

# Big shoes to fill ? ...

## Introducing Peer Mentoring ...

### Your succession-planning solution



College of the North Atlantic and Charney and Associates have entered into an exclusive partnership to offer the Peer Mentoring™ System, a comprehensive and cost-effective solution to succession planning for today's organizations.

#### What is Peer Mentoring™?

Using proven self-directed, action learning and mentoring techniques, participants work as a team to acquire the skills and confidence necessary to become tomorrow's leaders.

*Peer Mentoring*™ is a system of self-directed, action learning for groups of 6-10 people. The members can come from one department or be recruited from different parts of the organization. After initial orientation and training, the team will meet at regularly scheduled meetings to learn one topic at a time, giving each member the opportunity to facilitate at least one session. The group will report regularly to the Peer Mentoring™ Coach to address questions and ensure the process is working well.

Each learning session follows a disciplined agenda which ensures that people learn by seeing, hearing, discussing and experiencing the skill of their choice. The facilitator learns even more as they benefit from becoming the team "expert" in the topic of their choice. Customize your Peer Mentoring learning plan from 60 topics to best fit your succession planning needs (*See reverse for list of session topics*).

Peer Mentoring™ gives people the confidence and process to:

- Learn together in the comfort of their own workplace;
- Identify and prioritize professional development needs;
- Design and deliver effective learning sessions;
- Maintain built-in checkpoints to ensure that the process is working;
- Use work-relevant cases and situations for real-life problem-solving;
- Apply the skills and solutions into the workplace immediately.



#### Peer Mentoring™ System includes:

- Consultation to determine training needs
  - Training and orientation
- Lesson Plans, Slide Masters, and Textbooks
  - Ongoing monitoring and coaching
  - Evaluation and Follow up

For more information, call:

**1-888-982-2268**

(See reverse for campus contacts)

Email: [corporatetraining@cna.nl.ca](mailto:corporatetraining@cna.nl.ca)

[www.cna.nl.ca/ce](http://www.cna.nl.ca/ce)

We're so much more.

**Cost?**  
**\$895 /person**



# Peer Mentoring Session Topics

*In alphabetical order*

- Absenteeism
- Accidents
- Anger
- Assertiveness
- Attitude Survey
- Benchmarking
- Career Planning
- Change Management
- Chemical Abuse
- Coaching
- Commitment
- Communicate Across Language Barriers
- Communicating in Writing
- Communicating: Managing the Grapevine
- Communicating Upwards
- Communicating Verbally
- Communicating with Associates
- Conflict
- Counselling
- Creativity
- Customer Service
- Decision Making
- Delegating
- Discipline Interviews
- Diversity
- Empowering
- Exit Interviews
- Feedback
- Goal Setting
- Harrassment
- Health and Safety
- Hiring
- Influencing
- Leadership
- Listening
- Measuring Team Performance
- Meetings
- Mentoring
- Mission Statements
- Motivation
- Negotiating
- Orientation
- Performance Appraisals
- Presentations
- Problem Solving
- Process Improvement
- Productivity
- Project Management
- Recognition
- Report Writing
- Speeches
- Strategic Planning
- Stress
- Teambuilding
- Teamwork
- Termination
- Time Management
- Training
- Unions / Labour Relations
- Workshops

# Business Development Officers Contact Information

## Listed by Campus Area

### **St. John's Region**

Prince Philip Drive Campus	709 758-7214
	709 758-7640
Seal Cove Campus	709 744-6845
Ridge Road Campus	709 758-7554

### **Eastern and South Coast Region**

Placentia and Carbonear	709 227-2037
Clarenceville and Bonavista	709 466-6945
Burin	709 891-5606

### **Central Region**

Grand Falls-Windsor and Baie Verte	709 292-5642
Gander	709 651-4804

### **Western Region**

Corner Brook	709 637-8570
Bay St. George / Port aux Basques	709 643-7825
St. Anthony	709 457-2719

### **Labrador Region**

Happy Valley Goose Bay	709 896-6316
Labrador South Coast, Straits, and Labrador West	709 896-6365
North West River and Sheshatshiu	709 497-8595

We're so much more.

**OR call toll-free:  
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Website: [cna.nl.ca/corporate](http://cna.nl.ca/corporate)

