

# Virtual Seasonal Series

- Dealing with Difficult Behaviours
- Mastering Effective Communications
- Time Management Mastery



## Series Overview

The MCE Seasonal Series remains virtual. These three courses will touch on a 'new reality' and feature content that reflects remote work. These courses remain highly interactive, complete with live chat, exercises, breakout rooms, polls, and more. Most importantly, you will be able to use the knowledge gained to create a personal learning plan for future development, regardless of your business.



## Who Should Register?

These courses are expertly facilitated for anyone working with customers, the public, or co-workers. Are you looking for new tips and tools to use in a remote setting? Feel assured that the content is current and adaptable to future realities!

COURSE	DATES	DAILY SCHEDULE	FEE
Dealing with Difficult Behaviours	Tues., June 15, 2021	8:30am to 3:45 with scheduled breaks	\$400 pp
Mastering Effective Communications	Tues., July 20, 2021	8:30am to 3:45 with scheduled breaks	\$400 pp
Time Management Mastery	Tues., August 17, 2021	8:30am to 3:45 with scheduled breaks	\$400 pp

# Virtual Seasonal Series Learning Outcomes

## DEALING WITH DIFFICULT BEHAVIOURS

This course consists of interactive sessions that are intended to assist employees in understanding and dealing effectively with difficult and challenging behaviours. Participants are encouraged to understand how they react to these types of behaviours and that it is important to separate the behaviour from the individual.

- Identify specific behaviours which you find are difficult to deal with.
- Determine strategies to deal with difficult behaviours that challenge you.
- Utilize appropriate levels of assertiveness.

## MASTERING EFFECTIVE COMMUNICATIONS

These interactive sessions are designed to further enhance the communication skills and practices of people. Through the application of a short DiSC® personality profile self-assessment, you will learn how to recognize different communication styles and adjust your style to communicate more effectively.

- Apply communication skills and tools to effectively interact with others.
- Identify your personality style and impact.
- Utilize different communication styles and techniques with your employees during and after Covid-19.

## TIME MANAGEMENT MASTERY

In these interactive sessions, participants will increase their performance at work by learning time management techniques and determining different ways to apply them on the job. Participants will assess their personal deficiencies and learn how to stop procrastination and other time wasters.

- Utilize time management strategies to be more efficient on the job and remote work.
- Identify personal time wasters.
- Describe different ways to manage email and use a calendar to schedule tasks.
- Articulate the importance of managing stress.

## Contact Us Today

For more information about our Seasonal Series, speak with your regional Business Development Officer, Sue Buckley.

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