

Human Centered Leadership Program Training & Coaching

Step into your leadership powers!

AT A GLANCE

- Human Centered Leadership Program Classes - 12 hours ; Leadership Coaching - 3 hours
- Learn self-calming and team-calming techniques to reduce friction and stress
- Build manager communication skill for today's workforce
- Understand managing holistically to respond effectively to conflict

Results you can see!

50+ managers from 6 countries reported that this course improved their management skills faster and more effectively than any previous training.



FEEL

More confidence, less stress



KNOW

How to respond effectively to complex situations



SHIFT THINKING, BUILD LEARNING, SEE RESULTS



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WHY ATTEND

- **FEEL** more [confidence, less stress](#)
- **KNOW** how to [respond effectively](#) to complex, changing situations
- **INCREASE ROI** organizations that invest in leadership training and coaching combined see [an average of 7X the return on their investment](#)

WHO SHOULD ENROLL

The Human Centered Leadership Program is suitable for:

1. Small business owners leading small to mid-size teams and organizations with managers who never had training.
2. Current managers who may have missed opportunities to systematically develop their leadership approach and skills.
3. Aspiring leaders looking to get a head start on the managerial leadership skills they will need for future promotion.



Speak & listen effectively



Reduce conflict with less stress



See performance improvement

SESSION TOPICS

1

The Power of One: Prioritizing Personal Management

Learn the basics of self-awareness and emotional self-regulation for stressful work environments.

2

The Power of Two: 1-2-1 Conversations That Work

Develop the practices and habits of effective communication between two or more people

3

The Power of Team: Building Agreement and Pre-commitment

Learn to set clear expectations, check for understanding and solicit feedback in ways people will appreciate

4

The Power of Systems: Solving People-System Problems

Learn to read people realities for better decision-making

LEARN THESE HUMAN-CENTERED LEADERSHIP SKILLS

SESSION #1: THE POWER OF ONE

Prioritizing Personal Management

In this session you will practice:

- Personal awareness of your own thoughts, feelings, beliefs and responses to your environment
- Slow-down strategies: breathing, naming, and measuring emotional intensity, in the moment self-regulation
- Reflection tools: gather feedback, notice processes and reflect to self-correct while managing day-to-day incidents



SESSION #2: THE POWER OF TWO

1-2-1 Conversations That Work

In this session you will practice:

- Building friendly and firm work relationships
- Noticing the talents of others and mirroring their qualities to them
- Facilitating a conversation with non-judgmental questions
- Encouraging quiet people to talk, and talkative people to listen



SESSION #3: THE POWER OF TEAM

Building Agreement and Pre-commitment

In this session you will practice:

- Building team member and team communications capacities
- Correcting problems early on without loss of face
- Diagnosing correctly, apply the remedy and coach for success
- Practicing courage and tact



SESSION #4: THE POWER OF SYSTEMS

Solving People-System Problems

In this session you will practice:

- Uncovering your own and others' resistance and bring them to commitment
- Measuring commitment levels and using the power of acceptance to auto-correct
- Reading body language in individuals and between individuals
- Diagnosing a system problem involving people and apply your learning to start solving it.



COACHING #1: SELECT AND START GOAL

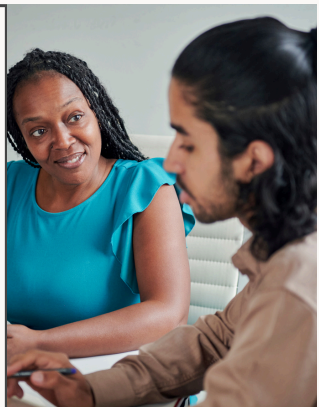
Release resistance, increase commitment

COACHING #2: CHECK-IN AND REFINE GOAL

Develop self-assessment tools to adjust

COACHING #3: ACHIEVEMENTS AND NEXT STEPS

Celebrate successes and learning complete self-evaluation



TESTIMONIALS



First-Time Manager

"As a new manager, this course provided me with vital information and tools that I will use going forward"

Jackie M.

Senior Engineer Manager

"I wish I would have had this training when I first started five years ago, it would have saved me from a lot of unnecessary frustration."

Mohammed I.

Debt Management Services Manager

"Taking this management course was a game-changer for me. It gave me the tools and confidence to lead more effectively, improve my decision-making, and communicate better with my team. I've grown both professionally and personally, and I now feel more equipped to handle challenges in the workplace. I highly recommend this course to anyone looking to enhance their leadership skills and take their career to the next level!"

Paige B.

Insurance Manager

"Best 12 hours! So many helpful tools you provided. I am using them every day now. And taught by such an amazing human too!"

Darlene S.

Government Manager

"The course offered valuable insights into several key areas, including self-regulation, effective engagement, conflict resolution, setting expectations, and issue identification at both individual and organizational levels. Marie provided practical, result oriented tools throughout the course that are user-friendly and easy to apply in the workplace."

Shoma T.

Register 

[HTTPS://SHIFTWORKPLACE.COM/MANAGEMENT-LEADERSHIP-CLASSES/](https://shiftworkplace.com/management-leadership-classes/)



Marie Gervais, PhD., CEO of Shift Management Inc. believes that a happy workplace is a productive and profitable one. Her mission is to build inclusive workplace leadership skills using the S.W.E.L model of safety, wellbeing, encouragement and learning.

ABOUT YOUR COURSE INSTRUCTOR

MARIE GERVAIS

Through her unique training and coaching, Dr. Gervais has assisted 50+ companies and 500+ managers to develop visible leadership growth.

She is a sought after speaker, instructor and program evaluator for workplace learning and the future of work.

As a Certified Emotional Freedom Coach, Dr. Gervais helps clients move past the freeze, fight, flight responses from work traumas, to approach work with calm, confidence and wisdom.

She recently published her book "The Spirit of Work: Timeless Wisdom, Current Realities" is available on all online directories where books are sold.

Trusted by:

- Enmax
- Agropur
- CPA Canada
- College of Alberta Psychologists
- Spruce Grove and District Chamber of Commerce
- Alberta Government
- Comar Manufacturing
- BP Automation,
- Chinook Scaffolding
- All Weather Windows
- Action for Healthy Communities
- Sinkunia Community Development Organization
- Railserve
- Interface FLOR Manufacturing
- Railserve
- Rotoflow Oil and Gas
- Magotteaux Manufacturing
- VIN University
- Burnco
- Scribd
- Sherritt International