



POWERFUL TRAINING in
“PEOPLE MANAGEMENT SKILLS”

LEARN BEST PRACTICES IN
MANAGEMENT AND SUPERVISION

“proven, practical strategies”



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WHAT WE DO

The Management Development Group (MDG) offers training to managers and supervisors in high quality **Interpersonal** and **People Management Skills**.

WHO WE ARE

Since 1994, the MDG has partnered with organizations that are committed to develop their management and supervisory teams. The company is owned and operated by Robert Côtés, who brings over 25 years of training and employee development experience.

MDG offers real training solutions to businesses whose objective is to develop and maintain positive and functional cultures. The way to achieve this is to train (re-train) and support Leadership teams as to;

- Standardize communication
- Operate from the same page using a common language
- Ensure consistency with respect to management and supervisory “best practices”.

There are no “shortcuts” or “quick fixes” when it comes to training. To achieve “best practices”, an organization should commit to a long term development strategy. That is precisely what MDG offers; long term partnerships to affect lasting, positive change so as to ensure a return on your training investment.

HIGH IMPACT DEVELOPMENT

Our clients reach their development objectives for 3 main reasons. First, our learning system is relevant, dealing with today’s management issues, and contains both educational (theory) and training (application) sessions and combined, form a powerful experiential, “learn by doing” system. The second reason for our client’s success is the facilitator’s ability to engage participants and create a supportive, fun yet candid learning environment. The third and last reason is our client’s commitment to a long term development effort, for change is not an overnight process. **It takes time.**

Our learning system consists of 2 separate training programs. The first, and considered our CORE program is called **Business Communication an Interpersonal Skills Management Learning System**. The second more advanced program is named **Performance Development a Leadership Approach to High Performance**.

BUSINESS COMMUNICATION – CORE PROGRAM

Business Communication an Interpersonal Skills Management Learning System teaches powerful communication strategies that are used to approach, manage, and ultimately resolve day-to-day conflicts and “people issues”. The program is made up of three modules, each is a building block targeting specific communication and management skills. Training is conducted in groups of no more than 10 participants.

Core competencies

Participants learn how to;

- Communicate and manage assertively
- Manage conflicts to positive resolution
- Apply recognition strategies to manage performance and resolve behavioral issues
- Maintain objectivity during emotionally charged situations
- Improve assessment, analytical, and problem solving skills

Value added service

All group learning is supplemented with private coaching. This is where learners have the opportunity to work with the facilitator on areas that need additional attention. These confidential one-on-one sessions are unlimited for the duration of the program and for up to three (3) months upon completion.

Program duration

Twenty-four (24) hours – eight (8) 3hour sessions. Various delivery formats are available to coincide with your business activities.

Cost

Varies dependent upon the number of participants and number of groups. Cost includes;

- All training materials
- Learner workbooks
- Unlimited number of individual coaching sessions
- Certificates of completion
- Digital video camera for application sessions and play-back.

BUSINESS COMMUNICATION - PROGRAM OUTLINE

MODULE I

VERBAL COMMUNICATION PART I (3.0 hour session - Theory)

This session presents a unique opportunity to explore and understand the dynamics of your personality and how it impacts on your communication with others. With the use of a widely recognized behavioral model and custom designed peer and self interpersonal assessments, you quickly discover the strengths and pitfalls of your communication style. This fundamental understanding helps you interact more effectively and significantly improve your management and leadership skills.

VERBAL COMMUNICATION PART II (3.0 hour session - Theory)

This interactive session focuses on understanding the 'inner workings' of communication and learn proven and highly effective strategies and guidelines which are practiced at the next session.

VERBAL COMMUNICATION PART III (3.0 hour session - Practicum)

This 'learn by doing' session is entirely devoted to the practical application of the guidelines and principles learned in the previous sessions. The use of video feedback role-plays allows you to experience every nuance of the communication process. You acquire the skills to redirect negative and undesirable transactions and reach the intended objective, all without jeopardizing the integrity and credibility of the people involved. You quickly discover the successes that effective communication brings to you and your organization.

MODULE II

ASSERTIVENESS (3.0 hour session - Theory)

Communicating assertively is the most valuable and desirable skill to possess, yet most of us struggle to do so. This dynamic session focuses on three specific tools that when applied, significantly improve your assertive profile and ability to manage assertively.

ASSERTIVENESS – CONFLICT RESOLUTION (3.0 hour session - Practicum)

This experiential session relies on everything you have done in the previous ones and focuses on developing proficient use of the three tools for assertiveness. Video feedback is again used in this highly practical and interactive session.

ASSERTIVENESS - CONFLICT RESOLUTION (3.0 hour session – Practicum)

You are by now communicating more assertively and as a result, are handling situations and people more effectively. It follows from this increase in assertiveness that needs, wants, and preferences are brought out in the open and subsequent conflicts may arise.

The techniques learned, combined with the skills acquired so far, continue to provide you with the tools and confidence necessary to meet the challenges and resolve the issues you are faced with every day.

MODULE III

FEEDBACK & RECOGNITION (3.0 hour session - Theory)

One of the most challenging tasks that managers and supervisors have is providing structured and constructive feedback to others. In this session, you learn how to strategize the delivery of positive and negative recognition, all with positive results. The skills you acquire are indispensable for staff appraisals, team leadership, performance management, as well as project and change management.

FEEDBACK & RECOGNITION (3.0 hour session - Practicum)

This entire session is devoted to negative recognition. With the use of a template, you learn how to communicate a corrective feedback process in a structured, professional, and confident manner. The skills you acquire are indispensable to achieve "best practices" in management and supervision.

PERFORMANCE DEVELOPMENT

Most organizations have at their disposal a variety of tools to measure performance levels, compare them to expected ones, and arrive at ways to achieve peak performance from their employees; all in an effort to improve and maintain organizational performance. This paper trail is indispensable and requires consistent application and monitoring in order to be effective and reach the intended objectives. Unfortunately, experience has shown that paper work alone does little to nothing to improve the bottom line and the overall success of an organization. The quality of interactions does.

Performance and productivity are determined by people. Suffice to say that managing performance is a people process... simply because it involves people. In fact, our right to manage is granted to us by the very people we manage. It's not about forms and rankings but about people, working in a climate that drives clear, direct, transparent, and respectful communication, and fosters trusting partnerships between managers/supervisors and their direct reports. Successful performance management is the result of using highly developed people and management skills.

Our high impact five (5) session Performance Development program tackles the most challenging task of managing performance; PEOPLE. Training is conducted in groups of no more than eight (8) participants.

Core competencies

Participants learn how to;

- develop key Leadership skills
- identify characteristics of HIGH and LOW maintenance employees
- identify performance types
- identify key reasons for non-performance
- apply root cause analysis to performance and behavioral issues
- use motivation and recognition strategies as performance drivers
- apply preventative management strategies

Value added service

All group learning is supplemented with private coaching. This is where participants have the opportunity to work with the facilitator on areas that need additional attention. These confidential one-on-one sessions are unlimited and available for the duration of the program and for up to three months upon completion.

Program duration

Sixteen (16) hours – one (1) 4hr and four (4) 3hr sessions.

Cost

Varies dependent upon the number of participants and number of groups. Cost includes;

- All training materials
- Learner workbooks
- Unlimited number of individual coaching sessions
- Certificates of completion
- Digital video camera for application sessions and play-back.

PARTIAL CLIENT LIST

- TAKUMI Stamping Canada Inc.
- Erwin Hymer Group North America – Roadtrek
- Danby Products – Guelph, U.S facilities
- Covenant House Toronto
- City of Waterloo
- Golden Windows Limited
- City of Ottawa – Long Term Care Division
- SKD Automotive Group
- Colonial Cookies Canada Ltd.
- Hammond Power Solutions – Guelph, Walkerton, and U.S. facilities
- The Easter Seal Society of Ontario
- Dimplex North America
- AGS Automotive – Cambridge, Oakville, Oshawa facilities
- Brightside Financial
- Faurecia Automotive Seating Canada Ltd
- Kuntz Electroplating Inc.
- Krug Inc.
- Kerry Bioscience
- CompX Waterloo
- TG Minto Corporation
- Boehmer Box Corporation
- Bingemans
- CPA Ontario and Outreach Program
- Budd Canada Inc. – Kitchener, Detroit facilities