



**QCB SOLUTIONS**  
**THE ACHIEVEMENT CENTRE**  
**DECIDE WITH CONFIDENCE**

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The ultimate goal of **Taking P.R.I.D.E.<sup>TM</sup>** is to assist all participants in performing at the highest level of maturity -- the *responsible* level. Employees at this level are highly effective, without experiencing undue stress and burnout. They are able to respond thoughtfully and *proactively* to situations and problems. They commit themselves to individual and organizational objectives, and make viable agreements that *work*. And they co-operate effectively through enhanced communication and established mutual trust.

Responsible employees - those who *take pride* in their work - do not waste valuable time and energy making excuses or looking to place blame. They know what needs to be done and they take the responsibility to do it. Comfortable with themselves, they have very healthy, productive relationships with their co-workers and supervisors as well.

Consider the alternatives: when employees avoid responsibility, they spend more time creating excuses and blaming others on their team or in the other departments, than it would have taken them to do the job correctly in the first place. There are also the associated problems of career dissatisfaction, communication problems, high turnover and increased absenteeism.

**P.R.I.D.E.<sup>TM</sup>**

### **Personal Responsibility In Developing Excellence.**

**P.R.I.D.E.<sup>TM</sup>** Produces Results By Stimulating The Desire To Grow, And Then Pointing The Way To Do So.

What is **P.R.I.D.E.<sup>TM</sup>**?

**Personal Responsibility In Developing Excellence** will move your people to the responsible level.

Responsible people manage change effectively and rather than making excuses or looking to place blame, they know what needs to be done, they recognize the impact of their decisions and they take the responsibility to do it.

#### **Participants will be exposed to the concepts of:**

- **Identifying communication gaps and rectifying them by becoming part of the solution and not the problem;**
- **Taking action for their own success, satisfaction and career development;**
- **Stimulating and sustaining self-motivation;**
- **Setting S.M.A.R.T. -- Specific – Measurable - Acceptable - Realistic - Truthful -- goals, and making agreements that work;**
- **Taking Responsible Staff Action – presenting solutions, not problems;**
- **Welcoming challenge and opportunities for growth and development;**
- **Transcending self-imposed limitations;**
- **Accelerating task completion;**

- **Aligning personal goals with the goals of the organization;**
- **Learning the importance of building in accountability**

### **Participants will also learn how to:**

- **Understand the needs and maturity levels of people in the company;**
- **Avoid “blaming” other areas, i.e. co-workers, upper management, etc., when results are not produced;**
- **Utilize their interpersonal skills in dealing with others;**
- **Co-operate and gain commitment from co-workers;**
- **Set realistic goals and time-frames so that frustration is avoided**

**P.R.I.D.E.<sup>TM</sup>** has always had the kind of broad application that individuals have been able to adapt to their personal style and philosophy, as well as those of the company.

**P.R.I.D.E.<sup>TM</sup>** speaks directly to the challenges facing today’s employees.

**P.R.I.D.E.<sup>TM</sup>** focuses on the “bottom line” factor for success – **RESPONSIBILITY**. It is a major step toward team and individual development.

Participants learn by *experiencing* how responsibility is theirs alone.

By learning how to identify ineffective behaviour patterns, they are able to effect change in their self-limiting behaviour and attitudes.

This program shows participants the *“how to”*.

The concepts explored are immediately and directly applicable to ‘real life’ situations.

Taking **P.R.I.D.E.<sup>TM</sup>** provides a viable framework for ongoing growth and lifelong learning.

Taking **P.R.I.D.E.<sup>TM</sup>** eliminates blame, procrastination, and victim thinking.

### **Benefits to the organization:**

**P.R.I.D.E.<sup>TM</sup>** positively impacts the bottom line by providing participants with the tools and the actual steps of how to achieve their goals and manage change.

**P.R.I.D.E.<sup>TM</sup>** is a catalyst for personal and organizational change and will provide Management with the employee “buy in” necessary to take the organization to the next level.

**P.R.I.D.E.<sup>TM</sup>** can be customized to enhance Senior Management’s initiatives such as the integration of new acquisitions.

**P.R.I.D.E.<sup>TM</sup>** provides exceptional added value because it can be used as:

1. A foundation for all other training, such as Management, Sales and Customer Service Training and provides participants with a greater understanding of self and others and why we behave differently at different times and in different circumstances.
2. A Change Management Program – either how to handle change or a changing Company Culture.
3. A Team-Building Program that reinforces thinking creatively, the importance of risk taking, and being part of the solution not the problem.
4. A Needs Assessment providing senior Management and Human Resources with invaluable feedback on employee needs and concerns. The questions asked during the sessions can be customized.

**P.R.I.D.E.<sup>TM</sup>** allows for consistency of approach within the organization for such things as goal setting; problem solving; and company-wide initiatives.

**P.R.I.D.E.<sup>TM</sup>** addresses the work habits and attitudes required to be successful in the 21<sup>st</sup> Century.