



World Class LEADERSHIP/MANAGER TRAINING

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November & December 2014
WCO-MGR 1, 2, 3

Over the summer many of you participated in the “new” courses that were developed for our Wine Country Ontario leadership and manager training program. In November and December we will be offering the three original courses from the program for any new or promoted team members you may have, or even for those that may want a refresher course.

These sessions are developed specifically for owners, managers & supervisors.

2014 Course Curriculum:

November 17:	World Class Customer Service Leadership	WCO-MGR1
November 24:	Breakthrough Performance	WCO-MGR2
December 1:	How to Motivate Your Team	WCO-MGR3

Previously held this summer:

Hiring, Onboarding & Engaging New Employees	WCO-MGR4
Raising the Bar & Dealing with Difficult Situations	WCO-MGR5
How to Train & Energize Your Team	WCO-MGR6

Locations for WCO-MGR 1, 2 & 3

These sessions will be held in Niagara; locations TBD.

Format for WCO-MGR 1, 2 & 3:

The content will be delivered as a full-day (9:30am – 5:00pm) session with maximum 18 participants for the session.

Cost for WCO-MGR 1, 2 & 3:

\$50 per person plus HST – each participant will be provided with a workbook, learning materials and registered for email support following the session. Lunch will be provided.

All registration forms and submission instructions for these seminars are located at the end of the document. Space is limited to 18 participants per location.

If you have any questions on the program content, please contact Tiffany at 905-562-8070 x224 or email tiffany.wise@winesofontario.org

World Class Customer Service Leadership WCO-MGR1

Workshop Goals:

World Class Customer Service Leadership introduces fundamental leadership skills for people in management positions within a winery. Using case studies and interactive exercises, this full-day workshop focuses on the skills required to effectively guide employees to consistently deliver positive customer experiences. This is an excellent leadership primer session for new supervisors or recently promoted personnel. It includes:

- The essence of effective leadership
- The power of charisma and how to harness it
- DARTs – the four cornerstones for engaging and motivating employees
- Creating consistency by establishing non-negotiable service standards
- Assisting and encouraging continual service improvement through dynamic coaching

When & Where:

Niagara

Monday November 17th

9:30am – 5pm

Location TBD

Breakthrough Performance WCO-MGR2

Workshop Goals:

This training seminar will show those in leadership positions how to take performance coaching to the next level. Participants will be introduced to an employee development system that can have direct and dramatic impact on measurable metrics – including sales. Participants will explore a case study of an organization that began to see an instant and sustained increase in gross margin of over 30% by implementing these skills. It includes:

- The Worldlynx Way case study
- How to establish metrics that motivate
- How to do ongoing performance evaluations
- Tools for ongoing employee skill-building

When & Where:

Niagara

Monday November 24th

9:30am – 5pm

Location TBD

How to Motivate Your Team WCO-MGR3

Workshop Goals:

How to Motivate Your Team explores some of the myths and realities of employee motivation. It introduces the principle of rewards, incentives and inducements, and how to implement a cost-effective or cost-neutral program. The training seminar revisits the coaching and relentless support introduced in the WCO-MGR1 & 2 and shows how they all work together. It includes:

- The benefits of employee motivation
- Team vs Individual incentives and rewards
- The principles of employee motivation
- How to build a strategic external motivation program
- The role of positive feedback in creating consistent behaviour
- Advanced performance tracking

When & Where:

Niagara

Monday December 1st

9:30am - 5pm

Location TBD



REGISTER TODAY – LEADERSHIP/MANAGER TRAINING
World Class Customer Service Leadership WCO-MGR1
Breakthrough Performance WCO-MGR2
How to Motivate Your Team WCO-MGR3

Winery/Business:

Contact Name:

Email for Confirmation:

Indicate which Niagara session date you will be attending and name of attendees.

WCO-MGR1 – Monday November 17th
WCO-MGR2 – Monday November 24th
WCO-MGR3 – Monday December 1st
(all locations TBD)

Attendees Details:

Session Date	Name	Email

Send completed forms to tiffany.wise@winesofontario.org or Fax: 905-562-1993
Cost of \$50 plus HST per person will be invoiced to the winery following the session(s).