



## 10 TIPS FOR STRENGTHENING PROCESS

## Coming Fall 2010

- 1. Capitalize on strengths.** Determine your (and your team's) greatest assets and work to them. Reflect on tasks you enjoy and excel at, and ensure these are integrated into your work (e.g., a highly creative team member may be interested in revamping marketing materials).
- 2. Foster employee engagement.** Engaged employees are an asset: they are productive and dedicated workers. Learn more with our [Career Management at Work: Keeping Employees Engaged](#) course starting Oct 27th. There are lots of great books too...one we recommend is *Engaged Leadership: Building a Culture to Overcome Employee Disengagement* available at [www.amazon.ca](http://www.amazon.ca)
- 3. Optimize your resources.** Recognize the skills and resources you need to make your business flourish. Ensure you have the right people, doing the right job, with the right resources (e.g., equipment, software). Hire to fill identified gaps and invest in skill development and resource upgrading to stay current.
- 4. Create learning opportunities.** Create a strong team and organization through investing in professional development. Keep in mind, this doesn't need to have a huge price tag attached; use free programs (e.g., Blogs, Wikis) to facilitate shared learning amongst the team. In BC, small organizations (i.e., less than 50 employees) can apply for the Workplace Training for Innovation Pilot Program. This program offers government funding for training that improves productivity, increases competitiveness, or supports the introduction of new equipment, technology, or work processes. For more information [click here](#).
- 5. Ask different questions.** To get a better understanding of an issue or problem, you may need to look at it differently. Try stepping back to look at the big picture / context. Also consider drilling down, examining a small piece of the issue in more depth. Check out *How to Ask Better Questions* at [http://www.ehow.com/how\\_5222240\\_ask-better-questions-work.html](http://www.ehow.com/how_5222240_ask-better-questions-work.html)
- 6. Stop wheel spinning.** Don't get caught up doing things just because they are on your "to do" list. Challenge task requests or processes that don't make sense; look for faster, more efficient ways to get things done.
- 7. Systematize everything possible.** Document work procedures and systems so everyone knows how things are done and where to find answers. Use templates and forms to structure common work tasks.
- 8. Reduce...reuse...recycle.** Minimize your efforts and maximize your outcomes by reusing and recycling materials from other projects (e.g., slides, modules); however, respect copyrights and intellectual property. Reduce by de-cluttering your computer, your office, and your files; only hold on to the things you need, archiving if necessary.
- 9. Get it together...consolidate.** Ensure everything you do is contributing to the overall purpose or mission of your organization. Use systems and resources effectively; cluster small tasks into cohesive projects. Here are a few tips from *Learn to Consolidate Your Discretionary Time* blog, based on the work of Peter Drucker, at <http://sourcesofinsight.com/2008/05/16/boundary-conditions-for-effective-decisions/>
- 10. Know when to quit.** Never walk away just because it's easier; overcoming difficult challenges can have a positive impact on the team. However, don't put your employees or your organization at risk with a failing project. Analyze the costs and benefits of sticking with a project; if costs outweigh benefits, don't be afraid to cut your losses and walk away.



We hope you'll join us in our upcoming courses.

Click on the course names below for more information.

### CPE521 - 'B' Level Assessments

#### e-Coaching

CMPP Courses:

- **Understanding Diverse Clients**
- **Researching Workplace Trends**
- **Career Management at Work**
- **Work Search Essentials 1**
- **Career Coaching**

Due to popularity, these courses have recently been added to our schedule:

- **Theories & Models: Life Skills Coaching**
- **Program Management**
- **Interpersonal Relationships**

If you're pursuing your CCDP designation, you'll be interested in **Ethics and Theories** courses. Both are scheduled this fall.

Of course, many other courses in the **Career Management Professional program** are coming up soon. If you want to choose your own start date, consider one of our many directed studies courses.

To view our full course schedule, please [click here](#)

# DID YOU KNOW?



Prelude is a dynamic learning game that fosters social and emotional skills in youth and adults. It's used in middle schools, high schools, colleges, and in the workplace. Prelude is easy-to-learn and to facilitate. It's fun, fast, and transformative. Please visit [www.heliotrope.ca](http://www.heliotrope.ca) for more on this innovative new resource.



Amazing assessment tool coming to Canada! AMITAI® is a suite of tools that assess honesty, competency, 360° performance, satisfaction, and training needs. Each tool can be purchased separately or combined to provide organizations with an integrated assessment solution. AMITAI® has been tested, validated, and used extensively throughout Central and South America and is about to become available in Canada. If you're interested in exploring how this tool can meet your assessment needs please follow the link below to complete a brief, confidential survey. Individuals completing the survey are eligible to receive 3 free uses of any one test; instructions are available at the end of the survey. Access the survey at: <https://www.surveymonkey.com/s/NMZFFDV>

We're pleased to announce the addition of [four new certificates](#)

- Job Developer
- Job Club Coach
- Case Manager
- Foundations for Practice in Education & Vocational Guidance

# NEW RESOURCES

Available soon:

***Leadership Lessons for Transformational Times by Life Strategies' Deirdre Pickerell and Roberta Neault***



Leadership is both a privilege and a challenge, especially during transformational times. Whether you're an executive with an MBA, have years of corporate experience, own a small business, lead project teams, or sit on association boards, this book is designed to engage you in examining your leadership beliefs, experiences, and goals.

***Leadership by Engagement: Leading Through Authentic Character to Attract, Retain, and Energize by Kathleen Redmond*** – a relatively new, Canadian-based, book on engagement. Leadership by Engagement provides the tools, insights, and resources leaders need to attract, retain, and energize the best of the workforce and ensure sustainable success. Visit [www.cslr.ca](http://www.cslr.ca) for more information.

# CONGRATULATIONS



## Congratulations to the newest NECA GCDF Grads:

- Andrea Edelman
- Cheryl Sessoms
- John Watters
- Ken Margeson
- Kim Wiles
- Sharon McCormick
- Stacie Peterson



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