
TITLE:	Engagement and Retention Training
DESCRIPTION:	As the world continues to evolve in such a fast-paced environment of globalization, the employee-employer relationship has changed dramatically. Throw in the involuntary change of the pandemic, employers are finding themselves in deeper crisis trying to not only maintain engagement levels but have some form of retention. The previous leadership techniques seem to not be working as effectively as it once did. Some may even say they are in crisis. This training will guide you on how to influence attitude and behaviours in the work-place by combining leadership skills with evidence-based information. At the end of the training, participants will have the tools necessary to identify indicators that need to be adjusted or re-set in employees for the common good of the organization.
TOTAL COURSE HOURS:	12 hours
CLASS DATES & LOCATION	Classes will be held over zoom and will commence on Tuesdays from 1:00pm – 2:00pm.

Weeks	Module
Week 1	Changes and Effective Team Management to Maintain Engagement and Retention – How to manage when change occurs? <ul style="list-style-type: none"> • Understanding the changes in the employer-employee relationship • Understanding the effect of the external environment on traditional leadership skills • Importance of transforming to relevant leadership – Transactional to Relational • Understanding the importance of organizational behaviour and psychological contracts/safety in engagement and retention • Identifying whether the collective cause of the organization still exists
Week 2	Utilizing Evidence Based Management (EBM) and Psychological Contracts (PCs) to influence attitude and behaviour in the workplace <ul style="list-style-type: none"> • Indicators of Engagement and Retention – how to manage before it's too late • Understanding the impact of breach and fulfillment of the PC – motivating/ demotivating factors • Understanding the need to incorporate EBM with interpersonal skills to transform leadership techniques – utilizing data from the Niagara Retention Survey • Work-Life Integration
Week 3	<ul style="list-style-type: none"> • Coaching Session – Practical – Workplace Scenarios
Week 4	Framework for Trust and Perceived Fairness <ul style="list-style-type: none"> • Focusing on HR Strategies – Employee Well Being • Setting the stage – revisit components of policy • Collective Goal – Is everyone aligned or in agreement? • Getting Data • Implementing the Change
Week 5	<ul style="list-style-type: none"> • Coaching Session – Practical – Workplace Scenarios
Week 6	Emotions and Emotional Intelligence – the magnitude of the impact <ul style="list-style-type: none"> • The Impact of Perception • Adjusting Employee Perception • Leveraging Human Capital • Converting disgruntled employees • Retain or terminate?
Week 7	<ul style="list-style-type: none"> • Coaching Session – Practical – Workplace Scenarios

Week 8	Diversity and Inclusiveness <ul style="list-style-type: none">• The Benefits• The Challenges• Intergenerational Intelligence• Power Distance and Cultural Dimensions• Subcommittees for application in the workplace
Week 10	Recruitment – Navigation, Hiring the Right Fit – Can I even find the right fit? <ul style="list-style-type: none">• Onboarding and realistic previews• Remote Work – the good, the bad and the ugly
Week 11 & 12	Wrap Up, Tie Up Loose Ends and Final Coaching Sessions