



## Custom Programs for Organizations

### A transformational experience for your organization

QSB Custom Programs are designed to meet the specific development needs of your organization, applying the expertise of Queen's School of Business to your unique objectives. Our programs provide powerful tools for facilitating meaningful organizational change in important areas such as: improving strategy development and implementation processes, creating a high-performance culture, managing growth and innovation, and developing leadership capabilities.

### We provide world-renowned executive education. You set the agenda. Here's how it works.

Because QSB Custom Programs are customized to your organization's particular situation and needs, the process can vary. In some cases, organizations engage us to address a specific and well-defined development need. In these cases, we work closely with the senior management team to develop an appropriate program.

In other instances, we work with the organization to determine what their training and development needs are before developing a program customized to meet these needs.

Queen's faculty and staff ensure that the program is executed with the extraordinary degree of professionalism and attention to detail that clients have come to expect from QSB Executive Education.

### The Optional Lifestyle Component

In today's hectic world, work-related deadlines and personal responsibilities can often leave little time for balance. And yet, the ability to lead and manage is greatly affected by your mental, physical and emotional well-being. Our optional Lifestyle Component can help recharge the energy of individuals in your organization by providing information, insights and experiences designed to help achieve this balance.

### Your Place or Ours?

Queen's Custom Programs are flexible. They are developed and delivered on your timeline at the location of your choice. Many organizations prefer that programs be delivered at their own facilities, or an off-site location of their choice. We can even help you select a suitable location if you wish. We also offer the option of utilizing the highly acclaimed Donald Gordon Conference Centre near the Queen's campus in Kingston or our state-of-the-art Toronto facility. Technology-enabled solutions allowing participants to learn in the virtual classroom are also an option.

For more information call:

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### Queen's School of Business Executive Education

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# Why Choose Queen's Executive Education?

## Experience

Queen's School of Business is one of the world's largest and most respected providers of non-degree executive education. No other business school in Canada has the depth and breadth of experience in training business managers and executives. Over the years, we have worked with over 3,500 organizations from more than 60 countries.

## Certification

QSB Custom Programs are accompanied by a certificate from Queen's School of Business which can be co-branded with your organization.

## Practical, Leading-Edge Content

The flexibility of our Custom Program design process ensures that the content is practical and relevant to your organization. Participants will leave the program with the knowledge and tools that will have a significant and immediate impact.

## World-Class Session Leaders

Queen's has established partnerships with organizations and universities worldwide. Session leaders include both senior faculty from Queen's School of Business and experts from the private and public sectors. All session leaders are experts in their field with a wealth of experience in teaching working managers and executives.

## Established Executive Coaching Capabilities

Queen's has an outstanding certified coaching network across Canada to work with you. We also provide a variety of assessment and multi-rater tools.

## Our Commitment to Unparalleled Customer Service

QSB Executive Education is committed to providing the best executive education experience possible. We take great pride in exceeding our clients' expectations. Not surprisingly, Queen's Executive Education programs are consistently ranked among the best in the world by *Bloomberg BusinessWeek* and *Financial Times*. The *Financial Times* ranks Queen's #1 in Canada on "Value for Money".



## Our Mission

To develop outstanding leaders with a global perspective and create new knowledge that advances business and society.

The logo for the Financial Times, consisting of the letters "FT" in a bold, serif font inside an orange square.

*Financial Times* ranks Queen's Custom Programs **#1 in Canada** for "Value For Money" (May 2011)

“ One of the great benefits of the tailored programs offered by Queen's is the rich group discussion I had with my Canada Post colleagues. I felt privileged to be asked to participate. It made me feel that the company valued me. ”

COREY PELOW

Manager of Customer Management  
Canada Post

“ The Making Partner Program that we did with Queen's gave me the opportunity to look at how to develop people and learn decision-making skills. It gave me the confidence to say to our CEO, 'I have a strategic plan and framework for managing the day-to-day operations, and for making the noise go away for you. ”

CHRIS BALL

Reliance Insurance  
Royal Sun Alliance Program