



QCB SOLUTIONS
THE ACHIEVEMENT CENTRE
DECIDE WITH CONFIDENCE

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Developing People Skills™:

The objective of *Developing People Skills*™ is to enhance the leadership skills of front-line supervisors and lead-hands through improved human relationship skills, in order to obtain the desired productivity results with staff. The development of a goals program is a key part of this process and is designed to ensure achievement of desired results through alignment of the front-line managers' efforts, as well as their people's efforts.

Developing People Skills is designed for anyone whose success depends on their ability to get the best out of people and to build a winning team, while maximizing their ability to contribute to the successful realization of overall organizational and/or departmental goals. It is ideally suited to those individuals who have been promoted up through the ranks of the organization, but who have never benefited from any formal management or supervisory training.

The *Developing People Skills* process is designed specifically for 1st line managers, supervisors and team leaders. Some of the sessions in the process are:

1. **How to Build a Successful Team** through effective personnel selection and interviewing techniques.
2. **Training and Development.** How to conduct on-the-job-training with new and existing employees.
3. **The Key to Motivation.** How to get the best out of every employee and build a winning team.
4. **The Art of Communication.** How to strengthen communication skills and avoid costly errors.
5. **Managing in a Union Environment.** Responsibilities for complying with Labour Laws, and the role of the role of the Union Steward.
6. **How to Discipline.** A positive and effective approach to the handling of disciplinary problems.
7. **Dealing with Complaints.** How to build employee loyalty through successfully dealing with complaints.
8. **Performance Appraisals.** How to use this stressful procedure in an effective and positive manner.

A unique feature of the *Developing People Skills* process is the inclusion of a *Plan of Action Manual* designed to help the manager develop and implement, with his/her team, a successful *Goals Program*.

The format of the process is unique in that we do not deliver a "fun" seminar and then leave your people to struggle and hopefully apply what they've just heard. Our approach is very comprehensive; in that the participants are required to fully participate in weekly or bi-weekly meetings, whereby they will share with each other what they've learned from their homework assignments. The session meetings vary in length, depending on the number of participants (generally 2 - 3 hours). The homework assignments are comprised of practical, on-the-job exercises. i.e. they learn by doing and your company begins to receive a return on its investment immediately.

After the bi-weekly sessions, we conduct 4 follow up sessions, to monitor results, continue the momentum gained in the process and ensure a long-term return on your investment:

- 30 days after the last session
- 60 days after 1st follow up session
- 90 days after 2nd follow up session
- 120 days after 3rd follow up session