



ACHIEVE
CENTRE FOR LEADERSHIP

SPRING-SUMMER 2024

Workshops and Resources



Great Workplaces Are Built on Trust

achievecentre.com
877.270.9776

Message from the CEO



I OFTEN THINK ABOUT what makes a workplace actually work. Of course, there are many components to a

smoothly functioning organization, but fundamentally, no work would get done if we couldn't trust each other.

Leaders need to trust that staff will do what they are responsible for, and staff need to be able to trust that they are being led in a good direction. As leaders, we must work toward developing relationships of mutual trust. When we genuinely care about our employees and have their interests in mind (not just the organization's), we increase the amount of confidence they have in us.

In this catalogue, there are some resources for creating a culture of trust in your workplace. You'll also find many other services and trainings for building a great organization and enhancing human connection.

Check out our upcoming workshops, and don't miss the leadership retreat this summer in Canmore (see page 8)!

Thank you for being a part of the ACHIEVE community.

Eric Stutzman, CEO

Our Podcast



Looking for in-depth discussions about current trends in leadership and workplace culture? Listen to ACHIEVE leaders Wendy, Eric, and Chris explore insights from their own experiences and the latest leadership news.

Available at achievecentre.com and on:



Apple Podcasts



Spotify



Google Podcasts

 amazonmusic

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FREE
RESOURCES
ON OUR
WEBSITE



Podcasts
and Blogs



Printable
Resources



Monthly
Webinar



Our Reconciliation Statement

As we walk the path of reconciliation, we are mindful of the connections we share with all our relatives. We understand that these connections are impacted by colonization and that there is trauma in our relationships and to the land and Indigenous ways of life. We commit to listening and learning from our relationships, and to be guided by the *Truth and Reconciliation Commission of Canada's 94 Calls to Action* and the *United Nations Declaration on the Rights of Indigenous Peoples*.



Build Trust by Being a Caring Leader

BY ERIC STUTZMAN, CEO

AS PART OF THE RESEARCH for our book, *The Culture Question*, my co-authors and I surveyed approximately 2,400 people on the topic of workplace culture. Of all the links we found in our survey, the strongest was between these two statements: “I trust my leader” and “My leader cares about me as a person.” It’s no question that demonstrating care and developing trust go hand in hand.

This makes a lot of sense when you consider the opposite – if your boss is uncaring, you will be unlikely to trust them or think you have a great place to work. Not only that, a lack of trust can lead to conflict, increased mistakes, and poor communication.

As leaders, we must realize that our staff need us to balance our competence with demonstrating care for their interests. Caring leadership builds the trust we need to communicate well and work together effectively.

I don’t believe that demonstrating care to the people you lead is difficult. However, like all leadership practices, we can get better at it with focused effort.

Three simple things you can focus on to show that you care are demonstrating kindness, gentleness, and self-control. These are attributes of character, and they can be nurtured in ourselves with intentionality.



Speak positively about the people you lead and do good things for them.

3 Ways to Show that You Care

Act with Kindness

Consider whether your actions are building up your staff or doing the opposite. Speak positively about the people you lead and do good things for them. Take an interest in your employees' personal lives and interests – ask about those things occasionally and acknowledge their experiences.

Act with Gentleness

When you face a tough conversation with a colleague, consider ways to support the person and their dignity while communicating truthfully about whatever the problem might be. Gentleness means that you listen before acting.

Act with Self-Control

The impact of your words will be amplified by virtue of your leadership position. So, pay attention to your frustration levels and your triggers. Learn to breathe deeply and assume the best in others. Doing both will help you approach people in ways that are thoughtful and will take the negative charge out of your words and tone.

There have been times in my career when I've had leaders whose approach to leadership embodied kindness, gentleness, and self-control, and as a result they earned my trust and admiration. They help to remind me that, as a leader, when I show that I care, I create the conditions for trust to emerge in our work relationships.

To read our weekly blogs, visit achievecentre.com/blog

Conflict Transformation Guide

This is a brief summary of the steps required to manage and transform conflict. Both employees and leaders can refer back to this guide when involved in conflict.

LEVEL

1

Engage in Direct Discussion

Focus: using conflict resolution skills.

Action: talk directly with the other person.

LEVEL

2

Recognize Thinking Errors

Focus: extending grace to yourself and the other person.

Action: talk with the other person about the issues, not their character.

LEVEL

3

Provide Conflict Resolution Coaching

Focus: improving your approach through coaching.

Action: talk with the other person again using an improved approach.

LEVEL

4

Use a Conflict Resolution Specialist

Focus: finding mutual support for conflict resolution.

Action: talk with the other person using a specialist's assistance.

LEVEL

5

Change Relationships

Focus: finding ways to change or end relationships and build new relational structures.

Action: talk as needed without enmity.



This resource comes from our book, *The Culture Question: How to Create a Workplace Where People Like to Work*

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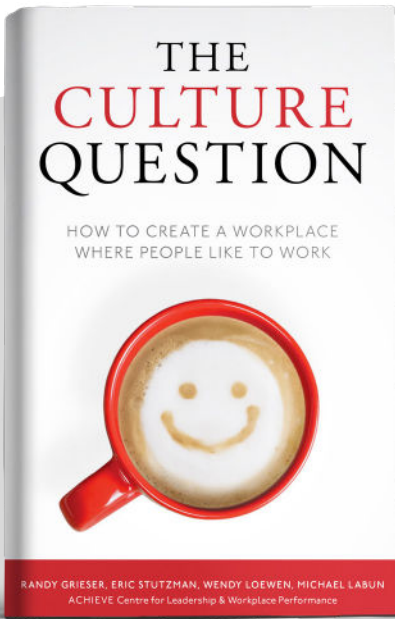
Scan here with your camera to access a digital version of this handout.

ACHIEVE Publishing



We are a division of ACHIEVE with the goal of publishing meaningful and accessible books on leadership and workplace culture.

As a leader, it's up to you to create a culture built on trust and respect. Check out our book, **The Culture Question**, for practical steps you can take to create a workplace where people want to work.



The Culture Question

By exploring six key elements that make up a healthy workplace culture, *The Culture Question* answers two fundamental questions: “How does your organization’s culture impact how much people like where they work?” and “What can you do to make it better?”

"The Culture Question is an insightful guide for creating a healthy and sustainable culture."

– Dr. Tasha Eurich, New York Times best-selling author, *Insight and Bankable Leadership*



Scan here with your camera for more information on this book!

All our books are available on our website.

About Our Workshops



Want to get better at leading people? Or learn how to manage your time and prioritize tasks? Or maybe you want to gain some mediation skills.

We offer **over 50 workshop topics** in the areas of leadership, workplace culture, conflict, and communication.

We've worked hard to create trainings that are:



Accessible

We don't do academic-style lectures.



Applicable

The material is relevant to real-world challenges.



Engaging

Trainers bring the content to life with stories and humour.



Interactive

There are plenty of activities and discussions.



Practical

The skills and tools you will learn can be used in a variety of settings.

Workshop FAQs

On the following pages, you'll find our upcoming workshops. But before you take a look at the schedule, please read through the following FAQs:

How do I register?

- 1** Go to the Upcoming Training Events section of our website to find the workshop you're looking for.
- 2** Click "Register Now."
- 3** Fill out the attendee information, and proceed to the checkout.

You can register for multiple workshops on the same order, and there's the option to either pay by credit card right away or receive an invoice to pay at a later date.

Are there any discounts available?

Yes! We have a few discounts you may be eligible for:

Early Bird Rate

Register at least three weeks before the training to receive **up to 10% off**.

Bulk Order

Register for four or more workshops or attendees on the same order to receive an additional **5% off**.

Student/Senior Discount

If you're a student or 65+, you can get an additional **25% off**.

Email training@achievecentre.com for more info.

Member Plan Subscription

Subscribe to our member plan to receive an ongoing **10% off** workshop registrations. You'll also get unlimited access to our on-demand webinar library, and other exclusive monthly discounts.



Scan this QR code to see the complete online library of all of our workshops!

Will I receive continuing education credits (CECs)?

After participating in any of our trainings, you will receive a certificate with the CECs listed. One hour of training is worth one CEC – so if you attend a three-hour training, it's worth three CECs.

Our workshops are pre-approved for CECs by the following licensing associations:

- Chartered Professionals in Human Resources in Saskatchewan, Manitoba, Alberta
- Canadian Counselling and Psychotherapy Association (CCPA)

Other licensing boards, professional colleges, or associations still accept ACHIEVE workshops for CECs, but you'll have to contact them directly to confirm their requirements.

ACHIEVE Leadership Retreat

Leading from the Inside Out

CANMORE, ALBERTA

July 18-19

Early rate: \$1799; Regular rate: \$1999



Are you a senior-level leader who is ready to take the next step in your development?

Embark on a transformative leadership journey in the breathtaking Canadian Rockies with ACHIEVE's VP of Consulting Services, Chris Downey.

Grow alongside other leaders as you discover how to align with your leadership purpose, and transform this insight into meaningful action. Learn how to motivate and influence your people, foster cohesive teams, and create a high-performing organization. Prepare to think critically about your own approach to leadership as you gain a new perspective on how you lead others.

Some of the topics included:

- The True Impact of Leadership and Influence
- Connecting With Your Purpose and Values
- Elevating Performance through Connection
- How to Drive Accountability through Support
- Building a Healthy, Productive Workplace Culture
- How to Care for Everyone (Including Yourself)
- Creating a Personalized Plan for Ongoing Leadership Development

Certificate Programs



Leadership Essentials Skills for Emerging Leaders

8 LIVE VIRTUAL SESSIONS

Every Thursday, May 2-June 20
(10am-12pm CT)

Early rate: \$1990; Regular: \$2499

Whether you are an aspiring, new, or experienced manager, it's important to always look for ways to develop your leadership skills. This program teaches you how to create happier, healthier, more motivated teams where everyone feels supported. In just eight two-hour sessions, you will learn the skills you need to effectively lead your team and your organization toward achieving its mission.

Learning objectives include:

- Understand How Great Leaders Think and What They Do
 - Assess Their Own Leadership Style and Articulate Their Vision of Leadership
 - Acquire and Apply Strategies that Create a Healthy Workplace Culture
 - Effectively Manage, Supervise, and Support Employees in an Effort to Optimize Their Productivity and Support Their Well-being
 - And more!
-



Certificate Program in Leadership and Management

VIRTUAL

Aug 12-16 (9am-4pm CT)

Early rate: \$2299; Regular: \$2499

Are you a leader or manager who wants to set the tone and create a culture of performance in your organization? You have a pivotal role in your workplace, which is why it's important to take the time to refine your leadership competencies and build new skills. This program explores a leader's role in influencing, motivating, and inspiring others, as well as management's role in directing and organizing their teams.

Topics include:

- Creating a Personal Set of Leadership Goals
- Distinguishing Between Managing and Leading
- Understanding the Importance and Role of Leadership and Management
- Identifying Your Leadership Style
- Practicing and Honing Coaching Skills
- And more!

Public Workshops



Assertive Communication

This workshop provides insights for improving communication skills for expressing yourself in transparent, open, and direct ways.

\$299

VIRTUAL

Apr 3
May 28

MEET THE TRAINER



JESSICA ANTONY

Jessica is a communications specialist who has been teaching in the Department of Rhetoric, Writing, and Communications at the University of Winnipeg since 2009. She is enthusiastic about helping people strengthen their ability to communicate clearly, respectfully, and with ease. Jessica is a dynamic and engaging facilitator who seeks to understand people's communication styles and approaches to help them improve their capacity to effectively and respectfully communicate with those around them.



Board Development Training

The Fundamentals of Governance

This workshop will enhance the effectiveness of your board of directors by building clarity and understanding of their roles and responsibilities.

\$349

VIRTUAL

June 11



Change Management

A Leader's Guide

This workshop focuses on the development of competencies that will provide a foundation for the "what," "why," and "how" of managing people during organizational change.

\$179

**HALF-DAY
VIRTUAL**

June 7



Coaching Strategies for Leaders

Conflict, Performance, Change

This workshop provides leaders with a five-step coaching model for working with their employees to enable changes in behaviour, promote skill development, and resolve conflict.

\$349

VIRTUAL

Apr 16

July 30



Communication

The Crucial Skills

This workshop focuses on core skills for communicating with clarity in the workplace, including speaking, listening, and using communication technologies.

\$299

VIRTUAL

June 25



Conflict Resolution Skills

This workshop explores the various dynamics of conflict and provides participants with the necessary skills to respond to it confidently and effectively.

\$299

VIRTUAL

Aug 15



Conflict Resolution Skills for Leaders

This workshop provides strategies for leading through conflict with clarity and confidence.

\$349

VIRTUAL

July 4



Dealing with Difficult People

VIRTUAL

June 13

In this workshop participants will explore a variety of practical strategies for engaging with people they find difficult.

\$299



Difficult Conversations

VIRTUAL

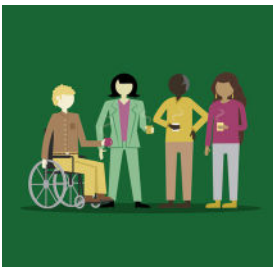
Apr 11

July 18

Strategies for Challenging Discussions

This workshop explores the key elements of preparing for, conducting, and concluding difficult conversations.

\$299



Diversity, Equity, and Inclusion

VIRTUAL

July 3

How to Build a Thriving Workplace for Everyone

This workshop helps you identify the existing diversity in your organization so you can recognize potential gaps and become aware of ways that you can build a more equitable and inclusive work environment.

\$299



Emotional Intelligence

HALF-DAY

VIRTUAL

May 14

This workshop shows participants how to utilize emotional intelligence more effectively, and provides strategies for effectively engaging with others and expanding influence.

\$149



Employee Engagement

How to Foster Motivation

This workshop provides unique insights for increasing engagement and participants will be challenged to think critically about their approach to employee engagement.

Half-day: \$179; Full-day: \$349

**HALF-DAY
VIRTUAL**
Apr 23

**FULL-DAY
VIRTUAL**
Aug 7



Hiring Strategies

Recruitment, Selection, and Onboarding

This workshop explores current research and best practices to help participants evaluate and improve their current recruitment, hiring, and onboarding processes.

\$179

**HALF-DAY
VIRTUAL**
May 8



Leadership

The Essential Competencies

This workshop provides strategies for leading with clarity and focus. It will help you learn how to show care and support for people in order to draw out the best from the individual and your team.

Full-day: \$349; Half-day: \$179

VIRTUAL
May 1

**HALF-DAY
VIRTUAL**
Aug 14



Leadership and Culture

How to Create a Workplace Where People Like to Work

Based on the book, *The Culture Question*, this workshop provides a guide for how every organization can increase employee engagement and become a great place to work.

\$179

**HALF-DAY
VIRTUAL**
June 25



Leadership Development

Learn, Grow, Achieve

This workshop provides an opportunity for leaders to fine-tune their leadership philosophy and focus in on parts of their own leadership that need further development.

\$179

HALF-DAY

VIRTUAL

May 29

Aug 20



Leadership Insights

Ideas to Take You Further

Based on our book, *Don't Blame the Lettuce*, this workshop explores a variety of specialized leadership topics that will help you meet challenges and respond to opportunities in new and unique ways.

\$179

HALF-DAY

VIRTUAL

May 15



Leading High-Performance Teams

This workshop demonstrates how to build cohesive teams by capitalizing on the unique strengths of each member and provides insight into how to foster collaborative relationships among team members.

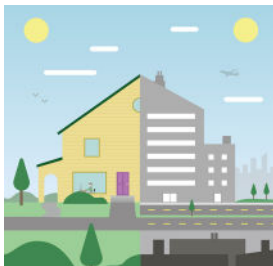
\$179

HALF-DAY

VIRTUAL

May 23

Aug 28



Leading Hybrid Teams

This workshop provides an overview of hybrid work concepts and explores the pitfalls and opportunities of this model. You will learn principles and practices to help you lead your team in this new paradigm.

\$179

HALF-DAY

VIRTUAL

July 16



Management and Supervision

The Crucial Skills

This workshop presents the crucial skills for managing employment relationships from beginning to end, with particular focus on hiring and performance management.

\$349

VIRTUAL

Apr 2

July 9



Managing Difficult Phone Calls

This workshop is designed to provide practical strategies for dealing with clients and customers over the phone who are in a heightened emotional state.

Workshop: \$299; Webinar: \$49

VIRTUAL

Apr 26

Aug 1

LIVE WEBINAR

Apr 30



Managing Mental Health in the Workplace

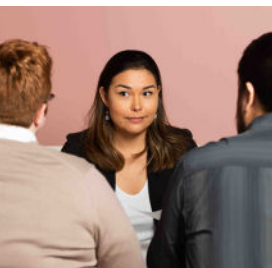
This workshop provides a roadmap to help managers participate in conversations with employees who may require support when experiencing difficulties related to mental health.

\$179

HALF-DAY

VIRTUAL

June 20



Mediation

Facilitating Conflict Resolution

This workshop provides the tools to work with people in conflict to clarify misunderstandings, identify interests, and work towards options for resolving the conflict.

\$529

VIRTUAL

June 12-13

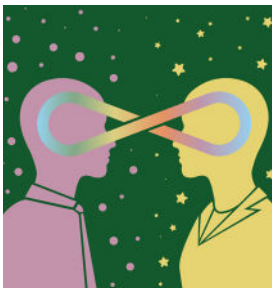


Mental Health Awareness and Support

VIRTUAL
Aug 8

This workshop will explore factors affecting mental health, give participants a general overview of common adult mental illnesses, and, most importantly, how to be a support.

\$299



Neurodiversity at Work

Embracing Strengths and Navigating Barriers

**HALF-DAY
VIRTUAL**
July 11

This workshop teaches you how to build a neuroinclusive workplace culture through your recruitment, retention, and promotion practices. You will learn practical ways to embrace the strengths and navigate barriers for people with autism, ADHD, dyslexia, and more.

\$149



Performance Management

New Perspectives and Best Practices

**HALF-DAY
VIRTUAL**
Apr 10

This workshop explores how to effectively offer corrective feedback and validate desired workplace behaviours that will draw out the best in people.

**FULL-DAY
VIRTUAL**
July 23

Half-day: \$179; Full-day: \$349

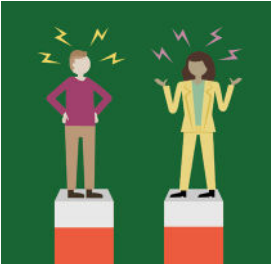


Personality Differences in the Workplace

VIRTUAL
May 9

Utilizing the **ACHIEVE Work Styles Assessment**, participants of this workshop will learn to better understand and communicate with personality styles that are different from their own.

\$299



Polarizing Conversations

How to Talk About Triggering Topics

This workshop equips you with skills for navigating polarizing discussions such as talking about gender and equity, race relations, and environmentalism, so you can confidently ensure they are productive and respectful.

\$179

HALF-DAY
VIRTUAL
June 18



Project Management Fundamentals

Turning Ideas into Reality

This workshop focuses on the foundations of project management, including the role of a project manager, the life cycle of a project, and an overview of popular project management methodologies.

\$149

HALF-DAY
VIRTUAL
Apr 18
Aug 21



Psychological Health and Safety in the Workplace

This workshop provides an overview of the characteristics of a psychologically safe workplace and the roles of both the employee and employer in promoting psychological safety.

\$299

VIRTUAL
June 6

"The instructor was very happy and enthusiastic about what he was teaching so it made it easy to listen and learn from."

– Tina Noble, Fredericton Homeless Shelters Inc.



Respectful Workplace

Strategies for a Healthy Environment

This workshop explores the components of respect and addresses individual responsibilities within the work environment.

\$299

VIRTUAL
July 25



Stress Management

This workshop will help participants identify personal stress factors and introduce them to practical methods for successfully managing stress.

\$299

VIRTUAL
Aug 27



Time Management

This workshop teaches skills for setting priorities, getting organized, and achieving goals. Participants will learn to optimize their time and enhance their ability to deliver results.

\$149

HALF-DAY
VIRTUAL
May 22



Trauma-Informed Leadership

Based on our book, **A Little Book About Trauma-Informed Workplaces**, this workshop explores how to lead with a trauma-informed approach and provides five key principles that trauma-informed workplaces embody.

\$179

HALF-DAY
VIRTUAL
June 5

Can't make it to a workshop?

No problem! Most of our workshops are available as on-demand videos that you can watch at any time. Visit the **On-Demand Training** section of our website for more info.

COMING SOON

Free Live Webinar Series!

Want to gain practical insights and knowledge from some of our most experienced leaders . . . for free? To help you continue to build trust with the people you lead, we're excited to offer a few of our most sought-after training topics for free over the coming months!



Each webinar will be 30 minutes of content, plus 10-15 minutes for a Q & A, where you can ask the trainer questions.

This is an opportunity to learn from our leaders, who will share their insights and expertise on how to create a thriving workplace where employees are happy, productive, and engaged. As a participant, you'll be able to connect with other participants while you learn skills for creating a healthier workplace.

Sign up for our newsletter to get the most up-to-date information on our free live webinar series!



MEET A TRAINER

Chris Downey, ACHIEVE VP of Consulting Services

As the Vice President of our Consulting Services, Chris works directly with clients to develop solutions for creating healthy and productive workplace cultures. His role is to help organizations move towards better outcomes for everyone.

With over 25 years of experience in the private and public sectors, Chris has gained a diverse skill set which has shaped how he approaches coaching leaders and working with teams. He believes that leaders have a direct impact on the health and wellness of the people they serve. And he has a comprehensive understanding that a healthy work environment is the ideal condition for success that goes beyond the individual and ripples throughout the organization. As a facilitator, Chris is personable and approachable, coaching, motivating, and inspiring others to be the best version of themselves.

Private Training and Consulting

Private Training

Can't find the right training for your unique situation? Any of our trainings can be customized and done privately in your organization or community, either in person or online.

How It Works



STEP 1

We'll chat about what's going on in your organization so we can find a training that works for you.



STEP 2

You'll be connected with an expert who can customize the training to fit your needs.



STEP 3

Your team will be equipped with the right skills and knowledge for your situation.

Consulting

Need more hands-on help for preventing burnout or improving your workplace?

Our consultants can assess your strengths and implement positive change in your organization. Below are some examples of the consulting services we offer. If you don't see what you're looking for, contact us to discuss other possibilities.



Coaching



Facilitation



Mediation – Conflict



Resolution



Strategic Planning



Succession Planning

**For more information
please contact:**



Chantel Runtz

*Manager of Private Training
and Consulting*

chantel@achievecentre.com

877-270-9776

Crisis & Trauma Resource Institute



The Crisis & Trauma Resource Institute (CTRI) is a division of ACHIEVE and provides trauma-informed training related to mental health, counselling skills, and violence prevention.

Below are a few CTRI workshops coming up this year. Please visit ctrinstitute.com for the complete list.

Critical Incident Group Debriefing

This workshop explores the Critical Incident Group Debriefing (CIGD) process as a method for lessening the likelihood of people experiencing symptoms of trauma and stress after a critical incident.

WEBINAR **VIRTUAL**
Apr 30 Apr 2
Jun 4
Aug 6

De-escalating Potentially Violent Situations™

This workshop will help participants assess the potential for violence and respond with a diverse set of interpersonal tools and strategies designed to defuse potentially violent situations.

VIRTUAL
Apr 29
June 25
Aug 20

De-escalating Potentially Violent Situations™ : Train-the-Trainer

Due to the high demand for our De-escalating Potentially Violent Situations™ workshop and its relevance to many workplaces, CTRI is offering a train-the-trainer program. Training an internal trainer to deliver this workshop enhances organization know-how, and saves costs at the same time.

VIRTUAL
Apr 29-May 1
June 25-27
Aug 20-22



Scan this QR code to see the complete list of upcoming CTRI workshops!

ACHIEVE Centre for Leadership
1-710 Westminster Ave
Winnipeg, MB R3G 1E6



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PORT DE RETOUR GARANTI

achievecentre.com/workshops



About ACHIEVE

We've helped thousands of individuals and organizations improve their leadership skills and workplace culture through our training, consulting, books, and resources. We believe that everyone deserves to like where they work, which is why we've researched and developed over 50 workshops on leadership and workplace culture.

Here's what guides our approach to everything we do:

- We believe in collaborative leadership.
- We believe that workplace culture deserves attention.
- We believe that our responses to conflict matter.
- We are dedicated to ongoing development.
- We value diverse cultures and identities.
- We value our relationships with Indigenous communities.