



# St. John Ambulance Saint-Jean

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## Council for Ontario

46 Wellesley Street East  
Toronto, Ontario M4Y 1G5  
Telephone: (416) 923-8411  
1-800-268-7581  
Facsimile: (416) 923-4856

## Conseil de l'Ontario

46, rue Wellesley est  
Toronto, Ontario M4Y 1G5  
Téléphone: (416) 923-8411  
1-800-268-7581  
Télécopieur : (416) 923-4856

**DATE:** October 2001

**TO:** District Commissioners, District Chairs, District Managers, Branches, Patient Care Provider Units, Therapy Dog Units, Youth Units, and Campus Response Teams

**FROM:** Community Services Department

**RE:** ***Volunteer Management Development***  
*(formerly Leadership Development - Level 2)*

The Community Services Department of the St. John Ambulance, Council for Ontario is hosting a volunteer management development course November 17, 18, 2001.

The course is designed to provide management development to St. John Ambulance leaders **age 18 years and older**, throughout Ontario. Topics are designed to be of interest to all St. John Ambulance leaders (e.g. Community Service leaders, Branch directors, Staff, etc.) and include:

### Effective Communications:

- Factors that help effective communication
- Barriers to effective communication
- Communication styles
- Listening issues
- Effective listening techniques
- Profiling interpersonal interaction
- Verbal and non-verbal communication

### Volunteer Performance Management:

- Process for developing position descriptions
- Reasons for performance appraisals
- Performance appraisal difficulties
- Concept of ongoing evaluation
- Review processes used in St. John Ambulance
- Performance appraisal interview
- Performance improvement plans
- Progressive discipline and grievance process

### Conflict Resolution:

- Potential sources of conflict
- Ways people deal with conflict
- Problem solving process
- Dealing with difficult people
- Expressing anger productively and effectively
- Managing stress

### Professional Etiquette:

- Conducting yourself professionally
- Cultivating a professional presence
- Dealing with diversity
- Opening doors to communication
- Meeting and social etiquette
- Handling ethical dilemmas in your volunteer life

The Council subsidized course will be conducted at the Kempenfelt Conference Centre in Barrie, Ontario and will begin promptly at 9:00 a.m. each morning and will finish at approx. 4:00 p.m. each afternoon.

A coffee break will be provided each morning and afternoon, and lunch will be provided each day, but ***participants will be responsible for their own travel and accommodation arrangements and costs.*** Participants will be provided with all course materials.

Dress for the course is **business (smart) casual.**

Please note that each participant must be present for the entire course in order to be eligible for a completion certificate. Attendance on the course is limited to 30 participants so please return completed applications (on the reverse) to the Community Services Department no later than **October 26<sup>th</sup>, 2001.**

For more information, please contact the Community Services Department at: 1-800-268-7581 ext. 282 or 243.



**VOLUNTEER MANAGEMENT DEVELOPMENT**  
*(formerly Leadership Development - Level 2)*

**APPLICATION**

**November 17<sup>th</sup>, 18<sup>th</sup>, 2001**  
**Kempfenfelt Conference Centre**  
**Barrie, Ontario**

To: Community Services Department  
St. John Ambulance, Council for Ontario  
46 Wellesley Street East  
Toronto, ON M4Y 1G5  
Fax: (416) 923-4856  
Email: wrudnik@on.sja.ca

**Application MUST be fully completed and returned by October 26<sup>th</sup>, 2001**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Unit/Branch: \_\_\_\_\_ City/Town: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone (Work): \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Age: \_\_\_\_\_ Length of Time with St. John: \_\_\_\_\_

Position: \_\_\_\_\_ Length of time in that Position: \_\_\_\_\_

Previous Position: \_\_\_\_\_

Previous Leadership Course? Yes / No      St. John Ambulance     Employment

Other (please specify): \_\_\_\_\_

If yes to Previous Leadership Course, please specify course content:

\_\_\_\_\_

Special dietary or other needs:

\_\_\_\_\_

**Note: participants must be 18 years of age or older**

**To confirm receipt of registration, or for further information or directions  
contact the Community Services Department at 1-800-268-7581 ext. 282 or 243**