

QNET presents:

Creating a **Bully Free** at Work Policy and Accountability System That Works

Wednesday, April 10, 2013 – 8:00 a.m. to 12:00 noon in Winnipeg

This half day workshop is designed for managers, leaders and human resource professionals who want to stop disrespectful behavior at work and create a system of behavioral awareness and accountability where morale is positive once again.

This session will give you the foundational toolkit needed to assess and address workplace bullying issues with confidence and capability.



At this intensive half day workshop you will learn:

- A solid definition of Workplace Bullying in order to lead well.
- How workplace bullying is different from working with a difficult person.
- The approach you should take with a difficult person vs. a bully.
- What motivates a bully.
- How to recognize and identify types of workplace bullies.
- The facts you need to know about workplace bullying
- Common bullying tactics used and how you can recognize them.
- What to do if you are a target: specific steps to gain your confidence back.
- How to create your own workplace bullying policy and communication plan.

You will also gain specific tips and tools you need as a leader:

- How to lead employees through the “he says, she says” scenario.
- A blueprint process you can use to fully understand “what happened” and how to resolve staff issues, disagreements and bullying behavior.
- How to limit time spent worrying and trying to assess / help everyone and still remain effective.
- What to do if you feel you've displayed bullying behaviors – how to recover and create true respectful followership.
- What to do if you don't have the support you need.
- Learn how to create good-will with employees for accountability.
- How to support those that reach out to you for help.
- How to turn around a dysfunctional culture.
- A process for buy-in that will inspire a respectful workplace for you and your team.



Presenter: Valerie Cade is considered one of North America's top experts in the field of workplace bullying. She is the best-selling author of **“Bully Free at Work: What You Can Do To Stop Workplace Bullying Now”**, which has been distributed in over 100 countries. For 17 years, Valerie has led sessions throughout North America, Europe, China and Russia with her relevant, humorous and heartfelt approach.

As CEO of one of Canada's largest training companies, she has helped businesses, health care, credit unions, and universities raise satisfaction levels to over 80–90% - sustained. She was the first female in Canada to earn the Certified Speaking Professional Designation (CSP), the highest earned speaking designation in the world. Valerie speaks seriously and strategically about the realities of workplace bullying, and truly has a gift for inspiring those who support and lead others.

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

REGISTER NOW - Fax this form to (204) 949-4990 or register online at www.qnet.ca

Fee: \$249 + GST for QNET Members \$279 + GST for Non-Members

Name _____ Title _____

Organization _____ City _____

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Payment method: VISA AMEX MasterCard Cheque Enclosed

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Cardholder name _____ Signature _____

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 by Tuesday, March 12, 2013. After that time, the full registration fee will apply. Replacement participants are accepted at anytime. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT



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