



# 2002/2003 Leadership Series



*A series of 4 workshops specifically designed for the leaders of today and tomorrow...*

## Negotiating Effectively: Guide to Creating Successful Negotiation Strategies

*Deadline for registration:  
Wednesday, August 28, 2002*

*Wednesday, September 4, 2002 &  
Thursday, September 5, 2002*

*MPD Value = 13 hours  
MAXIMUM = 24 registrations*

### Who should attend:

This session is intended for individuals who wish to improve their ability to make collaborative deals, influence decisions, build better working relationships and resolve problems.

### The seminar:

Most business activities, including planning, marketing, building relationships, mediating disputes and conflicts and making deals are resolved through effective negotiations. This **two-day** workshop will provide participants with the knowledge, understanding and guidelines to improve your negotiation planning, and business relationships, as well as your day-to-day management through effective negotiation and communication strategies.

### Seminar highlights:

- Types and styles of negotiations
- Negotiating through deadlocks and impasses
- Preparing for negotiation
- Negotiation strategies and tactics

### Seminar leader:

**Court Stevens, of DC Stevens Consulting Group Inc.**, is based in Victoria, BC. His consulting practice specializes in professional and organizational development, focusing on leadership and management issues. Mr. Stevens has a Masters degree in Leadership and Management and is a graduate of the Canadian Army Command and Staff College. He also has a Certificate in Adult and Continuing Education.

## Developing Productivity Oriented Teams

*Deadline for registration:  
Thursday, September 5, 2002*

*Thursday, September 12, 2002*

*MPD Value = 6.5 hours  
MAXIMUM = 30 registrations*

### Who should attend:

This session is intended for individuals who wish to improve their organization's productivity through effective team-building techniques.

### The seminar:

Teams are only as strong as the weakest link. Individuals who depend on and work in a team-oriented atmosphere know this to be true. Teams are effective when leaders know how to maximize team potential and minimize barriers to success. This session provides guidelines and suggested behaviours that help to build better, more productive teams.

### Seminar highlights:

- Measuring and organizing co-operative energies
- Encouraging positive participation
- Setting reasonable goals
- Designing and implementing appropriate incentive programs
- Delegating effectively
- Recognizing "the weak links" and addressing these weaknesses
- Understanding individual communication styles
- Motivating others to develop co-operative attitudes

### Seminar leaders:

**In Good Company** is the training and development division of The Civility Group Inc., which was co-founded in 1999 by **Lewena Bayer and Karen Mallett**. The company offers private consultations, corporate training, workshops, keynote presentations, and speciality programming. As professional trainers, Karen and Lewena have presented for such clients as Investor's Group, Meyers Norris Penny, Online Business Communications, UGG, Great West Life, Small Business Canada Magazine, KPMG, the University of Manitoba, and Manitoba Telecom Services Inc.

## Mastering Mentorship

*Deadline for registration:  
Thursday, September 12, 2002*

*Thursday, September 19, 2002*

*MPD Value = 6.5 hours  
MAXIMUM = 30 registrations*

### Who should attend:

This session is intended for anyone in a position of leadership who is required to lead by example, manage the work of others, or has been asked to perform a mentorship or coaching role in their organization.

### The seminar:

This inspirational leadership session focuses on the skills necessary to "make your experience someone else's education". Becoming a mentor, be it by choice, designation or assignment, is both a tremendous compliment and a great deal of responsibility. Are you up to the challenge?

### Seminar highlights:

- The challenges, rewards and responsibilities of mentorship
- Learning to communicate experiential education effectively
- Evaluating potential in others and adopting a coaching philosophy
- Instilling confidence and fostering a supportive learning environment
- Understanding leadership styles and adapting your leadership profile
- Providing feedback and constructive criticism in an appropriate way
- Outlining mentorship strategy and initiating a "growth plan"

### Seminar leaders:

**In Good Company** is the training and development division of The Civility Group Inc., which was co-founded in 1999 by **Lewena Bayer and Karen Mallett**. The company offers private consultations, corporate training, workshops, keynote presentations, and speciality programming. As professional trainers, Karen and Lewena have presented for such clients as Investor's Group, Meyers Norris Penny, Online Business Communications, UGG, Great West Life, Small Business Canada Magazine, KPMG, the University of Manitoba, and Manitoba Telecom Services Inc.

## Systematic Problem Solving Process

**Deadline for registration:**  
Wednesday, September 18, 2002

Wednesday, September 25, 2002

**MPD Value = 6.5 hours**  
**MAXIMUM = 30 registrations**

**Who should attend:**

This session is intended for individuals seeking a problem solving process that is action-oriented, solves multidiscipline problems, generates enthusiasm and a desire to improve operations, while building trust among team members.

**The seminar:**

This session is an in-depth workshop on problem solving that encourages continuous improvement and provides a step-down process that avoids ineffective "instant solutions". The session includes an introductory video that demonstrates the concepts and processes. Participants learn the process and immediately start solving problems. Problems are confidentially submitted by participants prior to the workshop.

**Seminar highlights:**

- Six-step process for better, in-depth answers
- Team approach to solving problems
- Analysis by Element versus Cause and Effect
- Road maps...support forms to help provide necessary structure

**Seminar leaders:**

**Michelle Painchaud and Lisa Lewis** are Executive Partners of **Beyond Excellence**, a company that specializes in business development. Michelle and Lisa have many years of experience in all aspects of business development focusing on specific areas that clients find are hindering growth – and in most cases it is often based on solving problems in order to enhance processes and customer services.

Name: \_\_\_\_\_

Title/Company: \_\_\_\_\_

Address: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

Business Ph: \_\_\_\_\_ Residence Ph: \_\_\_\_\_

Payment Method: (GST# 107990640)

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Workshop	Date	Deadline	Status	Fee	Sub-Total
Negotiating Effectively	Sept. 4 & 5, 2002	Aug. 28, 2002	CMA/QNET Member	\$550.00	
			Non-member	\$600.00	
Building Productivity Oriented Teams	Sept. 12, 2002	Sept. 5, 2002	CMA/QNET Member	\$300.00	
			Non-member	\$325.00	
Mastering Mentorship	Sept. 19, 2002	Sept. 12, 2002	CMA/QNET Member	\$300.00	
			Non-member	\$325.00	
Systematic Problem Solving	Sept. 25, 2002	Sept. 18, 2002	CMA/QNET Member	\$300.00	
			Non-member	\$325.00	

**Leadership Series Discount Schedule**

**DISCOUNT (    )**

Number of Workshops Registered For	Discount
1	No Deduction
2	Deduct: \$ 50.00
3	Deduct: \$150.00
4	Deduct: \$300.00

Subtotal

7% GST

**TOTAL**

*Registrations must be received 1 week in advance of each session. Cancellations must be received 1 week in advance of each session to be eligible for a refund. A cancellation fee of \$26.75(Includes GST) per session cancelled will be assessed.*

### CMA Canada – Manitoba Partner

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*Please mail or FAX your completed form prior to the enrolment deadline date.*

**Location:** CMA Professional Centre  
814-240 Graham Ave

**Registration:** 8:30 a.m.

**Session Duration:** 9:00 a.m. to 4:30 p.m.

*Lunch will be provided.*

**For more information contact:**  
**Taralee Hjermerude**

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