



**QNET presents:**

## **Getting What You Need from Employee Surveys – How to Maximize Value**

**Monday, March 22, 2010 – 11:30 a.m. to 1:30 p.m.**

*This event will be held in Winnipeg & video broadcast to sites throughout Manitoba, Saskatchewan and Ontario (contact Canada/Manitoba Business Service Centre at 1-800-665-2019 to find a location near you and learn how to register)*

Learn proven techniques and practices for conducting successful Employee Surveys. This presentation will investigate why many surveys fail to deliver effective outcomes or live up to expectations, beginning with the purpose of employee surveys to their design and delivery, and from the feedback of survey results to the follow-up and implementation of employee recommendations. Particular focus will be placed on “employee engagement” and “employer of choice” types of surveys – the difference between survey results as ends in themselves and as an invaluable scanning tool for effective management.

Learning objectives:

- How to plan, organize and position employee / organizational effectiveness surveys
- What can go wrong, what can go right, and in-between, including understanding compromises to the process
- How to maximize voluntary response rates – encouragement versus coercion, and the implications
- The critical role of survey feedback – how to conduct feedback, the pros and cons of transparency, how much data to share and how to present it, respecting anonymity while communicating clear messages
- How to seize the opportunity to use survey results in engaging employees, having a real impact on organizational performance

**Presenter: Keith Sinclair, President & CEO of Harris Consulting**, a well-respected Winnipeg-based firm that focuses on Leadership Development, Business Strategies and Organizational Effectiveness Solutions. He has held executive roles in HR and other functions with Northern Telecom, Federal Industries, ENSIS Corporation, Carte International, Milltronics, JetForm and Hummingbird Communications, positioning Keith as a leader in the HR field with Canadian-based international high-tech manufacturing corporations. Among other topics, Keith has spoken on Leadership, Talent Acquisition and Innovation Strategies at local, national and international conferences. Keith brings knowledge gained from over 25 years of conducting Employee and Organizational Effectiveness Surveys in Canada and abroad to this Quest session.

**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, Canada / Manitoba Business Service Centre

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

Fee:     \$40.00 + GST for QNET Members                       \$50.00 + GST for Non-Members

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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. GST Reg # 899755334RT.



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