



Institute of
Professional
Management

workplace
TODAY



Management Tools for Today's Workplace

IPM Annual Conference • EDMONTON • May 3, 2018

9:00 a.m. to 4:00 p.m. (Continental Breakfast at 8:30 a.m.)

Chateau Louis Hotel & Conference Centre
11727 Kingsway, Edmonton

Cost for the **Full Day Conference** includes breakfast, lunch, two coffee breaks, all sessions and handout materials.



Early Bird Registration:

Payment and registration must be received by
February 16, 2018.



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Kirsten Hayne



Jacqueline
Throop-Robinson



David Ray



Julianna Cantwell

Today's Critical Issues in Employment Law

Kirsten Hayne, LL.B., Associate, Brownlee LLP

This presentation will address tips and recent developments in the following areas:

Managing a Toxic Workplace:

- Gain insights on how to get more progress out of the tools you have to create sustainable cultures.
- Examine the “bystander effect” and how to empower others to manage issues and conflicts in a way that fosters collaboration over opposition.
- Learn to establish healthy expectations of confidentiality and frankly consider whether your words align with your actions.

Social Media: What's New?

- Discuss the blurred lines of personal and professional lives, particularly social media.
- In an era of “work-life integration”, explore different social media scenarios and how, if at all, you may respond as an employer. Examples reviewed include pre-employment screening, setting reasonable expectations with employees, using social media to develop your corporate and personal brand, evidence in workplace investigations and shutting down the internet trolls.

Sign In Your Teams: Connect, Collaborate and Create with Ease

Jacqueline Throop-Robinson, CEO, Spark Engagement

Take your teams and leaders beyond the basics. In today's world, teams are much different than years ago. More often individuals are interacting with people from within their own workplace, other organizations and communities. Highlights:

- Discover the Golden Rule of Collaboration at work, build on ideas with proven techniques, deal with people who create barriers and work with mistakes
- Obtain tools and techniques for everyday use and work with others constructively. Take your team to the next level and apply these principles in both your professional and personal lives.

Wrapping Up Internal Investigations: Secrets to Success

David Ray, J.D., Principal, Core Resolutions

You've completed the fact gathering on an internal investigation and now it's time to put the package together to present to the decision makers. Examine the use of root cause analysis in reviewing internal investigations to get to the source of what happened. Gain insights on the issue of handling evidence gathered from social media and computer data so that it can be properly collected and protected in a manner that will withstand scrutiny by a tribunal or the courts.

Discover some techniques to ensure that your final report depicts what happened in a simple, straightforward format that decision makers will understand. Review a sample investigation report format which you can use in your own organization.

Communications and Email Etiquette: Mastering the Skills

Julianna Cantwell, President, Juna Consulting Inc.

Are we actually communicating with purpose and being understood? Learn how to get your messages across clearly so you get the results you want, no matter what modes you use. Highlights include:

- Determine which communication style you have been using
- Discuss the three modes of communication and their impact on meaning
- Choose the appropriate level of listening to apply to conversations at work
- Identify the best method to use for future communications
- Structure messages to ensure full communication has occurred
- Implement electronic communication best practices

