



Michael Lewis Training, Motivation and Development

Our Retirement / Long Term Care Professional Education and Learning Package



www.michaellewisstraining.ca



Since early 1994, I have spoken in hundreds of communities of all sizes in Ontario, and I have had the sincerest pleasure, privilege, and honour to have spoken to and / or provided training / educational services to a diverse grouping of clients.

My clients include numerous associations (national, provincial and local), association chapters, businesses (corporate, family owned), non-profit organizations and groups, charitable associations, childcare educators, daycares, organizations and associations dedicated to special needs and disabilities, counselling organizations, entrepreneurs and small business centres / programs, health services, human resources associations, public libraries, public sector clients, local chambers of commerce and boards of trade, school boards, senior centres, **long-term care and retirement homes**, professional trades, landscaping professionals, volunteer coordinators ...and to volunteers at numerous volunteer recognition events.

More information is available @

www.michaellewisstraining.ca

Staff Development Presentations / Webinars (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!

HEROES: Being Workplace Uplifters!

Every workplace needs people who just seem to lift us up and make us all feel good about ourselves and the work that we do. Do you have what it takes to be a HERO?

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.

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!

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.

Another Bad Hair Day: How to Roll with Life's Ups and Downs and Come out a Success!

This motivational presentation is guaranteed to get you to stop thinking about all the excuses you use to defer you from your happiness and success and inspire you to live well now! Life is a finite experience and we all have only so much energy and time so what are you waiting for?

STOP That Stinkin' Thinkin'!

This upbeat and motivational presentation makes the argument that we are our own guardians of good thinking and a positive life. We are the sum and quality of our thoughts, and a happier, more productive, and optimistic life begins in thinking thoughts that take us forward. We can choose how we interpret our challenges and the consequent way we communicate to ourselves.

"...And Other Duties as Assigned!"

It's not how many years we live ...but the life we put into our years. All too often we are called on to wear many hats and fulfill many new responsibilities professionally at work and in our own private lives with our friends and family. This motivational and often humorous seminar presents a wide palette of practical time/ life management solutions, insights on effective living and "food for thought" as we tackle our increasingly more complex lives.

Laughing at Stress: Humour in Times of Change!

The only constant...is constant change. How we respond to change, and stress is a personal choice when operating and managing your personal and professional life. Keeping your sense of humour and adopting some simple philosophical perspectives might be the healthiest approach to dealing effectively with stress and change.

We Are ALL in This Together!

We are all in the business of care. Working together in many ways and together every day, often side by side and always as part of a much bigger picture. Working together to provide the best we care we can for our residents. This 60-minute motivational presentation **celebrates** what teamwork is and more importantly how we can develop our *spirit of team*. Let's discover how working together, supporting / helping each other, and appreciating each other not only improves our abilities to provide service but can be instrumental in improving our workplace relationships and overall environment.

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. Residents deserve our best and our best tasks to not only meet their expectations but to exceed them.

It's on Me ... If It's to Be, It's Up to Me.

A motivational session that highlights how simple and everyday actions can really make a DRAMATIC difference in how we can brighten the lives of residents and to each other within our teams. This presentation is about our choice and power to being response-able using your power of choice to choose the right solution



Management Seminars / Webinars (45 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.

How to Make Things Right, When Things Go Wrong!

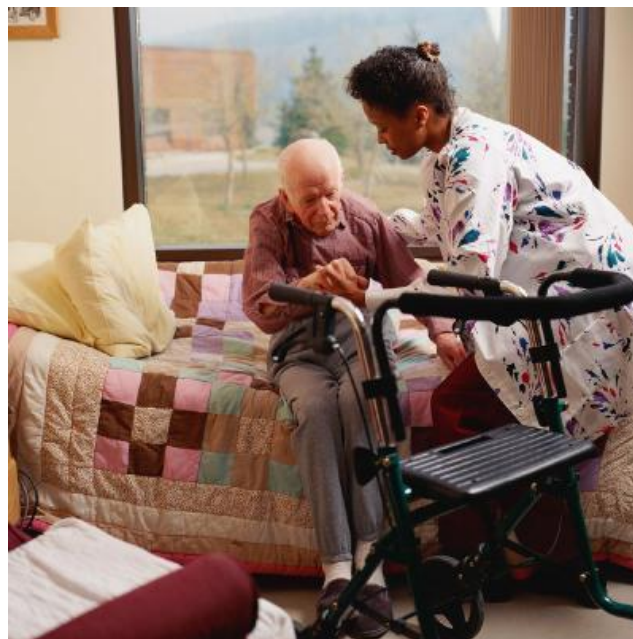
There comes a time when a leader must step in and find a resolution between people particularly when there are hard feelings and unfortunate actions and behaviours. This seminar explores the restorative questioning process and provides a framework to greatly aid in mending relationships.

Assertive Communication: Balancing Assertiveness with Respect!

Discover how to be assertive without coming across as aggressive or angry. Managers need to provide clear instructions but there are often complications when those receiving them interpret the messaging in a different way than intended. Learn to be firm without crossing the line.

In Pursuit of Better: How Expectation Based Management Raises the Bar of Excellence.

The march to having better performance and having higher standards begin with developing higher standards and having greater expectations. The state of "better" begins as a vision and becomes reality when we lead people to bring a better effort every day.



Seminars and Webinar (45 min)

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. Also covered is a look at keeping positive attitudes in the daycare with children, parents, and co-workers.

Leading Effective Meetings! (Management/ Supervisory Staff)

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! (Management/ Supervisory Staff)

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.

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! (Management/ Supervisory Staff)

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 leader place in front of them. Learn how to be the leader that you need to be so that you can ensure a positive workplace.

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.

Inspired Leadership: Motivating Your Team to Bring Their Best to Work! (Management/ Supervisory Staff)

Discover how to motivate your team with the power of genuine and targeted praise. Empower your team members to utilize their personal strengths. Coach and mentor, your team on areas in which they can build new skills and abilities. Strategically partner team members 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.

Managing and Leading an Intergenerational Workplace! (2 hours)

The intergenerational workplace has become so commonplace, and its diversity is often its greatest strengths and even preferred. In such an environment, you have the wisdom and experience of older employees and the energy and latest ideas of younger employees. In theory, it should make for a balanced work environment, but sometimes generational differences and outlooks create barriers. This workshop closely examines today's generational workplace and provides insights on how to lead and maximize its full potential. Learn that you can get a lot from achieving a collaborative effort that people of different ages and backgrounds can contribute.



“The Privilege of Leadership” – Leadership Training for Your Registered Staff

Leadership training that empowers registered staff to lead, provide direction and ensure high workplace standards.

Content covers...

The ABC Performance / Attitude Model

Five Basic Leadership Attributes That Really Make Difference

Delegation Made Easy

The Power of Recognizing Staff

Motivating Your Team

Decision Making and Managing Risk

Problem Solving

Collaboration / Working as a Team

Communicating and Listening Skills

Mediation Skills

Leading Difficult Conversations

More available is available on the course / workshop content and objectives.



“The Power Within Us” – Staff empowerment workshop

Creating a positive, supportive, and appreciative culture in which EVERY employee has an obligation and personal role to play in ensuring a positive workplace by participating in creating it.

With a theme that making small changes and choices can lead to better things...

Content covers...

Five Easy Ways to Be An “Uplifter”

How Gratitude and Appreciation Changes Everything

How YOU CAN Make a Difference Everyday

Delivering Your Good Deed of The Day

The Power of Positive Attitude to Improve HOW You See Your Job

Workshops and Webinars

Greater Employee Engagement:

Pathways to Ensuring Positive Attitudes and Sustainable Morale! (3.0 Hours) (Management/ Supervisory Staff)

It is an 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 endeavor. 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.

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.

Building the Winning Team:

A Guide to Hiring, Training and Keeping Great Employees! (3.0 Hours) (Management/ Supervisory Staff)

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.

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 important 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 roundtable 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.

Leadership in Changing Times! (3.0 Hours) - 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 new 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 (3.0 Hours) - (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!

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.





VOLUNTEER APPRECIATION

Motivational and Inspirational Presentations FOR Your Volunteers!

Eight Magic Choices of a Fulfilling Life / Ode to Those Who Volunteer!

This uplifting presentation is group favourite, any particularly of seniors as they all relate to simplicity and common sense of the "choices." Laced with humour, this presentation is sure to please and it's a terrific way to show your volunteers you care and that you appreciate them.

Making a Difference: Celebrating & Recognizing the Value of Volunteerism & Contribution!

This is a presentation that simply celebrates the very best of our community and that of humanity and of those who contribute with their hearts and hands. Beginning with a discussion on our heroes in life to how being a volunteer makes you a hero in the life of others.

Volunteers are The STRONG Roots of Your Community!

Just as the roots of a tree provides its essential support, your home needs volunteers to fill an equally important and critical role.

Laughing at Stress: Humour in Times of Change!

The only constant...is constant change. How we respond to change, and stress is a personal choice when operating and managing your business. Keeping your sense of humour and adopting some simple philosophical perspectives might be the healthiest approach to dealing effectively with stress and change.

"...And Other Duties as Assigned!"

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A Heartfelt Thanks!

Simply put and simply stated and presentation that voices gratitude and sincere appreciation.

Sweetest Things in Life!

Perfect for older volunteers, this is a wonderful look at the sweetest things in life including the sweetness of contribution that your volunteers provide your organization.

We're All in This Together!

Truly a celebration of how a few dedicated volunteers are changing a small part of their world. It's a "we" concept of how pulling together and working together creates wonderful outcomes and in fact brings good into every element of contribution.

The Power of Positive People!

*Positive people make us better, happy, and glad to be with them. Discover what takes to amaze and lets all be inspired to be **uplifters** in a world that needs more smiles and kindness.*

Volunteers Are OUR Greatest Natural Resource!

There is greatness all around us every day in the natural world but there is also greatness within us as we give of ourselves and makes lives and our community better.

Our Fees

Each fee for presentation / seminar / workshop considers the following criteria...

- ... Amount of required research, development of materials and preparation time
- ... The number of participants expected to be in attendance.
- ... The needs of the client and learning dynamic of the audience
- ... The size and number of handouts (if required or requested)
- ... Travel and accommodation expenses (if applicable)
- ... Additional customization of presentation or inclusion if requested.
- ... The financial constraints and budgetary considerations of the client
- ... *Any extraordinary winter or seasonal travel demands.*

So, there is a lot to consider...

Please contact us for a quote.

** Fees subject to travel and HST.*

Our Travel / Mileage Policy

Our rate for travel will is **0.60 / km**.

This travel rate will be in effect subject to change and periodic review.

Clients may be expected to arrange travel and accommodations for some engagements.

FINAL NOTE:

These fees are just **guidelines** to assist the client in estimating the budgeting for your speaking and training needs. For smaller non-profits and charities, we have willingly negotiated **an honorarium** that is specifically affordable to their needs and ability to pay.



Our Handout Policy

I have decided to follow the increasingly popular and practical method of making my presentation and seminar handouts available electronically.

Email me and I will provide you with a complete full colour handout.

Benefits...

- An ecologically sound and smart option.
- Handouts created as **PDF** files are easy to save and view on your screen or print.
- Handouts are easy to send and share with others.

More and more conferences and meetings have embraced digital files and I want to celebrate my **three decades** in business by saving “trees” and offering clients a better system to share information.

Clients wishing handouts in advance for photocopying and inclusion in materials can request files.



Booking Information

I recommend that you book or reserve your preferred date(s) as far in advance as possible even before you have selected and finalized a topic(s). I do **NOT** require a deposit, nor do I insist on the signing of a contract. I do ask if you need to cancel an engagement to contact me as soon as possible and at least **14 days** in advance of the engagement.

I will make every attempt to carefully watch for weather or travel issues and will advise accordingly with the client as the best course of action. Generally speaking, if the weather is undesirable or unadvisable for travel, then it could be the same for those attending your event and rescheduling might be the best and safest strategy for all concerned.

Proprietary Notice

“All information contained in the following information package is considered to be of a proprietary nature and is to be used solely for the purpose of evaluating and referencing the information for consideration. This information is not to be reproduced or disclosed to anyone or any organization outside the evaluation group without the verbal or written authorization of Michael Lewis Training, Motivation and Development.”



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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!

