

FUTURE-PROOF YOUR BUSINESS WITH OTEC'S NEW RESILIENCY TRAINING SERIES



FREE TRAINING FOR QUALIFYING PARTICIPANTS
THROUGH SKILLSADVANCE ONTARIO
VALUE AT OVER \$1,000+ PER PERSON

THE WORLD IS CHANGING RAPIDLY. OTEC'S NEW RESILIENCY TRAINING SERIES WAS DEVELOPED TO ADDRESS WORKER SKILLS GAPS, AND BUILD A MORE RESILIENT WORKFORCE WITHIN THE UNCERTAIN COVID ENVIRONMENT.

SESSION DETAILS

- 4 virtual, instructor-led workshop
- Each workshop is 2-3 hours unless otherwise noted
- Participants must complete all workshop
- Participants will receive a certificate upon completion

BENEFITS

- Improves employee engagement
- Supports worker retention
- Supports employee mental health and builds emotional intelligence

PLEASE CONTACT US TODAY FOR MORE INFORMATION OR TO REGISTER!

KELLY BRINTNELL, Industry and Community Liaison,
East and North Eastern Ontario | OTEC
p. (416) 622-1975 ex. 267 / (1-800) 557-6832
e. kbrintnell@otec.org www.otec.org

WORKSHOP 1: SERVICE EXCELLENCE WITH COVID

New course teaches how to deliver exceptional service within the "now normal". This course will equip participants with tools to confidently create memorable service experiences and build customer loyalty.

WORKSHOP 2: INTRODUCTION TO EMOTIONAL INTELLIGENCE

New developments and change can leave us feeling overwhelmed. Learn how to lessen the impacts of our emotions and build self-awareness to better navigate these changing times.

WORKSHOP 3: STRESS MANAGEMENT

The pandemic has created higher levels of stress and anxiety in our daily lives. Learn about stress, its impacts during the pandemic, and positive lifestyle and coping practices.

WORKSHOP 4: CONFLICT MANAGEMENT

Learn how to deal with conflict, avoid and resolve conflict using emotional intelligence, and develop a conflict strategy.

WHO SHOULD ATTEND

Tourism and hospitality businesses are invited to nominate their full-time, part-time and furloughed employees who have demonstrated potential advancement and/or retention.

Please note, business owners and those in senior management positions are not eligible.

