

Building Capacity & Compassion: Human Resource Training for Dental Office Managers

People First HR Services & the Manitoba Dental Association have partnered to offer an exciting new HR training course tailored to the needs of dental office managers. This intensive module-based training will be limited to 20 participants.

Dates: October 26, November 2, November 9, November 16, 2018

Time: 9:00 am to 11:00 am (8 hours classroom time)

Location: 1403 Kenaston Boulevard, Winnipeg (People First Offices) - free parking

Cost: \$500 per participant (plus GST)

Participants will be given short homework assignments prior to each class which will encourage self-assessment and reinforce learning. Participants who complete each assignment and attend all four sessions will be awarded a certificate of course completion.

Module Outlines:

Emotional intelligence: Creating a compassionate workplace culture

Using Goleman's 5 components of emotional intelligence, participants will be challenged to understand the way that feelings and emotions factor into effective staff management.

Understanding legislative requirements

Learning will focus on the most commonly used Manitoba Employment Standards, Workplace Safety and Health, and Human Rights legislation. Special attention will be paid to ending employment, respectful workplace, and the Accessibility for Manitobans Act.

Setting the tone for success with clear expectations and feedback

Setting expectations and providing feedback are the baseline for positive employee performance. Using the SMART model, participants will practice coaching behaviours.

Guiding difficult conversations to positive resolutions

The final module will focus on increasing capacity to successfully manage difficult staff behaviours through managing performance, including understanding when an employee is no longer able to be successful in their role.

For registration please contact Diane McDonald at 204-988-5300 ext 1, or by email at diane@manitobadentist.ca.

Registrations will close when enrollment reaches capacity or on October 15/18.

Payment by credit card can be made by contacting Diane McDonald

Payments by cheque can be made payable to Manitoba Dental Association, Unit 202-1735 Corydon Ave, Winnipeg, MB R3N 0K4