

## Welcome to ACT Ltd.'s Training Reference Guide for Personnel Development

Identify the situation your organization faces in the left column, read across the chart to find out which of our Personnel Development Training Programs is right for you. Then, give us a call and we will customize one of our programs for your staff needs. Contact us at 604.521.5473 for details.

Situation	Skills for Effective Human Relations	Effective Supervision	Managing Performance	Critical skills for working through conflict	Dealing with change	Foundations of behavior	People Power - leading and working in teams
Behavior/performance challenges	ü	ü	ü	ü	ü		
Interpersonal conflict	ü	ü		ü	ü	ü	ü
Lacklustre work teams		ü	ü				ü
Low team productivity	ü		ü	ü	ü		ü
Low individual productivity	ü	ü	ü			ü	
Unmotivated individuals	ü		ü			ü	
Need to assess performance		ü	ü				

Situation	Skills for Effective Human Relations	Effective Supervision	Managing Performance	Critical skills for working through conflict	Dealing with change	Foundations of behavior	People Power - leading and working in teams
Unclear goals and objectives	ü		ü		ü		ü
Need for workplace coaching	ü					ü	
Need for low cost rewards and incentives		ü	ü			ü	
Multiple first time supervisors	ü	ü	ü	ü	ü	ü	ü
Need for leadership development*	ü					ü	

\* We also have a full leadership development program that can be customized to your performance objectives and leadership skills inventories.