

# NEWS RELEASE

Wilfrid Laurier  
University



## **Laurier Institute program earns Brampton 2003 OTTER Award** *Internal training program prepares city managers for changes due to population growth*

**For Immediate Release**

**February 10, 2004**  
**12-04**

**Contact: Jan Varner**  
**Director, Laurier Institute**  
**(519) 884-0710 ext. 6045 or [jvarner@wlu.ca](mailto:jvarner@wlu.ca)**

**or**

**Jill Saldanha**  
**Senior Advisor, Employee and Organizational Development**  
**City of Brampton**  
**(905) 874-2168**

TORONTO – A program developed by the Laurier Institute has won a national award for the City of Brampton. The city has finished first in the internal-training category for large organizations of the 2003 Ontario's Top Training Excellence Recognition (OTTER) awards.

The Laurier Institute collaborated with Brampton to create a leadership development program for city managers, entitled *Managing in the Millennium*. The award's organizer, the Canadian Society for Training and Development (CSTD), recognized the program during its annual awards ceremony.

A judging report stated the program offers a "visionary and proactive approach to prepare managers to handle the growing demands of both internal employees and external stakeholders." It added that a "growing strategy was used to create an integrated training design and implementation that incorporated all the key training components."

*Managing in the Millennium* teaches managers how to develop persuasion and other performance-management skills. It also teaches how to influence and network with decision makers. Lessons address problems that cities, such as Brampton, may face in relation to rapid population growth.

– more –

“Innovative partnerships dedicated to improving managerial skills in the workplace are a critical element in training success,” said Jill Saldanha, senior advisor of employee and organizational development for the City of Brampton. “Our two organizations created such a strategic partnership to deliver one of this year’s winners.”

Brampton’s population increased by 55,000 people between 2000 and 2002 and the city identified several challenges associated with responding to such high growth rates. They include working with changing legislative frameworks, solving funding constraints and meeting demands for exceptional customer service.

Laurier faculty members provide the customized programs over an intensive three-day period. The unique curriculum includes individual, group and case work, as well as out-of-class assignments. The program will be delivered in Brampton again this month.

The OTTER awards provide internal and external developers with an opportunity to promote an outstanding training program or product. The winning programs and products are chosen based on their originality, training design, packaging, communication style, integrated evaluation strategy and overall value to end users.

Since 1984, the Laurier Institute has designed and delivered management development programs to organizations throughout the business community. The institute is affiliated with the school of business and economics at Laurier, and more than 100 faculty members customize and deliver programs. More information can be found at [www.wlu.ca/laurierinstitute](http://www.wlu.ca/laurierinstitute).