



Golf Courses... Your People & Process Improvement Workshops

BUSINESS SUSTAINABILITY FOR THE NIAGARA REGION

Let us help you with your organizations most important asset; its people.

designed

FORE

General Managers



Head Professionals



Board Chairs

HEADS UP FOR THE UPCOMING GOLF SEASON

Workshops include:

- facilitation of key concepts
- tool kit which includes the forms, templates and a CD
- on-going technical support throughout the season



PROGRAM: (4 modules - 1/2 day session)

Module 1: Seasonal Staffing

- recruitment strategy and tools: interviewing techniques, pre-screening, selection, reference checking
- implementing an effective orientation program

Module 2: Safety & Wellness Overview

- legislative compliance
- overview of Bill C45 requirements
- hazard recognition and prevention

Module 3: Workplace Relations Policies

- conflict resolution
- dealing with harassment/bullying issues
- employee coaching and counseling techniques

Module 4: Customer Service Etiquette

- providing exceptional customer service **benefits that directly impact the bottom line*
- effectively dealing with difficult situations
- business etiquette



2007

Don't get caught in the rough...let us help you **DRIVE** your course to **SUCCESS!**

- # 1 or # 2 – Tuesday, March 6th or March 13th 8:00 to noon
OR
 #3 or # 4 – Wednesday, March 7th or March 14th 12:30 to 4:30

Sessions are being held in St. Catharines, 101 King Street (p2d training room)

Registration

Participant Name(s): _____ Organization: _____
 Address: _____ Email: _____
 Phone: _____ Fax: _____

Let our professionals help your organization improve your bottom line through effective process and people development

Program Fee: (1/2 day session)

\$275 plus GST/per workshop (includes content & material)
 Total: \$ _____

Method of Payment: invoice cheque number _____



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 corporateprograms@people2design.com
 To register or for more information

Please send cheques to:
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 905.641.4480

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