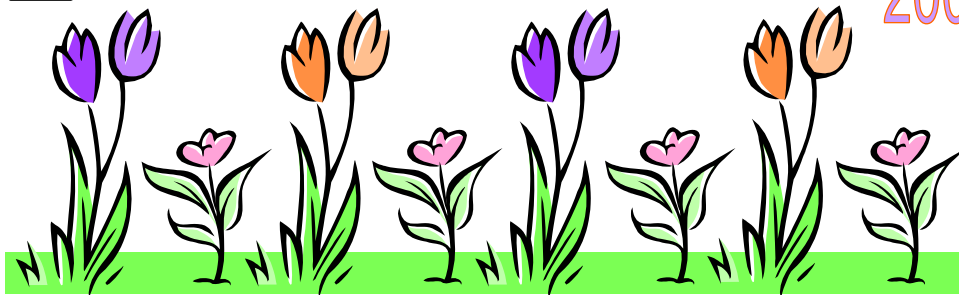


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SPRING WORKSHOPS
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2006



PLEASE NOTE: Prerequisite for ALL WORKSHOPS is Personality Dimensions® 1/2 Day Awareness

QUALITY AT WORK (TQI)

MARCH 27 (MON) & 28 (TUES) 8:15 -4:00, Room 2R06, EGCCC

A basic **two-day** workshop designed to meet the needs of Caritas staff who are new to the organization or have not had the benefit of previous Total Quality Improvement training. It will provide a basic grounding in the principles on which the Caritas Organization culture is founded.

Course material will include:

- Introduction to principles of Total Quality Improvement
- Caritas Mission and Values
- Team Work and Team Meetings
- Leadership
- Dealing with Conflict, Dealing with Change, Problem Solving

STRESS MANAGEMENT

APRIL 10 (MON) 8:15 – 4:00, Room 2R06, EGCCC

This one-day workshop will help to assess and manage your stress levels at home and at work.

CONFLICT MANAGEMENT

APRIL 25 (TUES) 8:15 – 4:00, Room 2R06, EGCCC

A one day workshop for Caritas staff to learn the tools that provide a basic understanding and managing conflict from an organizational, team and individual perspective.

SEVEN MANAGEMENT PLANNING TOOLS

MAY 9 (TUES) 8:15 – 4:00, Room 2R06, EGCCC

A one-day workshop for Caritas “Leaders” to learn the tools, how to facilitate groups using the tools and to understand the appropriate match of tools to situations.

PROCESS QUALITY MANAGEMENT

(Prerequisite Seven Management Planning Tools)

MAY 29 (MON) 8:15 – 4:00, Room 2R06, EGCCC

This one-day workshop offers Caritas staff and leaders the opportunity to learn the steps and tools required to successfully analyze, change and continually measure vital processes (e.g. patient care flow, teamwork flow, communications processes, etc). Course material will include:

- ❑ Identifying and assessing the needs of your service consumers
- ❑ Translating those needs into process requirements
- ❑ Process mapping and identifying issues that impact process functioning
- ❑ Redesigning processes to better meet consumer needs
- ❑ Implementing measuring and continually assessing process changes

PERSONALITY DIMENSIONS® ½ DAY AWARENESS SESSION

JANUARY 16 (MON) 8:30 – 12:00, Room 2R06, EG

JANUARY 31 (TUES) 8:30 – 12:00, Room 0647, GNCH

- Become familiar with the **PERSONALITY DIMENSIONS**® self assessment tool.
- Discover your unique blend of colours (PERSONALITY TYPE).
- Learn to understand team behavior by recognizing the colours of your group/team.
- Participate in exercises to “enhance “ your understanding of all the colour combinations, including your own.

PERSONALITY DIMENSIONS® & **ACHIEVING PERSONAL BALANCE**

FEBRUARY 14 (TUES) 8:30 – 12:00, Room 2R06, EGCCC

- Understand the importance of nurturing the various parts of your life.
- Learn to recognize behaviors that indicate you, or others you know are stressed or struggling.
- Learn ways to find and create personal balance.

PERSONALITY DIMENSIONS® & **LEADERSHIP**

FEBRUARY 24 (FRI) 8:30 – 12:00, Room 2R06, EGCCC

- Discover your preferred leadership style.
- Learn how to motivate others according to their unique motivation criteria.
- Enhance your delegating and coaching skills.
- Learn how to create a motivating and rewarding environment for your staff.

PERSONALITY DIMENSIONS® & **CONFLICT**

MARCH 7 (TUES) 8:30 – 12:00, Room 2R06, EGCCC

- Explore the potential sources of conflict each “colour” can experience.
- Understand how to solve personality and work style conflicts.
- Learn how to create harmony amongst different personalities.

PERSONALITY DIMENSIONS® & **COMMUNICATION**

MARCH 21 (TUES) 8:30 – 12:00, Room 2R06, EGCCC

- Discover your preferred communication style and that of the other “colours”.
- Learn skills that will enhance your interactions with others and open up the lines of communication.
- Build bridges of communication to those you have difficulty communicating with.

PERSONALITY DIMENSIONS® & **DEALING WITH DIFFICULT PEOPLE**

APRIL 17 (MON) 8:30 – 12:00, Room 2R06, EGCCC

- Understand what makes people “difficult”
- Understand the impact of “faded” colour traits on behavior & actions
- Learn strategies to deal more effectively with the “difficult” people in your life

For **information or to register** contact Cathy Kirkland @ 930-5724, e-mail ckirklan@cha.ab.ca or visit www.intranet.cha.ab.ca/Caritas-OrgDevelopment.

If parking is required please indicate when registering.

Due to the interactive nature of these workshops, minimum participant numbers are required. People registered in under-subscribed sessions will be notified.