



Mid-level Leaders are responsible for the growth and development of others and are accountable for achieving results through the performance of others. Organizations often find that their managers and supervisors are functioning between 50 and 70% of their capacity.

What would it mean to your organization if your managers and supervisors increased their effectiveness by 10 to 30%?

What would this mean for the retention of current and new employees? (Recent research predicts that by 2020 Ontario will be short 190,000 skilled employees)

How would this impact performance, results and ultimately the bottom line?

Peak Performance Systems has designed three new courses for its High Performance Management (HPM) series.

We invite you to experience one of these new courses at an introductory price of \$1995, for up to 12 participants. This represents a \$100 per person discount.

For more information please contact...

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Managing the Intergenerational Workforce

Today, companies are managing up to **four generations** of workers. Each group has its own distinct characteristics, values, and attitudes toward work. To successfully integrate these diverse generations into the workplace, companies will need to embrace radical change.

Learning Objectives:

- communicate effectively with each of the generations
- motivate and connect with what interests each generation
- set meaningful goals and objectives that work

Analyzing Performance Challenges

Effective **performance management** is vital to developing productive employees. Inherent in that process is the ability to recognize and deal effectively with performance problems.

Learning Objectives:

- implement a simple, practical and effective method to accurately analyze performance problems
- utilize an effective feedback and objective setting process
- co-develop improvement corrections and adjustments

Effective E-mail Communication

E-mail is the most common, convenient, and **potentially costly** and cumbersome means of business communication. North American business has experienced a 66% increase in workplace e-mails in recent years and thousands of daily e-mails are fraught with disaster and liability.

Learning Objectives:

- write clear, concise e-mail messages, which elicit response
- use good *netiquette* to avoid workplace disasters
- control your e-mail files and manage information overload