

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



## FREE TRAINING FOR QUALIFYING PARTICIPANTS

THROUGH SKILLSADVANCE ONTARIO

VALUE: \$1,200+ 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.**

- SUPPORTS WORKER RETENTION
- IMPROVES EMPLOYEE SATISFACTION
- PARTICIPANTS RECEIVE A **CERTIFICATE**
- INCLUDES **4 WORKSHOPS**
- EACH WORKSHOP IS **2-3 HOURS**

## WHO SHOULD ATTEND

Businesses from the tourism and hospitality sectors are invited to nominate their full-time, part-time, and furloughed employees.

- FRONT-LINE
- FUTURE LEADERS
- MID-LEVEL MANAGEMENT

**PLEASE CONTACT US TODAY FOR MORE INFORMATION OR TO REGISTER!**

e. [info@otec.org](mailto:info@otec.org) p. (416) 622-1975 ex.245 / (1-800) 557-6832

[www.otec.org](http://www.otec.org)

### WORKSHOP 1: **LEADING FOR EXCELLENCE**

Build your credibility as a leader and develop techniques to lead, engage and motivate team members.

### WORKSHOP 2: **COMMUNICATION FOR EXCELLENCE**

Learn how different communication styles influence our behaviour, and how to use emotional intelligence to effectively relate to others.

### WORKSHOP 3: **CONFLICT MANAGEMENT**

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

### WORKSHOP 4: **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.

