

## 2010 MANAGEMENT TRAINING PROGRAMS

**Pesce & Associates is pleased to announce the following professional development opportunities for you and your staff.**

April 2010	November 2010
<p style="text-align: center;"><b>Negotiating Skills</b>            Wednesday, April 21 – 8:30 a.m. to 4:00 p.m.</p> <p style="text-align: center;"><b>Instructors</b>            David Mahy, Ian McArdle</p> <ul style="list-style-type: none"> <li>▪ Overview of the essence of negotiating</li> <li>▪ Planning and preparation</li> <li>▪ Negotiating strategies</li> <li>▪ Completion and implementation</li> </ul>	<p style="text-align: center;"><b>Managing in a Unionized Environment</b>            Tuesday, November 9 – 8:30 a.m. to 4:00 p.m.</p> <p style="text-align: center;"><b>Instructors</b>            David Mahy, Ian McArdle</p> <ul style="list-style-type: none"> <li>▪ The legal framework</li> <li>▪ The essentials of negotiations</li> <li>▪ Administering the collective agreement</li> <li>▪ Managing the grievance process</li> <li>▪ Rights as applied to management and union</li> </ul>
<p style="text-align: center;"><b>Managing Performance Issues</b>            Wednesday, April 28 – 8:30 a.m. to 4:00 p.m.</p> <p style="text-align: center;"><b>Instructors</b>            Angelo Pesce, Elizabeth Hill</p> <ul style="list-style-type: none"> <li>▪ Overview of performance management</li> <li>▪ How to provide effective feedback</li> <li>▪ How to resolve competence issues</li> <li>▪ Addressing behavioural issues through progressive discipline</li> <li>▪ Managing health issues that affect performance</li> </ul>	<p style="text-align: center;"><b>Applying the Collective Agreement</b>            Wednesday, November 10 – 8:30 a.m. to 12:30 p.m.</p> <p style="text-align: center;"><b>Instructors</b>            Angelo Pesce, Ian McArdle</p> <ul style="list-style-type: none"> <li>▪ Principles of administering the collective agreement</li> <li>▪ Approaches to applying the collective agreement effectively</li> <li>▪ Creating a positive union/management relationship</li> </ul>
<p style="text-align: center;"><b>Workplace Violence and Bill 168</b>            Thursday, April 29 – 8:30 a.m. to 12:30 p.m.</p> <p style="text-align: center;"><b>Instructor</b>            Elizabeth Hill</p> <ul style="list-style-type: none"> <li>▪ Changes to the Occupational Health and Safety Act – Bill 168</li> <li>▪ Understanding the employer’s obligations regarding workplace violence/harassment</li> <li>▪ Critical elements of a Workplace Violence Prevention Program</li> <li>▪ Developing policies and implementation strategies</li> </ul>	<p style="text-align: center;"><b>Attendance Management</b>            Wednesday, November 17 – 8:30 a.m. to 4:00 p.m.</p> <p style="text-align: center;"><b>Instructors</b>            Elizabeth Hill, Rhonda Kupfer</p> <ul style="list-style-type: none"> <li>▪ Causes of absenteeism</li> <li>▪ How to minimize attendance issues in an organization</li> <li>▪ Understanding the types of absences – culpable versus non-culpable</li> <li>▪ Addressing employees’ performance issues</li> <li>▪ Critical elements of an Attendance Management Program</li> </ul>

### Who will benefit from attending?

These programs are geared to benefit anyone who supervises people or influences the supervision of people: senior managers, line managers, and supervisors, including HR professionals and managers.

### Where are the sessions held?

Suite 27-28  
 1621 McEwen Drive  
 Whitby, Ontario L1N 9A5  
 (south of Highway 401 – exit at Thickson Road)  
*Directions provided on registration form.*

### How will they learn?

Maximum class size is 25 attendees to ensure optimal interaction and discussion. Every course includes both experiential and theoretical learning, as well as take-away manuals.

### How much does it cost?

- Full-day session costs \$325 (*plus app. taxes*)
- Half-day session costs \$195 (*plus app. taxes*)
- 10% discount for early-bird registration
- 10% discount if one person registers for two or more courses at the same time

For further information about the Spring 2010 Series  
 – on-line and PDF registration forms, course descriptions, and instructors’ bios –  
 visit [www.pesceassociates.com/services7-training.htm](http://www.pesceassociates.com/services7-training.htm)