

# QUEST SERIES

QNET presents:

## Teamwork and Performance Expectations: Building Internal Customer Service and Teamwork

Tuesday, May 8, 2012 – 7:30 a.m. to 9:30 a.m. – Breakfast Presentation

Location: QNET (Note: NEW address – Suite 660, 175 Hargrave Street, Winnipeg)

Teamwork and effective operations are often hampered by internal barriers between departments, offices, shifts, locations and other divisions within an organization. This “silo” effect is wasteful, annoying and interferes with organizational effectiveness. As Managers, we need to assertively and effectively illustrate, communicate and reinforce for employees the importance of excellence of internal customer service and teamwork in their performance behaviours.

At this session, participants will learn to:

- Recognize and address traditional barriers in the workplace
- Recognize mutual obligations of all to overcome them
- Enhance employee performance on teamwork and internal customer service

**Presenter: Dan Furlan, Coach, HR Strategies Inc.**

Dan Furlan, BA, CHRP, has an extensive human resource management background in manufacturing, health care, telecommunications and financial management sectors, and initiatives in training, development, quality/continuous improvement. Through HR Strategies Inc., he delivers an extensive range of management and HR seminars for business clients, and has taught part time at college & university levels for over ten years. He is a Past President of the Human Resources Management Association of Manitoba, a QNET member and a board member with a number of community organizations.

**QUEST** is a series of information sessions that bridge the gap between business needs and local consulting expertise. Presentations feature a variety of concepts, tools and practices relevant for today’s workplace.

This session is presented in partnership with Industry Workforce Development, Manitoba Entrepreneurship Training and Trade

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Fee:     \$29.00 + GST for QNET Members                       \$39.00 + GST for Non-Members

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Participants will receive location and final details by email approximately 3 business days prior to the session. Please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the session. After that time, the full registration fee will apply. Replacement participants are accepted at any time. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT



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