

# TRAINING PLAN

## Leadership of Inclusion



### EXPERTS IN PROFESSIONAL DEVELOPMENT

MP-Plus group has been delivering personalized training to companies for more than 30 years. We train more than 3,500 professionals every year.

Our training programs are popular because they are structured and personalized to meet your specific needs.



## ABOUT MP-PLUS

MP-Plus Group is a leader in the field of professional development. We deliver world-class training in leadership, commitment, achievement, thereby bolstering Québec's international reputation in this regard. Our mission is to enable your professional development by optimizing your personal potential.

What sets us apart is the positive impact that our training programs have on the bottom line. To what do we owe our success? To our steadfast commitment, up-to-the-minute expertise and reliable processes.

For the past 30 years, MP-Plus Group has trained and mobilized personnel at many major companies, resulting in direct positive impacts on more than 250,000 people.

As an external consultant, MP-Plus Group has provided the guidance that Mouvement Desjardins needed to transform itself into a client-centric organization and helped many of Québec's top 100 companies to achieve strong growth.

MP-Plus Group has built its reputation on outstanding training performance and optimal practices. Our team includes first-rate trainers such as sports psychologist and TV commentator Sylvain Guimond and non-verbal business communication specialist Christian Martineau. At one time, former Québec Vice-Premier Monique Jérôme-Forget also contributed her expertise to our team.

With every MP-Plus training program, your organization takes a giant step toward achieving the best version of itself.



François Trachy, Director of Development



## TRAINING: Leadership of Inclusion

### Context:

Rarely are we aware of the power of our leadership of inclusion and especially the influence it bestows on our environment.

In this session, we will analyze attitude, commitment and managing your energy. We will also analyze communication and the influence you have on yourself and others. We will help you discover that the way you think, know yourself, ask questions and communicate with people, has a direct impact on your environment. Leadership of Inclusion will help you discover the power you already have to generate a healthy, diverse and efficient workplace.

In this challenging business climate, we understand how much harder you have to work to lead, achieve team spirit and communicate effectively. Our workshops have equipped legal professionals with the most effective skills and techniques to generate business productivity, better atmospherics and results.

Which in turn forge deep and lasting internal and external client relationships, securing the result they want with any transaction.

This course will give legal professionals the tools and strategies to navigate a diverse workplace, including how to question your interpretations, communicate, lead, mentor and work well with various groups according to their unique needs and characteristics.

- Managing conflict that results from misunderstanding
- Reading and interpreting various different needs
- Navigating relationships and fostering a team spirit among very diverse people
- Teaching professionals to improve their emotional maturity and sensory acuity
- Knowing how to 'read' and communicate with each unique type of speaker

Participants will be able to identify what triggers their emotions and reactions, understand the different diverse groups and personality types and how to communicate with each and how to counter obstacles. We will provide you with strategies that work!

## Objectives:

### This Workshop Will Help You:

- Raise your performance expectations
- Increase motivation and commitment in a diverse workplace
- Reach out and communicate more easily to everyone around you
- Clarify your thoughts to make people readily accept your ideas
- Get the best out of a diverse group around you
- Face challenges by racialized participants
- Understand the implications of a varied, multi-need workforce
- Understand the impact of daily verbal, behavioural and environmental respect for others

Understand the values, norms, shared values and patterns of conduct.

### In this training, you will also discover:

- Why it is so important to focus on other people's strengths
- How great leaders of Inclusion think and act
- The way the best leaders manage their emotional reaction
- How to communicate and listen to create action and avoid conflict
- Many exercises that will help you to get to know yourself better and reach your full potential

## Program Contents

### Emotional Intelligence & Communication Within Cultural Diversity

- Understanding power and privilege, unconscious bias and cultural homophily
- Understanding identity and culture
- The bias of perception and paradigms
- Recognizing types and adjusting your approach and strategies
- Asking yourself the right questions before you choose to act or react

- Developing emotional maturity and assertiveness to say what you need to say with diplomacy and respect for the speaker
- Listen beyond the spoken words to understand before you are understood
- Cultural and gender differences when decoding what the other person truly wants (which may differ from their stated objective) and why they want it
- What can inadvertently offend others and how to avoid it

## Assertiveness and Team Inclusion

- How to navigate different cultures and styles during a meeting or negotiation, to obtain a win-win outcome
- Six work patterns that vary by culture
- Conflict resolution and handling complaints
- Team communication, remembering that no matter what you say the key is how you say it
- Practical and powerful tools to deal effectively with any kind of defensiveness
- Misinterpretations, misunderstandings and problems arise when one views situations from his/her own viewpoint
- Common filters, selection, generalization and distortion
- Eliminating right and wrong, in favor of different
- Cleaning the distorting lenses through which we perceive reality
- Recognize common symptoms of an offended or alienated group
- Intercultural and global collaboration

**At the end of this day, each of you will have the best toolbox on hand to become a great Leader of Inclusion.**

THE TRAINER

## Fares Chmait

EXECUTIVE COACH - SPEAKER - TRAINER - AUTHOR

Fares Chmait, with his energy and devotion, has enabled a wide variety of companies to meet their business goals since 1986. Inspired and inspirational, Fares Chmait is not satisfied playing the mere roles of trainer, consultant and speaker. He is totally involved in the process of provoking change and positively influencing the destiny of his clients, by supplying them with effective and productive tools.



As guest Professor at Concordia University's John Molson School of Business, the Executive Center and at Schulich Executive Centre of York University, he puts his vast and varied business experience at the disposal of management executives from all over the world.

His unique approach is cultivated and refined by what he calls the "human factor". His expertise in the study of individuals' subjective experience structure, will shed some light on why people "do what they do" and not what they SHOULD do. He has mastered the following subjects: leadership, emotional intelligence (EI), reading and interpreting the hidden side of communication (he taught this course to provincial government investigators for five years), project management, the individual within the team, public speaking, negotiation, cultural differences and intergenerational communication.

Fares Chmait has shared the fruits of his experience with clients from 20 different nations, working in four different languages. In addition to being an outstanding speaker, his knowledge of different national and ethnic groups has proved a major asset in this era of globalization, allowing him to adapt his conferences to the cultural and entrepreneurial reality of his clients.

Practitioner to the core and firm believer in his methods, Fares Chmait is the author of numerous publications, including Beyond Selling (1995), recognized as one of the best works on the application of new communications techniques to selling. He also co-authored Coupables de Réussir (2002) and just published The Power of Decision (2012).