

Leadership and Personal Effectiveness

FOR GOVERNMENT ADMINISTRATIVE ASSISTANTS

February 24-25, 2005 • Ottawa, Ontario
Crowne Plaza Ottawa Hotel

What You Will Learn

- Improve Your Professional Image
- Build and Lead Office Teams
- Creative Approaches to Problem Solving
- Internal Communications Techniques
- Conduct Negotiations with Confidence
- Improve Interpersonal Office Relationships

How You Will Benefit

Understand the Importance of Team Building

Identify office issues which prevent teams from reaching their goals

Master the Art of Communications

Develop effective communication skills to convey information and ideas in a timely manner

Become a More Effective Negotiator

Improve personal and professional profitability in order to deal with difficult negotiators

Increase Office Productivity and Efficiency

Apply problem solving strategies to manage challenges in the workplace and to evaluate the performance of your office

Presented by:

The Performance Institute

Develop a Professional Image that Commands Respect

www.PerformanceWeb.ca

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PROGRAM AGENDA

Day One: February 24, 2005

9:00 **Leadership and Personal Effectiveness in a Government Office Environment**
- Present yourself effectively at work and play
- Create a favorable image that commands respect
- Communicate persuasively in any situation, from small talk to speeches

9:45 **Team Building and Team Leadership**
- Develop the basic skills critical to working in a team environment
- Help your teams work through effective communication
- Learn strategies to manage team conflict

11:00 **Leadership, Communications and Team Building Application Session**
- Achieve maximum results and maintain quality relationships
- Understand the roles, responsibilities and challenges of your office team

12:00 **Networking Luncheon**

1:00 **Constructive Problem Solving and Decision Making**
- Improve your individual and team creativity in making the right decision
- Learn how to create your best conditions for problem solving
- Discover ways to promote creative thoughts and ideas for problem solving

2:00 **Effectively Communicating and Motivating Others: Mastering the Art of Internal Communications**
- Learn how to communicate your ideas clearly to team members and supervisors
- Become comfortable with speaking and listen effectively

3:30 **Communication Application Session**
Enhance skills for maintaining two-way communications and professional clarity

4:30 **Adjourn**

Day Two: February 25, 2005

9:00 **Becoming a More Effective Negotiator**
- Improve personal and professional profitability in order to deal with difficult negotiators
- Achieve desired outcomes and create synergy while fostering relationships
- Enter into and conduct negotiations with confidence

10:45 **Negotiation Application Session**
Apply your new negotiation skills in real life scenarios and gain feedback from your administrative peers

12:00 **Networking Luncheon**

1:00 **Thriving through Change: Personal Resilience**
- Understand the forces shaping the new workplace and your role in it
- Establish short-range and long-range goals to strengthen personal resilience
- Cope with change and determine which of your actions can influence change

2:30 **Assessing and Enhancing Personal Goals**
- Set goals and build consensus for yourself
- Become resilient during change in your organization and for you

3:00 **Interpersonal Office Relationships**
- Learn the importance and effectiveness of mentoring
- Acquire skills to give and receive constructive criticism
- Improve workplace compatibility

4:30 **Adjourn**

"Great seminars, I enjoyed it immensely, learned a lot and made a new friend! I will bring back many ideas that will help to implement change."
Nina McEvoy, Health and Social Services

"The entire organization will benefit when their staff understand the importance of the 'how to'."
Kamala S. Dowar, Health Canada

RECEIVE CERTIFICATION & IN-HOUSE TRAINING



A solid foundation in government administrative management is crucial to survive and thrive in today's government workplace. By becoming a certified Administrative Manager you will hone your skills strengthen the backbone of your government office. For more information about the program and to view a full course catalogue, visit www.PerformanceWeb.ca, call Jason Inskeep at 1-800-894-0846 or email him at Jason.Inskeep@PerformanceWeb.ca.

Venue and Hotel:

Leadership and Personal Effectiveness will be hosted at the Crowne Plaza Ottawa Hotel in Ottawa, Ontario. Continental breakfast and a catered lunch will be provided for delegates on each day.

Crowne Plaza Ottawa Hotel
101 Lyon Street
Ottawa, ON K1R 5T9
Phone: 800-2CROWNE
www.crowneottawa.ca

A limited number of rooms have been reserved at a discounted rate of $129 CAD at the Crowne Plaza Ottawa Hotel. Please call the hotel directly to make reservations and be sure to ask for the Performance Institute conference rate.

Tuition and Group Discounts:

The fee for attending *Leadership and Personal Effectiveness* is $1485 CAD+GST. Reduced tuition rates for delegates who attend in groups of three or more are available by calling Jason Inskeep at 1-800-894-0846 or emailing him at Jason.Inskeep@PerformanceWeb.ca. Be sure to use program code **P347** when you register.

Administrative Note: A $195 CAD service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

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REGISTRATION FORM

To Register:

1. **Call 1-800-894-0846**
2. **visit www.PerformanceWeb.ca**
3. **or fax this form to: 703-894-0482**

DELEGATE INFORMATION **Priority Code: P347-WEB**

Name _____

Title _____

Organization _____

Address _____

City _____ Province _____ Post _____

Telephone: _____

Fax: _____

Email: _____

METHOD OF PAYMENT:

☐ Credit Card ☐ Check ☐ Purchase Order/Training Form

Card Number _____ Exp Date _____

Name on Card _____