



Elephant Ears Training

Ear-Opening Insights. Powerful Results.

2019 Workshops

Joyanne Landers

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About Joyanne Landers



Joyanne Landers has gained a solid reputation as a leadership and communication expert, focusing on human effectiveness in the workplace for more than twenty-five years. She facilitates innovative, stimulating workshops designed to improve individual, team and organizational success.

Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding leaders and employees in the public, private and not-for-profit sectors throughout Canada to create shifts in the way they relate to their work and their colleagues.

She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious. Joyanne holds a Master of Education degree.

Feedback from Participants:

“Joyanne’s session received the highest ranking of any of this year’s Leadership Forum Sessions.”

- **Mary Sjostrom, Mayor – City of Quesnel & Local Government Leadership Academy Chair**

“A very interactive, dynamic and positive experience. A fresh new optimistic way of learning.”

- **Gloria Iglesias, Payroll Technician Finance, City of North Vancouver**

“I’ve attended a lot of workshops in the last twenty years, and this is the best one by far.”

- **Dr. Don Fritz, Fraser Health Authority**

“Joyanne Landers achieved what every trainer wishes they could do. She owned our tough group within five minutes. I experienced several ah-ha moments. Joyanne knows her stuff and is truly an inspiration.”

- **Deborah Applegarth, BSH Appliances, National Kitchen & Bath Association**

“I hired Joyanne because she invites learning. She was born to do this.”

- **Suzanne Tremblay, Learning & Development Coordinator, Canada Border Services Agency**

“I’ve been to a lot of workshops. Within the first hour, I knew Joyanne was real.”

- **Alice J. Bonnar, Office Supervisor, BC Assessment Prince George**

“I learned valuable tools for changing my thinking & actually practiced these tools – all while having a hoot with my colleagues!”

- **Annie Dempster, Planning Technician, City of North Vancouver.**

“Refreshing to have a facilitator that left her ego at the door.”

- **Nicole Sandhu, Justice Institute of BC**

“This is the first workshop where I had employees phone me from home to tell me how much they got out of the experience.”

- **Robyn Bogue, Kootenay Society for Community Living**

“Joyanne has consistently garnered high praise from her workshop participants for the depth of her knowledge, as well as her vibrant and enthusiastic presentation style.”

- **Paul Harris, Manager, Organization & People Development, BCIT**

“Dynamic, powerful, thought-provoking, funny. I was really impressed by Joyanne and I’m not easily impressed.”

- **Joyce Sharif, Participant, Justice Institute of BC**

“I came away with skills I apply every day. And what made the difference – you were humorous.”

- **Darlene Marion, Career Services Manager, Stenberg College**

“Joyanne is the most fun, energetic & knowledgeable speaker I have ever experienced.”

- **Shohneh Brummend, Finance Coordinator, CHEOS - UBC**

“Joyanne’s seminar was insightful, practical and fun. She gave us the tools to be better communicators. I would re-hire Joyanne in a New York minute.

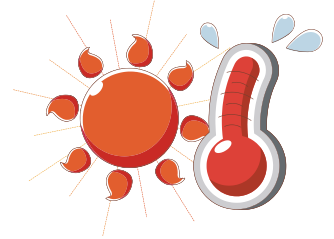
- **Elizabeth MacKeigan, Director of Finance & Support Services, L’Arche Greater Vancouver**

TURNING DOWN THE HEAT: BEING REASONABLE WITH UNREASONABLE PEOPLE

Do your front-line employees have to work with irritable, frustrated, distraught, angry or demanding clients and co-workers? This is bound to increase their “on the job” stress.

In this interactive workshop, you will examine practical techniques to:

1. resolve conflict situations
2. cool down difficult encounters
3. disarm complainers



This workshop is practical, provocative, highly-participative and uses real front-line examples.

Objectives:

Participants will be more able to:

- Transform conflict into cooperation
- Calm clients faster with specific phrases that work
- Say no in a respectful way
- Identify words they use that trigger emotional clients
- Manage and defuse situations that may otherwise escalate
- Search for the facts
- Probe without offending
- Position themselves as helpers, not adversaries
- Manage their own stress levels with confidence

***INTERACTIVE, PRACTICAL
FAST-MOVING***

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BUILDING RESILIENCE: CREATING SUCCESS

Resilience is the ability to remain task-focused and productive while experiencing challenging events. A resilient team is able to adapt and thrive in times of uncertainty, pressure, and ambiguity. Employees with high levels of personal and professional resiliency foster higher morale, productivity and engagement. **Resilience can be increased at any time in our lives.**

This interactive workshop offers resilience skills, strategies, insights and practice. It will be tailored to the specific needs of your team. Participants gain new insights about themselves, their role and their organization. These insights impact their key relationships at work, their optimism and their adaptability.

Benefits for Your Organization

- Enhanced team & workplace relationships
- Energized workplace
- Positive resolution to challenging events
- Clear standards for new employees
- Reduced costs of stress-related absenteeism

“A good half of the art of living is resilience. “

-- **Alain de Botton**

Benefits for Participants

- learn the three key beliefs of the most resilient people
- identify the difference between a growth mindset and a fixed mindset
- recognize icebergs - deeply held beliefs i.e. “Asking for help is a sign of weakness.”
- increase confidence, credibility and flexibility
- influence others assertively and effectively
- improve ability to manage and respond positively to pressure
- increase ability to maintain professional poise
- learn to be calm, engaged, focused and in flow
- improve ability to “bounce back”, to recover from challenging behavior of co-workers or clients

ABOUT JOYANNE LANDERS



Joyanne Landers has gained a solid reputation for over twenty-five years as a facilitator and trainer. Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding leaders and teams in the public and private sectors throughout Canada to create shifts in the way they relate to their work and their colleagues. She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious. Joyanne holds a Master of Education degree.

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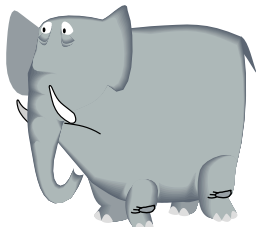
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COLLABORATIVE CONVERSATIONS: BUILD YOUR CREDIBILITY, INCREASE YOUR INFLUENCE

What is the cost of not having the conversations you need to have with your co-workers?



- Is there an elephant in your workplace?
- Are you avoiding this invisible elephant?
- Are you ready to face up to it?
- Do you want positive results?

In this 1-day skill-building workshop, you will:

1. develop skills to discuss tough issues openly and candidly
2. learn how you unwittingly sabotage your own efforts
3. talk about the real issues – not just what's on the surface
3. practice full, radical listening
4. reframe and refocus negative behaviour
5. identify and eliminate the trigger words you use
6. learn tools to avoid getting defensive
7. tell it like it is without damaging self-esteem
8. pinpoint your specific body language & voice signals
9. practice crucial conversations & receive detailed feedback



This is a practical, easy to apply, highly interactive workshop. ***Collaborative Conversations: Build Your Credibility, Increase Your Influence*** applies powerful communication and influencing tools to your most critical, sensitive and challenging face-to-face encounters. You get the opportunity to practice your crucial conversations and receive specific, helpful feedback. This day gives you the versatility and the confidence to change those tough situations into positive outcomes.

You really helped open people's eyes to issues they had not seen before.
- Denise McCoy, Manager, Kwantlen Polytechnic University

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COMMUNICATING WITH IMPACT



You will benefit from this workshop if you want to:

- learn professional assertiveness communication techniques
- communicate with challenging people
- understand how to stand up for yourself
- stop sounding abrupt when you don't intend to

Objectives:

- Experience a safe environment where you will feel comfortable trying out a new behaviour
- Identify the internal value conflicts you experience when being assertive
- Recognize the underlying reason for unassertive behaviours which hinder your performance
- Gain self-awareness of your behaviour patterns and habits that promote or hinder assertive behaviour
- Develop a positive, proactive response to difficult behaviours
- Learn to say “no”
- Improve interpersonal relationships, job satisfaction and task accomplishment
- Practice controlling feelings and emotions
- Monitor your body language to avoid sending mixed messages
- Express disagreement or dissatisfaction without alienating others
- Avoid communication traps and triggers
- Practice behaviours that build your credibility
- Develop an Action Plan to assist immediate implementation of new skills

FORMAT: INTERACTIVE

- Full group discussion
- Individual exercises
- Small group interaction
- Practice sessions

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SERVICE EXCELLENCE: THE GIVE AND TAKE OF INSPIRED SERVICE

Your clients, both external and internal, are more stressed than ever before and have higher expectations. This means your employees need to be equipped with the most contemporary and professional people skills available.

Tailored For You:

Joyanne Landers works with you to tailor a workshop that specifically meets your organization's needs. This is a highly interactive, practical, eye-opening experience. Participants practice and receive feedback on their client conversations, including those with challenging clients.



Who Should Attend:

- Client service employees who deal with internal or external customers, face-to-face or by phone.
- Client service team leaders

Immediate Benefits of this Workshop

Participants will learn to:

1. Identify their own internal and external clients
2. Recognize potential barriers to service excellence and possible solutions
3. Calm clients faster by using the right words
4. Say “no” in a respectful way
5. Identify what messages they are sending with their words, intonation, body language
6. Probe for the real issue to identify what the client really wants
7. Practice managing their own attitudes and emotions to ensure consistent positive service
8. Practice dealing with difficult people in a way that gets the results you need
9. Share tips that work with fellow participants
10. Develop an Action Plan to enhance skills and transfer learning to their workplace



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FIRE ON ALL CYLINDERS: THE SPIRIT OF TEAMWORK



A key role of every leader is to continually expand teamwork by breathing new life and creativity into the team.

- Are you looking for an invigorating workshop designed to create a new level of team awareness?
- Can you imagine the benefits of your team identifying their collective expertise?
- Is your goal a revitalized team and a healthier, more enjoyable workplace?

Your customized experiential workshop can include:

- energizing team activities
- interactive training & exercises
- inventory identifying each person's communication style
- co-operative problem solving
- facilitated group discussions



My workshops range from a short 2-hour program that may be included as part of an already-scheduled meeting or conference, to a dedicated 1 or 2-day event.

This isn't information about teamwork. This is an actual experience where team members:

- gain insights about themselves and their colleagues
- recognize their personal strengths and identify their blind spots
- increase their adaptability and resilience
- identify what each team member needs to be successful
- develop their appreciation of diversity of thought
- increase team intelligence through smarter conversations

This transfers to more information sharing, less conflict, and therefore higher productivity back at work.

Get your team out of their daily work context and into new, teamwork-focused conversations. We'll create a powerful experience that results in a more connected team and increased optimism about organizational change.

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TAKING CHARGE OF YOUR CAREER: PRACTICAL STEPS TO BUILDING SUCCESS

Do you want to gain maximum success and happiness from the hours you invest in work? If so, MANAGING YOUR CAREER isn't just a good idea; it's vital. Taking the lead in your own continuous growth and development is critical to your career success.

In this thought-provoking workshop, you will develop a plan to obtain new skills, strategies and experiences. This will stretch your world and help you make your career progress a cornerstone of your future.



In this workshop, you will **add value to your career** by:

- building your credibility & confidence to create the results you want
- identifying your specific talents and skills
- broadening your possible “short-term” thinking
- recognizing how to collaborate with your manager to manage your career
- pinpointing gaps between where you are & where you want to be
- exploring the 10 most effective career planning strategies
- discovering how to network with the right attitude and mindset
- investigating how to refresh & build your existing network, virtually & in-person
- recognizing the power & benefits of a mentor in re-energizing your career
- learning how a mentor gives you practice in accepting feedback, and provides exposure to new ideas & ways of thinking
- identifying unconscious speech habits & mannerisms that weaken your message and your influence, through practice and feedback
- adapting your communication style to get positive results
- exploring in-house and on-line resources
- identifying specific skills you could transfer to other departments
- developing a **Plan of Action** to implement these skills immediately back at work

THIS WORKSHOP IS A HIGHLY INTERACTIVE, PRACTICAL, SKILL-BUILDING DAY

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THE POWER OF FEEDBACK:

DEVELOPING YOUR SKILLS AT GIVING & RECEIVING FEEDBACK

The top three challenges for most managers and supervisors are:

- Giving **negative** feedback
- Giving **positive** feedback
- Giving **regular** feedback

Feedback is a powerful means of personal development. It is also a **two-way street**. As a manager or supervisor, you need to know how to **give it effectively** & at the same time model how to **receive it constructively**. Feedback has the potential to make your workplace a **more productive, harmonious place to be**. One of your most important communication skills is your ability to give & receive feedback. It is also one of the **most challenging**.

In this highly-interactive workshop, you will:

1. Identify strategic steps when giving productive feedback
2. Understand the deep resistance we have to feedback and explore ways to overcome and lessen that resistance
3. Explore simple, flexible and powerful feedback models
4. Save time by asking the right questions
5. Discover how managers and supervisors shut out employee feedback without realizing it
6. Pinpoint guidelines to improve your listening skills
7. Practice full, radical listening and see the powerful results
8. Learn to be a better receiver of feedback, even feedback that is presented awkwardly
9. Learn the power of continual feedback in building trust
10. Identify traps when giving and receiving feedback
11. Discover how to stay calm and on track.
12. Practice giving and receiving feedback in challenging feedback situations
13. Define redirection & reinforcement, two types of effective feedback
14. Identify your communication style and how your style affects your feedback
15. Learn how to turn feedback sessions into tools that can help you and your team improve job performance and meet important organizational goals
16. Develop a Plan of Action for immediate implementation of your new feedback skills.

The purpose of feedback is not to dwell on the past.

It is to plan for the future.

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MEETINGS THAT WORK: ON TIME, ON TRACK, ON PURPOSE



Bad meetings insult people. You will benefit from this workshop if:

- Your meetings last too long
- Your meetings get off track
- Your meetings are too rigid or too flexible
- Your meetings are unfocused
- Your meetings have too few outcomes
- Your meetings leave people frustrated

Managers & professionals can spend up to 50% of their time in meetings, and 85% indicate they are dissatisfied with the quality & content of these meetings. This workshop will benefit every executive, manager, supervisor, and team leader who wants to set a new standard for facilitating successful meetings.

All of us have been in meetings that get away from the agenda, go around in circles, cover old ground, get stuck on one issue, or have participants with hidden agendas. Patterns get set. This is especially true with regular meetings where mostly the same people attend. Everyone knows how the meeting will go, who will say what, who will argue with whom. **If your organization eliminated one (yes, just one) unproductive meeting, your savings would more than pay for this workshop.**

After this interactive workshop, you will have the tools & strategies to:

- breathe new life and creativity into your meetings, leading to commitment to solutions
- build a positive meeting climate
- deal constructively with behaviors that inhibit meeting success
- find solutions, make decisions, reach agreements that others will support
- establish collective commitment and constructive outcomes
- mix up your meetings leading to more open dialogue and shifting perspectives
- capture results so people take action right away

Well-run meetings are a joy to attend. If you want to improve your meetings, give me a call. I will tailor a workshop to suit your group's specific needs. **Participants will experience miniature meetings and receive specific feedback.** Contact me to discuss your customized workshop.

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CREATE YOUR TEAM CHARTER

A Powerful Way to Build an Engaged & Aligned Team

Benefits of a Team Charter:

1. Answers the question “Why are we here?”
2. Clarifies focus and direction of your team
3. Enhances communication, trust and collaboration
4. Educates organizational leaders and other work groups about your mandate
5. Clarifies your purpose, priorities and roles
6. Creates buy-in and commitment for accomplishing the work of the team
7. Builds alignment so everyone is moving in the same direction
8. Creates a common understanding of how your team “runs its business”
9. Keeps your team on track to accomplish its goals
10. Clarifies mutual expectations and anticipates potential “rubs”
11. Helps team members stay focused and realign when times are challenging
12. Provides new members with context and facilitates their effective assimilation

“Behaviours are rooted in the spoken and unspoken agreements we make with each other. Our interactions with others change when we decide to be together in a different way.”

-- **Margaret Wheatley**

Format:

The team charter is developed in a group session to encourage dialogue, understanding and buy-in. This is a strategic, step-by-step, highly interactive learning session. The facilitator works closely with the team leader in designing this event to meet the leader’s specific objectives.

May Include:

1. **Team Purpose or Mission:** Your core business activity in providing services to your internal and external clients.
2. **Values** that you will adapt to guide actions and decisions
3. **Team Goals** – including identifying success criteria
4. **Operating Guidelines** – how your team will conduct business – this step has a big payoff when team members understand how the team will function in the long term.
5. **Code of Conduct or Mutual Expectations** – i.e. the best way to give each other feedback
6. **Meeting Guidelines**
7. **Process for Resolving Conflict**
8. **Internal and External Communication**
9. **Reflection** – how and when we will evaluate our team performance
10. **Each team member signing charter** – this is powerful in helping each person commit to the agreed-upon charter.

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SUPERVISING CHALLENGING EMPLOYEES

- Do you have an employee whose performance or behavior isn't working?
- Is managing this person demanding, stressful and time-consuming?
- Is the morale and productivity of your whole team decreasing?
- Is your confidence as a leader eroding?
- Are you concerned about maintaining your credibility?

“Hotheads.” “Strange dudes.” “Rebels.” “Complainers.” “Pains in various places.”

These are just some of the printable terms overheard in the workplace. Whatever you call those employees that you find challenging to supervise, you know you need to develop effective ways to work with them.

In this 1 or 2-day highly-interactive workshop, we focus on the situations you are currently experiencing. No more avoiding, ignoring or using strategies that haven't worked. This workshop provides you with insight into what makes employees difficult, and helps you develop tools that lead to a positive outcome. You will practice specific skills and techniques that will help you to meet the challenge of problem behavior **confidently** and **effectively**.

You will:

- ✓ pinpoint your current challenges
- ✓ recognize the costs generated by challenging employees
- ✓ determine the critical steps to changing behavior
- ✓ practice vital communication skills
- ✓ evaluate anger and hostility, and how to manage it
- ✓ identify your triggers and your traits
- ✓ **practice** crucial conversations & receive specific feedback



This results-oriented workshop is for managers and supervisors who want to get the best performance from all employees.

“I learned a lot about myself in these 2 days. My employees are on track. And I'm even whistling at work!”
- **Scott Parker, Geologist, Equity Exploration Consultants**

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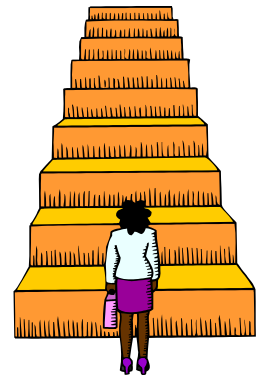
STEPPING UP TO SUPERVISION: FOR NEW AND PROSPECTIVE SUPERVISORS

Making the transition from employee to supervisor is a shift that can be challenging – especially if supervisors have received little training in how to handle their new responsibilities. This learning session is an opportunity for participants to consider **what moving to a supervisory role means**. Often those who find themselves in this role on either a short-term, acting, or permanent basis discover that the job looks and feels **different than anticipated**.

This is a highly interactive, hands-on, practical, skill-building workshop using participants' **real front-line examples**.

Objectives:

- identify traits of your **most effective supervisor**
- define the **necessary mind-shift** from co-worker to supervisor
- recognize the **common mistakes** of new supervisors
- discuss the importance of **bigger picture** thinking
- explore how to build a **high-performance team**
- analyse tips from **seasoned supervisors**
- define **“What’s my Role?”** – an overview of what is now expected of you.
- identify your **Communication and Leadership** styles
- practice **giving and receiving feedback** for positive results
- compare ways effective supervisors **motivate and delegate**
- develop a **Plan of Action** for immediate application back at work



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LEADERSHIP FOR RESULTS

Succeeding as a supervisor means expanding your skills to keep employees *engaged, motivated & productive*

Learn tools and strategies to:

- Mobilize your team
- Support your employees in continuous improvement
- Produce exceptional results
- Engage employees through new conversations



This leadership workshop focuses on the power of practice. Participants practice their skills at holding clear, proactive conversations with their employees.

As a hands-on workshop, it is held in flexible modules from one to six days. Supervisors get an opportunity to practice crucial conversation skills that they need in order to delegate effectively and inspire their employees.

Topics include:

1. **Identifying your Leadership Style** - developing an awareness of your style and expanding your skills at addressing the needs of all your team members
2. **Identifying your Communication Style** - determining the impact of your style and learning tools to communicate with team members who are wired differently than you
3. **Resolving Conflict** - identifying your habitual way of resolving conflict and practicing new methods to increase your effectiveness as a leader
4. **Building a High-Performance Team** – sparking passion in your team by implementing responsive and flexible delegation, motivation and problem-solving tools
5. **Supervising Challenging Employees** – delivering feedback that zaps negativity and encourages positive results
6. **Employee Performance: Planning, Coaching, Review** – managing employee performance using the 3-step cycle that leads employees to achieve their goals and the goals of your organization.

I will custom-design a program that will meet the specific needs of your organization. I focus on delivering **high-impact** training workshops that are practical, interactive, and easy to apply in real world situations.

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COACHING SKILLS FOR MANAGERS

In order to be an effective manager in increasingly fast-paced and complex organizational environments, coaching has become essential. This **highly interactive, skill-building workshop** helps you develop a “manager-as-coach mindset”. You will identify coaching skills, gain insights and support so that **coaching becomes a habit** – and a **regular and useful part of your management toolkit**.

As a participant, you will learn and practice skills to:

- Accelerate the development of competencies in your employees
- Enhance your ability to communicate and implement a vision for your employees
- Practice performance coaching to identify issues and correct behavior
- Develop skills and insight that lead to more effective relationships with your team
- Leverage employees’ existing strengths
- Develop a more self-sufficient team
- Retain and develop talented employees
- Identify powerful ways of starting and finishing any coaching conversation

Specific skills include:

- Using an “ask” versus “tell” approach – recognizing why you’re so tempted to jump in and be the advice-giver and problem-solver, and the price you and your employees pay for this
- Asking powerful/inviting coaching questions
- Meeting employees where they are, to increase focus, engagement and impact
- Identifying key coaching moments that are doable by all managers, not just those who are more people-oriented
- Providing coaching “in the moment”
- Guiding the conversation to a mutual agreement
- Capitalizing on those on-the-job learning experiences
- Avoiding trigger words and trigger questions when coaching
- Practicing easy-to-understand, easy-to-use coaching tips & strategies

Coaching = Effective Conversations

ABOUT JOYANNE LANDERS



Joyanne Landers has gained a solid reputation for over twenty-five years as a facilitator and trainer. Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding managers and supervisors in the public and private sectors throughout Canada to create shifts in the way they relate to their work and their colleagues. She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious. Joyanne holds a Master of Education degree.

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TEAMBUILDING SKILLS FOR MANAGERS & SUPERVISORS

If you are supervising others, or if you're responsible for getting results from the efforts of a group of people, then **you're in charge of a team**. Your team's success depends on **your ability to motivate, support and give feedback**. This highly interactive workshop is **loaded with practical strategies & techniques** that really work to make your team **more cohesive, more motivated and more productive**.

Workshop Objectives:

You will:

- identify the **keys to motivating** your team members
- discuss the traits of **high-performing teams**
- pinpoint what you can do to create an environment of **caring, cooperation, accountability and trust**.
- practice **giving feedback** that helps your employees do their best
- learn the traits of the **most successful supervisors** in building team spirit
- identify your EQ - **emotional intelligence**
- learn how to **avoid team traps & triggers**
- develop **strategies to break through** the most common people problems
- recognize how to manage the **most common sources of team conflict**
- build tools to help your team **creatively solve problems together**
- gain insights in helping your **team accept change**
- walk away with a team building **Action Plan you can launch immediately**

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Elephant Ears Training

Ear-Opening Insights. Powerful Results.

Best of Both Worlds: Achieving Work-Life Balance

Should I attend?

- Are you struggling to be everything you think you should be at work and at home? If so, this workshop is for you.
- This is an invigorating session that provides you with practical skills, techniques and workable solutions. Balance is your natural state. You deserve it.

This workshop will help you:

- Design solutions to bring you more balance & fulfillment at work and at home;
- Integrate successful and fulfilling professional and personal lives
- Develop effective strategies for coping with the time/energy balance
- Reduce your tension and simplify your life
- Move beyond “managing” to “enjoying”



Joyanne Landers, M.Ed., has over 25 years experience as a consultant and facilitator with government, business, industry, school districts, post- secondary institutions and not-for-profit organizations.

She is recognized for her ability to inspire participants to develop new insights and to make significant shifts leading to increased job satisfaction and productivity.

“I’ve attended a lot of workshops over the last 20 years, and this is the best one by far.”

-- **Dr. Don Fritz, Fraser Health Authority**

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Respect Begins With You

Do you want to ensure that all of your employees and every one of your clients recognizes and experiences a truly respectful workplace?

This is a **stimulating, thought-provoking, interactive** learning session.

You will identify ways to:

- Recognize what your new employees experience
- Open your eyes to the subtle messages you send, and how you influence others
- Give and receive feedback respectfully
- Encourage co-workers to express opinions and ideas
- Recognize the results of your communication style on others
- Respond to practical, real examples from your organization
- Develop a shared understanding of respect
- Assess cases using the powerful new **Reasonable Person Test**
- Create an environment where everyone feels they have a chance



About the Facilitator:

Joyanne Landers delivers workshops that are practical and easy to apply. Her plain talk, humour and boundless enthusiasm are contagious. Her participants describe her as **“dynamic, powerful, thought-provoking, funny.”** *“I was really impressed by Joyanne and I'm not easily impressed.”*

- Joyce Shariff - Justice Institute of BC

Proactive

Pertinent

Practical

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WIRED FOR LIFE:

Increase Your Happiness Level at Work

Join us for this stimulating, interactive workshop.

You will identify ways to:

- Explore how **YOU** influence **YOUR** happiness level at work
- Boost your optimism levels
- Gain a fresh perspective on being in control of your life
- Develop effective strategies for coping with the time/energy balance
- Increase your productivity
- Become more popular at home
- Develop an Action Plan to transfer your new insights back to work
- Have **FUN!**



This is a fast-paced, thought-provoking, exhilarating workshop that will provide you with a brand new perspective on yourself and your job.

About the Facilitator:

Joyanne Landers delivers workshops that are practical and easy to apply. Her plain talk, humour and boundless enthusiasm are contagious. Her participants describe her as “dynamic”, “powerful” and “funny.”

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Ear-Opening Insights. Powerful Results.

RIDING THE WILD WAVE OF CHANGE: TOOLS FOR MOVING FORWARD

Change is never easy. No matter what kind of workplace changes your team is facing, it is natural to experience various emotions about these changes. Tomorrow's winners are those individuals and organizations that can constantly **learn, adapt, and respond to sudden shifts.**



In this interactive workshop you will:



- Identify your change style
- Recognize the ways your team members respond to change
- Explore the positive potential that arises from change
- Discuss the distinct phases of change
- Develop strategies to gain agreement and reduce resistance to change
- Increase your resilience
- Select tools to help your employees thrive during change

This is a practical skill-building day. You will develop new ways of thinking about the change, and of assisting your team members in adapting to the change. You will share ideas, experiences and strategies that work to increase morale and productivity during times of change.

ABOUT JOYANNE LANDERS

Joyanne Landers has gained a solid reputation for more than twenty-five years as a facilitator, speaker and coach. Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding managers and employees in the public and private sectors throughout Canada to create shifts in the way they relate to their work, their colleagues, and their clients. She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious. Joyanne holds a Master of Education degree.

“Change is hard because people over-estimate the value of what they have and under-estimate the value of what they gain by giving that up.”

“Change requires doing something different. It’s not comfortable. In fact, it’s scary. By definition it means entering the unknown.”

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MANAGING YOUR STRESS BEFORE IT MANAGES YOU

This is a fast-paced, fun workshop packed with practical stress-busting strategies.

Objectives:

Participants of this workshop will:

- identify their stress type
- recognize and learn to control hidden stressors
- use stress as a motivator to meet their goals
- practice hands-on stress relief tools and energizers
- take a 5-minute brain vacation
- learn to maximize their strengths



Joyanne Landers, M.Ed., has over 25 years' experience as a consultant and facilitator with government, business, industry school districts, post-secondary institutions and not-for-profit organizations.

She is recognized for her ability to inspire participants to develop new insights and to make significant shifts leading to increased job satisfaction and productivity.

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PRESENTATIONS THAT WORK

Optimize Your Influence with Colleagues & Decision-Makers



You have  to hook them.

You have  to hold them.

This 1-2 day workshop is a fast-moving, interactive, practical learning experience with lots of opportunity to make presentations.

You will gain strategies, tools and most importantly, **PRACTICE**:

1. focusing on what makes effective delivery
2. making clear presentations that engage your audience immediately
3. relaxing and building rapport with your audience at team meetings, committee meetings, customer meetings
4. increasing your confidence and calming your nerves
5. presenting technical information clearly, concisely, persuasively
6. choosing the right amount of information to share with different listeners
7. enhancing your voice projection, body language, eye contact
8. eliminating your distracting behaviours
9. applying tools to structure your presentations for maximum effect
10. handling audience questions with confidence
11. speaking repeatedly in front of the group
12. receiving feedback from fellow participants and facilitator

“Joyanne’s **Presentations that Work** really helped me “up my game.” My audience members no longer have that unconscious gaze when I make my presentations. That feels good.”

-- **Sargit Singh, Canada**
School of Public Service

ABOUT JOYANNE LANDERS



Joyanne Landers has gained a solid reputation for over twenty-five years as a facilitator and trainer. Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding leaders and teams in the public and private sectors throughout Canada to create shifts in the way they relate to their work and their colleagues. She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious. Joyanne holds a Master of Education degree.

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Planning, Prioritizing, Productivity: A Time Management Workshop

This workshop provides you with peak performance tips, tools and strategies so you can spend more time working toward your high-value tasks.

It's time to take back control of your day! Are you swamped with e-mails, requests, tasks, piles of paper? In this highly interactive, enjoyable, skill-building workshop you will learn proven techniques and tune your skills at managing your priorities and achieving your objectives.

You will:

- identify your “time type”
- develop strategies to align your activities with your goals
- optimize your productivity & decrease your stress
- develop a laser-like focus on your priorities
- identify obstacles that get in your way
- practice assertive ways to handle interruptions
- recognize time-saving e-mail tips
- distinguish between being “busy” and being “productive”
- identify how you sabotage your goals
- share tools/technology to help manage your time more effectively
- determine what you get by **procrastinating** & how to conquer it
- apply a practical new mindset and toolset
- develop a specific Plan of Action to implement immediately



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Joyanne Landers has gained a solid reputation over the last twenty-five years as a facilitator and trainer. Her clients describe her as “dynamic”, “powerful”, and “thought-provoking.” She builds on her wide-ranging experience guiding leaders and employees in the public and private sectors throughout Canada to create shifts in the way they relate to their work and their colleagues. She stimulates participants to challenge their perceptions. Joyanne has the ability to lead workshops that are practical and easy to apply in real-world situations. Her plain talk, humour, and boundless enthusiasm are contagious.

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