



Getting Staff Excited: Positive Staff/Mgmt. Relationships

Teaching Managers how to empower & motivate staff; while teaching staff how to manage their managers ensuring support for their roles

- Breaking the Status Quo
 - + Recognize standard management/staff relations & roadblocks to creativity
 - + Review the values of Customer Service
- Building the "Attitude"
 - + Encourage people to change/unleash creativity
 - + Learn methods to instill drive and raise commitment
 - + "Turn people on" by building trust, confidence and motivating
- Client Centred Approach
 - + Mesh individual, team and organizational philosophies & objectives
 - + Instill effective problem solving/communication strategies
 - + Sell it to the rest of the organization and to the community

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
	●	● ★	●

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
			● ★	●	

*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:

