

QUEST SERIES

QNET presents:

Effective Intervention Skills

Wednesday, October 21, 2009 – 7:30 a.m. to 9:30 a.m.

While most employees meet expectations, from time to time managers need to intervene and address issues such as performance, behaviour or other concerns. In such cases, we need to recognize issues and intervene in a timely, effective manner, while meeting due process requirements. Managers need the relevant knowledge, understanding and strategies to successfully intervene in challenging situations. This session will focus on practical knowledge and tools that participants can apply immediately in the workplace.

Learning Objectives:

- Understand key employee relations issues and processes involved
- Be able to take a systematic and effective approach to interventions
- Take an effective problem prevention approach to employee relations

Presenter: Dan Furlan, CHRP, is a Coach with his human resource services firm, HR Strategies. As a Human Resources and Training Manager for many years, Dan has addressed the issues of employee relations problem solving and problem prevention in a wide range of industries. He has taken a practical, client based approach to designing and presenting management education and training sessions. As an instructor in the Human Resource Management Certificate Program at university and college, he keeps current with ongoing management challenges and strategies.

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.

PRESENTED IN PARTNERSHIP WITH:

Industry Workforce Development, Manitoba Competitiveness Training and Trade
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Participants will receive location/ final details about 3 days prior to 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 course. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT.



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