



**Learn it. Apply it.**

*“You met our goals and objectives, Yes! And way more! We learned a great deal about ourselves and the team. We loved the challenge!”*

Michael Bell, Chef de Mission  
Nova Scotia Mission Staff, Canada Games





# Learn It. Apply It.

We live in a time where new approaches are required to achieve social, environmental, economic and organizational change. Peak Experiences has a strong and diverse network of associate practitioners and researchers. We engage in programs and projects which focus on personal growth and leadership, organization change and development, and environmental sustainable development.

Peak Experiences offers a multi-level process designed to assess current and ideal behaviours and allow individuals, groups and organizations to develop prescriptive improvement plans. With innovative tools, a proven approach and world-class consultants, Peak Experiences offers consulting and developmental services that help client organizations build genuine and sustainable improvement.

Peak Experiences associates are constantly working on innovative ways to fulfill our mission, creating a renewed focus on serving our customers, and igniting our core programs of significance. Our experiential approach to learning has helped clients gain new skills and, more importantly, gives them the tools to apply these skills in the workplace.

We will continue to bring fresh ideas, practical skills and innovative training to your world, as we believe individual and collaborative effort can make a tremendous difference. The challenge our clients have put to us is the challenge facing us all. No matter what role we find ourselves in, we share the challenge of transforming individuals and organizations into truly effective and sustainable entities.

We enthusiastically invite you to take the journey with us as we move into a future full of promise, potential and possibility. As we move forward let's remember that by 'Learning It and Applying It' — everyone is more successful.

We look forward to seeing you at a Peak Experiences program in the near future.

**Frank Gallant**, President and CEO  
Peak Experiences - The Learning Company

*We invite you to explore one of our workshops.*

*Come prepared for a fun, challenging, and satisfying experience.*



*“We have used Peak Experiences for many years for organizational development, team building and culture change. The tools and content of the workshops are exceptional as well as interesting and fun.*

*Frank Gallant and his team of associates are some of the best in the business.”*

**Margo Beckworth-Byrne**  
Sr. Vice President  
Wyndham Worldwide

## The Learning Company

Atlantic Canada’s preeminent teacher of team building, leadership skills, and organizational development services, Peak Experiences has been creating innovative learning programs and workshops since 1992.

Our staff members, with backgrounds in behavioural science, adult education, organizational development, management, and corporate training, work with you to design a program that meets your specific needs.

Peak Experiences is well known for its eclectic approach. Using up-to-date behavioural science methods, traditional adult education principles and experiential learning, we bring forward innovative training techniques, practical skills, and fresh ideas. Our principles of learning have helped individuals and organizations transform themselves to meet the challenges and opportunities of today’s rapidly changing work environment.

### Our Core Purpose

To support people in achieving enhanced personal and organizational effectiveness as they strive to fulfill their respective organizational visions and strategies.

### Our Commitment to Core Values

Commitment comprises both intention and action. Our organizational core values govern everything we do.

When you choose to work with Peak Experiences you are assured:

- Trust & Integrity**
- Quality & Excellence**
- Relationship & Service**
- Passion & Enthusiasm**
- Learning & Growth**
- Environmental Sustainability**

## Our innovative Approach

Today, adult educational trainers recognize that experiential learning is still the most widely accepted and time proven technique for increasing individual and organizational learning and effective change.

**Experiential learning** engages learners in fun, meaningful, and carefully selected learning activities.

We assist groups through **real life decision making and problem solving** to help in the application of learning and create actual change within the organization.

We employ cutting edge concepts and **applied behavioural science research** to enhance awareness and conceptual understanding.

## Our World Class Assessment Tools

We utilize world class assessment tools from Human Synergistics ([www.hscanada.com](http://www.hscanada.com)) to compliment many of our workshops and to enhance your learning experience.

Used in North America's most successful organizations, these products have been extensively researched and provide insight into the behavioural effects of thinking patterns, self-concept, leadership and group effectiveness.

## Our Process for Success

Our collaborative and dynamic workshop development process ensures that we:

1. thoroughly understand your needs, developmental issues, and current method of operations;
2. set clear, agreed upon expectations and objectives for the training workshop and consultation period;
3. define, plan, and develop an implementation strategy that will produce your desired results;
4. ensure long-term buy-in with articulated costs and benefits for individual and organizational change;
5. provide all necessary follow-up support and critical 1:1 executive coaching.

This process allows us to customize our training workshops and services to ensure we develop a results-oriented approach that meets your specific group and individual developmental needs and learning styles.

## Our Consulting Services

We specialize in customized workshops and consultation support focused on personal growth, leadership development, team formation/development and organization development.

Our workshops and services are customized to suit your needs, whether you are an individual or multi-employee organization.

## Our Sustainability Vision

As a leading consulting organization that supports Atlantic Canadians to be leaders in sustainable living, environmental literacy and the protection of the five capitals, Peak Experiences is a 100% 'Carbon Neutral - Zero Waste' company and an environmentally sustainable business.

We are committed to progressive action plans to eliminate our carbon emissions and waste in all areas of our work place - from how we travel, how we heat and operate our offices, courier our assessment tools, to the way we work to influence the manner in which our clients are fed, housed and transported to our off-site workshops.

*We offer open public workshops and customized training. Please contact us at 902.499.7585 or visit our web-site at [www.peak.ca](http://www.peak.ca)*



*“Peak Experiences met and exceeded our expectations. They created a custom program that met our requirements and was delivered in a manner that was interesting, challenging and fun.*

*The Peak Experiences program has become a staple in our cadet training program.”*

**Sgt. Lindsay Hernden**  
Halifax Regional Police Training  
Division, Police Science Program

## Investment in the development of the individual is the key to leadership effectiveness.

Your personal management and leadership style is your distinction — your characteristic way of thinking and behaving that shapes your interactions with others — and ultimately determines your effectiveness.

Knowing who you are now is the first and most important step in deciding who you will be in the future. Years of research have established that the information needed to allow insight, growth and self-improvement to occur is contained within our thoughts.

In addition to our key organizational processes, Peak Experiences’ workshops utilize Human Synergistics products to complement our workshops. These assessment tools are researched and designed to provide insight into the behavioural effects of thinking patterns, self-concept, leadership and group effectiveness.

Peak Experiences uses the following assessment tools to ensure your path to learning leads to reaching your goals.

### The Mind Set Advantage™

Our thoughts characterize who we are and shape our lives. How we think determines how we perceive reality and relate to others, as well as how we solve problems and make decisions.

In order to understand our thinking patterns, leadership styles, leverage key strengths and change behaviour, we must first examine the feelings and thoughts that underlie and motivate human behaviour. This is the Mind Set Advantage™ that we utilize to support enhancing our clients’ individual and organizational effectiveness.

### LSI Leadership Assessments

The LSI is the most powerful leadership assessment tool on the market today. The greatest value of LSI lies in the fact that no other self-assessment tool actually reveals and measures the thinking and behavioural styles that help or hinder you in fulfilling your leadership potential.



## LSI Leadership Effectiveness Workshop

The LSI leadership assessment is the first in a series of Human Synergetics' self assessment tools specifically designed to help you answer the important question of "Who am I, and what causes me to act the way I do?"

Based on a combination of respected psychological and measurement theories, the LSI measures the thoughts and attitudes which motivate your behaviour, how you relate to others as well as how you solve problems and make decisions.



## LSI Leadership Impact 360

For managers and executives to truly lead an organization, they must transform and influence, organizational context, employee interaction and how employees approach their work.

Leadership Impact is a transformational tool developed for leaders to become aware of the impact of their own leadership strategies and how these affect the performance of their organizations.

A very powerful assessment option, Leadership Impact is a new 360 feedback instrument that measures:

**Leadership strategies** - the extent to which you personally act in prescriptive versus restrictive ways.

**Impact on others** - the extent to which you motivate or drive people to behave in constructive versus defensive ways.

**Leadership effectiveness** - your current performance along personal as well as organizational leadership criteria.



## LSI Leadership Stylus and Stylus 360

The STYLUS Inventory measures the same thinking styles as the Life Styles Inventory. However, the STYLUS scores are normed against other managers. The great value of STYLUS is that it produces a comprehensive, computer generated report that gives the participant specific feedback and growth suggestions.



## The Management Effectiveness Profile System (MEPS)

MEPS is a Self and 360 competency measurement tool. Managers and five peers or team members answer questions about the manager's competencies evaluating fourteen managerial skills including participation, delegating, planning, time management, goal setting and others. A powerful assessment tool for new or experienced managers.



## Executive Coaching Support

Managers, team leaders, supervisors and others are increasingly responsible for guiding employees' job and interpersonal skills. This role is critical in today's organizations and a growing number of Atlantic Canadian organizations are offering executive coaching to their top people.

Our Executive coaching programs are a one-to-one relationship between a coach and your key internal contributor who has a powerful and influential position in the organization. Call us for a free consultation.



*"Peak Experiences LSI Leadership workshop was instrumental in providing me with valuable insights into my strengths and areas where improvements could be made. We will continue our work with them next year."*

**Don Ingram**  
National Port Logistics  
Volkswagen Canada

# Team Formation & Development



**Imagine**  
a team development  
workshop that exceeds  
anything you have ever  
experienced.

*“Peak Experiences associates have demonstrated a strong grasp and effective use of team building skills and strategic planning that is proving to be a powerful force assisting A.A. Munro Insurance Brokers Inc. on this journey.”*

**Harley MacCaul**  
President  
A. A. Munro Brokerage Inc.

Why do some groups perform better than others? What kinds of behaviours tend to characterize effective groups? And — perhaps most importantly — how can group members improve the way they work together to maximize the results of their efforts? Our team building and interpersonal skill workshops provides answers to these critical questions.

Like people, groups have distinct “personalities” or their own “styles of interacting” or way of working as a team. These “group styles” are reflected in the way group members approach the particular task, decision or problem and work with each other as a team. Groups are made up of individuals, the interpersonal styles adopted by a group are directly related to the styles exhibited by each of its members. Like people’s personalities, group styles can be positive and effective, leading to high-quality solutions to which members are committed. Or they can be negative and defeating, leading to solutions of marginal quality and acceptance.

Working effectively within a group involves assuming responsibility for your part in what gets accomplished. Success increasingly depends on one’s ability to communicate and interact with others. Our team building workshops help you positively influence these group processes.

**Team building is the intervention of choice.**

Team building has come of age. While other types of training interventions have become passé, team building — in a variety of forms — has evolved into a frequent “intervention of choice.”

Managers in both profit-making and not-for-profit organizations recognize the importance of quick responses to crises, thoughtful planning, and the full use of human resources in solving complex problems. Moreover, organizational subunits are becoming more interdependent, requiring teams of managers and their staff to work closely together.

Our clients consult with Peak Experiences for their team formational and developmental needs around these four common areas:

1. New Groups - Early Team Formation
2. Team Improvement
3. Team Issues - Difficulties
4. Team Mergers or Rapid Growth

## Tip of the Iceberg

This program provides inspiring and structured learning experiences to engage teams in the application of practical team building techniques.

Using a combination of experiential methods and theoretical frameworks our 'Tip of the Iceberg' workshop provides an introduction to interpersonal relations and group dynamics. In this program, we answer three critical questions: What are teams? Why are they powerful? How do we make them work?

Available in a full or half day format, this program is ideal to incorporate into your next sales meeting, retreat, conference or planning session.

## Team Action

This workshop provides an introduction to interpersonal relations and group dynamics using a combination of experiential methods and theoretical frameworks.

Available in a one or two day workshop, this program allows participants to observe how diversity can assist in the growth and development of group members. These teams will endeavour to understand their own group processes and explore their overall effectiveness.

'Team Action' is our most requested program.

## Beyond Excellence

Basic training in team building abounds, however, few programs are available for experienced teams who want to learn advanced theories and techniques.

You will learn about yourself, your leadership and management style, personal and team empowerment, how you interact and are perceived by others, key intra and interpersonal skills, and support conditions which allow high performance teams to flourish.

Individuals may be responsible for pre and post workshop preparation.

## GSI - Group Stylus Inventory

Like individuals, work groups have their own personalities or styles of interaction. These styles are reflected in the way group members interact with one another and approach the task to be accomplished. The GSI measures the constructive and defensive elements of group processes with the 12 styles used by the Life Styles Inventory (LSI) and the Organizational Culture Inventory (OCI).

The GSI also measures an individual team member's perception of the group's interaction on a task or problem-solving situation. The combined responses of the group become the group's needs assessment, identifying behaviours for the group to change and build or strengthen to better achieve group synergy and overall effectiveness.



*"After working with Peak Experiences we've realized we are in this together — working towards common goals."*

*We've reached top performance in the region and have taken our management practices across the country thanks to the training we received."*

**Susan Herrington**  
Manager  
Intria Items Inc.



## Explore workshops that provide a fresh look at a rapidly changing landscape.

*“The Peak Experiences program provided lasting insights and lasting results. Investing in Peak Experiences will return major dividends for the City! We needed focus and energy and Frank delivered!”*

**Roy Main**  
CAO  
City of Charlottetown

Organizations have undergone vast changes in the past few years. From downsizing, to the introduction of new systems, to wholesale restructuring, the only constant has been change. However, many change initiatives have fallen short of their expectations. Initiatives that fail, despite looking great “on paper” are often the victim of the current organizational culture.

Organizational culture is the shared attitudes, values and beliefs that indicate to members how to ‘fit in’ to the organization. The members of an organization whose culture is defensive or counterproductive will reject new ideas and initiatives and adopt more self serving strategies.

### The Organizational Culture Inventory (OCI)

Peak Experiences utilizes one of Human Synergetics most powerful instruments that can be used to help leading organizations become more effective. It is the Organizational Culture Inventory (OCI).

The OCI identifies current behavioral norms that individuals believe they need to ‘fit in’ to their organization. These commonly held beliefs affect such outcomes as turnover, employee satisfaction and the organization’s ability to provide quality customer service. The OCI addresses the real cause of problems rather than the actual outcomes. We provide measurable results which reveal what organizations are really asking of their employees and how it affects their performance, motivation and job satisfaction. This provides a firm basis for planning and agreement on the specific training and organizational development requirements to support their staff in implementing a shared vision of cultural change in their organizations.

The result is effective, long-term change in the way people think and behave in an organization.

### Visioning and Strategic Planning

Without exception, today’s leaders need to focus on developing a shared vision and a solid strategy for their organization.

The visioning process can be long, hard and uncertain. It is often largely intuitive, evolutionary and an incremental creative process. Our visioning and strategic planning sessions are dedicated to helping organizations achieve measurable benefits through the practical application of strategic and operational planning.

Using The Peak Experiences Strategic Planning Model, we will guide your organization through a disciplined process from high level strategy to detailed action plans

with relevant performance indicators at each step. Even with our help, planning is hard work...if plans are not executed; the entire effort was just a waste of time.

Based on that belief, every planning engagement is focussed on creating a plan that actually links your high level strategy to the projects and actions that your employees are executing every day. In this one to two day program, we help our clients understand where they want to be and come up with a “wobble proof” plan of attack to get there.

We provide planning, consultation and facilitation to businesses and organizations of all sizes.

### Facilitation Support

Our trained and experienced facilitators understand meeting and group dynamics and bring techniques that ensure your working group gets the desired outcomes and the quality results you need. We serve as facilitators for small to large group meetings, helping to managing the agenda, making sure group processes are followed while securing meeting objectives.

The facilitators at Peak Experiences go beyond excellent meeting management. We help groups think in fresh and synergistic ways that allow for effective decision making and goal accomplishment. We facilitate sessions for our clients ranging from large consultative feedback sessions, mergers, NGO and community development sessions to small strategic planning retreats.

Our facilitators are experienced professionals with an average of 20+ years in helping organizational clients

be more innovative and solve problems creatively. Please give us a call to discuss how we can provide you customized facilitation support.

### Seven Generations - Leadership for a Sustainable Future

There's a new breed of companies leading the way in doing business more sustainably — we call them leader businesses. While yesterday's leaders worked hard on understanding reputational, resource and regulatory risks arising from the vast number of issues related to sustainability, today's leaders see sustainability as a positive opportunity.

It's a way to build new markets, reach new groups of customers, strengthen communities and ensure a long-lasting competitive edge. Today's leaders don't create defensive sustainability strategies — their focus is on sustainable growth. To reflect this shift in attitude and approach, Peak Experiences have strengthened their 'Seven Generations - Leader Business' program.

Our workshop provides a fresh look at a rapidly changing landscape. Each Seven Generations environmental sustainability workshop is designed to respond to the specific concerns of the participants and their organizations. Sharing of organizational challenges, peer group exchange, experiential activity and learning is a critical part of the mix.

**Visit [www.peak.ca/keynotes](http://www.peak.ca/keynotes) for more information on sustainability.**



*“I highly recommend this training session. Every organization, large or small would benefit from the experience of Peak Experiences Seven Generations Workshop. Frank is dynamic, passionate, and truly an inspiration for all of our employees. The tools and techniques we learned in this workshop on becoming a more responsible, sustainable organization were the catalyst to the creation of our own award-winning sustainability plan.”*

**Dan Hodgins**  
CEO  
Bergengren Credit Union



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## We are committed to sustainability.

We are a leading consulting organization that supports Atlantic Canadians to be leaders in sustainable living, environmental literacy and the protection of the five capitals. In January 2008, Peak Experiences further advanced their commitment to society and the planet by becoming a 100% 'Carbon Neutral - Zero Waste' company and a leading environmentally sustainable business.

We are committed to progressive action plans which eliminate our carbon emissions and waste in all areas of our work place — from how we travel, how we heat and operate our offices, courier our assessment tools, to the way we work to influence the manner in which our clients are fed, housed and transported to our off-site workshops. For more information on our approach to becoming a “leading sustainable organization”, please go to [www.peak.ca/pdf/PeakSustainabilityStory.pdf](http://www.peak.ca/pdf/PeakSustainabilityStory.pdf)

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