

# LEADERSHIP & MANAGEMENT

QNET presents two half day workshops:

## Dealing with Defensiveness

Tuesday, September 20, 2016 - 8:00 to 11:45 a.m.

Leaders, managers and supervisors are expected to lead change as well as coach, mentor and give employees feedback. These are all situations where defensiveness often emerges.

Defensiveness prevents people from learning, and blocks the potential for new possibilities. In addition, defensive behavior often provokes a defensive reaction, further compromising the complexity and one's ability to learn.

This workshop will look at the internal and external causes of defensiveness, as well as ways we can intentionally work to reduce defensiveness - both in others and in ourselves.

At the end of this training participants will be able to:

- Understand how defensiveness works and its triggers;
- Reflect on how we encounter defensiveness in the workplace;
- Identify and explore the internal and external causes of defensiveness;
- Identify concrete strategies to respond to a person who is being defensive; and
- Look at our own defensive responses and its antidote.

**Facilitator:** Janet P. Schmidt M.Ed., mediates, coaches and trains leaders in the workplace. She has developed over 20 days of training specifically for the workplace, has taught at several Universities in Canada and worked internationally on a long-term assignment and on a consulting basis. Her passion is to equip leaders to effectively address the inevitable challenging personnel situations they face in the workplace.

### If you attend both workshops, the full day is:

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Approved for 7 CHRP Continued Professional Development Hours by the HRMAM.

*Presented by QNET in partnership with HRMAM, APICS and Industry Services, Jobs and the Economy, Province of Manitoba*

**Fee for each workshop:** (if you register for both workshops, lunch is included)

- \$179.00 + GST for Members of QNET / HRMAM / APICS
- \$209.00 + GST for Non-Members

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**

## Managing Abrasive Behaviour

Tuesday, September 20, 2016 - 12:45 to 4:30 p.m.

*PRE-REQUISITE: Dealing with Defensiveness*

There is a small group of employees that have abrasive behaviours. Managing the behaviour of these employees is no easy task, and doing it poorly, or failing to do it altogether can have disastrous consequences for your organization, your team, and your reputation.

Often our regular feedback methods do not work for these employees and we struggle to know what else to do. On the one hand we know we need to intervene early, be specific and develop a corrective action plan, but the reality is that this does not always seem to work.

This workshop will explore additional strategies for dealing with this unique and challenging group. Participants will:

- Gain insight into the psychodynamics of why employees behave abrasively;
- Create a foundation of behavioral expectations for respectful conduct;
- Learn how to intervene in a calm and confident manner with an abrasive employee; and
- Be able to deal with push back and resistance from the abrasive employee.



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