



## High Impact Professional Development Workshops

June 22-26, 2009

1/2 day Events	\$195.00 + GST
Full Day Events	\$395.00 + GST
Full Week	\$1,750.00 + GST

### Working SMART Stream

#### Working SMART: Limitless Memory

Thursday, June 25, 2009 (9h00—12h00)

The ability to memorize efficiently is a key skill in modern workplaces requiring us to acquire large quantities of data, information and knowledge. The traditional 'repeat until it sticks' approach has very limited practical use. Come learn how to use highly effective memorization techniques such as stories, visualization, and mnemonics. You will amaze and astound your colleagues when you flex that memory muscle!

#### Working SMART: Solving Everyday Problems Efficiently

Thursday, June 25, 2009 (12h00—16h00)

Modern professionals must continuously solve problems ranging in difficulty from simple cause-and-effect to complex analytical correlations. This highly effective workshop will allow participants to further develop their deductive, inductive and causal reasoning skills so that they may apply them to everyday problems. Master the complex through the fine art of simplification and decomposition with this dynamic, hands-on workshop.

#### Working SMART: Cutting Through Red Tape

Friday, June 26, 2009 (9h00—12h00)

Federal government employees face the daunting task of cutting through many layers of red tape within their organization. This can lead to increasing levels of frustration as projects and initiatives are delayed by bureaucratic requirements. This hands-on workshop will introduce participants to concrete strategies and techniques that can help reduce delays and increase the effectiveness of their initiatives.

#### Working SMART: Dealing with Difficult Behavior in the Workplace

Friday, June 26, 2009 (13h00—16h00)

All workplaces must deal with destructive behaviour at one time or another. The impact that difficult behaviour has on you depends on your self-esteem, your self-confidence and your professional courage. This concrete and practical workshop will explore specific techniques to maintain your composure and defuse verbal attacks. You don't want to miss this one!