

MANAGING @ RYERSON WINTER 2012



Navigating a landscape of constant progress and change requires leaders at every level to work effectively to achieve the University's goals and objectives. This series of workshops aims to develop your skills and abilities to be an effective leader and provides an opportunity to practice and share approaches and techniques. Our focus will be on the Ryerson environment and leading in our unionized workplace.

To register, visit www.ryerson.ca/hr/learning and click on Learning Events Calendar. Refreshments will not be provided, but please feel free to bring your own.

Cancellations must be received no later than 48 hours prior to the session or a \$50 cancellation fee will be charged to your department.

SUMMARY OF EVENTS

- Feb 7** **Getting Started as a New Leader: Part 1**
- Feb 21** **Understanding Collective Agreements**
- Mar 6** **Recognizing & Motivating Staff**
- Mar 8** **Health & Safety Essentials for Managers**
- Mar 15** **Creating and implementing Effective Performance Plans & Reviews**
- Mar 20** **Coaching for Performance**
- Apr 3** **Taking Corrective Action**
- Apr 17** **Building an Environment of Trust**

Accessibility

We want all participants to be comfortable and able to participate fully in these workshops, and that all special needs are met. ASL interpretation and attendant care can be provided with a minimum of ten working days notice. If there are any other accommodations needed, please contact oeadmin@gwemail.ryerson.ca

Program and Registration Inquiries

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UPCOMING WORKSHOPS

Getting Started as a New Leader: Part 1 **Feb 7, 2012**
9:00 AM – 12:00 PM

This course provides new leaders with knowledge and skills to help adapt to the new leadership role. You will learn an approach for achieving results through others, by building strong relationships with team members and focusing their time and efforts on high priority tasks which support organizational goals.

Understanding Collective Agreements **Feb 21, 2012**
9:00 AM – 12:00 PM

Labour relations problems can often be minimized or avoided through a broader understanding of management's rights and responsibilities. This workshop examines the framework of a collective agreement and its basis in law. We will review how to manage day-to-day operations and administer the key elements and clauses. The key is to understand and practice handling issues in a positive and pro-active manner – before problems arise.

Recognizing and Motivating Staff **Mar 6, 2012**
9:00 AM – 12:00 PM

What REALLY motivates people? Learn seven motivational principles and see how they can be put into practice. Together the group will discuss these principles and share their own successful techniques for motivating and inspiring employees.



Health and Safety Essentials for Managers **Mar 8, 2012**
1:00PM – 4:00 PM

Do you know your responsibilities as a manager for ensuring Ryerson is a safe workplace, and how to fulfill them? This workshop explains what you need to know about health and safety law, personal liability, and Ryerson's EH&S Management System, policies, procedures, programs and guidelines. You will learn the fundamentals of managing and demonstrating personal due diligence - and why it is essential to do so.

Creating and Implementing Effective Performance Plans & Reviews **Mar 15, 2012**
9:00 AM – 3:00 PM

Would you like to feel more confident in creating annual performance plans for your direct reports? Do you know how to use performance plans to monitor performance and ensure accountability? Are you able to have an effective performance review discussion with your direct report? In this session, learn the fundamentals of the 6 phase performance management process (Planning, Goal Setting, Monitoring, Coaching & Feedback, Review & Discussion, Reward & Recognition) and leave with the confidence to successfully implement performance plans and reviews in your team.

Coaching for Performance **Mar 20, 2012**
9:00AM – 4:00 PM

Coaching is a key tool to facilitate enhanced individual and team performance and employee engagement. You will learn the fundamentals of a coaching approach for use by managers and a five-step coaching model. You'll further get to learn and practice the coaching skills of contextual listening and discovery questioning.

Taking Corrective Action **Apr 3, 2012**
9:00 AM – 12:00 PM

As a manager, you may encounter situations which require you to take corrective action. In this session, you will study situations such as insubordination, drinking/drugs in the workplace, job posting grievances, and innocent absenteeism. You will also gain an understanding of the grievance process and its implications for you and your employees.

Building an Environment of Trust **Apr 17, 2012**
9:00 AM – 12:00 PM

Trust is a key ingredient in building employee engagement and loyalty, with a crucial link to organizational success. However, it's easy for leaders to inadvertently fall into "trust traps". In this course, leaders learn how to recognize and avoid the trust breakers and take action to create an environment that encourages staff to be less risk-averse, how to identify and solve problems, and work together to create and sustain high levels of trust.

COMING SOON

NEW! Getting Started as a New Leader **Date TBA**
Part 2: Would I Follow Me?

If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: "Would I follow me?". Often we don't know how our actions are being perceived. We use a video to illustrate the lessons learned by one leader as they gain experience leading people, and explore how you can apply these lessons to your situation.

Watch for the Spring 2012 schedule and special announcements.

