



**Corporate Training:
Building resiliency to workplace stress
and improving team efficiency**

Community Healthcare Consulting

a Division of CarrMayers Inc.

**Workplaces Enlightened, Empowered, and
Optimized**

**Is Workplace Stress impacting
your bottom line?**

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Is Workplace Stress impacting your bottom line?

Building resilient work teams to
overcome workplace stress is
your answer.

CHC Consulting shows you how.

CURRENT CHALLENGES BUSINESSES ARE FACING

The case for building resilient
teams:

- Absences due to mental health reasons cost Canadian employers \$51 billion each year.
- 87% of errors in the workplace are due to a lack of focus and poor communication
- 60% of Canadians state their mental health has been negatively impacted by the COVID pandemic

BENEFITS OF RESILIENT WORK TEAMS:

Effective return to work settings

- Reduced absenteeism
- Increased productivity
- Reduced errors
- Reduced sick leave
- Engaged workforce
- Team cohesion
- Improved customer service



About Community Healthcare Consulting

We assist innovative organizations to *retain their key staff and reduce turnover*. Using our unique blend of a traditional classroom setting and *experiential learning*, staff teams develop the soft skills necessary to increase *effectiveness and efficiency* and build *resilience*.

Community Health Consulting is the culmination of over 30 years experience and understands the needs of organizations facing work related stress and the need to build resilient teams to succeed. Our President and CEO, Susan Carr, has developed and supported numerous staff teams and can share her tools and expertise with your organization.



Mission and Vision

Mission:

Community Healthcare Consulting is dedicated to excellence in supporting a resilient, enlightened, and optimized workforce.

Vision:

It is the vision of Community Healthcare Consulting that all staff and volunteers will have the resiliency to adjust and positively respond to the stressors in carrying out their roles, remaining healthy and effective throughout their careers in psychologically safe and supportive workplaces.

Learning Outcomes

All our sessions are customized to meet the specific challenges your organization is facing. Specific learning objectives will be discussed during the intake process.

Our experiential sessions will help your team take a deeper dive into your organization in important aspects to increase resiliency, such as:

- Organizational **values**
- What **unites and aligns** our teams
- What is **possible**
- Organizational **needs and desires**
- Clarity on what is **most important**

Ontario based organizations may be eligible for the Canada-Ontario Job Grant
[Click here for details](#)



“Each of us had challenges and opportunities revealed. We learned a lot about our next steps and had many of our current plans confirmed. It’s been 3 weeks since our day together, and we continue to refer back to the work and the ah-ha’s keep coming.”

Karen Collacutt, Triad Group of Companies

SEVERAL WAYS WE WORK WITH YOUR TEAM

Bronze Package (The starting gate)

Providing customized workplace resiliency education and facilitation in 4 one hour interactive webinar sessions scheduled over a 12 month period. Sessions conducted can be done virtually. Sessions have a recording option available.

Session topics are customized based on intake discussions, but may include:

Leadership, Resilience, Communication, Psychological Health and Safety, Self Awareness, Compassion Fatigue, or Emotional Intelligence

The bronze package is for you if:

You have limited in time and funds and are looking for a quick fix to support your staff and have an introductory level of intervention.

Sessions limited to 8 participants per session to optimize interactions and learning opportunities.

"I strongly recommend this program to individuals, companies, hospitals, public health workers or anyone touched by the demands of caring for those who need our help the most."

Natasha Zajc-Dalcourt, MD, CCFP

Silver Package (Heading into the clubhouse turn)

Everything in Bronze package is included in this package, plus 1 experiential customized session. The focus of the experiential session is designed to meet the specific needs of your organization.

Topics typically addressed include: Leadership, Team Effectiveness, Emotional Intelligence, Boundaries, Focus and Presence, Examining Barriers, Creative Problem Solving, Appropriate Assertiveness, or Strategic Planning.

The in person experiential sessions are COVID compliant with current regulations and protocols.

The Silver package is for you if:

You are looking for a training experience that will have a significant impact on your team including some of the benefits of the experiential component with a smaller commitment of time or funds

Sessions limited to 8 participants per session.

Package includes 4 virtual interactive webinars and 1 full day experiential session.

Experiential sessions typically run 9:30 am to 4:30 pm

Gold Package (Heading into the home stretch)

Everything in Bronze package is included in this package, plus 2 experiential customized sessions. The focus of the experiential sessions is designed to meet the specific needs of your organization.

Topics typically addressed include: Leadership, Team Effectiveness, Emotional Intelligence, Boundaries, Focus and Presence, Examining Barriers, Creative Problem Solving, Appropriate Assertiveness, or Strategic Planning.

The in person experiential sessions are COVID compliant with current regulations and protocols.

The Gold package is for you if:

You are looking for a training experience that will have a sustained impact on your team and are fully invested in building an effective and efficient staff team.

Sessions limited to 8 participants per session.

Package includes 4 virtual interactive webinars and 2 full day experiential sessions.

Experiential sessions typically run 9:30 am to 4:30 pm

Platinum Package (sprint to the finish line)

Everything in Bronze package is included in this package, plus 4 experiential customized sessions. The focus of the experiential sessions is designed to meet the specific needs of your organization.

Topics typically addressed include: Leadership, Team Effectiveness, Emotional Intelligence, Boundaries, Focus and Presence, Examining Barriers, Creative Problem Solving, Appropriate Assertiveness, or Strategic Planning.

The in person experiential sessions are COVID compliant with current regulations and protocols.

The Platinum package is for you if:

You are looking to align your team's growth and development with your quarterly objectives. You are looking to maximize your team's effectiveness and resiliency.

Sessions limited to 8 participants per session.

Package includes 4 virtual interactive webinars and 4 full day experiential sessions.

Experiential sessions typically run 9:30 am to 4:30 pm

Management Bootcamp, part 1 (Closing the gap)

This is a full day session for new and experienced managers and supervisors who want to have greater impact leading their herd. You became a manager because you excel at the “doing”, but managing others requires a different set of people skills to lead, inspire, and motivate your herd. This session uses the wisdom of horses to teach you how to manage people effectively and develop them as cohesive and resilient team.

Topics covered include:

- Judgements and perceptions
- Streamlining focus: paying attention to what matters
- Boundaries, communication, and clarity and working as a collective
- Emotional intelligence

The in person experiential sessions are COVID compliant with current regulations and protocols.

*The Management
Bootcamp
package is for you
if:*

You have new managers or want to invest in developing the skills of your existing managers. This is ideal for organizations wanting keep and promote key staff within their organization.

Standard session is one full day experiential session in small group format.

Experiential sessions typically run 9:30 am to 4:30 pm

Premium version adds 6 monthly virtual check-in sessions and certificate of completion.

Building Resiliency in Times of Transition: Professional Development Retreat (Training for the next Big Race)

This is a full day session for professionals expecting, or in the midst of a significant transition in their career or organization. Determining the best course of action requires introspection, self awareness, and particular leadership skills, including self leadership. This session will provide participants with an opportunity to reconnect with their inner wisdom with the assistance of our equine partners.

Topics covered include:

- Meditations with the herd
- Increasing awareness of self and others
- Boundaries, communication, and clarity
- Self leadership and leading others through change
- Emotional intelligence

The in person experiential sessions are COVID compliant with current regulations and protocols.

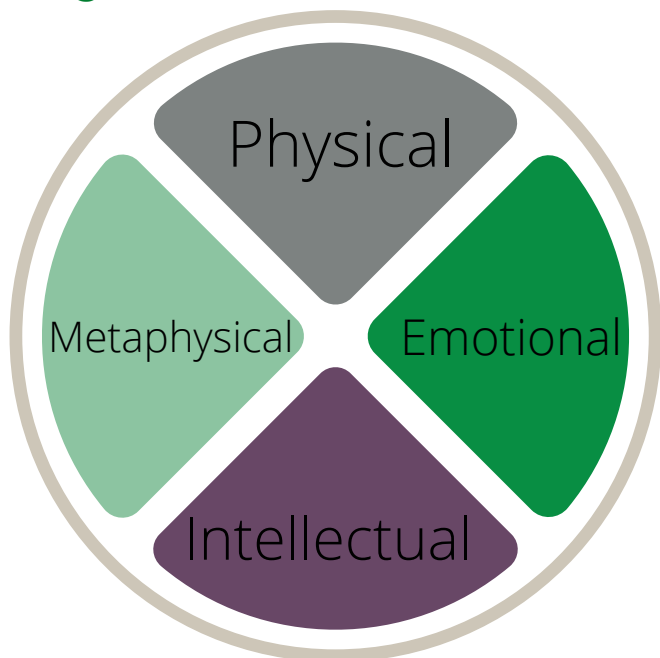
The Building Resiliency in Times of Transition Retreat is for you if:

You are facing a significant career change or transition and not certain what may be next for you. The session will provide you with information to help you reflect on regarding your next path.

Full day experiential sessions typically run 9:30 am to 4:30 pm in a small group format.

WHY EXPERIENTIAL LEARNING?

Learning by doing is the most profound learning we can undergo. Being able to see first hand the results of our actions in real time is fundamental to being able to understand our impact on ourselves and others. This gives us the opportunity to try our new approaches and develop a deeper understanding of the processes at work. Reflecting on and discussing these processes further reinforces this new understanding. The experiential exercises reinforce the in-class portion of the sessions and will support the long term retention of the material. The selected exercises are customized to support the organization's area of focus for their session.



Our experiential sessions impact all areas of being in the learning process

To book an single experiential session for your organization, contact us directly.

WHY WE USE HORSES

The use of equines in personal/professional growth and therapy is a relatively new field with increasing scientific support.

Horses are social animals, but unlike dogs or cats, horses are prey animals. Their very survival depends on the ability to read non-verbal communication and react to the emotions, thoughts, and energy of those in their social group and environment.

Horses are more skilled than humans in “reading” our non-verbal communications and reflecting it to us to see better what we are communicating. They are able to pick up on what we carry with us into the work environment.

Using horses in our sessions allows us to discover the root cause of what is holding your team back from greater success.

" Prioritize investments in the highest-impact areas, such as leadership training and return-to-work programs "

From the ROI in workplace mental health programs:
Good for people, good for business:
A blueprint for workplace mental health programs by Deloitte Insights

Case Experience Story: Oak Centre

Oak Centre Mental Health agreed to share their story of change and growth following a one day session. They originally approached us to support building trust and comfort for the staff team to provide feedback to each other. What the session uncovered was an underlying issue with communication at all levels, including Senior Management. The team began to problem solve right in the session putting in place new procedures. The session gave a renewed sense of trust and connection allowing them to have difficult conversations in a honest and supportive culture.



The experiential professional development sessions with CHC Consulting increased our team's resilience in addressing challenges as a whole team. Our communication and cohesiveness was increased. As a result we became more effective as a team in reducing misunderstandings and being more clear and open in our conversations, especially when seeking feedback. It was surprising how working with the horses provided insights into how our team works and how this translates so clearly to our work setting. Our team was able to both learn about each other but equally important, to learn about ourselves. Self-awareness is essential in working in mental health. The experience challenged us to work as a team in a new experience of working with horses. Our boundaries and protective layering was dismantled in favour of building a strong alliance and reliance with each other. I would highly recommend this experience for any team but look forward to doing it again soon. Sue Carr and her team were exceptional in their handling of my staff, the horses, and the training session.

Rubini Tauro, Executive Director, Oak Centre

What customers say about our training sessions:

"I came away from the learning session with a profound knowledge of how to elicit change, communication and teamwork through experiential learning with horses. My personal learning was immediate and has been sustained over time. I carry the revelations I gained in working with Sue Carr and her team with me on a daily basis."

Rachel Levy, President, Kaleidoscope Consulting

"It was a great session that helped me to bond closer with the leadership team and to actually feel like part of the team, rather than an outsider"

Program Manager, Sandgate

".. a great program for our team. Working with horses was an exciting and intriguing way to uncover challenges, and create some solutions.."

Mackenzie F., Communications Coordinator, Sandbox Centre

To see a video of our sessions in action:

Visit our website at:
[Community Healthcare Consulting](http://CommunityHealthcareConsulting.com)

To set up a session for your herd or to learn more, contact us at:

communityhealthconsult@bell.net

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