

This program provides tools to manage teams where there is:

- low motivation;
- insufficient productivity;
- a poor sense of belonging;
- tense relationships;
- difficult communications;
- dissatisfactory team synergy;
- high turnover rates.

This program is for anyone who:

- wants to develop their skills in order to exercise a supervisory role;
- is approached by their employer to occupy a supervisory position;
- already has experience in supervision and wishes to increase team effectiveness.

See the description of each module on m3iinstitute.com

LEVELS

ISSUES



8 days

SA.1 People and Their Motivations
SA.2 Team and its Behaviours
SA.3 Role of the Leader / Coach
3 days Provide leadership that meets both the needs of individuals and the team.
Coaching 7-D Profile (4 hours)

SA.4 Efficient Day-to-Day Management
SA.5 Delegating and Empowering
2 days Share daily workloads equitably in function of each person's individual capacity.
Coaching 7-D Profile (2 hours)

SA.6 Communicating, Listening and Giving Feedback
1 day Understand the messages coming from team members, communicate and react in an appropriate way.

SA.7 Assessing Work Done
1 day Assess the quality of completed work and recognize the contribution of each individual.

SA.8 Managing Difficult Behaviours
1 day Take the proper actions with team members who behave inappropriately.
Coaching 7-D Profile (2 hours)



6 days

SB.1 Team Profile Analysis
1 day Optimize a team's functioning through analysis of each individual's contribution.
Coaching My Team Profile (4 hours)

SB.2 Making Appropriate Decisions
1 day Increase your ability to make decisions in a timely manner, while always considering the people involved and the situations.

SB.3 Transmitting Clear Instructions
1 day Improve effectiveness of communications through precise and adapted language.

SB.4 Support in the Design of Improvement Plans
1 day Support team members in their continued improvement plans.

SB.5 Stress Management
2 days Develop techniques and attitudes that help reduce the effects of negative stress.



6 days

SC.1 Holding Effective Meetings
1 day Facilitate meetings that allow each individual to understand the pertinence and positive impacts of their participation.

SC.2 Establishment of Objectives and Priorities
1 day Formulate precise objectives and setting them in order of priority for the team.

SC.3 Implementation of a Customer-Oriented Approach
1 day Establish a work philosophy based on interdependence between clients and suppliers, whether internal or external.

SC.4 Conducting Productive Evaluation Meetings
1 day Hold constructive evaluation meetings that allow each person to grow.

SC.5 Change Management
2 days Develop strategies to support the team through any change processes.
Coaching Adaptability to Change Profile (4 hours)

Facilitation / Coaching

Every level of the M3I Supervision program contains individualized facilitation / coaching sessions that are conducted concurrently with the training workshops.

The M3I Institute certified trainers / facilitators / coaches (TFC) guide each participant in this personalized approach to help them achieve their own goals for improvement through various self-diagnostic tools.

Access the TFCs directory on m3iinstitute.com

Self-Diagnostic Tools

The self-diagnostic tools used by the TFCs are based on the analysis of the participant's attitudes and behaviours to take stock of the essential supervision abilities they have acquired and to target those that they must develop.

Tools Included in this Program

- 7-D Profile**
Estimation of ability and skill levels required for supervision / management
- My Team Profile**
Analysis of team member personalities and their interactions
- Adaptability to Change Profile**
Inventory of characteristics and personal skills related to change adaptability

Post-Training Assessment

Six (6) months after having completed the Essential level, a participant may again fill out a 7-D Profile questionnaire and receive a second report to track their progression.

Complementary Tools

- Manage with H.E.A.R.T.**
Analysis of attitudes, behaviours, habits and values of managers in relation to the satisfaction of the team members' needs
- Daily Management of Personnel**
Evaluation of managers' ability to face their daily responsibilities

These tools, which each include a two (2)-hour facilitation / coaching session, can be used optionally at any time during the program.

See an example of a report for each tool on m3iinstitute.com

m3i INSTITUTE
MEASURE — MODIFY — MASTER — INTEGRATE

certifies that

Aaaaaaaa Bbbbbb Cccccc

meets the requirements of **M3I SUPERVISION**
ESSENTIAL ENRICHED INTEGRAL

Qualification Certification

Authentication number: 1-234796040542-A



Integrated program for the development of human resource management skills through a focus on daily supervision

m3i INSTITUTE
MEASURE — MODIFY — MASTER — INTEGRATE
m3iinstitute.com



Accreditation

To certify the qualification of the participants, the M3I Institute issues credentials for each program level completed, as this example shows. The validity of the credentials may be verified with the M3I Institute.

Certification

The M3I Institute also offers the participants the possibility to qualify for certification by taking an optional exam at the end of each level of the program. After passing an exam, a certificate will be awarded and new credentials will be issued.

Recognition

Some training hours are recognized by these organizations.



A DIDACTIC APPROACH BASED ON ANDRAGOGY

- Measure

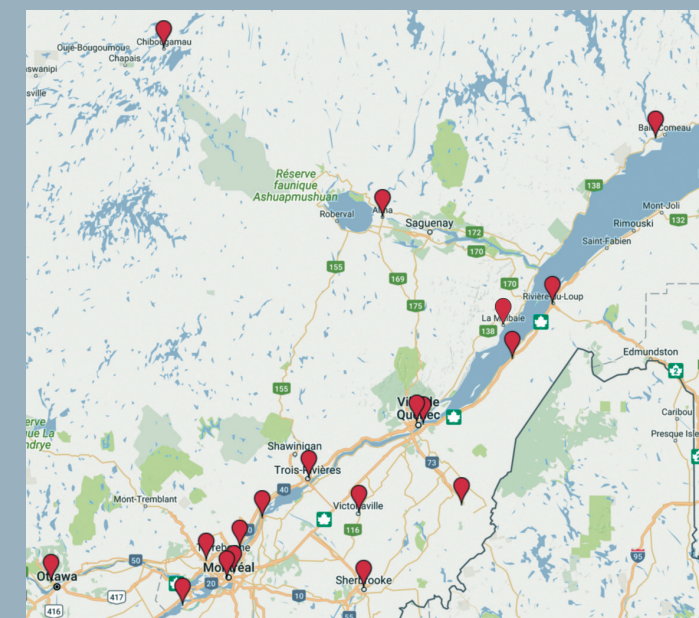
your skills and practices using self-diagnostic tools.
- Modify

your practices using better knowledge of your potential.
- Master

better techniques that will enhance your skill levels.
- Integrate

these new techniques into your daily supervision.

Program distributed under license through more than a third of Quebec CEGEP network.
Consult your local institution.



M3I Institute's mission is to maximize the contribution of individuals to the future of the businesses and organizations they work for. Its creation is the result of the long and successful career of Denis Ouimet, who established, as early as 1976, the BUreau de REcherche et de FORMation en «gestion intégrée», known as BUREFOR Inc., to guide managers in developing integrated managerial practices, philosophies, and value systems.

The work of M3I Institute, combined with that of BUREFOR Inc., comprises a corpus of over 2 million data from manager experiences. From this data, the following is drawn: measurement tools, training programs, management practices, theoretical concepts and explanatory models specific to the management of people.

M3I Institute brings together professionals with varied fields of expertise, contributing their skills and their personal and professional experience to the many activities offered. All these activities generate benefits for all participants, and also have a positive impact on their surroundings and organizations.

“THIS TRAINING PROVIDED ME WITH THE TOOLS AND CONCEPTS WHICH ALLOWED MY BUSINESS TO BENEFIT FROM OUR TEAMS’ FULL POTENTIAL AND CREATE AN **INNOVATIVE AND DYNAMIC WORK SETTING.**”

“THE M3I APPROACH HAS GREATLY **IMPROVED OUR WORK ENVIRONMENT AND EFFECTIVENESS IN DAILY TASKS.**”

» See other testimonies on m3iinstitute.com



Integrated program for the development of human resource management skills through a focus on daily supervision

MANAGING SUPERVISION ISSUES IN A MORE HUMAN WAY

10 years

of positive results and significant benefits

700

organizations and businesses served

3,000

participants in the program

30,000

persons / training / days

