



# Toronto 2012

## **JAN 24: DEALING WITH DIFFICULT PEOPLE: BRINGING OUT THE BEST IN OTHERS - DR. RICHARD BRINKMAN**

To help participants increase their communication flexibility, this session will focus on the three keys to unlocking successful communication. First, we will consider what motivates people to behave the way they do. Second, we will explore the communication skills we use unconsciously with people who get along with us, and then learn how to consciously use those skills with difficult people. Finally, we will see how to deal with 10 types of behavior that make certain people unbearable to work with.

**Dr. Rick Brinkman** is the developer of Conscious Communication™ trainings and the principal of Rick Brinkman Productions, Inc, a training and development company. He is author of numerous books including the international bestseller published by McGraw-Hill, *Dealing With People You Can't Stand*, *How to Bring Out the Best in People at Their Worst*, which has been translated into 15 languages.

## **FEB 23: LEADING VS MANAGING: KNOWING THE DIFFERENCE IS YOUR KEY TO SUCCESS - PAUL BRIDLE**

Effective leaders empower people in a way that prompts them to take ownership for their role and responsibility for their actions. Leaders also know what they need to do to get people to respond to them. What do successful organizations do to create in their people the ability to take ownership? How do leaders move from managing to leading so that people will follow? This session will not only give an insight into what successful organizations do, but will give practical tips on how to achieve it.

**Paul Bridle's** work is now devoted mainly to developing people to build successful organizations in his specialized area 'Leadership'. He has spent 17 years independently researching global best practices. He is the author of *Leadership: The Never Ending Story*, *Question Your Thinking*, and *Things I Have Learnt from my Father/Son*.

## **MAR 30: CRITICAL THINKING: A MODEL FOR AVOIDING COMMON DECISION TRAPS - DR. KATHY PEARSON**

With the increasing speed, complexity and data availability in today's competitive environment, superior decision skills are more important than ever. This workshop will help you improve your decision making skills by offering behavioral insights into how people actually think and make decisions. It then teaches the advanced critical thinking skills and creative strategies needed to manage unfamiliar, highly complex problems or decisions that involve significant uncertainty.

**Dr. Kathy Pearson** is a Partner at Decision Strategies International (DSI), and has been involved in strategic planning for a number of organizations across industries and specializes in providing decision process and analysis support to mid and senior level leaders. She also has served as an adjunct associate professor in the Operations and Information Management Department at The Wharton School.

## **APR 19: POLITICAL SAVVY: ADVANCE YOUR CAREER BY EXPANDING YOUR INFLUENCE - DR. DWIGHT JAGGARD**

This seminar vividly brings to life the interplay of power, politics and influence - both upward and across the organization. We will debunk the stereotype of politics as emerging from an unethical manipulative underworld. The key is to know the strategies that enhance our impact on the organization. These strategies work hand-in-hand with the personal characteristics and tactics of leadership that we may already possess. Participants will learn to diagnose political styles and map political terrains.

**Dr. Dwight Jaggard** consults, coaches and teaches around the world on leadership development, team building, enhancing communications, political savvy and influence and technical topics. His blend of interpersonal, business, academic and technology skills provides an ideal background for working with individuals from diverse backgrounds.

## **MAY 15: THE RESILIENT LEADER: SEVEN SKILLS TO BOOST YOUR LEADERSHIP ABILITIES AND STRENGTHS - DR. ANDREW SHATTÉ**

In this session you will learn seven skills to boost your leadership abilities and to foster an atmosphere of your resilience for and in those you lead. You will receive a personal profile of your strengths and weaknesses across the five strengths that make an excellent and resilient leader - Integrity, Mentoring, Aligned Values, Results, & Connection to the job. This profile will direct your customized learning as you practice the leadership skills. In this fun and interactive session, what you learn about yourself as a leader will be revealing.

**Dr. Andrew Shatté** is the founder & President of Phoenix Life Academy, a company that specializes in measuring and training in resilience. Dr. Shatté is in high demand as a speaker. He has delivered over 1,000 keynote speeches and addresses to large corporate audiences over the last decade. Dr. Shatté is coauthor of *The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles*.

## **JUN 15: THE MANAGER AS COACH: CREATING THE LEADERS OF THE FUTURE - DR. MARSHALL GOLDSMITH**

A profile of "Coaching for Behavioral Change" will be presented and participants will learn the latest techniques for encouraging feedback to develop others (and to develop themselves). The concept of empowerment will be analyzed from a practical, real-world perspective. Participants will learn how to apply key concepts, and the latest research on feedback and follow-up will be used to show how leaders can coach in a way that produces guaranteed results for both individuals and teams.

**Dr. Marshall Goldsmith** is a world authority in helping successful leaders get even better by achieving positive, lasting change in behavior: for themselves, their people and their teams. The American Management Association named Dr. Goldsmith as one of 50 great thinkers and leaders who have influenced the field of management over the past 80 years.

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**JUL 11: THE ONE-DAY MBA: TOOLS FOR MAKING THE BEST DECISIONS - DR. NOAH BARSKY**

All managers need a broad perspective to effectively deal with the complex challenges they face daily. To develop this skill, this one-day seminar presents many of the tools and techniques found in MBA programs today. Specifically, participants will examine how basic business processes drive financial results, learn how effective risk management can improve business planning and decision making, and explore how financial and non-financial measures can best be used to evaluate operating results.

**Dr. Noah Barsky** is currently a professor at the Villanova University School of Business, and periodically teaches as a visiting professor for the INSEAD MBA program in Europe. His research and teaching focus on performance measurement, business planning, risk assessment, and contemporary financial reporting issues.

**AUG 10: ACHIEVING EXTRAORDINARY OUTCOMES: MODELS FOR INNOVATIVE THINKING - DR. IRIS FIRSTENBERG**

Successful organizations operate on the edge of chaos and embrace risk, error, and ambiguity, while practicing strategies that reduce the need for doing, undoing, and redoing. You will learn key strategies and practical tools to give you the adaptive capacity to work creatively with change and uncertainty. We will discuss strategies for tapping the human potential for creative thinking, from the inception of ideas to their transformation into practical business strategies and innovations.

**Dr. Iris Firstenberg** is an Adjunct Professor of Psychology, UCLA and Adjunct Professor of Management at the UCLA Anderson School. She teaches courses on problem solving, decision making, and innovative thinking in both the psychology department and MBA programs. In UCLA Anderson Executive Education programs, Dr. Firstenberg has taught for many years and is consistently one of the most highly rated instructors.

**SEP 6: STRATEGY EXECUTION: ALTERNATIVE FRAMEWORKS AND BEST PRACTICES - DR. JOSEPH RYAN**

This seminar will introduce you to best current thinking concerning strategy execution; it will explore best practices across diverse industries, and, importantly, it will introduce you to diagnostic frameworks that you can apply to "live" business issues. Emphasis will be placed on three inter-related areas: (1) increasing your "execution IQ"; (2) identifying and managing "strategy accelerators"; and (3) "execution driven leadership practices". This seminar is designed as a master class for both executives and high potential managers.

**Dr. Joseph Ryan** is the President and Founder of True North Advisory Group and he teaches extensively at Wharton Executive Education. He also taught in Wharton's EMBA program in Philadelphia and San Francisco, at INSEAD in Fontainebleau, and at Sisan University in Bangkok. He has served as Academic Director for numerous executive programs.

**SEP 25: CRITICAL SUCCESS FACTORS FOR WOMEN LEADERS - SARA KING**

In this session, women leaders will examine their own profile of success and areas for development. They will also focus on the key ingredients that continue to hold women back: not developing and articulating a leadership vision, not paying attention to the political landscape, and not strengthening the breadth and depth of relationships. They will leave this session with practical tools and individual insights to apply in their current roles.

**Sara King** helps leaders explore their potential and increase their performance through her expertise as an executive coach, keynote speaker, author, workshop designer and facilitator. During 25 years in leadership development, she has served thousands of executives in *FORTUNE* 500 companies, government agencies, educational institutions and nonprofits.

**OCT 19: THE SUMO PRINCIPLES OF LEADERSHIP - PAUL MCGEE**

In this highly interactive and practical workshop, Mr. McGee will explore his main SUMO (Shut Up, Move On) principles and how they impact our ability to inspire others. His principles relate to any leader whose organisation would benefit from taking a fresh look at the following five key areas: Change, Relationships, Attitude, Motivation and Stress. Building on his background in behavioural and social psychology, he will give us time to reflect upon our behaviour and that of others and identify what hinders our effectiveness.

**Paul McGee** is an international speaker, best-selling author and creator of the brand SUMO: Shut Up, Move On. Building on his background in psychology, he brings a fresh perspective to common sense. His goal is simple. He wants to help people achieve better results in life and have more fun in the process, as he seeks to deliver a memorable, motivational, moving-on experience.

**NOV 14: THE IDEA-DRIVEN ORGANIZATION: TAPPING EMPLOYEE IDEAS TO IMPROVE PERFORMANCE - DR. ALAN ROBINSON**

This seminar will show you how the best managers and organizations encourage, collect and implement large numbers of employee ideas. It will show you the principles involved, the benefits you can expect, and the pitfalls you could meet along the way and how to avoid them. Front-line ideas are a powerful engine that can help you attain performance excellence and generate sustainable competitive advantage. The best leading indicator of your unit's future performance is the number of implemented ideas you are getting right now.

**Dr. Alan Robinson**, coauthor of *Corporate Creativity* and *Ideas Are Free*, is one of the foremost experts in the world on managing ideas, creativity and innovation. His books have been translated into seventeen languages. A sought-after speaker, trainer and consultant, he has helped more than a hundred organizations in fifteen countries, and his research has taken him to hundreds more.

**DEC 4: MANAGING COMPETING DEMANDS: GETTING IT DONE AND HAVING A LIFE - DAVID POSEN, M.D.**

The objectives of this dynamic, interactive session are to help participants: (1) develop a clear picture of the Work-Life Balance they would like to achieve; (2) identify obstacles that stand in the way of achieving their desired balance; (3) develop a repertoire of action strategies and tools for overcoming current obstacles and any that may arise in the future; and (4) develop their own personal action plan which is concrete, practical and achievable.

**David Posen, M.D.** is the author of three best-selling books: *Always Change a Losing Game*, *Staying Afloat When the Water Gets Rough* and, most recently, *The Little Book of Stress Relief*. Dr. Posen has spoken widely to education, government, business and professional groups across North America.

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