

UPCOMING EVENTS

AUGUST 2021

Summer Series

- Improving Employee Experience
- Mastering Virtual training & Improving Remote Onboarding
- Why Taking Responsibility is Always the BEST Leadership
- Happiness Advantage

Webinar on Wednesday

- What's Empathy Got to Do With It
- Avoiding Groupthink - Fatal Flaws in Group Decision Making

Further Sessions

- Elevated Communication Skills
- Effective Emails
- Customer Service Professional
- Managing Your Time
- Dealing With Difficult People

SEPTEMBER 2021

Webinar on Wednesday

- Email Etiquette - Beyond the Basics
- Executive Presence - Building Belief in Your Leadership

Further Sessions

- Problem Solving and Decision Making
- Customer Service Professional
- Dealing With Difficult People

OCTOBER 2021

Webinar on Wednesday

- The 4 Practices of FISH Philosophy
- The Power and Practice of Civility

Further Sessions

- Elevated Communication Skills
- Critical Thinking
- Customer Service Professional
- Dealing With Difficult People
- Managing Your Time

NOVEMBER 2021

Webinar on Wednesday

- Overview of Train the Trainer
- The Agile Leader

Further Sessions

- Writing for the Workplace
- Social Intelligence
- Customer Service Professional
- Teamwork Makes the Dream Work
- Dealing With Difficult People

DECEMBER 2021

Webinar on Wednesday

- Creating a Professional Development Plan

Further Sessions

- Customer Service Professional
- Effective Emails
- Coaching and Feedback
- Dealing With Difficult People

JANUARY 2022

Webinar on Wednesday

- Topics to be Determined. This is your chance to tell us what topics you would like! Contact Carmen@mcca.mb.ca

Further Sessions

- Customer Service Professional
- Navigating Conflict
- Elevated Communication Skills
- Dealing With Difficult People
- Problem Solving and Decision Making

FEBRUARY 2022

Webinar on Wednesday

- Topics to be Determined. This is your chance to tell us what topics you would like! Contact Carmen@mcca.mb.ca

Further Sessions

- Writing for the Workplace
- Customer Service Professional
- Managing Your Time
- Teamwork Makes the Dream Work
- Dealing With Difficult People

MARCH 2022

Webinar on Wednesday

- Topics to be Determined. This is your chance to tell us what topics you would like! Contact Carmen@mcca.mb.ca

Further Sessions

- Critical Thinking
- Customer Service Professional
- Social Intelligence
- Dealing With Difficult People
- Coaching and Feedback