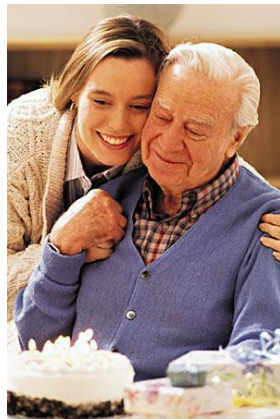




Michael Lewis Training, Motivation and Development Our Home Care Professional Development Package

www.michaellewisstraining.ca

E-mail: info@michaellewisstraining.com



Loads of information is available @

www.michaellewisstraining.ca

Staff Development Presentations / In-Services (45 - 60 min)

Together ...We're Better!

Pure team building at its best- designed to get everyone talking, thinking, and working together and learning that together we ARE better when we work together!

Respect and Be Respected!

Respect when provided and presented in our interactions with others has the power of shaping and creating mutually beneficial relationships. Respect and being respectful is defined and examined in a group of case studies in this session.

Owning It...Making Your Job Something Better!

In an instant you can decide HOW you see what you do and HOW you will change your approach to do it. This session is about owning your life by taking full ownership of your job and re-dedicating yourself to it.

Change Is Inevitable: How to Think and Work Your Way Through Change!

This is A GREAT presentation for any group or team that is facing fast paced change and desires practical insights in coping with change. It provides opportunities for table-talk discussion and wisdom sharing as we examine solutions to make the best out a changing workplace environment or lifestyle.

Dealing with Difficult People: Seven Simple Steps!

When you have the tools and insights to deal politely and productively with difficult people, you discover you have the confidence and ability to be professional and prepared going forward every day.

Helping Each Other To Provide WOW Service!

We are here, all of us and all of the time...to provide care, support and comfort and we soon learn that we have to be willing to help each other when we can to achieve a complete system of service delivery.

Fishing for Fun at Work...Going Beyond the FISH Philosophy!

It's all about an attitude of joy and sense that we can bring so MUCH more to our jobs. When a positive attitude becomes viral and spreads throughout our workplace, it feeds and sustains everyone, and everyone benefits. Discover what YOU CAN do to be the change for good at work and be a force of good for all.

The Communication "Toolbox": Strategies for Communicating Effectively, Assertively and Clearly!

Discover common sense solutions to ensuring you minimize typical communication problems and build the basis of better interpersonal communication. This comprehensive look at interpersonal communication will inspire you to assess your effectiveness as a communicator and have you applying the valuable tips and techniques right away!

Respect FIRST: The Habit of Effective Respect Centric Communication!

There is no more valuable means to relating between people than on a platform of mutual respect. Learn that respect can be important in your ability to ensure first rate service and care and to set a professional tone with the people you support.

Hitting the Reset Button: How to Provide a Fresh Service Experience ...Every time!

It is important to ensure everyone you provide care and support gets your BEST and if you have a challenging client or difficult day that the negativity from earlier doesn't impact your future care moments.

Making a Difference Everyday: How to Stoke Your Passion with Purpose!

Rejuvenate your career with this motivational seminar on how to reignite your passion to make a difference in the lives of others. You make an enormous difference everyday in people's lives and this seminar is the feel-good message that you can take to heart.

It's All about People: Understanding People and How to Work with Them!

When you learn what makes people "tick" and how to relate and with them...live is easier for both of you. Discover core personalities and learn to adapt and adopt new ways to connect.



Management POWER Seminars (60 min)

How to Transform and Shape Your Workplace Culture into Something Better!

Unlike the weather, you can change your workplace culture into something far more vibrant, healthy, and mutually supportive if you accept a vision of what you want and begin a process of making it happen.

Winning Hearts and Minds through Transformative Leadership!

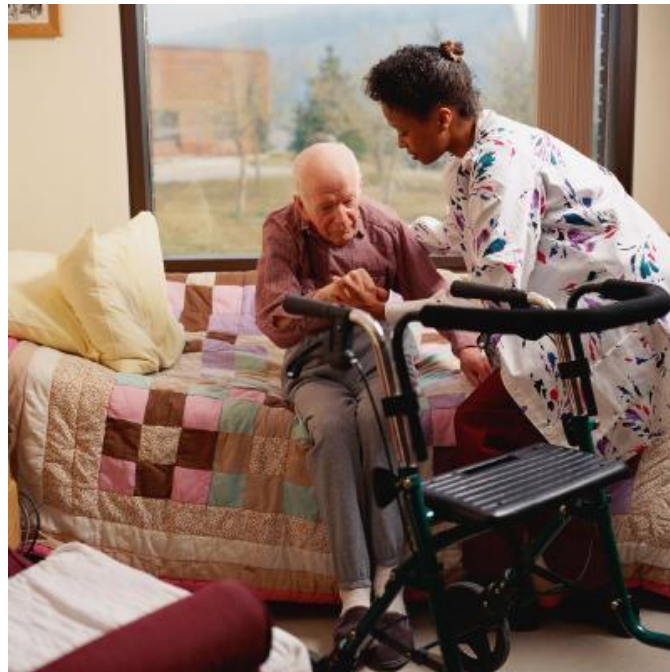
Great leaders change their environments and the people they lead by being magnificent at being personal, approachable, inspirational, and truly visionary.

How to Lead and Conduct Effective Meetings!

Discover how to organize and conduct efficient and productive meetings in this comprehensive session. Learn how to map out and build an agenda. Ensure effective, balanced group communication and comprehension. Be an effective meeting Chair and facilitate with confidence and great preparation. Design action minutes and improve your meetings with constructive feedback.

The Art of Effective Delegation: How to Empower People and Delegate Responsibility!

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop we will define what delegation really means and how it frees managers to manage and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required.



Seminars (90- 120 min)

Inspired Leadership: Motivating Your Team to Bring Their Best to Work!

Leaders that inspire us to be our best are leaders that earn profound respect and trust. As a leader, what a wonderful opportunity it is for you to be such a positive and supportive influence on others. This motivational seminar will fire you up with a new enthusiasm to look and find the best each team member. Discover how to motivate your team with the power of genuine and targeted praise. Empower them to utilize their personal strengths. Coach and mentor them on areas in which they can build new skills and abilities. Partner them up with other team members that can provide positive support. Learn how delegation empowers your staff and frees you to really focus on more important leadership activities. Become an agent for improving morale and service within your team.

Respectful Communication: Strengthening Workplace Relationships!

Discover the importance of respect as it applies to workplace communication. Learn how to ensure communication that is respectful to feelings of others. We'll discuss how to communicate with parents/ children with an emphasis on listening and interpreting and developing and improving team-based communication.

Leading Effective Meetings

Discover how to organize and conduct efficient and productive meetings in this comprehensive workshop. Learn how to map out and build an agenda. Ensure effective, balanced group communication and comprehension. Be an effective meeting Chair and facilitate with confidence and great preparation. Design action minutes and improve your meetings with constructive feedback. In short, make your meetings work and make every meeting a mutually collaborative process that motivates and inspires action with effective communication.

Workplace Personalities and How to Work with Them!

We live in a unique world, and we bring our unique perspectives, lifetime experiences, emotional developments, and societal / familiar backgrounds to our work. This session will help you examine the core different human personalities so that you have a better handle on how to work and communicate with those with whom you work and to whom you report.

The Art of Delegation: How to Delegate Responsibility with Respect

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees managers to manage and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required.

Twelve Common Monkeys of Life and Work and How to Get Them off Your Back!

In this motivational presentation, we will explore how to tame twelve common "monkeys" or typical life and work challenges that all have some influence on us from time to time. We'll explore the monkeys of self-doubt, procrastination, personal productivity, getting and staying organized, attitude, interpersonal communication, stress, difficult people / circumstances, worry, the future and change...plus much more. This will be a great session if you know your "monkey" or "monkeys" in life and would like to get them off your back once and for all.

The Agile Leader: Seven Lessons to Becoming a More Complete Leader!

Today's leader must adapt to the challenging demands of a changing employee base. To be adaptable they need to embrace the philosophy "I must learn, grow, and adopt innovative approaches should I expect my team to be well served by my leadership. We'll look at THE seven lessons that will challenge you to make meaningful changes to the way you lead others.

T.E.A.M. Together Everyone Achieves More!

Coming together is a beginning, staying together is progress, working together is a success!
Collaboration and the spirit of working together is the driving force behind successful people inside successful organizations. This motivational and insightful workshop explores the art and science of collaborative effort, its benefits and how to perpetuate future success.

The Communication “Toolbox”: Strategies for Communicating Effectively, Assertively and Clearly!

There can be no doubt how counterproductive miscommunication and misunderstandings can cost us both personally and professionally. Discover common sense solutions to ensuring you minimize typical communication problems and build the basis of better interpersonal communication. This comprehensive look at interpersonal communication will inspire you to assess your effectiveness as a communicator and have you applying the valuable tips and techniques right away!

No More “There You Go”: Bringing Back the Renewed Attitude of Gratitude and the Culture of Courtesy!

Whatever happened to folks just extending genuine courtesy to each other? What happened to being pleasant and agreeable in public settings and employing simple gratitude such as a timely and genuine “thank-you”? Our ability to demonstrate gratitude to be polite and thoughtful is a simple and immediate reflection of our character and who we are. This inspiring presentation will have you immediately examining the world around you and noticing the lack of genuine appreciation and courtesy ...and then doing something about it by turning the tide ...personally.

Privilege of Leadership: How to Inspire the Best in Others!

Great leadership makes all the difference in ensuring that your team brings their best to work every day. Simply put, you need your team to work well together and towards the goals that you as a leader place in front of them. Learn how to be the leader that you need to be so that you can ensure a positive, productive workplace. In public settings, it is important even critical that as a leader you ensure your team works for the benefit of your agency. Challenging workplaces require a higher standard of leadership and one that works effectively in times of crisis or at times when you need everyone to raise their game.

This workshop covers a wide range of essential leadership tools that every leader needs to use to succeed. We'll explore tools for building morale, resolving conflicts, improving productivity, raising business standards, coaching the ABC model, mentoring, leading staff, and personal meetings, and addressing and correcting behavioral challenges.

Achieving Balance: Achieving a Work / Life Balance!

Balancing a busy personal, professional, and family life is never easy, but certainly a worthwhile endeavour. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Whatever we do, we wish to ensure a healthy life, healthy relationships, and an empowered sense of being. Join us for this uplifting, positive, solutions-oriented presentation where we'll explore some common-sense strategies that you can use today to achieve a better life balance...a healthy balance between work and having a life.

Creating Self-Directed Teams That Succeed! (90 min)

There are so many conditions that must be met to ensure that you create a self-directed team that is truly collaborative and free standing. It's a challenging balance of ensuring a productive team chemistry, above average communication skills, trust based on mutual respect and full and cooperative willingness to work together, supporting each other and collaborating to ensure team goals are met. Discover how to succeed in creating self-directed teams and how to keep them operating smoothly.

Have You Got a Minute: The Art and Science of Constructive Advice!

Every leader is tasked with the responsibility to provide advice often to address a behaviour, but criticism tends to put people in a defensive role. This seminar explores a better solution. Why not bring forward advice, constructively developed and delivered in the intent it was meant to be – to guide someone to think of their actions and to consider a better solution. We give our friends advice so maybe it is time we do a re-think on how we talk to those we lead.

Coping Effectively and Positively with Workplace Stressors!

Coping with stress at work often comes down to the personal choices we make before, during and after stressful times. This seminar demonstrates that we can learn individually and as a team how to realize that stress will be part of our everyday workplace world...but we can learn to work collaboratively to minimize it.

The Problem-Solving Roundtable!

It is said that we are wisest when we seek out the wisdom of others and the advice and insights they have. Come prepared to discover solutions to your challenges such as how to address challenging behaviours, conflicts, demanding parents, children that bully or any other concern that as a childcare professional you seek answers and advice. Working together you will discover that many minds working a problem will open you to solutions that seemed impossible or improbable.

NEW Workshops

A Guide to Having Difficult Conversations / Using Softer Language

The thought of having a challenging conversation can be quite daunting...but it need not be if we are prepared and properly skilled. Discover how to ensure the positive and productive outcome that you wish for at the end of the conversation. And all too often we find ourselves reacting to situations and the behaviours of others by making comments or observations. After reflection (and perhaps after an emotional reaction) that we wished we'd reframed our words better. Words are weapons on the mouths of some so let's learn how to use softer language and connect better with others.

Respect FIRST: The Habit of Effective Respect Centric Communication!

There is nothing more disrupting to maintaining a positive and productive relationship than feeling disrespected. You'd think that respect between people would be automatic but like all positive behaviour responses, it must be learned and instinctive. Discover the root of respect and how to employ it in your everyday interactions with others.

Hitting the Reset Button: How to Provide a Fresh Service Experience ...Every time!

Everyone deserves our best but what happens and what is our response after an unpleasant experience? Learn how to hit the "reset button" and ensure that the next person you come in contact with or talk to gets your very best as they deserve and as you are capable of providing.

Making a Difference Everyday: How to Stoke Your Passion with Purpose!

It is easy to get distracted, unfocused, and even discouraged. So how do you get back up to where you once were. This workshop looks at the power of stoking your passion by examining where your passions lie and how to ignite your reasons for being at an elevated level of professionalism.

It's All about People: Understanding People and How to Work with Them!

What do you know about the people around you and what if you could learn what makes them tick? People are often wired in particular ways and often the vast product of their lives and life experiences. Learn about why you connect and stay connected with some people and why others are harder to do so by learning these simple secrets and insights.

How to Make Things Right, When Things Go Wrong! (Restorative Process)

If it is your job to mediate and seek reparations when people cross lines and feelings are hurt, this workshop examines the restorative process including the questions that need to be asked to get the affected parties talking and mending their ways.

Inspiring Excellence and the "C" Factor! (Addressing poor / unacceptable performance / attitudes)

Imagine working in a team or organizational setting where there is a group of employees that are dragging everyone down with the poor attitudes and / performance. Simply put the C factor is holding you back and it's time to change that and send the message to your best staff that there are new expectations.

Together Everyone Achieves Miracles! (Super team building activities)

This workshop introduces innovative partner and team (group) activities in such a fun and engaging way that those attending will forget they are working together in new ways and achieving more.

If it's to Be, It's Up to Me! (Self-Motivation and Personal Accountability)

Simply put, you can do a lot and be a considerable influence on your own productivity and personal happiness. This workshop looks at personal empowerment, being more reliant on your own sense of accomplishment and being accountable for your own excellence.

Half-Day Workshops (2.5 -3.0 Hours) – includes group / partner activities and a scheduled break

Greater Employee Engagement: Pathways to Ensuring Positive Attitudes and Sustainable Morale! (3.0 Hours)

It is an old adage that we all manage to bring our hands and feet to work every day but seemingly few of us are bringing our hearts and minds. Disengaged employees are highly visible, and their attitudes and outlooks have far greater impact and influence than we can imagine. This workshop explores in great depth the issue of employee engagement and in particular our role as leaders to positively influence those we lead on a consistent and sustainable basis, a general positive and productive attitude, workshop atmosphere and environment and a morale that is conducive for the common good of all.

Respectful Communication: We're All in This Together! (3.0 Hours)

Respect is fundamental for productive relationships and a positive, supportive workplace environment. This workshop defines respect and its critical role and mutual responsibility for us all to ensure in our everyday interactions with co-workers, higher ups, and clients. In the end, we are all in this together when it comes to nurturing respect and creating the workplace, we all want!

Achieving Balance: A Guide to Achieving a Balanced Life! (3.0 Hours)

Balancing a busy personal, professional, and family life is never easy, but certainly a worthwhile endeavour. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Perhaps as we grow wiser and develop patience, we see that we have the strength to endure. Maybe it is all about having faith and believing that we can make a difference, now and over time. There are also those who allow their humour and positive attitude to become part of their ability to cope. Whatever we do, we wish to ensure healthy life, healthy relationships, and an empowered sense of being.

Workplace Personalities and How to Work with Them! (3.0 Hours)

Every workplace and organization has its challenges. Often, we discover that our co-workers, managers, or supervisors have different personalities and approaches to their work and to workplace communication than we do. We live in a unique world, and we bring our unique perspectives, lifetime experiences, emotional developments, and societal/familiar backgrounds to our work. This workshop will help you identify and examine the different human personalities so that you have a better handle on how to work and communicate with those with whom you work and to whom you report.

Choices for Success: Communicating, Collaborating and Contributing! (3.0 Hours)

Throughout all our lives we all make choices. Great choices yield great rewards, and they ultimately bring us closer to people, build productive relationships and allow us to find the success we seek and deserve. In this motivational and rewarding workshop, you will discover the power of your choices as you develop skills in communication, learn to work together, seek out answers to questions, provide insights and solutions and learn the value of contribution.

Connecting to Communicate: Building Teamwork with Communication! (3.0 Hours)

This interactive workshop aims to meld communication and teamwork into one great learning event for staff. Through various group exercises and intermingled with lots of humour and insights, we learn that teams thrive on communication, familiarity and mutual understanding and gratitude. This workshop would be perfect for larger teams or teams that work apart from other teams.

If it's to Be, It's Up to Me! (3.0 Hours)

This motivational presentation combines two popular 90-minute sessions (Another Bad Hair Day) and (...And Other Duties as Assigned!) into a half-day session that brings an audience a message that we can change our thinking to be more productive and that life / work will throw us challenges ...but we can adapt and thrive.

Building the Winning Team: A Guide to Hiring, Training and Keeping Great Employees! (3.0 Hours)

Great employees can make all the difference when it comes to providing quality work and exceptional service. This motivational workshop provides numerous useful tips and great common-sense advice on how to interview, hire, train, lead, motivate, reward, and retain employees so that they contribute to your business success. Discover how to get that competitive advantage, grow your business, and reduce your employee "headaches". Learn how to place your effort into ensuring your employees are working competently and collaboratively as a team for your customer's satisfaction.

Art of Delegation: How to Delegate Responsibility with Respect! (3.0 Hours)

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees supervisors, managers and those who lead to manage and empower staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required. It is a step-by-step workshop for any level of leadership experience and if learned and applied, will create a more productive and skilled staff and workplace able to be more responsive and service focused.

How to Motivate Yourself to Stay Positive, Focused and Energized! (3.0 Hours)

This is a workshop that suggests we have to develop our own personal life and work strategies to remain motivated, positive, and focused usually through difficult or challenging times. Throughout life, we will encounter those who seem empowered to stay motivated and focused as they move through various challenges personally and professionally. What they know and what we need to discover is that their strategies for being positive, focused, and energized...is a simple formula based on choice and disciplined thought. In this workshop, you discover the power of creating empowering beliefs through self-coaching, how to grow a success mentality, use creative visualization and ...plus much more.

Pulling Together: The Power of Partnership and Collaboration! (3.0 Hours)

Individually we can accomplish only so much. Together there is so much more we can do. This motivational presentation talks to the need for partnership and working and pulling together as a team. We'll discuss the twelve great ingredients that are necessary on every level for teams, groups and even communities to build a foundation for success as a unified force for good.

The Stress Busting Summit: Stress Proofing Your Life with Humour" (3.0 Hours)

This fun workshop reminds us that there are many exotic flavours in life and that when we develop and keep our sense of humor, we are in a sense bringing out the best in ourselves. Humor and laughter is the best medicine as it reduces the effects of stress on us. We soon discover that when we keep our daily stressors in check with a liberal dose of humor, we discover the benefits of using humor to keep life in perspective. Life may have its serious moments, but we can always evoke a light heart and joyful outlook as our own way of maintaining mental wellness.

Resolving and Preventing Interpersonal Conflict!

Although we strive to maintain positive and productive relationships with people at work and in our personal lives, it is inevitable that we will experience disputes and disagreements from time to time. Discover how disputes and misunderstandings happen and HOW to resolve them amicably and professionally. Equip yourself to resolve conflicts and learn also how to proactively prevent them.

Together...We're Better! (3.0 Hours)

This highly engaging and interactive three-hour team building program is designed to bring people together, build a greater sense of connection, create conversations around critical areas of mutual interest, build communication skills and provide a fun place and time for collaborative problem solving and integrated team competition. Either with partners, in round table and group exercises, this immensely fun and enjoyable workshop connects people to purpose without preaching and involves everyone in seeing the power of coming together, to communicate together and to collaborate.

Owning Your Job and Your Happiness in Life!

Employees learn empowerment and ownership of the jobs and their lives through this interactive and highly engaging workshop. By changing how you see what you do, you can change your view on your work and seek daily to see the best in it and all of its benefits.

Let's Really "WOW" Them and Make Their Day!

It's always about service so let's come together and discover how when we raise the bar, we can really make an impactful difference in the people we support. After all, they deserve the best we can do and when we do our best, we can feel an emotional satisfaction that can supercharge us to feel wonderful.

Leadership in Changing Times (NEW)

It is said that it is changing and challenging times that leadership most keenly felt and needed. It requires all leaders to develop not only a plan but to have a leadership strategy and approach that best facilitates the process of planning change and implementing innovative ideas and programs.

For some change is viewed an opportunity and a challenge that is taken on with a positive and even adoptive attitude. For other change is viewed as another mountain that must be climbed and it is particularly unwanted and resisted if there has already been a lot of change.

The key is to change management from a leadership perspective – having and transferring that vision and being keenly aware of all its short- and long-term benefits. This workshop discusses the impact change in depth, selective vs. imposed change, the attraction of predictability. We'll also discuss why some people willingly look at change as something to accept and why others are hesitant and resist. Finally, we'll look at the seven import steps in leading people through change and as a bonus module we'll talk about keys to employee engagement.

Identifying, Refining and Adapting Your Leadership Style (NEW)

So ...what kind of leader are you? It's generally accepted that there are four core leadership styles and each one has its own specific traits and characteristics. **Autocratic** – leadership based on strong single-minded control, **Democratic** – leadership that is based on engaging team members, shares control and creates a sense of belonging, **Authoritative** – balances leadership approach between autocratic, democratic, and **Laissez-faire** – a hands off leadership style that puts emphasis on competence in self-directed teams with little direct supervision.

But in today's changing workplace environment, leaders need to become more progressive in how they lead. They do not limit or box themselves into a single fixed leadership style or approach. They need to see themselves as **Adaptive** leaders – leaders that borrow from other leadership styles and when needed – modify their leadership approach to both better direct the tasks and team at hand. Finally, the best leaders strive to be **Transformative** leaders who are visionary and see their roles as “people developers.” By utilizing and executing a range of proven leadership methods seek to improve (transform) their teams into better and more efficient, connected, and cohesive teams able to move together and collaborate with the future in mind.

Investing in You: Examining Your Wellness Strategies! (NEW)

Some work environments can be emotionally taxing and can affect our sense of wellness. This workshop examines personal wellness strategies by covering the impacts of vicarious trauma or caregiver fatigue. The work requirements may always present challenges so if they never change, then it is up to us (personally and in team settings) to look at supports, to actively engage in self-care and even explore mindfulness. If people are struggling -personally, professionally, and even in their relationships due to the stress of caring too much, this is a great seminar for them.



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*If you do what you've always done, you'll get what you've always gotten!
If you think what you've always thought, you'll get what you've always got!*

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