



The Employee Assistance Program Association of Toronto (EAPAT) Proudly Presents

Leadership's Impact on Driving Workforce Performance and Retention

Engaged employees have productivity rates that are 70% higher than those who are not and their companies are 44% more profitable, resulting in 86% higher customer satisfaction. The demand for leadership capability in enhancing engagement is evident.

Yet, global research points to the fact that leaders and immediate managers are influencing serious levels of employee disengagement. As we emerge from the recession, disengagement poses a serious risk to employee retention. A key business challenge, leaders at all levels must create the conditions that make engagement possible within their organization. Do your leaders have the skills and competencies to be *really* effective?

During this session our special guest **Anuradha Chawla** will address critical questions pertaining to how leaders are impacting workforce performance and retention including - *How can leaders ensure that employees are fully engaged by their work and how can leaders enhance employee productivity and optimize organizational performance?*

Key Learning Outcomes:

- Build the business case for employee engagement.
- Understand the leadership behaviours that influence employee performance and commitment.
- Build the most effective leadership behaviours to positively impact key business metrics tied to organizational performance.

Anuradha Chawla is a Talent Management Vice President at Right Management and serves as a subject matter expert for leadership assessments. She is an organizational psychology specialist who helps organizations through growth or restructuring by building strong leadership teams. **Dr. Chawla** has worked with companies to advise them on identifying strong leaders during restructuring, on building a succession strategy to reduce risk from planned or unplanned departures, on building a talent pipeline to support on-going growth, on accelerating the time to productivity of new and high potential leaders, and helping new or established teams enhance effectiveness, particularly in the midst of change. She was awarded an M.A. and a Ph.D in Industrial Psychology from the University of Guelph and a B.A. in Psychology from the UBC.



Thursday, May 13, 2010

Agenda: Breakfast and Networking 7:30 AM – 8:00 AM
Presentation and Q & A 8:00 AM – 9:30 AM

Location: Toronto Lawn Tennis Club,
44 Price Street (Phone: 416-922-1105)

FREE Underground Parking – cost covered by EAPAT

Fee: \$35 for non-members, complimentary to members

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