

## workplace



# **Management Tools for Today's Workplace**

IPM Annual Conference • EDMONTON • May 3, 2018

9:00 a.m. to 4:00 p.m. (Continental Breakfast at 8:30 a.m.)

# Chateau Louis Hotel & Conference Centre 11727 Kingsway, Edmonton

Cost for the **Full Day Conference** includes breakfast, lunch, two coffee breaks, all sessions and handout materials.



#### **Early Bird Registration:**

Payment and registration must be received by **February 16, 2018**.



Sponsored by: Association of Professional Recruiters of Canada • Canadian Management Professionals Association • Canadian Association of Assessment Specialists • Canadian Professional Trainers Association

Get your registration in by **February 16, 2018**and become eligible to
win training programs worth \$1000!



Kirsten Hayne

#### Today's Critical Issues in Employment Law

Kirsten Hayne, LL.B., Associate, Brownlee LLP

This presentation will address tips and recent developments in the following areas:

Managing a Toxic Workplace:

- · Gain insights on how to get more progress out of the tools you have to create sustainable cultures.
- Examine the "bystander effect" and how to empower others to manage issues and conflicts in a way that fosters collaboration over opposition.
- Learn to establish healthy expectations of confidentiality and frankly consider whether your words align with your actions.

Social Media: What's New?

- Discuss the blurred lines of personal and professional lives, particularly social media.
- In an era of "work-life integration", explore different social media scenarios and how, if at all, you may respond as an employer. Examples reviewed include pre-employment screening, setting reasonable expectations with employees, using social media to develop your corporate and personal brand, evidence in workplace investigations and shutting down the internet trolls.



Jacqueline Throop-Robinson

#### Sign In Your Teams: Connect, Collaborate and Create with Ease

Jacqueline Throop-Robinson, CEO, Spark Engagement

Take your teams and leaders beyond the basics. In today's world, teams are much different than years ago. More often individuals are interacting with people from within their own workplace, other organizations and communities. Highlights:

- Discover the Golden Rule of Collaboration at work, build on ideas with proven techniques, deal with people who create barriers and work with mistakes
- Obtain tools and techniques for everyday use and work with others constructively. Take your team to the next level and apply these principles in both your professional and personal lives.



David Ray

#### Wrapping Up Internal Investigations: Secrets to Success

David Ray, J.D., Principal, Core Resolutions

You've completed the fact gathering on an internal investigation and now it's time to put the package together to present to the decision makers. Examine the use of root cause analysis in reviewing internal investigations to get to the source of what happened. Gain insights on the issue of handling evidence gathered from social media and computer data so that it can be properly collected and protected in a manner that will withstand scrutiny by a tribunal or the courts.

Discover some techniques to ensure that your final report depicts what happened in a simple, straightforward format that decision makers will understand. Review a sample investigation report format which you can use in your own organization.

#### **Communications and Email Etiquette: Mastering the Skills**

Julianna Cantwell, President, Juna Consulting Inc.

Are we actually communicating with purpose and being understood? Learn how to get your messages across clearly so you get the results you want, no matter what modes you use. Highlights include:

- · Determine which communication style you have been using
- · Discuss the three modes of communication and their impact on meaning
- · Choose the appropriate level of listening to apply to conversations at work
- Identify the best method to use for future communications
- Structure messages to ensure full communication has occurred
- · Implement electronic communication best practices



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## **Book Today and Save!**

#### **Early Bird Registrations:**

Payment and registration received by February 16, 2018

**Members** of APRC/CMPA/CAAS/CPTA & Students: \$139 plus GST per person (**\$145.95**)

Non-Members/Guests:

\$159 plus GST per person (**\$166.95**)



Early bird registrants qualify to win management training programs worth \$1000!

Don't wait for the last minute to reserve your place. Get involved and stay on top of your field and your industry.

#### Regular Registrations:

Payment and registration received after February 16, 2018

**Members** of APRC/CMPA/CAAS/CPTA & Students: \$199 plus GST per person (**\$208.95**)

Non-Members/Guests:

\$219 plus GST per person (**\$229.95**)

Register three (3) participants from the same organization at the same time and the 4th attends free!

More information and registration: **www.workplace.ca** and click on "Events" *OR* fill out the registration form below.

## FAX-BACK REGISTRATION FORM 1-866-340-3586

For further details, call 1-888-441-0000  Management Tools for Today's Workplace  Edmonton: May 3, 2018			or  Mail to: IPM – Institute of Professional Management 2210-1081 Ambleside Drive Ottawa, ON K2B 8C8		
Company			Address		
City		Province			Postal Code
Telephone	ephone		Email		
PAYMENT INFORMATION OPTION 1: VISA MASTERCARD  EXPIRY DATE (MM/YY)  CARD # CODE			ATTENDEE INFORMATION:  Number of colleagues registering with you on this form:  *Names:		
Card Holder's Name:					
Signature: (not valid without an author	ized signature)				
OPTION 2: Company cheque, bank draft or money order enclosed made payable to IPM.  Don't forget to add the 5% GST (Our GST #: 892341421RT0001)			☐ APRC/CMPA/CAAS/CPTA Members & Students (x) ☐ Non-Members & Guests (x)		

NOTE: Payments MUST accompany registrations. Space is limited so to avoid disappointment, REGISTER NOW!