analytical skills: collecting, evaluating, and presenting information
- Discovering the analysis phase: determining risks and performing cost-benefit analysis
- Evaluating data and addressing information gaps
- Getting from conclusions to recommendations
- Presenting your conclusions graphically to multiple audiences
- Creating and delivering a brief presentation that inspires and persuades

Who Should Attend

All business professionals who want to learn basic analytical skills that they can apply to their jobs to make more informed and successful business decisions.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/92162

Fees	Members \$2345 CDN	Non-Members \$2595 CDN	Public Sector 25% Off
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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.

Duration: 2 Days

For Dates, Registration, or Corporate Delivery, visit: cmcoutperform.com/39002

Fees	Members \$1845 CDN	Non-Members \$1995 CDN	Public Sector 25% Off
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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 was great to gain insight into the executive decisions that have to be made at the top levels of a company. The business simulation brings everything together and provides an opportunity to apply the course content. The instructor did a great job of creating an environment that encouraged conversations and engaged everyone in the class."

— Brian W. 2025 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

Duration: 5 Days

For Dates, Locations and Registration: cmcoutperform.com/32561

Fees

Members \$3595 CDN
Non-Members \$3995 CDN
Public Sector 25% Off

This course is available as a corporate solution for your team.
For more information 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

Invest In Exceptional Performance Throughout Your Organization

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\$4,995

* Terms and conditions apply. Visit cmcoutperform.com/AP for details

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TEAM TRAINING AT YOUR LOCATION

(See pg. 8 for details)



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companies are our partners

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People trained in
the last decade

98%

Of participants report they
are using what they learned

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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
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When you invest in Canadian Management Centre training, you build the skills and confidence to take on new challenges, succeed in your role, and deliver stronger results. Our immersive learning approach, practical lessons, and expert facilitators help you put new strategies into action right away.

Turn learning into results
with Canadian Management Centre

98%

Would recommend
their CMC course
to others

98%

Participants report
they are using what
they learned

100%

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