



## **Michael Lewis Training, Motivation and Development**

### *2019 Professional Education and Learning Package*

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Thank-you!

2019 is my **25th** year in business as a speaker, trainer and workshop facilitator and still after all these years I love what I do and feel very blessed to do what I love.

Since early 1994, I have spoken in approximately **390** different communities of all sizes in Ontario (**As of July 1<sup>st</sup>, 2019**). I have had the sincerest pleasure, privilege and honour to have spoken to and / or provided training / educational services to around 700 different clients since 1994...the vast majority non-profit groups, organizations and associations.

My clients include numerous associations (national, provincial and local), association chapters, businesses (corporate, family owned), non-profit organizations and groups, charitable associations, childcare educators, daycares, organizations and associations dedicated to special needs and disabilities, counselling organizations, entrepreneurs and small business centres / programs, health services, human resources associations, public libraries, public sector clients, local chambers of commerce and boards of trade, school boards (public and separate), senior centres, long-term care and retirement homes, professional trades, landscaping professionals, volunteer coordinators ...and to volunteers at numerous volunteer recognition events.

**A comprehensive and updated client listing is available @**

[www.michaellowistraining.com](http://www.michaellowistraining.com)

After 25 years of delivering thousands of presentations, seminars and workshops, these are my most popularly requested.

## **Seminars (90- 120 min)**

### **Inspired Leadership: Motivating Your Team to Bring Their Best to Work!**

Leaders that inspire us to be our best are leaders that earn great respect and trust. As a leader, what a wonderful opportunity it is for you to be such a positive and supportive influence on others. This motivational seminar will fire you up with a new enthusiasm to look and find the best each team member. Discover how to motivate your team with the power of genuine and targeted praise. Empower them to utilize their personal strengths. Coach and mentor them on areas in which they can build new skills and abilities. Partner them up with other team members that can provide positive support. Learn how delegation empowers your staff and frees you to really focus on more important leadership activities. Become an agent for improving morale and service within your team.

### **Respectful Communication: Strengthening Workplace Relationships!**

Discover the importance of respect as it applies to workplace communication. Learn how to ensure communication that is respectful to feelings of others. We'll discuss how to communicate with parents/ children with an emphasis on listening and interpreting and develop and improve team-based communication.

### **Leading Effective Meetings**

Discover how to organize and conduct efficient and productive meetings in this comprehensive workshop. Learn how to map out and build an agenda. Ensure effective, balanced group communication and comprehension. Be an effective meeting Chair and facilitate with confidence and great preparation. Design action minutes and improve your meetings with constructive feedback. In short, make your meetings work and make every meeting a mutually collaborative process that motivate and inspires action with effective communication.

### **Workplace Personalities and How to Work with Them!**

We live in a unique world and we bring our unique perspectives, lifetime experiences, emotional developments and societal / familiar backgrounds to our work. This session will help you examine the core different human personalities so that have a better handle on how to work and communicate with those with whom you work and to whom you report.

### **The Art of Delegation: How to Delegate Responsibility with Respect**

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees managers to manager and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required.

### **Twelve Common Monkeys of Life and Work and How to Get Them off Your Back!**

In this motivational presentation, we will explore how to tame twelve common "monkeys" or typical life and work challenges that all have some influence on us from time to time. We'll explore the monkeys of self-doubt, procrastination, personal productivity, getting and staying organized, attitude, interpersonal communication, stress, difficult people / circumstances, worry, the future and change...plus much more. This will be a great session if you know your "monkey" or "monkeys" in life and would like to get them off your back once and for all.

### **The Agile Leader: Seven Lessons to Becoming a More Complete Leader!**

Today's leader must adapt to the challenging demands of a changing employee base. To be adaptable they need to embrace the philosophy "I must learn, grow and adopt new approaches should I expect my team to be well served by my leadership. We'll look at THE seven lessons that will challenge you to make meaningful changes to the way lead others.

### **T.E.A.M. Together Everyone Achieves More!**

Coming together is a beginning, staying together is progress, working together is a success!  
Collaboration and the spirit of working together is the driving force behind successful people inside successful organizations. This motivational and insightful workshop explores the art and science of collaborative effort, its benefits and how to perpetuate future success.

## **The Communication “Toolbox”: Strategies for Communicating Effectively, Assertively and Clearly!**

There can be no doubt how counterproductive miscommunication and misunderstandings can cost us both personally and professionally. Discover common sense solutions to ensuring you minimize typical communication problems and build the basis of better interpersonal communication. This comprehensive look at inter-personal communication will inspire you to assess your effectiveness as a communicator and have you applying the valuable tips and techniques right away!

## **No More “There You Go”: Bringing Back the Renewed Attitude of Gratitude and the Culture of Courtesy!**

Whatever happened to folks just extending genuine courtesy to each other? What happened to being pleasant and agreeable in public settings and employing simple gratitude such as a timely and genuine “thank-you”? Our ability to demonstrate gratitude to be polite and thoughtful is a simple and immediate reflection of our character and who we are. This inspiring presentation will have you immediately examining the world around you and noticing the lack of genuine appreciation and courtesy ...and then doing something about it by turning the tide ...personally.

## **Privilege of Leadership: How to Inspire the Best in Others!**

Great leadership makes all the difference in ensuring that your team brings their best to work every day. Simply put, you need your team to work well together and towards the goals that you as leader you place in front of them. Learn how to be the leader that you need to be so that you can ensure a positive, productive workplace. In public settings, it is important even critical that as a leader you ensure your team works for the benefit of your agency. Challenging workplaces require a higher standard of leadership and one that works effectively in times of crisis or at times when you need everyone to raise their game.

This workshop covers a wide range of essential leadership tools that every leader needs to use to succeed. We'll explore tools for building morale, resolving conflicts, improving productivity, raising business standards, coaching the ABC model, mentoring, leading staff and personal meetings and addressing and correcting behavioral challenges.

## **Achieving Balance: Achieving a Work / Life Balance!**

Balancing a busy personal, professional and family life is never easy, but certainly a worthwhile endeavour. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Whatever we do, we wish to ensure a healthy life, healthy relationships and an empowered sense of being. Join us for this uplifting, positive, solutions-oriented presentation where we'll explore some common-sense strategies that you can use today to achieve a better life balance...a healthy balance between work and having a life.

## **Creating Self-Directed Teams That Succeed! (90 min)**

There are so many conditions that must be met to ensure that you create a self-directed team that is truly collaborative and free standing. It's a challenging balance of ensuring a productive team chemistry, above average communication skills, trust based on mutual respect and full and cooperative willingness to work together, supporting each other and collaborating to ensure team goals are met. Discover how to succeed in creating self-directed teams and how to keep them operating smoothly.

## **Have You Got a Minute: The Art and Science of Constructive Advice!**

Every leader is tasked with the responsibility to provide advice often to address a behaviour, but criticism tends to put people in a defensive role. This seminar explores a better solution. Why not bring forward advice, constructively developed and delivered in the intent it was meant to be – to guide someone to think of their actions and to consider a better solution. We give our friends advice so maybe it is time we do a re-think on how we talk to those we lead.

## **Coping Effectively and Positively with Workplace Stressors!**

Coping with stress at work often comes down to the personal choices we make before, during and after stressful times. This seminar demonstrates that we can learn individually and as a team how to realize that stress will be part of our everyday workplace world...but we can learn to work collaboratively to minimize it.

## **The Problem-Solving Roundtable!**

It is said that we wisest when we seek out the wisdom of others and the advice and insights they have. Come prepared to discover solutions to your challenges such as how to address challenging behaviours, conflicts, demanding parents, children that bully or any other concern that as a childcare professional you seek answers and advice. Working together you will discover that many minds working a problem will open you to solutions that seemed impossible or improbable.

# NEW Workshops

## **A Guide to Having Difficult Conversations / Using Softer Language**

The thought of having a challenging conversation is can be quite daunting...but it need not be if we are prepared and properly skilled. Discover how to ensure the positive and productive outcome that you wish for at the end of the conversation. And all too often we find ourselves reacting to situations and the behaviours of others by making comments or observations. After reflection (and perhaps after an emotional reaction) that we wished we'd reframed our words better. Words are weapons on the mouths of some so let's learn how to use softer language and connect better with others.

## **Respect FIRST: The Habit of Effective Respect Centric Communication!**

There is nothing more disrupting to maintaining a positive and productive relationship than feeling disrespected. You'd think that respect between people would be automatic but like all positive behaviour responses, it must be learned and instinctive. Discover the root of respect and how to employ it your everyday interactions with others.

## **Hitting the Reset Button: How to Provide a Fresh Service Experience ...Every time!**

Everyone deserves our best but what happens and what our response after a bad experience? Learn how to hit the "reset button" and ensure that the next person you come in contact with or talk to get your very best as they deserve and as you are capable of providing.

## **Making a Difference Everyday: How to Stoke Your Passion with Purpose!**

It is easy to get distracted, unfocused and even discouraged. So how do you get back up to where you once where. This workshop looks at the power of stoking your passion by examining your where your passions lie and how to ignite your reasons for being at a high level of professionalism.

## **It's All about People: Understanding People and How to Work with Them!**

What do you know about the people around you and what if you could learn what makes them tick? People are often wired in particular ways and often the vast product of their lives and life experiences. Learn about why you connect and stay connected with some people and why others are harder to do so by learning these simple secrets and insights.

## **How to Make Things Right, When Things Go Wrong! (Restorative Process)**

If it is your job to mediate and seek reparations when people cross lines and feelings are hurt, this workshop examines the restorative process including the questions that need to be asked to get the effected parties talking and mending their ways.

## **Inspiring Excellence and the "C" Factor! (Addressing poor / unacceptable performance / attitudes)**

Imagine working in a team or organizational setting where there is a group of employees that are dragging everyone down with the poor attitudes and / performance. Simply put the C factor is holding you back and its time to change that and send the message to your best staff that there are new expectations.

## **Together Everyone Achieves Miracles! (Super teambuilding activities)**

This workshop introduces innovative partner and team (group) activities in such a fun and engaging way that those attending will forget they are working together in new ways and achieving more.

## **If it's to Be, It's Up to Me! (Self-Motivation and Personal Accountability)**

Simply put, you can do a lot and be a big influence on your own productivity and personal happiness. This workshop looks at personal empowerment, being more reliant on your own sense of accomplishment and being accountable for your own excellence.

## **Half-Day Workshops (2.5 -3.0 Hours) – includes group / partner activities and a scheduled break**

### **Greater Employee Engagement: Pathways to Ensuring Positive Attitudes and Sustainable Morale!**

It is old adage that we all manage to bring our hands and feet to work everyday but seemingly few of us are bringing our hearts and minds. Disengaged employees are highly visible, and their attitudes and outlooks have far greater impact and influence than we can imagine. This workshop explores in great depth the issue of employee engagement and in particular our role as leaders to positively influence those we lead on a consistent and sustainable basis, a general positive and productive attitude, workshop atmosphere and environment and a morale that is conducive for the common good of all.

### **Respectful Communication: We're All in This Together!**

Respect is fundamental for productive relationships and a positive, supportive workplace environment. This workshop defines respect and its critical role and mutual responsibility for us all to ensure in our everyday interactions with co-workers, higher ups and clients. In the end, we are all in this together when it comes to nurturing respect and creating the workplace, we all want!

### **Achieving Balance: A Guide to Achieving a Balanced Life!**

Balancing a busy personal, professional and family life is never easy, but certainly a worthwhile endeavour. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Perhaps as we grow wiser and develop patience, we see that we have the strength to endure. Maybe it is all about having faith and believing that we can make a difference, now and over time. There are also those who allow their humour and positive attitude to become part of their ability to cope. Whatever we do, we wish to ensure healthy life, healthy relationships and an empowered sense of being.

### **Workplace Personalities and How to Work with Them!**

Every workplace and organization has its challenges. Often, we discover that our co-workers, managers or supervisors have different personalities and approaches to their work and to workplace communication than we do. We live in a unique world and we bring our unique perspectives, lifetime experiences, emotional developments and societal/familiar backgrounds to our work. This workshop will help you identify and examine the different human personalities so that have a better handle on how to work and communicate with those with whom you work and to whom you report.

### **Choices for Success: Communicating, Collaborating and Contributing!**

Throughout all our lives we all make choices. Great choices yield great rewards and they ultimately bring us closer to people, build productive relationships and allow us to find the success we seek and deserve. In this motivational and rewarding workshop, you will discover the power of your choices as you develop skills in communication, learn to work together, seek out answers to questions, provide insights and solutions and learn the value of contribution.

### **Connecting to Communicate: Building Teamwork with Communication!**

This interactive workshop aims to meld communication and teamwork into one great learning event for staff. Through various group exercises and intermingled with lots of humour and insights, we learn that teams thrive of communication, familiarity and mutual understanding and gratitude. This workshop would be perfect for larger teams or teams that work apart from other teams.

### **If it's to Be, It's Up to Me!**

This motivational presentation combines two popular 90-minute session (Another Bad Hair Day) and (...And Other Duties as Assigned!) into a half-day session that brings an audience a message that we can change our thinking to be more productive and that life / work will throw us challenges ...but we can adapt and thrive.

### **Building the Winning Team: A Guide to Hiring, Training and Keeping Great Employees!**

Great employees can make all the difference when it comes to providing quality work and exceptional service. This motivational workshop provides numerous useful tips and great common-sense advice on how to interview, hire, train, lead, motivate, reward and retain employees so that they contribute to your business success. Discover how to get that competitive advantage, grow your business, and reduce your employee "headaches". Learn how to place your effort into ensuring your employees are working competently and collaboratively as a team for your customer's satisfaction.

## **Art of Delegation: How to Delegate Responsibility with Respect!**

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees supervisors, managers and those who lead to manage and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required. It is a step-by-step how to workshop for any level of leadership experience and if learned and applied, will create a more productive and skilled staff and workplace able to be more responsive and service focused.

## **How to Motivate Yourself to Stay Positive, Focused and Energized!**

This is a workshop that suggests we have to develop our own personal life and work strategies to remain motivated, positive and focused usually through difficult or challenging times. Throughout life, we will encounter those who seem empowered to stay motivated and focused as they move through various challenges personally and professionally. What they know and what we need to discover is that their strategies for being positive, focused and energized...is a simple formula based on choice and disciplined thought. In this workshop, you discover the power of creating empowering beliefs through self-coaching, how to grow a success mentality, use creative visualization and ...plus much more.

## **Pulling Together: The Power of Partnership and Collaboration!**

Individually we can accomplish only so much. Together there is so much more we can do. This motivational presentation talks to the need for partnership and working and pulling together as a team. We'll discuss the twelve great ingredients that is necessary on every level for teams, groups and even communities to build a foundation on for success as a unified force for good.

## **The Stress Busting Summit: Stress Proofing Your Life with Humour**

This fun workshop reminds us all that there are many exotic flavours in life and that when we develop and keep our sense of humour we are in a sense bringing out the best in ourselves. Humour and laughter is the best medicine as it reduces the effects of stress on us. We soon discover that when we keep our daily stressors in check with a liberal dose of humor, we discover the benefits of using humor to keep life in perspective. Life may have its serious moments, but we can always evoke a light heart and joyful outlook as our own way of maintaining mental wellness.

## **Resolving and Preventing Inter-Personal Conflict!**

Although we strive to maintain positive and productive relationships with people at work and in our personal lives, it is inevitable that we will experience disputes and disagreements from time to time. Discover how disputes and misunderstandings happen and HOW to resolve them amicably and professionally. Equip yourself to resolve conflicts and learn also how to proactively prevent them.

## **Together...We're Better!**

This highly engaging and interactive three-hour teambuilding program is designed to bring people together, build a greater sense of connection, create conversations around important areas of mutual interest, build communication skills and provide a fun place and time for collaborative problem solving and integrated team competition. Either with partners, in round table and group exercises, this immensely fun and enjoyable workshop connects people to purpose without preaching and involves everyone in seeing the power of coming together, to communicate together and to collaborate.

## **Owning Your Job and Your Happiness in Life!**

Employees learn empowerment and ownership of the jobs and their lives through this interactive and highly engaging workshop. By changing how you see what you do, you can change your view on your work and seek daily to see the best in it and the all of its benefits.

## **Let's Really "WOW" Them and Make Their Day!**

It's always about service so let's come together and discover how when we raise the bar, we can really make an impactful difference in the people we support. After all, they deserve the best we can do and when we do our best, we can feel an emotional satisfaction that can supercharge us to feel wonderful.

## Leadership in Changing Times

It is said that it is changing and challenging times that leadership most keenly felt and needed. It requires all leaders to develop not only a plan but to have a leadership strategy and approach that best facilitates the process of planning change and implementing new ideas and programs.

For some change is viewed an opportunity and a challenge that is taken on with positive and even adoptive attitude. For other change is viewed as another mountain that must be climbed and it is particularly unwanted and resisted if there has already been a lot of change.

The key is to change management from a leadership perspective – having and transferring that vision and being keenly aware of all its short and long-term benefits. This workshop discusses the impact change in depth, selective vs. imposed change, the attraction of predictability. We'll also discuss why some people willingly look at change as something to accept and why others are hesitant and resist. Finally, we'll look at the seven import steps in leading people though change and as a bonus module we'll talk about keys to employee engagement.

## Identifying, Refining and Adapting Your Leadership Style

So ...what kind of leader are you? It's generally accepted that there are four core leadership styles and each one has its own specific traits and characteristics. **Autocratic** – leadership based on strong single-minded control, **Democratic** – leadership that is based on engaging team members, shares control and creates a sense of belonging, **Authoritative** – balances leadership approach between autocratic and democratic and **Laissez-faire** – a hands off leadership style that puts emphasis on competence in self-directed teams with little direct supervision.

But in today's changing workplace environment, leaders need to become more progressive in how they lead. They do not limit or box themselves into a single fixed leadership style or approach. They need to see themselves as **Adaptive** leaders – leaders that borrow from other leadership styles and when needed – modify their leadership approach to both better direct the tasks and team at hand. Finally, the best leaders strive to be **Transformative** leaders who are visionary and see their roles as “people developers”. By utilizing and executing a range of proven leadership methods seek to improve (transform) their teams into better and more efficient, connected and cohesive teams able to move together and collaborate with the future in mind.

## Investing in You: Examining Your Wellness Strategies!

Some work environments can be emotionally taxing and can affect our sense of wellness. This workshop examines personal wellness strategies by covering the impacts of vicarious trauma or care giver fatigue. The work requirements may always present challenges so if they never change, then it is up to us (personally and in team settings) to look at supports, to actively engage in self-care and even explore mindfulness. If people are struggling -personally, professionally and even in their relationships due to the stress of caring too much, this a great seminar for them.



## **Full Day Workshops (6.0 Hours) – includes group / partner activities and scheduled breaks.**

### **Guide to Assertive and Effective Communication**

A dynamic full-day workshop dedicated to understanding how to be assertive in your communication style without sounding or appearing aggressive or insensitive. To be an effective communicator you need to balance a lot of common-sense interpersonal skills and present the right mix of listening, thinking and articulating skills.

### **The Privilege of Leadership: How to Inspire the Best in Others**

This is full-day workshop that explores leadership in a common-sense way and that comprehensively addresses solutions to the common challenges associated with guiding, coaching and directing fellow associates and staff. Building on the lessons of the previous leadership workshop and reinforcing its strongest components, this workshop focuses on the development of character, ethical leadership, personal responsibility and accountability. We will place a learning emphasis on gaining mutual respect, ensuring clarity in terms of communication, positive reinforcement and tactful correction to ensure a positive and productive workplace environment.

### **Motivation Made Easy: How to Motivate Yourself to Stay Positive, Focused and Productive!**

Discover how energized, focused and productive people ARE energized, focused and productive. Learn how to “win” before you play. Learn how to consistently coach yourself to succeed through any challenge. Master the inner critic and supercharge your potential through gradual but sustaining personal development. This workshop is a purely motivational experience designed to instill an “I Can” attitude that in time and practice creates an “I Am” lifestyle.

### **Stress Busting Summit**

As our lives get busier and often more complex with work, life and family pressures and stresses, the importance of responding to various stressors become increasingly more important. Join for a "stress busting day" and learn everything you need to know about stress, so you can develop a personal plan to ensure that you cope with it in a positive, proactive and productive manner. It is an unrealistic expectation that you will have a "stress free" life and in fact, we need healthy amount of stress in our lives to be able to function. Audience (staff and managers of non-profit organizations)

### **The Abundant Life "Buffet"!**

Because of the new diversity of the staff within today’s contemporary workplace we created a new full-day workshop. Our approach for this workshop is to present a wide range of skills with something to satisfy everyone. Our common threads will be on improving communication between people and inside team environments, working together and collaboration, developing a positive attitude and a philosophy of gratitude as an outlook in life, tolerance and sensitivity to people of different approaches to work. The day concludes with a session on how we can all work together to ignite more joy and purpose in our careers and support the people we support with greater purpose. Audience (staff and management of non-profit organizations)

### **The Leadership Toolbox**

The Leadership Toolbox is the ultimate workshop for both those new to leadership roles and those well experienced in leading others. We will learn how to see staff productivity / attitude under the traditional ABC performance management model. Discover the difference between managing and leading staff and resolving / committing to being a great leader. Discover how to address conflict constructively. Learn about leadership styles and what works best for you. Create a culture of interdependent teams and motivate your team with constructive feedback.

### **If it’s to Be, It’s Up to Me! (Staff retreat workshop)**

This full-day workshop focuses on two primary elements of recognizing the power of empowerment. In the first section, we look at what real “wealth” is and that each of us IS very wealthy if we recognize and celebrate what we have. The second part of the workshop looks at the need for each of us to learn how care for each other. This workshop is also punctuated with two motivational presentations “Another Bad Hair Day” and “...And Other Duties as Assigned”. The workshop concludes on a theme of gratitude as we take a moment to express our appreciation for those who have helped up through life.

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### **Leadership through Conflict: Opportunities for Growth!**

The upside of analyzing and resolving a conflict is that it can be catalyst for both personal and organizational growth. This workshop attempts to better understand the dynamics of conflict and the important role and opportunity that leadership plays in resolution. Progressive leaders learn to see conflict as a dialogue initiator and a process to define and sustain relationships. The end result is that leaders can then create a workplace environment in which conflict resolution becomes an employee-initiated process and to reinforce important leadership concepts that build stronger team-based workplaces. An added component of this workshop is a “roundtable” discussion so that leaders can listen to the perspectives and suggestions of group participants.



# Featured Presentations

## Presentations (45 - 60 – 90 minutes)

### **Another Bad Hair Day: How to Roll with Life's Ups and Downs and Come out a Success!**

This motivational presentation is guaranteed to get you to stop thinking about all the excuses you use to defer you from your happiness and success and inspire you to live well now! Life is a finite experience and we all have only so much energy and time so what are you waiting for?

### **STOP That Stinkin' Thinkin'!**

This upbeat and motivational presentation makes the argument that we are our own guardians of good thinking and a positive life. We are the sum and quality of our thoughts and a happier, more productive and optimistic life begins in thinking thoughts that take us forward. We can choose how we interpret our challenges and the consequent way we communicate to ourselves.

### **"...And Other Duties as Assigned!"**

It's not how many years we live ...but the life we put into our years. All too often we are called on to wear many hats and fulfill many new responsibilities professionally at work and on our own private lives with our friends and family. This motivational and often humorous seminar presents a wide palette of practical time/ life management solutions, insights on effective living and "food for thought" as we tackle our increasingly more complex lives.

### **Laughing at Stress: Humour in Times of Change!**

How we respond to change, and stress is a personal choice when operating and managing your personal and professional life. Keeping your sense of humour and adopting some simple philosophical perspectives might be the healthiest approach to dealing effectively with stress and change.

### **Change Is Inevitable: How to Think and Work Your Way Through Change!**

They say the only constant is, of course, constant change. Some see it as a perpetual adversary – something to be wary of and even fearful. Some see change as a positive thing – new challenges that stimulate personal and professional growth. Change is all around us nevertheless and often its HOW we see it and our CHOICES through out that can make all the difference. Come and let's explore change together and how it can work for you!

### **Owning Your Job: The Path to Greater Personal Engagement and Happiness at Work!**

It's not the job, it's how you choose to examine it and the choices your and your co-workers can make today that makes ALL the difference. Change your point of view; change your approach to your job and life!

### **Jumping OFF the Treadmill: Life Changing Choices You Can Make!**

The adage that we “we work to live and not live to work” seemingly is lost on a world where more and more of us are so busy that life seems like an endless treadmill. At some point in life, everyone starts to examine one's lifestyle and to realize that there has be better choices ahead of us. This presentation presents a selection of choices to consider should you wish to jump off your “treadmill”.

### **Dealing with Difficult People: Seven Simple Steps to Success!**

A mountain can't get any bigger, but we can. We can learn how to scale and conquer our people mountains. Throughout your personal and professional life, we will all have to deal at some time with difficult and challenging people and personalities. This inspiring and often humorous presentation presents seven very basic and common-sense solutions to enact when you find yourself having to go “toe to toe” with that difficult person.

### **Believe and Succeed: How Faith Shapes Our Destiny!**

It often takes a leap of faith to commit and believe in someone or something. This powerful presentation discusses the power of believing and faith before seeing the results and outcomes. We all achieve success if we keep a positive outlook in front of us. We succeed when we put structure into planning and realize the power of taking timely action. Finally, all belief and faith are reinforced by encouragement and verbal support.

## **Achieving Balance: Achieving a Work / Life Balance!**

Simplify your life by examining your priorities and then discover how to make the time and effort to ensure that which is important to you is NOT compromised by that which is NOT. Busy people are busy with their lives but seldom slow down enough to appreciate living and all its joys and blessings. This presentation is often an hour to stop and take stock of where we are going and why.

## **All for One, One for All: Teambuilding for Success!**

A motivational presentation for teams that need to realize that collaborating only makes us stronger. We come together to create more in terms of our communal effort and to realize the benefits of doing so. Discover and re-ignite your team's capacity to make it happen!

## **The Communication "Toolbox": Strategies for Communicating Effectively, Assertively and Clearly!**

If you have to, would you be able to clearly interpret a situation or request, think about an appropriate and sensitive response and then articulately express yourself and your needs? Would you be able to make yourself clear to other people and engage in productive and respectful communication? This presentation deepens the "tools" in your "toolbox" ...and paves the way to better interpersonal communication.

## **Twelve Monkeys of Life and Work...And How to Get Them off Your Back!**

In this motivational presentation, we will explore how to tame twelve common "monkeys" or typical life and work challenges that all have some influence on us from time to time. We'll explore the "monkeys" of self-doubt, procrastination, personal productivity, getting and staying organized, attitude, interpersonal communication, stress, difficult people / circumstances, worry, the future and change...plus much more.

## **The Most Important Choice That You Will Ever Make in Life!**

From one single and extremely important choice we make in life, all personal and professional success, happiness and joy stem. What is this choice and how do we make it a daily reality? What personal power do we all possess that can change our personal and professional lives forever, improve our interpersonal relationships, alter our outlook on life, drive wellness into our personal health and energy and make our lives more fulfilling?

## **Timely Tips ... For the Very, Very Busy!**

This motivational presentation presents practical and useful time and task management tips that can save you time or even create more time for more important activities and people in your busy life. Simply put, learning how to manage yourself and your efforts better, becoming more efficient in your daily habits and placing an emphasis on planning can make a big difference in the quality of your work life and personal life. Join us for the "time of your life".

## **The Myth of Morale: The Real Motivators for Workplace Happiness!**

Imagine that...actually being happy at work but thinking that it must be owed to you and that it is management that is responsible. The fact is employee morale is a myth and that personal (not personnel) happiness is a commodity derived and perpetuated from a very personal perspective. Discover what really drives happiness at work and you might be very surprised.

## **The Art of Constructive Advice (Constructive Criticism)**

It is not what we say but how we say it...that makes the bigger difference. As professionals, it will fall to us to speak to issues and provide in a positive way – constructive criticism. This presentation teaches you to look at this as providing critical advice and thus maintaining working relationships.



## **Featured Seminars (90 minutes)**

### **Owning Your Job: The Path to Greater Personal Engagement and Happiness at Work!**

It's not the job, it's how you choose to examine it and the choices you and your co-workers can make today that makes ALL the difference. Change your point of view; change your approach to your job and life!

### **The Myth of Morale: The Real Motivators for Workplace Happiness!**

Imagine that...actually being happy at work but thinking that it must be owed to you and that it is management that is responsible. The fact is employee morale is a myth and that personal (not personnel) happiness is a commodity derived and perpetuated from a very personal perspective. Discover what really drives happiness at work and you might be very surprised.

### **Dealing with Difficult People!**

A mountain can't get any bigger, but we can. We can learn how to scale and conquer our people mountains. Throughout your personal and professional life, we will all have to deal at some time with difficult and challenging people and personalities. This inspiring and often humorous presentation presents seven very basic and common-sense solutions to enact when you find yourself having to go "toe to toe" with that difficult person.

### **Inspired Leadership: Motivating Your Team to Bring Their Best to Work!**

Leaders that inspire us to be our best are leaders that earn great respect and trust. As a leader, what a wonderful opportunity it is for you to be such a positive and supportive influence on others. This motivational seminar will fire you up with a new enthusiasm to look and find the best in each team member. Discover how to motivate your team with the power of genuine and targeted praise. Empower them to utilize their personal strengths. Coach and mentor them on areas in which they can build new skills and abilities. Partner them up with other team members that can provide positive support. Learn how delegation empowers your staff and frees you to really focus on more important leadership activities. Become an agent for improving morale and service within your team.

### **Respectful Communication: Strengthening Workplace Relationships!**

Discover the importance of respect as it applies to workplace communication. Learn how to ensure communication that is respectful to feelings of others. We'll discuss how to communicate with parents/ children with an emphasis on listening and interpreting and develop and improve team-based communication.

### **Leading Effective Meetings**

Discover how to organize and conduct efficient and productive meetings in this comprehensive workshop. Learn how to map out and build an agenda. Ensure effective, balanced group communication and comprehension. Be an effective meeting Chair and facilitate with confidence and great preparation. Design action minutes and improve your meetings with constructive feedback. In short, make your meetings work and make every meeting a mutually collaborative process that motivates and inspires action with effective communication.

### **Workplace Personalities and How to Work with Them!**

We live in a unique world and we bring our unique perspectives, lifetime experiences, emotional developments and societal / familiar backgrounds to our work. This session will help you examine the core different human personalities so that you have a better handle on how to work and communicate with those with whom you work and to whom you report.

### **The Art of Delegation: How to Delegate Responsibility with Respect**

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees managers to manage and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required.

### **Resolving and Preventing Inter-Personal Conflict!**

Although we strive to maintain positive and productive relationships with people at work and in our personal lives, it is inevitable that we will experience disputes and disagreements from time to time. Discover how disputes and misunderstandings happen and HOW to resolve them amicably and professionally. Equip yourself to resolve conflicts and learn also how to proactively prevent them.

## **The Communication “Toolbox”: Strategies for Communicating Effectively, Assertively and Clearly!**

There can be no doubt how counterproductive miscommunication and misunderstandings can cost us both personally and professionally. Discover common sense solutions to ensuring you minimize typical communication problems and build the basis of better interpersonal communication. This comprehensive look at inter-personal communication will inspire you to assess your effectiveness as a communicator and have you applying the valuable tips and techniques right away!

## **Privilege of Leadership: How to Inspire the Best in Others!**

Great leadership makes all the difference in ensuring that your team brings their best to work every day. Simply put, you need your team to work well together and towards the goals that you as leader place in front of them. Learn how be the leader that you need to be so that you can ensure a positive workplace.

This workshop covers a wide range of essential leadership tools that every leader needs to use to succeed. We'll explore tools for building morale, resolving conflicts, improving productivity, raising business standards, coaching the ABC model, mentoring, leading staff and personal meetings and addressing and correcting behavioral challenges.

## **Achieving Balance: Achieving a Work / Life Balance!**

Balancing a busy personal, professional and family life is never easy, but certainly a worthwhile endeavor. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Whatever we do, we wish to ensure a healthy life, healthy relationships and an empowered sense of being. Join us for this uplifting, positive, solutions-oriented presentation where we'll explore some common-sense strategies that you can use today to achieve a better life balance...a healthy balance between work and having a life.

## **Greater Employee Engagement: Pathways to Ensuring Positive Attitudes and Sustainable Morale! (3.0 Hours)**

It is old adage that we all manage to bring our hands and feet to work every day but seemingly few of us are bringing our hearts and minds. Disengaged employees are highly visible, and their attitudes and outlooks have far greater impact and influence than we can imagine. This workshop explores in great depth the issue of employee engagement and our role as leaders to positively influence those we lead on a consistent and sustainable basis, a general positive and productive attitude, workshop atmosphere and environment and a morale that is conducive for the common good of all.

## **Respectful Communication: We're All in This Together!**

Respect is fundamental for productive relationships and a positive, supportive workplace environment. This workshop defines respect and its critical role and mutual responsibility for us all to ensure in our everyday interactions with co-workers, higher ups and clients. In the end, we are all in this together when it comes to nurturing respect and creating the workplace, we all want!

## **Workplace Personalities and How to Work with Them!**

Every workplace and organization has its challenges. Often, we discover that our co-workers, managers or supervisors have different personalities and approaches to their work and to workplace communication than we do. We live in a unique world and we bring our unique perspectives, lifetime experiences, emotional developments and societal/familiar backgrounds to our work. This workshop will help you identify and examine the different human personalities so that have a better handle on how to work and communicate with those with whom you work and to whom you report.

## **Choices for Success: Communicating, Collaborating and Contributing!**

Throughout all our lives we all make choices. Great choices yield great rewards and they ultimately bring us closer to people build productive relationships and allow us to find the success we seek and deserve. In this motivational and rewarding workshop you will discover the power of your choices as you develop skills in communication, learn to work together, seek out answers to questions, provide insights and solutions and learn the value of contribution.

## **Connecting to Communicate: Building Teamwork with Communication!**

This interactive workshop aims to meld communication and teamwork into one great learning event for staff. Through various group exercises and intermingled with lots of humour and insights, we learn that teams thrive of communication, familiarity and mutual understanding and gratitude. This workshop would be perfect for larger teams or teams that work apart from other teams.

## **Building the Winning Team: A Guide to Hiring, Training and Keeping Great Employees!**

Great employees can make all the difference when it comes to providing quality work and exceptional service. This motivational workshop provides numerous useful tips and great common-sense advice on how to interview, hire, train, lead, motivate, reward and retain employees so that they contribute to your business success. Discover how to get that competitive advantage, grow your business, and reduce your employee "headaches". Learn how to place your effort into ensuring your employees are working competently and collaboratively as a team for your customer's satisfaction.

## **Art of Delegation: How to Delegate Responsibility with Respect!**

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees supervisors, managers and those who lead to manage and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required. It is a step-by-step how to workshop for any level of leadership experience and if learned and applied, will create a more productive and skilled staff and workplace able to be more responsive and service focused.

## **The Agile Leader: Seven Lessons to Becoming a More Complete Leader!**

Today's leader has to adapt to the challenging demands of a changing employee base. To be adaptable they need to embrace the philosophy "I must learn, grow and adopt new approaches should I expect my team to be well served by my leadership. We'll look at THE seven lessons that will challenge you to make meaningful changes to the way you leader others.

## **The Art of Personal Leadership: Collaborating to Win!**

This three-part seminar offers inspiring thoughts on what it takes to bring a sense of personal accountability and leadership to your job. Personal leadership is about knowing we have the power of making good choices when we interact with others. We all act from "withdrawing from a rich bank account of good character". We discuss how your character is ultimately revealed in how you act, what you say and how you choose to bring you best attitude and effort to the tasks of your career.

## **Leadership in an Environment of Change: Exploring Practical Solutions for Our Challenges!**

Change is constant in any workplace and smart leaders learn that they must manage its transition. The impact of change on those we lead can widely vary so it's critical that we communicate and empathize with the appropriate solutions to challenges to the human element (your staff) as they work in the unpredictable environment of change.

## **Stepping into Leadership: How to Lead with Confidence! (Introduction to leadership / management)**

Leadership is a workplace privilege that when it is presented fairly, equitably and with respect can build and strengthen relationships. This workshop outlines how to step into the role of leading with confidence and success. This is an excellent workshop for those who have taken on a temporary role as a supervisor or manager or are the designate person when the supervisor or manager is away.

## **Optimum Collaboration: How We Work Together to Achieve Excellence!**

Discover the results that we can all achieve when we all work together in this motivational workshop. Learn how to create a productive team and an effective client centric collaborative effort that builds team spirit and build better relationships with our customers. Develop a "willing partnership" with everyone in your workplace or job site. Create a workplace attitude and build a real team attitude that ensures improved morale and a right mix between consistent professionalism AND a sense of reward and fun in the work we do.

## **Tactful Leadership: Getting Work Done Without Conflict!**

Whenever people are required to work together, conflict and disagreement is often a result of close interaction, unfortunate miscommunication and the pressures of responsibilities. This workshop covers solutions and insights into preventing / resolving conflict at work and the role of the leader in ensuring that.

## **Ten Speaking Skills for Effective Presentations!**

Your professional career presents numerous challenges that you must rise to and demonstrate to clients and your peers that can if asked – deliver the goods. Making an effective presentation, being persuasive in a group setting, making and presenting a proposal requires specific skills. This compact seminar is designed to outline ten effective communication skills that can and will make all difference when you make that next big presentation.

## You Don't Need a Title to Be a Leader!

What makes are someone a leader? Is it a title? Is it that they have a corner office? Discover how you can be a real difference maker and an “uplifter” in your workplace. Learn to be that “someone”, everyone appreciates. Learn what a real leader can really do and how they can shape outlooks and make lasting impressions. Your reward...you might just find just how much more valued and appreciated you can be to others be at work!

## Sixty in Sixty: Sixty Time, Task and Work/ Life Balance Tips!

Your life is **SO** busy. You wear so many “hats” and there are times that you feel that you are being pulled in so many directions. Well relax! This rapid fire “all you can learn” presentation will provide lots of useful (and common sense) tips on getting and enjoying the most and best out of every day ...personally and professionally!

# New in 2019

## A Leader's Guide to Ending Gossip in The Workplace!

*Who gossips to you, will gossip about you.* – Turkish Proverb

There is nothing like gossip to generate interest and engage ears and tongues and yet today in workplaces all over Canada it continues to be a real problem.

Further to that sociologists generally feel that social media has been a factor and is contributing and feeding workplace bad habit of gossiping.

According the Pew Research Center in the US, gossip is costing organizations and businesses alike, 2.2 billion dollars a year in lost productivity. I'm sure that here in Canada where gossip lives and thrives in every workplace that the financial and personal costs are a major concern ...especially in the non-profit sector where the daily mission is to put forth the maximum personnel effort and realize efficiency out of every dollar invested.

But there are other costs that also impact organizations on many levels...

- ... increased incidents of interpersonal conflict
- ... increased turnover of staff / loss of good staff
- ... increased feelings of distrust of others
- ... decreased desire to work in team settings
- ... loss of collaboration between people / hostility towards team members
- ... increased feelings of frustration and powerlessness
- ... increased interventions by managers to resolve issues
- ... gossiping and victimization contributing to be people feeling unsafe at work
- ... distracting behaviours impacting quality of work and expected levels of service

Gossip has never yielded any positive good. If anything, it **corrodes** cultures, **lowers** morale and **diminishes** the workplace productivity and overall effectiveness.

It robs organizations of time – time better spent doing more worthwhile activities. It is something we can all do without.



## Fees for 2019

Each fee for presentation / seminar / workshop considers the following criteria...

- ... Amount of required research, development of materials and preparation time
- ... The number of participants expected to be in attendance
- ... The needs of the client and learning dynamic of the audience
- ... The size and number of handouts (if required or requested)
- ... Travel and accommodation expenses (if applicable)
- ... Additional customization of presentation or inclusion if requested
- ... The financial constraints and budgetary considerations of the client
- ... Any extraordinary winter or seasonal travel demands

*The fees\* range can range from...*

- 150.00 - 300.00 for a 30- 45 - 60 minute motivational / business / educational presentation.
- 150.00 – 250.00 for conference break-out sessions/ workshops

*Workshop and seminar fees\* may range from...*

- 250.00 – 375.00 to 500.00 - 750.00 for half and full day formats.
- Customized workshops / seminars are popular and affordable choices and can be arranged.

**Plenary / keynote presentation fees\* to groups to as many as 1500 people ...**

- 500.00 -1200.00 for a 45 - 60 - 90-minute presentation.

**Specialty service fees\* for Blue Sky sessions / Strategic Planning / Visioneering Retreats**

- 500.00 - 750.00 per day.

*\* Fees subject to travel and HST.*

*Also, non-profit organizations and associations with financial and budgeting constraints are presented special consideration and payment for services is negotiable. Basic costing for most organizations starts at a competitively modest \$150.00 / hour pending discussion of the above criteria. Larger audiences and groups can reasonably expect a slightly higher fee.*

### 2019 Mileage Policy

Effective **Jan 1<sup>st</sup>, 2019** my rate for travel will be **0.48 / km**.

This travel rate will be in effect subject to change and periodic review.

*Client may be expected to arrange travel and accommodations for some engagements.*

### **FINAL NOTE:**

These fees are just **guidelines** to assist the client in estimating the budgeting for your speaking and training needs. For smaller non-profits and charities, we have willingly negotiated **an honorarium** that is specifically affordable to their needs and ability to pay.

## 2019 Handout Policy

After **25** years and hundreds of thousands of printed and distributed handouts, I have decided to follow the increasingly popular and practical method of making my presentation and seminar handouts **available electronically**. All handouts are now available from [handouts@michaellewistraining.com](mailto:handouts@michaellewistraining.com).

Email me and I will provide you with a complete full colour handout.

Benefits...

- An ecologically sound and smart option.
- Handouts created as PDF files are easy to save and view on your screen or print.
- Handouts easy to send and share with others.

More and more conferences and meetings have embraced digital files and I want to celebrate my **23** years in business by saving “trees” and offering clients a better system to share information. Hard copy handouts are still an available option by request.

Clients wishing handouts in advance for photocopying and inclusion in materials can request files.



## Booking Information

I recommend that you book or reserve your preferred date(s) as far in advance as possible even before you have selected and finalized a topic(s). I do **NOT** require a deposit, nor do I insist on the signing of a contract. I do ask if you need to cancel an engagement that contact me as soon possible and at least **14 days** in advance of the engagement.

I will make every attempt to carefully watch for weather or travel issues and will advise accordingly with the client as the best course of action. Generally speaking, if the weather is undesirable or unadvisable for travel, then it could be the same for those attending your event and rescheduling might be the best and safest strategy for all concerned.

## Proprietary Notice

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*If you do what you've always done, you'll get what you've always gotten!  
If you think what you've always thought, you'll get what you've always got!*

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