

# LEADERSHIP & MANAGEMENT

QNET presents:

## Leveraging Social Capital at Work

Thursday, March 4, 2010 – 8:15 a.m. to 4:15 p.m.

Social capital refers to the extent to which trust, mutual understanding, and shared values and behaviors bind the members of an organization. Low social capital in the workplace impacts communication, productivity, co-worker relationships and the bottom line. This seminar will increase your overall "Office Intelligence" (OI) and pave the way to a more productive and positive workplace environment. Participants learn the foundations of workplace social and cultural competence- skills that humanize and harmonize the work environment and promote a powerful spirit of cooperation and productivity.

### Workshop Topics Include:

- Current culture shifts that are changing how we work
- How workplace demographics impact work styles
- How to navigate the new-age social landscape at work
- What social capital is and how it fosters civility at work
- How to marry workplace values with personal standards
- Strategies for balancing priorities and productivity
- Common sense courtesies for digital communication
- 10 keys to increasing civility standards in the workplace

### After this session, participants will be better able to:

- Understand the factors driving change in their workplaces
- Build more productive workplace relationships
- Engage in more civil discourse at work
- Boost social competence and confidence - their own and that of co-workers
- Communicate more effectively; face-to-face, in print, and digitally
- Set workplace standards for civility

### Facilitator:

Lew Bayer is nationally recognized as Canada's leading expert on civility in the workplace, with focus on Social intelligence and culturally-competent communication. She is founder of the Center for Cultural Competence and President of [civilityexperts.com](http://civilityexperts.com). Lew is a 6-time published author, national columnist and faculty member at Georgetown University. Recently, she won the 2008 Manitoba Woman Entrepreneur of the Year award in the International Business category.

This workshop is:

- An optional course in the 70 credit hour [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

### PRESENTED IN PARTNERSHIP WITH:

Industry Workforce Development, Manitoba Competitiveness Training and Trade  
Canada / Manitoba Business Service Centre

**REGISTER NOW** - Fax this form to (204) 949-4990 or [www.qnet.mb.ca](http://www.qnet.mb.ca) to register online

Fee:  \$299.00 + GST for QNET Members  \$359.00 + GST for Non-Members

Name \_\_\_\_\_ Title \_\_\_\_\_

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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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