

# LEADERSHIP & MANAGEMENT

QNET presents:

## Communicate to Build Trust and Positive Outcomes: The Neuroscience Approach

Monday, November 19, 2018 – 8:15 a.m. to 12:00 noon

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

Over the past number of years, leading neuroscience research has enabled us to better understand the biochemical impact of the manner in which we communicate with each other. This pioneer research has changed how we view communication, and more specifically, how we need to communicate to achieve better outcomes in our relationships, both in our personal and professional lives. Dr. Meltzer has developed a CSE model of communication which is based on this research.

At this half day workshop, you will learn how to effectively utilize the CSE communication model as a means to

- Enhance trust between yourself, colleagues, direct reports, your boss and individuals within your personal life
- Raise your emotional intelligence
- Translate problem focused conversations into other person owned solution conversations
- Engage others in difficult and challenging conversations (performance issues, employee concerns and personal concerns with others, people in crisis) with positive outcomes
- Manage meetings more effectively
- Create accountability in your relationships with others

**Facilitator: Dr. Chuck Meltzer, President of SynTECGroup**, has a Ph.D. in Psychology and has expertise in group processes, customer/client service, effective communication and team/individual performance excellence. Dr. Meltzer is also a senior associate for Personal Strengths Canada and has over 20 years of experience in Relationship Awareness Theory which examines how our motivational priorities in relationships influence our choice of behaviours. He has assisted leaders, managers and staff within the professional services, government, insurance, automotive, real estate, manufacturing and retail industries to improve their people skills. Dr. Meltzer has trained leaders and employees in the ability to apply the CSE communication in their day to day interactions with others. Feedback indicates that the model will significantly enhance your personal relationships as well.

**This workshop is:**

- Presented by QNET in partnership with APICS Winnipeg, and Manitoba Education and Training.

**Fee:**

- \$199.00 + GST for Members of QNET / APICS
- \$229.00 + GST for Non-Members

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