



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

MANAGING IN A MORE ADEQUATE

and a more human way

+ *thanks to an* **EFFECTIVE LEADERSHIP**

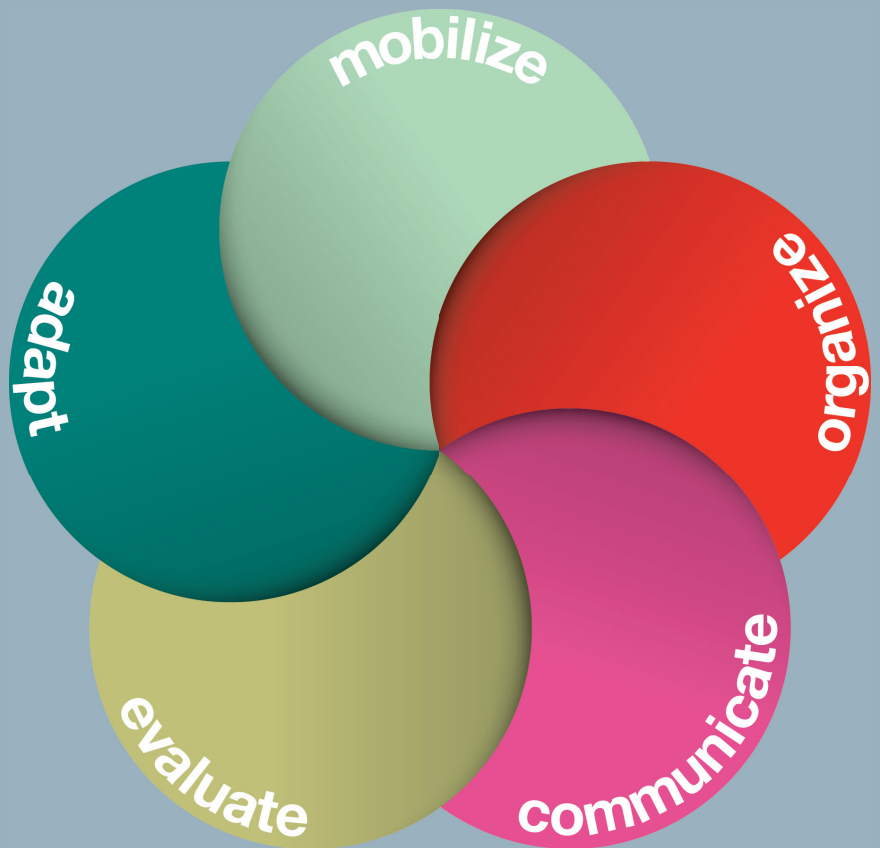
16 years
of positive results and
significant benefits

More than 3 000
organizations and
businesses served

More than 7 600
participants in the program

More than 45 000
hours of facilitating / coaching
with unique self-diagnosis tools

More than 75 000
persons / training / days



m3i INSTITUTE
MEASURE — MODIFY — MASTER — INTEGRATE

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 m3isupervision.com

LEVELS
ISSUES



8 days + 8 hours of coaching

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	7D Profile
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	7D Profile
SA.6	Communicating, Listening and Giving Feedback
1 day	Understand the messages coming from team members, communicate and react in an appropriate way.
Coaching	7D Profile
SA.7	Assessing Work Done
1 day	Assess the quality of completed work and recognize the contribution of each individual.
Coaching	7D Profile
SA.8	Managing Difficult Behaviours
1 day	Take the proper actions with team members who behave inappropriately.
Coaching	7D Profile



5 days + 6 hours of coaching

SB.1	Team Profile Analysis
1 day	Optimize a team's functioning through analysis of each individual's contribution.
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.
Coaching	My Team Profile
SB.3	Transmitting Clear Instructions
1 day	Improve effectiveness of communications through precise and adapted language.
Coaching	My Team Profile
SB.4	Support in the Design of Improvement Projects
1 day	Support team members in their continued improvement projects.
Coaching	My Team Profile
SB.5	Maintaining Good Mental Health at Work
1 day	Develop the level of personal balance needed to support individuals and the entire team.
Coaching	My Team Profile



6 days + 4 hours of coaching

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.
Coaching	My Tendencies Toward Change
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.
Coaching	My Tendencies Toward Change
SC.4	Conducting Productive Evaluation Meetings
1 day	Hold constructive evaluation meetings that allow each person to grow.
Coaching	My Tendencies Toward Change
SC.5	Change Management
2 days	Develop strategies to support the team through any change processes.
Coaching	My Tendencies Toward Change

4 hours of coaching on a 6 to 8 weeks period accessible after having completed any level of the program

The self-diagnostic tool **MEASURE OF MY LEADERSHIP** is instrumental in becoming an **effective leader** – expert in the art of persuasion – who inspires his partners to engage in a project.

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 m3isupervision.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

7D Profile + Competencies Mapping	My Team Profile	My Tendencies Toward Change
Estimation of ability and skill levels required for supervision / management	Analysis of team member personalities and their interactions	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 the questionnaire and receive a second report to track their progression.

Complementary Tools

Manage with H.E.A.R.T.	Daily Management of Personnel
Analysis of attitudes, behaviours, habits and values of managers in relation to the satisfaction of the team members' needs	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 m3isupervision.com

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MEASURE – MODIFY – MASTER – INTEGRATE

certifies that

Aaaaaaaa Bbbbbb Cccccc

meets the requirements of

Qualification Certification

Authentication number: 1-234796040542-A



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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

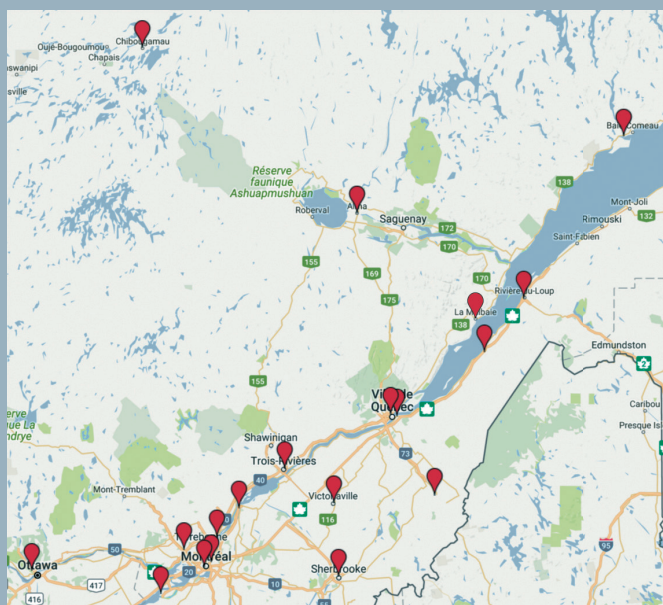
- M**easure your skills and practices using self-diagnostic tools.
- M**odify your practices using better knowledge of your potential.
- M**aster better techniques that will enhance your skill levels.
- I**ntegrate these new techniques into your daily supervision.

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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



"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

» See other testimonies on m3isupervision.com

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SUPERVISION

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INTEGRATION

m3i
COACHING

m3i
DEVELOPMENT