

Corporate Training Activities

Winter 2012

For Managers and Team Leaders: THE TURNAROUND INTERVIEW



Presented by Fortuna Groupe Conseil and Vanier College

Provide your managers and administrators with tools to stop using discipline to fix bad habits in your good employees! Fortuna Groupe Conseil, in collaboration with Vanier College, is offering a workshop on the *Turnaround Interview™*, a carefully structured approach to getting most employees to commit to and deliver positive behavior change. You too can help employees improve their performance without putting good people on the “exit track” of conventional discipline.

***Turnaround Interview™* is a new, constructive approach to correcting:**

- Lateness
- Minor quality problems
- Excessive personal phone calls
- Unnecessary “sick” days
- Minor safety violations
- Overstaying lunch and coffee breaks
- Negative attitude
- Facebook and Myspace during work hours
- and more!

The *Turnaround Interview™* fixes your bad habit problems in good employees in a positive way, without the threat of discipline.

The *Turnaround Interview™* will advance your organization’s:

- Competitiveness
- Morale
- Productivity
- Employee Retention
- Leaderships Capability
- Sense of Shared Mission

What you’ll learn

- Why even good people get defensive about bad work habits
- How defensive tactics learned in childhood get used and perfected in the workplace
- How to recognize and work around the four “families” of defensive reactions
- How to use body language and voice to keep control of the meeting
- How to appeal to personal pride in order to get genuine employee commitment to change
- How to handle requests for steward representation in unionized settings
- How to measure success
- What to do if the employee rejects your best effort
- When discipline is really needed

Cost: \$495 (A course manual will be provided)

Corporate Training Activities

Winter 2012

TOWES - The testing tool for Essential Skills

For human resources personnel, student counsellors, job placement officers, and others working in the area of helping people and companies match skills with jobs, TOWES is a tool to make your work simpler and more efficient. A major objective of the Essential Skills initiative is to develop methods of assessing competency levels in the core skills. The TOWES (Test of Workplace Essential Skills) evaluates abilities and competencies in three of the primary skills:

- Reading
- Document use
- Numeracy

TOWES provides a useful measure of adult skills based on actual competency levels not on education or credentials.

For employers, it's a great tool to help you assess staff training needs and hiring standards.

For counsellors, teachers and HR professionals, it's the recognized Essential Skills assessment tool to use with clients.

TOWES exams through Vanier College

At Vanier College, we are proud to be the first Anglophone College designated as a TOWES provider for Essential Skills in Québec.

We offer the latest editions of the TOWES exam. Tests can be administered at your workplace, agency office or other convenient sites. We can also provide key support services to help you administer and evaluate the test to help you make the right training and upgrading decisions for your employees. Our materials and services include:

- TOWES test booklets
- TOWES test-administration workshops
- TOWES debriefing and evaluation support

For more information about TOWES exams through Vanier College,

call 514-744-7000 or email conted@vaniercollege.qc.ca

**Corporate Training Activities
Winter 2012**