

Managing Change In Your Department

A One-Day Workshop

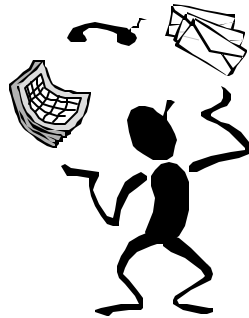
Tuesday, March 25, 2003 - 8:00 a.m. to 4:30 p.m.

In today's ever changing workplace environment many middle managers, supervisors and others within an organization are being entrusted with implementing change initiatives that are set out by senior management. In this workshop you will learn not only about the different types of change but how to anticipate, monitor, implement and even enjoy change. Learn to get beyond the fear of change in the workplace and motivate your team to enjoy the adventure!

Session Objectives:

At the end of this workshop, participants will:

- Understand the nature and process of change and human reaction to it
- Know how to implement assigned change initiatives in a planned, managed and systematic fashion
- Learn how to achieve the best from staff by using their strengths and involving them at all stages of transition
- Recognize those things they can change and accept those things they cannot change
- Increase their capability to work with resistance - not against it
- Know the best practices principles that every change winner executes



Workshop Facilitator:

Scott Baldwin, MBA, CMC is a Certified Management Consultant who works with clients to maximize value through people, productivity and performance.

As President of QSM Consulting, Scott has worked in the sectors of healthcare, financial services, government, manufacturing, broadcasting, arts & culture and not-for-profit. He has led successful start-up projects, facilitated numerous workshops, led change management projects, conducted organizational assessments, and customized performance measurement tools for service standard assignments including the balanced scorecard.

He is a member of the Manitoba Quality Network (QNET), where he acts as a Lead Examiner for the Manitoba Quality Awards, and is a member of the Association for Quality and Participation (AQP).

This workshop is eligible for 7 credit hours through the Certificate in Applied Management: Organizational Effectiveness program. Please contact QNET if you are interested in obtaining credit.

TO REGISTER: Fax your completed form to QNET at (204) 949-4990 or register online at www.qnet.mb.ca

FEES: Member \$165.85 (Includes \$10.85 g.s.t.) Non-Member \$187.25 (Includes \$12.25 g.s.t.) G.S.T. Reg # 899755334RT



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Cancellations must be received in writing no later than 5 business days prior to the start of an event. After that time, the full registration cost will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. A registration confirmation will be faxed one week prior to the event with location details.