



**Schulich**  
School of Business  
Executive Education Centre

Register for  
an Upcoming  
Session:

November 20 - 21, 2017

May 14 - 15, 2018

# Employee Engagement and Strategic Leadership: *The Manager's Course*

*Advanced leadership, engagement and motivational techniques that deliver to your bottom-line.*

## Our Participants Say it Best:

*"Employee Engagement and Strategic Leadership is an exceptional course. I will be able to use the appreciative mindset right away in my workplace. It was extremely challenging, engaging and will provide me with advanced skill sets."*

**T. Aitken, Deputy Fire Chief,**  
GTAA

*"Very impactful in how my mindset can have such a significant influence in employee engagement."*

**M. Dumais, Manager,**  
Sudbury District Health Unit

*"Vibrant course content that offers real life experiences and proven success strategies. Great professional development for any industry as ideas and concepts are fully transferable."*

**S. Lorrain, Manager of Inventory and Logistics,**  
Royal Canadian Mint

### SEEC Moments of Insight include:

Use the processes of appreciative leadership to establish drivers for highly productive teams motivated to perform better.

Techniques to integrate appreciative dialogue into areas of everyday management most related to sustaining engagement.

Creating clarity, confidence, ownership, and accountability with directive, supportive and inquisitive leadership talk.



Register Today / Complete Details

[seec.online/11558](http://seec.online/11558)



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# Employee Engagement and Strategic Leadership: *The Manager's Course*

Apply new employee engagement techniques in your workplace

## Motivate and engage your people to achieve extraordinary results.

Exceptional managers possess the leadership skills to motivate and engage staff to achieve performance levels that they might not have thought possible. This program teaches managers, directors and vice-presidents how to **use leadership techniques that engage employees to contribute more, adapt quickly to everyday change and stress, and maintain highly productive working relationships**. Participants will learn to evaluate various current working relationships with staff and their own bosses, and apply new productivity-building techniques immediately into the workplace.

## Top Take-Aways

1. Master the principles of employee engagement to build **highly productive, results-driven** business teams
2. Introduce local leadership practices that involve staff and **achieve higher levels of commitment**
3. Understand the **root causes** of poor performance, job stress and employee mismanagement
4. Understand and apply the **leadership mindsets** that drive high levels of engagement
5. Use engagement strategies to **effectively manage** projects and business teams
6. Assess your own level of engagement and find **news ways to engage** others
7. Practise appreciative leadership behaviours and learn to engage others when **solving difficult problems**

## Who Should Attend

- Vice-presidents, directors and divisional managers
- Experienced managers with at least five years experience
- Human resources trainers and organization development specialists
- Senior managers from sales, IT, operations, manufacturing and finance

## Instructor Profile

**Mark Norman** is a professional leadership consultant and trainer with extensive experience facilitating teams and relating to the psychology of human dynamics in the workplace. Mark has facilitated with thousands of people from assembly lines to boardrooms. He currently devotes his efforts to helping leaders and teams rise above the issues that impede creativity, productivity and growth.

## Overview of Learning

### Employee Engagement

- The key drivers of employee engagement
- The critical role of management in employee engagement

### Appreciative Leadership Strategies to Actively Engage Employees and Achieve Outstanding Productivity

- Managing in the 'real world'
  - What it takes to achieve productivity, emotional wellness and resilience: appreciative leadership

### Appreciative Leadership Behaviours for Building a Productive and Resilient Team

- Appreciative intelligence in re-framing problems as potential solutions
- Appreciative inquiry as a problem-solving technique and way of communicating
- Appreciative leadership provides teams with the energy to manage change.

### Appreciative Communication and Motivation Techniques for High Performance Workplaces

- Motivation acceptances: how leadership talk affects day-to-day employee behaviour
- Communication strategies that engage staff and impact performance

### Three Types of Leadership Talk, Three Different Impacts

- Directive talk: Create clarity
- Supportive talk: Build confidence
- Inquisitive talk: Learn, build ownership and accountability

*Continues Online*

#### Dates & Locations:

**November 20 - 21, 2017**  
Miles S. Nadal Management Centre

**May 14 - 15, 2018**  
Miles S. Nadal Management Centre

#### Registration Fee:

\$2,650 + applicable taxes

#### Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change

#### Get the whole picture.

Preview complete course content and instructor bio online.

**Complete Details / Register Today**

<https://seec.online/11558>

Tel.: 416.736.5079 | 1.800.667.9380  
or email [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca)