



Cy Charney

Coaching Conundrums

Special "Bring a Guest" Event!



About Cy Charney: Cy Charney, President of Charney and Associates Inc., Toronto, is a leading Canadian consultant in the area of performance improvement. He has developed a variety of unique interventions to help organizations in the private and public sectors become leaders in their field. His clients include a number of Fortune 500 companies and government departments and social service agencies. As an educator, Cy has developed innovative processes to improve learning and application of skills on the job. Cy is the author of six books, including the best selling *The Instant Manager*, *The Portable Mentor* and his latest book, *The Salesperson's Handbook*.

About Coaching Conundrums: Organizations need to provide a variety of opportunities for individual development because each individual has his or her own unique style of learning and motivation. Coaching is but one of these opportunities to improve performance. Master Coach Cy Charney will, in a lively and participative session, answer some of the most challenging questions that organizational coaches face daily, such as:

- How do I get started?
- How long should I continue coaching?
- Should the process be formal or informal?
- Compatibility: matching and stretching?
- What do I get out of the relationship?
- What should I do if I don't agree with my protégé's approach?
- How can I tell my protégé what to do when the answer is as clear as daylight?
- What skills do I need to be a great coach?
- How do I know that I'm the right coach for this person?
- What do I do if all my efforts fail?

Optional Extra: Cy is making a **Coaching Self-Assessment** tool available to those who wish to participate. To participate: Bring \$15 cash and arrive by 5:45 p.m.

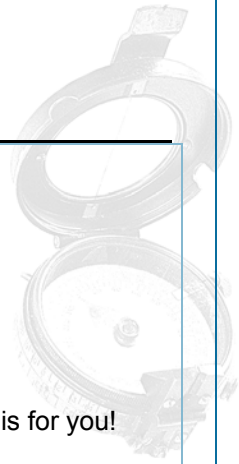
Time & Venue: Monday, Dec. 1, 2003, 5:30-8:00 p.m., at the Plaza 500 Hotel, 500 West 12th Ave., Vancouver (SW corner of 12th & Cambie; enter parking from 12th). Light dinner provided, 5:30-6 p.m. More networking time at approx. 7:45 p.m.

To register, email Margy.Hayden@ICBC.com, subject "ISPI Dec. 1," by Nov. 26. **Guests \$20** cash or cheque. **Members free.** If you register but have to cancel, please let us know.

www.ispi-van.org

Our "Bring a Guest" theme is meant to encourage you to spread the word about ISPI Vancouver by inviting someone from your network who's not a member to join you. Not only will your guest have an opportunity to hear a great speaker and do some networking, but you both could win some great prizes. If your guest decides to sign up to join ISPI Vancouver within a week of the event, their guest fee will be applied toward their membership.

ExperienceCHANGE Session – December 10, 2003



<p>Are your people on board with your change?</p>	<p>You know your people are not on board when:</p> <ul style="list-style-type: none"> ▪ Decisions are taking too long ▪ There is a high duplication of effort ▪ You are facing stakeholder resistance ▪ Timelines keep getting delayed ▪ Costs are increasing ▪ Managers aren't communicating with staff <p>Does this sound familiar? Yes? Then Navigo's ExperienceChange workshop is for you!</p> <p>This is not your standard one-day workshop. We've combined a state of the art web-based simulation with presentations and facilitated discussion to create a unique learning experience. At our Dec. 10th workshop, we will provide a framework and suggest strategies that you can use to get your people on board and successfully implement your change.</p>
<p>Overview</p>	<p>You will work in a team to guide a fictitious and struggling organization through its change effort. While facing the real life pressures such as resource constraints, imperfect information, and fear of failure, you will:</p> <ul style="list-style-type: none"> ▪ Assess the company's situation ▪ Apply a proven framework to develop and implement a plan ▪ Monitor changes in stakeholder commitment ▪ Receive immediate feedback on the effectiveness of your plan
<p>Comments from our clients:</p>	<p>Our corporate clients – BC Hydro, ICBC, Intrawest, TELUS, and TransAlta – have the following comments about our ExperienceChange workshop:</p> <ul style="list-style-type: none"> ▪ "Provides hands-on feedback and experience with a wide variety of change tactics." ▪ "Very realistic representation of change challenges – good examples of issues we face today." ▪ "Offers a safe playground for learning about change."
<p>Date and Location</p>	<ul style="list-style-type: none"> ▪ December 10, 2003 from 8:30 am to 5:00 pm at the SFU Harbour Centre in downtown Vancouver. ▪ Includes detailed participant guide, lunch, refreshments, and 12 months of unlimited access to the online simulation
<p>Register</p>	<p>To register: http://www.navigo.ca/rsvp/ . Price is \$675</p>
<p>Special Offer</p>	<p>While there are many workshops on Change Management, there are none that combine formal training with coaching. As an additional benefit, Navigo offers participants an optional three months of group or individual coaching (5 sessions) upon completing the simulation, at a 20% reduced rate. Our certified coaches draw on their extensive experience as consultants to support you in applying what you have learned to a change you are implementing. The result is increased personal and organizational success, at a very reasonable investment.</p>
	<p><i>Navigo Consulting & Coaching is an Organizational Development firm specializing in change management consulting and coaching.</i></p>



A KMC Workshop

Implementing a KM Initiative – The Challenges of Measuring and Mining Intranet ROI

Member challenges have been one of the most popular events sponsored by KMC. We've expanded the format to allow for in depth discussion of a real KM initiative, VanCity's fledgling Intranet. Please join us if you would like to:

- learn from other KM practitioners and share insights
- learn more about the pitfalls and challenges of launching a KM Initiative
- take away new ideas on how to tackle KM challenges in the workplace

The Scenario

It's budget time again. You're looking for funding to support the next phase of development on a fledgling Intranet. You've been asked by the executive to report on the ROI of your organization's year-old corporate Intranet.

Time and Place

Friday, November 28, 2003 from 8:30am to 12:00 noon
UBC TeleStudios, 2329 West Mall, Vancouver, BC V6T 1Z4 ([map](#))

Challenge

1. How can the success of an Intranet project such as VanCity's be measured? How can the hard and soft costs/benefits of an Intranet be measured?
2. How would the following "user groups" perceive the benefits of an Intranet project such as VanCity's:
 - Employees
 - Management
 - Executives
3. How can the costs/benefits be communicated to senior management in ways that will garner their continued support?
4. Consider the need for a strategic tool such as the Intranet in an organization. In what key areas would you look for benefits?
5. Are there barriers to mining the benefits of an Intranet; how can they be removed?
6. What KM benefits can be mined (extracted or taken out) quickly?
7. What would you consider the Strengths, Weaknesses, Opportunities and Threats of a corporate Intranet?

Participant's Package

Participants will be supplied with a case to read prior to the workshop, and will be asked to sign a non-disclosure form with their registration.

Registration

To receive a registration package, or if you require more information, please contact Wendy Bond: wbond@cga-canada.org (604.605.5060).

Cost

\$20 for members; \$35 for non-members, payable in advance

vancouverlearning.net

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What is vancouverlearning.net?

[vancouverlearning.net](http://www.vancouverlearning.net) is a collection of courses of interest to professionals specializing in learning and development, training, organizational development, performance improvement, facilitation and knowledge management in Vancouver, BC, Canada and surrounding areas.

Who can list an event on vancouverlearning.net?

- Anyone, provided the event is relevant to our target audience.
- Organizations listing events can be associations, businesses or consultants.

How can I list an event on vancouverlearning.net?

- You are invited to submit learning events to be listed
- At this time, listings are free.
- Visit the Submit page on [vancouverlearning.net](http://www.vancouverlearning.net) for more information:
<http://www.vancouverlearning.net/submit.htm>

How can you spread the word?

- The value of [vancouverlearning.net](http://www.vancouverlearning.net) will increase exponentially based on the number of events that are listed and the site's visitors.
- Please tell your friends and colleagues about us.
- We invite and encourage you to include a link to [vancouverlearning.net](http://www.vancouverlearning.net) on your website.

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*vancouverlearning.net is the brainchild of Roberta Westwood
and is sponsored by Westwood Dynamics Learning & Development.*