



British Columbia / Yukon Chapter
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Canadian Institute of Management

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Creating Workplace Harmony through Management Leadership

Presented by:
Canadian Institute of Management
British Columbia/Yukon Chapter

PROFESSIONAL DEVELOPMENT NETWORKING

CREATING WORKPLACE HARMONY THROUGH MANAGEMENT LEADERSHIP BY MANAGING CONFLICT & FOSTERING TEAMWORK

It is a well-known fact that harmonious and supportive workplace leads to higher levels of job satisfaction and improved service delivery. Any form of conflict in the workplace diminishes teamwork and affects levels of productivity. In recent years, workplace conflicts have surfaced periodically in many organizations. Dealing with issues of conflict through collaborative efforts of managers and staff is of paramount importance to every organization.

This seminar will deal with concepts and practical ways of creating harmony in the workplace through leadership of management and by fostering teamwork, comprising all stakeholders.

JIM HANCOCK, P.Mgr., C.Mgr.

Jim has been part of Senior Management in the fire service since 1984. He served as Fire Chief in the Cities of Etobicoke and Kitchener, and prior to that as Deputy Fire Chief in the City Cambridge, in Ontario. He became the Fire Chief of City of Richmond, BC in 2000. During his 24 years as Chief Officer/Senior Executive in the fire service, Jim has worked towards positive results in the areas of team-building and staff collaboration. At present, Jim is Program Coordinator for the International Law Enforcement Program at BC Justice Institute.

Jim has been an active member of CIM BC/Yukon Chapter and for a number of years, he held the position of Chapter Secretary.

PETER P. FERNANDES, M.Com, D.P.A., P.Mgr., C.Mgr.

Peter provides training and consulting services in areas of diversity and other workplace issues, such as team building and conflict management. Prior to retirement, he was the Chief Officer of Diversity Initiatives Office of the City of Edmonton. Previously he was the Chief Corporate Budget Officer of that City. He was a guest lecturer at the University of Western Ontario, Local Government Studies and at the University of Alberta, Extension Department.

Peter is the past president of CIM Northern Alberta/NWT Chapter and the current president of CIM BC/Yukon Chapter.

SEMINAR INFORMATION

WHEN

Friday, September 27, 2019 9:00 a.m. - 12:30 p.m.

RESERVE

Reservations are Required! Please reserve your spot by
Thursday, September 19, 2019

WHERE

Kanata Hotel & Conference Centre Kelowna, British Columbia
2429 Highway 97 North

FOR WHOM

Great learning and networking opportunity for:

- professional managers
- organization leaders
- management/business students
- management educators
- human resources professionals

AGENDA

8:30 a.m. - 9:00 a.m. Registration

9:00 a.m. - 12:30 p.m. Management Seminar Presentation
Presented by: Jim Hancock
- & -
Peter Fernandes

12:30 p.m. - 1:30 p.m. Networking Lunch

Attendance Fee
Payable to CIM

Seminar & Lunch
 \$25 for Professionals
 \$15 for Students

Contact

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