TidalShift
Lift Your Organization

Program & Course Catalogue

Change Management

Level	Course Name	Talent Triangle	Duration	Page
Fundamentals	Developing Resilience During Change	Leadership	1 day	3
	Recognizing and Removing Barriers to Performance®	Leadership	1 day	4
	Strategies for Effectively Leading Through Change	Leadership	1 day	3
Advanced	The Mastery of Change™ - Thriving in Interesting Times	Technical	1 day	3
	Strategic Thinking™ - Leadership Practices for Innovative Organizations	Strategic	1 day	4
	Managing Stakeholder Expectations	Leadership	1 day	7
	Sustaining Change - Making It Stick	Leadership	1 day	3
Programs	Change Management Program		5 days	
Certifications	Change Management Foundation™ Certification	Leadership	3 days	
	Change Management Practitioner™ Certification	Leadership	2 days	
	Change Management - Foundation™ + Practitioner™ (CMP) Certification	Leadership	5 days	

Please note: The Change Management Foundation™ and Change Management Practitioner™ programs are available separately and not only as a single package as outlined above. To obtain your Change Management Practitioner™ (CMP) designation you must successful pass both the Foundation™ and Practitioner™ exams.

Leadership & Team Development

Level	Course Name	Talent Triangle	Duration	Page
Fundamentals	Exercising Influence® - Building Relationships and Getting Results	Leadership	1 day	3
	Strategic Thinking™ - Leadership Practices for Innovative Organizations	Strategic	1 day	4
	Recognizing and Removing Barriers to Performance®	Leadership	1 day	4
	Conflict - From Prevention to Resolution™	Leadership	1 day	4
	Constructive Negotiation™ - Building Agreements That Work	Leadership	1 day	4

Level	Course Name	Talent Triangle	Duration	Page
	The Power of Collaboration	Leadership	1 day	4
	The New Manager – Quick Start Manual	Leadership	2 days	4
	Presentation Skills	Leadership	1 day	5
	Developing a Coaching Style of Leadership	Leadership	2 days	5
Advanced	Improving Team Effectiveness®	Leadership	1 day	5
	The Mastery of Change™ - Thriving in Interesting Times	Technical	1 day	3
	Mindfulness at Work – "The Power of Attention"	Leadership	1 day	5
	Team Agility Seminar	Leadership	2 days	5
	Leadership Agility Seminar	Leadership	1 day	5
Programs	Leadership & Team Development Program		5 days	
	Team Collaboration Program		2.5 days	

Initiative & Project Management

Level	Course Name	Talent Triangle	Duration	Page
Fundamentals	Project Management Concepts	Technical	1 day	5
	Managing Project Human Resources	Leadership	1-2 days	6
	Managing Project Risk	Strategic	1-2 days	6
	Managing Today's Projects	Technical	3 days	6
	Managing Project Time	Technical	1-2 days	6
	Project Estimating	Strategic	1 day	6
	Managing Project Communications	Leadership	1-2 days	6
	Just Enough Project Management	Strategic	1/2 day	6
Advanced	Managing Project Cost	Technical	1-2 days	6
	Managing Project Integration	Strategic	1-2 days	6
	Managing Project Procurement	Technical	1-2 days	7
	Managing Project Quality	Leadership	1-2 days	7
	Managing Project Scope	Strategic	1-2 days	7
	Managing Stakeholder Expectations	Leadership	1 day	7
Programs	Initiative & Project Management Program		5 days	
Certifications	PMP® Exam Preparation		5 days	7

Course Overview

Developing Resilience During Change (1 day)

When an individual is experiencing high levels of change, their capacity to adapt can rapidly be depleted. Resilience — the ability to remain productive during turbulence — helps people achieve better outcomes for themselves and their organizations. This one-day course explains why change can be challenging and introduces a set of seven "change muscles" that help individuals use their energy more effectively as they move through the adaptation process. Participants receive individual feedback on their own resilience, and engage in exercises that provide practice in applying each of the characteristics. They leave with an action plan for strengthening their resilience. Optional additions include a module on leading and managing for resilience, and a module designed to help intact teams explore their collective resilience.

Strategies for Effectively Leading Through Change (1 day)

As a leader, have you ever asked yourself:

- What do I say to my team members to help them through times of change?
- What is my role in the change process?
- What do I need to do to plan for the change implementation?
- How do I respond to change initiatives when I am not aligned with the change?

You are not alone. Every organization experiences some form of change, requiring varying degrees of organizational transformation to survive in a rapidly shifting environment. Many leaders and employees struggle to keep up with the pressure to respond to the demands of the changing economy. The process of change can bring stress to even the strongest organizations.

Strategies for Effectively Leading through Change aims to assist leaders with how to identify and address the typical questions and concerns that employees raise during times of uncertainty, as well as how to use appropriate change strategies and corresponding behaviours to address employee responses to change.

The Mastery of Change™ - Thriving in Interesting Times (1 day)

Organizational change may be stimulated in many ways: by new ownership, market forces, technological innovation, as well as economic, social, and political trends. The challenge is how to implement the change with minimal resistance and downtime.

The Mastery of Change™ offers tools for leaders and managers who are responsible for the successful implementation of change. This one-day program is ideal for organizations anticipating or experiencing one or more major changes. It provides a practical opportunity to develop a change implementation plan.

The program creates a forum in which real change issues are discussed and real planning takes place.

Sustaining Change: Making It Stick (1 day)

Change management is an ongoing priority in many organizations today. Most change is not simply a one-time event that has a beginning, middle and end, but rather individual and organizational change is inherently dynamic. Sustaining Change: Making It Stick will help you, as a change leader, with the critical task of making change stick in ways that offer benefits and advantages at the individual, team, and organizational levels. You will learn key elements and tools for reinforcing change from both a task and people point of view. You will gain leadership and engagement strategies to support success through the post-implementation phase of change.

Exercising Influence® - Building Relationships and Getting Results (1 day)

Today's organizations run on influence. Influence enables you to build the relationships you need to get results inside or outside the formal power structure. This accelerated learning program uses our "fitness model" to help develop strength, focus, and flexibility as an influencer.

Through a series of exercises, learn how to plan and prepare for important influence opportunities up, down, across, and outside your organization. Exercising Influence® is a just-in-time learning opportunity, enabling immediate application of new skills to resolve problems and conflicts and achieve outstanding business results. Learn new skills as you work on real-world business situations.

Strategic Thinking™ - Leadership Practices for Innovative Organizations (1 day)

Dynamic and innovative organizations require leaders at all levels who can think strategically, anticipate issues, solve problems, and make decisions based on new and emerging information while keeping the long-term vision in mind.

In this workshop, you will have the opportunity to work with a variety of tools, applying them to an important challenge or opportunity in your own organization. You will develop greater awareness of your own biases and assumptions that may stand in the way of achieving results. You will learn how and when to apply different types of thinking – systems thinking, critical thinking, and creative thinking – to a problem or opportunity and how to work with stakeholders to make and implement decisions.

Recognizing and Removing Barriers to Performance® (1 day)

Great managers can read people. They know that employees have different skills, different concerns, and different levels of motivation. Further, they know that if they ignore these diverse needs, there is a greater chance that their employees will waste their energy moving in the wrong direction, get frustrated with a lack of success, or just disengage from a project or team.

Consequently, they've learned to adjust their management style to the employee's style and needs of the situation. This course is designed to help managers recognize the employee's needs and remove barriers to performance.

Conflict - From Prevention to Resolution™ (1 day)

When people are working together, differences of opinion and approach are inevitable. Conflict can create problems in work productivity and alignment, or it can be used positively to take advantage of diverse perspectives and promote creativity and innovation.

Conflict: From Prevention to Resolution™ enables you to gain a better understanding of the sources of conflict, and learn tools for preventing conflict from arising. It also provides methods for taking advantage of differences. Conflict: From Prevention to Resolution™ is a skills-based, constructive approach that can release the energy tied up in conflict,

allowing creative resolution and more productive relationships.

Constructive Negotiation™ - Building Agreements That Work (1 day)

Whether you are negotiating with colleagues, managers, suppliers, customers, or strategic business partners, it's critical to be able to understand and use a negotiation process that focuses on achieving outstanding business results. Constructive Negotiation™ uses the metaphor of designing and constructing a building to learn a positive, productive way of thinking about, planning for, and implementing negotiations. Rather than taking an adversarial or competitive approach to negotiation, this program approaches negotiation as a challenging opportunity to build an agreement that meets the needs of all parties. You will work on a real-world negotiation that you will be involved in after completing the program. Throughout this process, you gain the confidence and skills you need to conduct a successful and constructive negotiation.

The Power of Collaboration (1 day)

In theory, collaboration is a great concept. People talk in the workplace about building a collaborative team and working collaboratively. However, very few understand how to improve team dynamics by collaborating effectively, how to truly experience what team work is, or even how to develop an exceptional team. In this interactive, compelling and thought-provoking session, you will learn how to harness the power of collaboration to build highly effective teams and improve relationships. You will also learn how to increase engagement and morale amongst staff. By collaborating with employees at different levels within an organization and leveraging their unique personalities, you can work more collaboratively, drive performance and achieve exceptional results.

The New Manager – Quick Start Manual (2 days)

Supervising people can be tough, different personalities, motivations, fears, and goals all play into the dynamic that make up the people we work with. Further, it seems there are some people we just 'click' with while others remain a mystery. Great managers can read people. They know that employees have different skills, different concerns and different levels of motivation. These differences can lead to misunderstandings and conflict. Resolving that conflict, or better yet, preventing it from ever

developing is integral to becoming an effective supervisor/manager.

This course provides managers with a simple, direct way to understand the different fears that drive much of the conflict and resistance they see. Through DiSC® managers learn their style of handling conflict and understand how that style might differ from their employees' methods. Leveraging DiSC®, managers learn to adjust their style to the employee's style and needs of the situation. This course is designed to help managers recognize the employee's style, needs and adjust to garner better results from their staff and teams. By understanding how and why different people become threatened, managers can employ more effective skills for relating with people of all styles.

Presentation Skills (1 day)

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. This workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable.

Developing a Coaching Style of Leadership (2 days)

This two-day workshop has been designed to help participants to develop a coaching style of management/leadership. The workshop will provide them with the skills and knowledge they need to establish a coaching culture that enables everyone within their team, and across the organization, to perform to their full potential.

It is practical, "hand on", session designed to give participants the skills and confidence to use coaching to increase acceptance to change, productivity, morale, performance and engagement.

Improving Team Effectiveness® (1 day)

Think about the first work team you were on. You probably quickly discovered that each person had a unique way of doing things. Sometimes team differences are easily accepted and laughed about, and may even complement one another. But too frequently teams find that those differences can also cause confusion, stagnation, or frustration. Only when people have a framework to make sense of their differences can they learn what to expect from others and the best way to get what the team needs. This program uses the DiSC® framework to address three

of the most common challenges that teams face: motivation, conflict, and communication. Participants learn simple intuitive ways to make lasting improvements in a team's effectiveness.

Mindfulness at Work: "The Power of Attention" (1 day)

Can we train our minds for increased efficiency and resiliency?

Mindful Awareness (or 'mindfulness') is something we are all capable of. Mindfulness has been proven by science to reduce feelings of stress, make our bodies healthier, and allow us to appreciate day to day life – ups and downs included. In the workplace, mindfulness has been credited with improving decision-making and enhancing clarity and creativity.

Mindfulness offers a pathway to resiliency – our ability to return to peak performance again and again.

Team Agility Seminar™ (2 days)

The **Team Agility Seminar**™ is a two-day highly interactive workshop designed to build a roadmap for organizational improvement. The course teaches teams how to continually sense and explore customer and marketplace opportunities in order to respond faster than the competition. If your team is poised to exploit these opportunities by acting with speed and surprise then your company will clearly have the advantage.

Leadership Agility Seminar™ (1 day)

Some combination of market fragmentation, technological change, global competition, economic downturn, etc. is placing a demand on leaders to respond even more quickly and adaptively to meet ever-changing market, customer and competitive challenges. The common capability that organizations are attempting to achieve and sustain is AGILITY. The objective of the **Leadership Agility Seminar**™ is to help identify, build and sustain leadership capability as evidenced by behavior and results that are focused, fast and flexible.

Project Management Concepts (1 day)

This course is designed to provide project participants with knowledge and practice using a flexible, efficient ten-step process that provides planning without overkill, control without being cumbersome. In this workshop, participants learn and apply proven project management techniques to

smaller, short-term projects. Working in small teams, participants practice project planning and executing techniques throughout the workshop.

Managing Project Human Resources (1-2 days)

The purpose of project human resource management is the effective use of all project stakeholders in achieving the ends of the project. While people skills such as leadership, team building and motivation are applicable to both project management and an operational context, there are issues that are unique to the project environment. Human Resource Management techniques must be dynamic to handle the changing interpersonal relationships and project stakeholders. This workshop provides participants with a four-step process for human resources management.

Managing Project Risk (1-2 days)

Virtually every project encounters unplanned events and as a result, suffers some negative impact. , this negative impact and even the events themselves can be controlled through proactive risk management. This focused seminar equips participants with a structured process as well as with quantitative, analytical, practical tools that make risk management a reality in your organization.

Managing Today's Projects (3 days)

This workshop is the cornerstone of project management competence building - a proven discipline that helps you achieve your organization's goals with maximum efficiency. Participants learn a ten-step process model for Project Initiation and Definition, Planning, Execution and Control, and Closeout that provides practical techniques for successfully completing projects within time, scope, and budget constraints.

Managing Project Time (1-2 days)

The goal of project time management is the completion of the project on or before a specific date. The processes comprised in this knowledge area usually take place once in each project life-cycle phase. In addition, although some of these processes are often viewed as one, they are defined and explained separately. Participants will learn a clear six-step process for managing project time.

Project Estimating (1 day)

A project plan is only as good as the estimates it is based on. Because of the many difficulties in developing accurate estimates, however, many project managers and team members dread being asked, "How much will this cost?" or "How long will this take?". This workshop provides participants with both an estimating process model and a variety of estimating techniques – useful in all estimating modes; top-down, bottom-up, and constraint mode.

Managing Project Communications (1-2 days)

The goal of project communications management is the accurate and timely collection, dissemination, and storage of information. It is critical that all people in the project communicate in the same project "language". As in project human resource management, there is a broader availability of knowledge in a non-project management specific context. This workshop provides participants with a clear four-step process for managing project communications.

Just Enough Project Management (0.5 day)

Many learning professionals deal with projects that are of short duration, sometimes less than six months, – too big to manage successfully with just a task list on a tablet and too small to benefit from the full array of rigorous, formal project management techniques. This interactive workshop is designed to provide participants with knowledge and practice with using a flexible, efficient ten-step process that provides planning without overkill, and control without being cumbersome.

Managing Project Cost (1-2 days)

The purpose of project cost management is the completion of the project within budget constraints. While cost of resources is the main focus, a broader, life-cycle costing view is examined. Care should also be given to the way different stakeholders measure project costs.

Managing Project Integration (1-2 days)

This workshop is designed to provide in depth knowledge and skills to ensure that various elements of a project are properly coordinated, executed, and controlled. To be able to define, understand and explain major processes such as project plan

development, project plan execution and integrated change control.

Managing Project Procurement (1-2 days)

This workshop is designed to provide an overall understanding of contracting and procurement management from the point of view of the buyer. It begins with defining a 'make or buy' strategy followed by identifying which products and services should be bought. The workshop covers all the steps of the process through contract close-out.

Managing Project Quality (1-2 days)

Quality doesn't just happen. The project manager must manage the project for quality success as well as for schedule and budget success. This workshop provides participants with an in-depth view of what it means to implement quality management within the project management process.

Managing Project Scope (1-2 days)

The purpose of Project Scope Management is the definition and control of what work is necessary for the success of the project, and what work is not. The required work is the project scope, as opposed to the product scope, which consists of the features and functions of the final service or product.

Managing Stakeholder Expectations (1 day)

Project Management is often described as getting a unique undertaking done, within established and agreed on constraints, in a manner that meets or exceeds the stakeholder expectations.

One of the more frustrating experiences for a project management team is to discover that their project is meeting all the specifications, but does not meet the expectations of a project sponsor or end-users, let alone exceed them!

This seminar looks at the major areas of project expectations; what causes them to form and what we can do about managing them for project success.

PMP® Exam Preparation (5 days)

This program is based primarily on the Project Management Institute's (PMI) Guide to the Project Management Body of Knowledge (PMBOK® Guide) standards and certification process for the designation of PMP® - Project Management Professional from PMI. It is a comprehensive in-house program that will assist individuals in their preparation for taking PMI's certification exams.