

Course and program Offerings

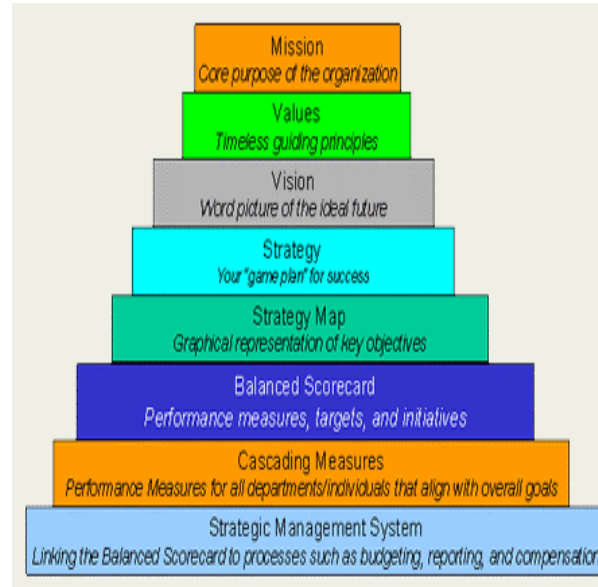
MANAGEMENT/LEADERSHIP TRAINING

- Leadership Practices
- Balanced Scorecard Design and Deployment
- Situational Leadership
- High Performance Leadership
- Coaching for Performance
- Team Training

CUSTOMER SERVICE, SALES AND NEGOTIATING SKILLS

- Face to face communications
- Conflict Resolution – The Magic of Conflict
- Setting Performance Expectations
- Value-Added Negotiating – The Road to Win-Win
- Communication Style

“DEDICATED TO CREATING STRATEGICALLY ALIGNED ORGANIZATIONS”



PRESENTED BY

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BOUCHARD AND COMPANY

CHARTERED ACCOUNTANTS

PERFORMANCE MANAGEMENT DIVISION

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BOUCHARD & COMPANY CORPORATE AND STRATEGIC LEADERSHIP DEVELOPMENT PROGRAMS

Future Solutions Now...Our programs help:

- **Executives** clarify, plan, and measure success of strategic initiatives
- **Senior managers** bridge strategy to measurable actions and outcomes
- **Frontline leaders and managers** develop leadership along the frontline
- **Frontline leaders and contributors** deliver results

Certified With:



PROGRAMS TO DRIVE PERFORMANCE

Half Day

- ❑ Customer Service for the Call Center
- ❑ Managing Stress in the Customer Contact Zone
- ❑ Giving & Receiving Feedback
- ❑ Coaching
- ❑ Conflict Resolution
- ❑ Meeting Skills
- ❑ Time Management Skills
- ❑ Personality Profile Exercise
- ❑ Team Assessment
- ❑ Team Effectiveness
- ❑ Stress Management
- ❑ Coping with Change

Full Day

- ❑ Conflict Resolution
- ❑ Critical Communication Skills
- ❑ Sales Negotiation Skills
- ❑ Behavior Description Interviewing Skills
- ❑ Team Building with Insight
- ❑ Situational Leadership
- ❑ Stress Management
- ❑ Customer Service
- ❑ Value Added Negotiating
- ❑ Creating a Respectful Workplace
- ❑ Leading Change
- ❑ Strategically Aligned Organizations – Development of a Balanced Scorecard Performance Management System

Two Day

- ❑ Negotiation Skills
- ❑ Mediation Skills
- ❑ Coaching for Commitment
- ❑ Team Building
- ❑ Retaining Talent...The Leader's Role
- ❑ Leading Change

Three Day

- ❑ Coaching for Commitment
- ❑ Train the Trainer
- ❑ Facilitation Skills

CONSULTING SERVICES

- ❑ Strategic Planning (Vision, Values, Mission)
- ❑ Workplace conflict
- ❑ Facilitation of Meetings
- ❑ Professional Coaching
- ❑ Process Improvement/Reengineering
- ❑ Project Management
- ❑ Manual and Program Development
- ❑ Human Resources

Note: We deliver all of the following “world class” programs: Achieveglobal, Development Dimensions International, Myers Briggs, Situational Leadership

PARTIAL CLIENT LIST

Canada Place Corp

NorthWestTel – Division of Bell Canada

Society of Management Accountants of British Columbia

Great West Life Assurance Co.

CreoScitex

Government of B.C.

Government of Canada

Yukon Territory Government

Future Shop

