

## BCHA Development Workshops

**Course Delivery:** Online using BlueJeans Video Conferencing

**Registration:** We are currently accepting registrations through Zoom or via email. Registration details are located here: <https://www.douglascollege.ca/programs-courses/continuing-education/register>

**Please Note:** We reserve the right to cancel any course due to insufficient registration.

### BCHA - Making the Transition to Supervisor (3 Hours)



Making the move from co-worker to Supervisor can be a tricky transition. Often, former co-workers don't want to treat you as their boss. They may want to continue treating you as one of the group out of habit or because of existing relationships. Other emotions such as jealousy, fear, or frustration can fuel a lack of respect, behavioural push back, and diminishing trust.

This basic training for new Supervisors provides you with easy-to-apply tools needed to make a successful transition into your new role. The workshop includes practical basic management know-how to plan, organize, coach, motivate, delegate, and communicate in order to be an effective new Supervisor. Topics include:

- Breaking the news and how to recover;
- Managing personal relationships;
- Combatting negativity and building trust;
- Their perception becomes your reality;
- It's not a popularity contest, it's about getting results;
- The pitfalls of Positional Power; and
- Coachable moments.

**Online Delivery – Limited Seats (20 Registrations)**

**Date:** September 15<sup>th</sup>, 2020

**Time:** 9:00am – 12:00pm

**Price:** ~~\$199.00~~ (50% discount for BCHA Members) = \$99.00

**CRN#31143**

**BCHA - Effective Communication for Supervisors (3 Hours)**



Supervisors of all levels within an organization need to be able to communicate effectively with employees, colleagues, and upper management. By improving communication skills, Supervisors can improve the flow of information, enhance teamwork, promote accountability, reduce errors, ramp up productivity, and provide greater consistency with fewer errors.

The Effective Communication for Supervisors workshop helps supervisors build strong communication skills and helps them promote the development of these skills among their employees. Participants will:

- Understand the benefits of effective workplace communication;
- Learn effective communication techniques – both verbal and non-verbal;
- Explore the effect of body language on relationships and trust;
- Practice greeting and departing – first and lasting impressions;
- Recognize obstacles to effective communication;
- Consider how to ‘close the loop’ on communication flow; and
- Apply effective communications for difficult conversations.

**Online Delivery – Limited Seats (20 Registrations)**

**Date: September 17<sup>th</sup>, 2020**

**Time: 9:00am – 12:00pm**

**Price: ~~\$199.00~~ (50% discount for BCHA Members) = \$99.00**

**CRN#31144**

## BCHA - Resolving Conflicts and Difficult Situations (3 Hours)



Challenging situations are a fact of life in any workplace. These situations arise for a variety of reasons including our own or other people's behaviours, conflicts of interest, personality clashes, errors and a variety of unexpected circumstances. If managed well, they can have a powerful and positive effect. But if managed poorly, or ignored, they can be disastrous for business as conflicts negatively affect staff morale, efficiency and commitment.

In this highly interactive workshop geared specifically for Supervisors, participants will not only learn effective strategies to resolve conflicts and difficult situations with sensitivity and respect, but they will also participate in active role-playing to hone their skills. During the workshop, participants will explore:

- The Opportunity of Conflict;
- Elements of effective communication during a conflict;
- 'Response-ability', or your ability to respond;
- Effective strategies for different circumstances;
- Breakthrough communication, the 'Trust Effect' and gaining resolution;
- Courageous Conversations; and
- Applying different strategies to handle difficult situations.

### **Online Delivery – Limited Seats (20 Registrations)**

**Date: September 22<sup>nd</sup>, 2020**

**Time: 9:00am – 12:00pm**

**Price: ~~\$199.00~~ (50% discount for BCHA Members) = \$99.00**

**CRN#31145**

## BCHA - Beyond Guest Satisfaction (3 Hours)



Designed specifically for experienced service and sales teams, this highly interactive workshop dives deeper into delivering exemplary service to build relationships and transform customers into long-term clients. When organizations create 'raving fans' of their brand, they experience all the benefits of increased sales, frequency, and increased referrals from their growing client base.

This expert-level workshop walks participants through:

- The dollars and sense of guest loyalty;
- Successfully manage relationships with different personality types;
- Building trust & loyalty;
- Creating 'Raving Fans';
- Mapping the guest journey;
- Managing guest expectations; and
- Establishing incredible value.

**Online Delivery – Limited Seats (20 Registrations)**

**Date: September 24<sup>th</sup>, 2020**

**Time: 9:00am – 12:00pm**

**Price: ~~\$199.00~~ (50% discount for BCHA Members) = \$99.00**

**CRN#31146**

## BCHA - MINDSHIFT: Working Better with Stress (3 Hours)



Working during our 'new normal' can be extremely stressful. Work in general takes up a good portion of our life, and if it happens to be a source of anxiety, that stress can take a terrible toll on both our mental and physical health. Workers today are interrupted at least seven times an hour, distracted up to 2.1 hours a day and are expected to do increasingly more with fewer resources. We can't completely eliminate stress in the workplace (nor would we want to), but could changing how we think about stress allow us to be more effective overall?

This extremely practical workshop for both employees and Supervisors will shift your mindset about stress by exploring:

- Stress response theory, locus of control & circles of influence;
- Response-ability, or our ability to respond;
- The difference between 'good' and 'bad' stress;
- How to expand your resilience and overcome adversity;
- Adopting an attitude of accountability; and
- The Growth Mindset.

### Online Delivery – Limited Seats (20 Registrations)

**Date: September 29<sup>th</sup>, 2020**

**Time: 9:00am – 12:00pm**

**Price: ~~\$199.00~~ (50% discount for BCHA Members) = \$99.00**

**CRN#31147**

**For more information on other available training programs, or a free consultation for your customized training solutions, contact:**

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