

## Registration Form

Fax to (204) 949-4990 OR register online at [www.qnet.mb.ca](http://www.qnet.mb.ca).

Cancellations must be received in writing no later than **Thursday, October 29, 2009**. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance.

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Prov. \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

**Number of participants:** \_\_\_\_\_

(if registering more than one person, please attach a list with each participant's name, title, phone, fax and e-mail address)

\$169.00 plus GST for Members of:

- QNET     HRMAM     CME     MPIA     CMA  
 MCCA     MFPA     CSAE     LSAM     CIM  
 Manitoba Aerospace

\$199.00 plus GST for Non-Members

### METHOD OF PAYMENT

- Cheque enclosed     Please invoice  
 Visa     MasterCard     American Express

Credit Card \_\_\_\_\_

Expiry Date \_\_\_\_\_

Card Holder's Name \_\_\_\_\_

Signature \_\_\_\_\_

G.S.T. Reg #899755334RT

**Limited Seating—Register Early!**

Presented by:



**QNET / Manitoba Quality Network**

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Winnipeg, Manitoba R3C 1M4

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In partnership with:

**Industry Workforce Development,  
Manitoba Competitiveness, Training and Trade**

**Service Transformation Manitoba**

**Canada/Manitoba Business Service Centre**



# Capable Managers

What they do differently and why it matters

*With Dr. Linda Duxbury*



*In today's competition for talent,  
organizations need to understand  
the impact of poor management  
and find solutions.*

Presented by:



**Winnipeg, Manitoba**  
**Thursday, November 19, 2009**  
**8:00 a.m. to 12:00 noon**

# THURSDAY, NOVEMBER 19, 2009



Dr. Linda  
Duxbury

QNET is once again proud to bring to Winnipeg Dr. Linda Duxbury, one of Canada's leading workplace health researchers. She has written hundreds of papers, journals, and books, and is co-author of a series of Health Canada reports about work-life balance in Canada. Dr. Duxbury draws on over 1500 interviews when she makes statements about Canadian and global trends.

Dr. Duxbury is a professor at the Carleton University School of Business. In the last decade, a major focus of her research has been on work/family balance in both public and private sectors, small business, and technology companies. In the course of this research, over 100,000 Canadians were surveyed or interviewed, making it one of the largest research studies of its kind. She has influenced government policy-making and significantly advanced the practices and attitudes toward work-life balance.

Her speeches are funny and incredibly well informed. Her work has been the basis of a number of government initiatives and she knows exactly what it takes for your business to compete in the shifting economy.

## Capable Managers

### What they do differently and why it matters

**8:00 A.M. TO 8:30 A.M. – REGISTRATION & REFRESHMENTS**

**8:30 A.M. TO 12:00 NOON – PRESENTATION**

Find out what impact bad management has on an organization. Discover solutions that organizations can get started on right now.

We are facing a skilled labour shortage, forcing employers to get serious about being “people-focused” and becoming an “employer of choice”. Supportive managers and workplace culture are critical to the attraction, satisfaction, commitment, attendance, performance, health, and retention of employees.

This presentation draws on data from Duxbury's national study of 33,000 employees in order to focus on the role of the manager within an organization. After outlining behaviours associated with good and poor management, Dr. Duxbury looks at the difference having a supportive team makes to key employee and organizational outcomes. She concludes by focusing on why managers have difficulty with the “people part of the job,” and outlines a number of solutions.

If you want to increase the number of supportive managers in your organization, attend this workshop to get concrete advice on how this can be accomplished.

If you are a manager with direct reports, attend this workshop to gain an increased understanding of what it is that employees want from their managers.

## QNET / Manitoba Quality Network

QNET is a network of individuals and organizations focused on the pursuit of organizational excellence and continuous improvement. Our members and clients represent various sectors of the Manitoba economy – service, manufacturing, health care, government, education and not-for-profit.

### QNET Vision

A community of adaptive, effective organizations, recognized for the advancement of individual and organizational performance excellence.

### QNET Mission

Manitoba Quality Network leads an ongoing process of awareness, networking, education, and recognition of quality in a changing environment.

