

OUR MOST POPULAR WORKSHOPS

TrendLine Consulting Services

management consultants ♦ specialists in human resources

RECRUITMENT & SELECTION

- › Behavioural Interviewing Techniques
- › Effective Interviewing Techniques
- › Enhancing Our Cultural Competency during the Interview Process
- › Enriching Our Selection Process
- › Finding and Hiring the Right People
- › Key Concepts in Recruitment & Selection
- › Structured Screening, Interviewing & Selecting Practices

WORKPLACE DISCRIMINATION, HARASSMENT & VIOLENCE

- › Building Respect: Preventing Bullying at Work
- › Building Respect: Preventing Discrimination at Work
- › Building Respect: Preventing Harassment at Work
- › Building Respect: Preventing Workplace Violence
- › Conducting an Effective Workplace Investigation

MANAGEMENT DEVELOPMENT

- › Coaching for Development
- › Coaching for Improved Performance
- › Conducting Effective Performance Appraisals
- › Cultivating High Performing Teams
- › Key Concepts in Managing Performance
- › Managing Workplace Conflict
- › Motivating & Retaining Your Team
- › The Power of Four: Managing Different Generations in the Workplace
- › Transitioning from Technical Specialist to Supervisor
- › Working with Others: Understanding Behavioural Styles

DIVERSITY & INCLUSION

- › Celebrating Differences – Embracing Diversity at Work
- › Enhancing Our Cultural Competency
- › *HOW* May I Help You: Accessible Customer Service Training
- › Human Rights in Employment
- › Key Concepts in Human Rights Obligations
- › The Power of Four: Embracing the Different Generations at Work
- › Working with Others: Understanding Behavioural Styles

TEAM BUILDING

- › Building Strong Team Communications
- › Consensus Decision Making
- › Cultivating High Performing Teams
- › Effective Board Management
- › Employee Engagement
- › Enhancing Our Team through Positive Communication
- › Facilitation Skills for Team Leaders
- › Motivating & Retaining Your Team
- › Strengthening Our Team
- › Train-the-Team-Trainer
- › Working with Others: Understanding Behavioural Styles

PERSONAL DEVELOPMENT

- › Assertive Communication Techniques
- › Business Writing Skills
- › Customer Service Excellence
- › Dealing with Difficult People
- › Handling Interpersonal Conflict
- › Productive Workload Management
- › Professional Presentation Skills: Engaging Your Audience
- › Telephone Etiquette
- › Tuning In – The Art of Active Listening
- › Working with Others: Understanding Behavioural Styles

CAREER DEVELOPMENT

- › Making Transitions for Displaced Workers
- › Marketing Your Skills: Navigating the Internal Application Process
- › Marketing Your Skills: Targeting Your Resume & Cover Letter
- › Marketing Your Skills: The Interview

ABOUT OUR WORKSHOPS ~

- All of our programs can be **customized for in-house delivery** to meet your specific needs.
- For more detailed information concerning program content or to discuss your specific training needs, please contact **Marilyn Owston** directly at **(807) 623-3766** or by E-Mail: **trendline@tbaytel.net**