



Human Resources & Employee Development Workshops and Consulting Services

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Enabling Effective Community and Workplace Learning and Leadership

PERSONAL EFFECTIVENESS SERIES

List of courses related to the series

- Developing Personal Effectiveness
- Essential Business Etiquette
- Time & Stress Management

Developing Personal Effectiveness

Values Clarification, Building Self Worth and Assertiveness^(DD)

Being able to clearly identify your values and recognizing your self-worth is essential for confidence and success, and it all begins with you. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of values clarification and self-worth, life can be enormously painful. During this one-day workshop you will discover some simple value truths about yourself and techniques that dramatically change how you feel about yourself. You will learn how to recognize the importance of learning self-acceptance and nurturing your sense of self.

LEARNING OUTCOMES

You will ...

- *Investigate what values are, how they are formed, and criteria for assessing values*
- *Identify key values and apply a valuing process to key life areas*
- *Define what self esteem and worth is, its fundamentals and how we conceptualize self*
- *Learn how to create positive self-expectations and self-talk messages to build self-esteem*
- *Identify tools to help you be more assertive and connect with people*
- *Learn what the best response is for you at a given time – saying yes; saying no*

COMPETENCY AREAS

Communication, Impact & Influence, Self management, Relationship building

DURATION: 1 Day

Essential Business Etiquette

(CMW)

In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible and respectful manner. A "faux pas" at the wrong time can damage your career. If you are newly appointed to a management position, or if you interact with people you don't know on a regular basis, this workshop can help you succeed. If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this workshop will allow you to take a quantum leap forward in skill, sophistication, and confidence.

LEARNING OUTCOMES

You will ...

- Discuss the need for business etiquette; as well as the link between ethics, personal values and business etiquette
- Discuss the art of "self branding"
- Discuss ways to quickly understand unwritten organizational norms
- Overcome the fear of embarrassment
- Demonstrate the five factors of a good handshake
- Practice the four keys to remembering names and making an influential first impression
- Demonstrate skill of small talk; key points of phone and e-mail manners
- Demonstrate communication styles to accommodate all generations
- Discuss the key concepts of social and emotional intelligence; drawing connections to workplace etiquette
- Discuss guidelines for appropriate business attire
- Participate in an experience to enhance your business dining etiquette
- Develop an action plan to improve personal professionalism

COMPETENCY AREAS

Present a polished, professional, respectful, and authentic personal image in the workplace.

DURATION: 1 Day

Time & Stress Management

Making the Most of Your Time^(DD)

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

LEARNING OUTCOMES

You will ...

- Understand how stress can be positive and is an unavoidable part of everybody's life
- Recognize the symptoms that tell you when you have chronic stress overload
- Identify those situations in your life that cause you the greatest amount and add to your stress
- Manage your time as well as change the situations and actions that can be changed
- Deal better with timing, situations and actions that can't be changed
- Create an action plan for work, home, and play to help manage time needs, reduce and manage stress

COMPETENCY AREAS

Communication, Impact & Influence; Personal development; Resource effectiveness, Time management

DURATION: 1 Day