

ORGANIZATIONAL DEVELOPMENT



2018 Spring/Summer

COURSE CATALOGUE



Welcome to the Spring/Summer 2018 course catalogue

Organizational Development Branch is excited to share the training opportunities we have scheduled for this season of new growth – in the classroom and in the world outside. Be sure to check out some brand new courses (such as Introduction to Mindfulness (p.11), Boost Your Creative Problem-Solving with Brain Aerobics (p.6), and Excelling at Customer Service (p.7). Additional training will continue to be added throughout the year, so be sure to check: <https://yukonnect.gov.yk.ca/employee-info/Pages/learning-career-development.aspx>.

If you are looking for specific training that is not in the course catalogue, contact the Corporate Training Advisor, Emma Stinson, at emma.stinson@gov.yk.ca to discuss your training needs.

Registration and enrollment

Course registration

To register for a course, complete a **Training Request form**. Fill in the appropriate information, print it off, get the required signatures from your supervisor. Approved forms need to be emailed to odb.reception@gov.yk.ca or mailed to the Organizational Development branch Z-10D.

Enrollment status

Two to three weeks prior to the start of a course, enrollees will receive an email containing all the logistical details of the course. **If you have not received a confirmation email, you are not enrolled.** Be sure to double-check the date, time and location of your course.

Communities

Some of our courses, programs and services can be delivered in Yukon communities. To inquire about an offering in your community, or to explore other learning options, contact the Organizational Development branch at 867-667-8198 or odb.reception@gov.yk.ca.



The course calendar is subject to change. To view the latest offerings and new additions please visit:

<https://yukonnect.gov.yk.ca/employee-info/Pages/learning-career-development.aspx>

Accessibility for deaf and hard of hearing employee's

American Sign Language (ASL) Interpretation Services

Yukon Government has a full-time accredited American Sign Language staff interpreter available to provide quality ASL-English interpreting for training. Please provide advance notice under accommodations to direct our staff to have interpretation in place for your upcoming training.

Registration and inquiries to:
ODB.Reception@gov.yk.ca

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Bite-sized Learning Events

This year we are hosting some shorter courses and workshops to fit into your busy schedule. Throughout the year we will be adding more short courses, follow the Learning and Development Blog to learn more.

Introduction to Mindfulness *NEW*

Course Description:

Mindfulness. We have all heard the word, but what actually, is it? Mindfulness is an invitation to step out of the clutter and really focus on what we are doing, thinking and feeling in this moment. Research shows that mindfulness can help improve quality of life and well-being, reduce stress and anxiety and improve physical health.

This workshop will provide an understanding of the different types of mindfulness practice such as; guided meditations, body scan, and awareness practice, and how to incorporate mindfulness practice. Monthly follow-up sessions provide an opportunity for practice and reflection and may include guided meditation, mindful walking as well as other mindfulness practices.

Audience:

Individuals interested in learning more about mindfulness.

Facilitators: Bonnie MacDonald and/or Ruth Lera

Dates:
1st Offering:
May 10, 2018 (9 a.m. - 11:45 a.m.) and
Follow-up one hour sessions:
June 7, July 5 and August 2, 2018
(9 a.m. - 10:00 a.m.)
2nd Offering:
September 6 (9 a.m. - 11:45 a.m.) and
Follow-up one hour sessions:
October 4, November 1,
December 13, 2018 (8:30 a.m. - 9:30 a.m.)

Mindfulness Training *NEW*

Course Description:

Mindfulness is the psychological process of bringing one's attention to experiences occurring in the present moment. Mindfulness can be developed through the practice of meditation and other training. Mindful meditation helps people connect to their inner strength and quiet the mind in order to reduce stress and increase health and well-being. Studies from Harvard University have shown the benefits of mindfulness practice to include: boosted immune system, improved sleep quality, increased positive emotions, increased density of gray matter, improved memory, stronger sense of self, and enhanced relationships.

Sessions may include guided meditation using sitting practice, body scan, posture and awareness practice. Opportunity will also be made for group discussion.

Although the workshop is cumulative, each hour stands on its own.

Audience:

Anyone new or well-practiced in mindfulness, looking for sessions that fit into their busy schedule.

Facilitator: Ruth Lera

Dates:
1st Offering:
May 1, 8, 15, 22, 29, 2018 and
June 5, 2018 (6 weeks)
(12:05 p.m. - 12:55 p.m.)
2nd Offering:
September 5, 12, 19, 26, 2018 and
October 3, 10, 2018 (6 weeks)
(8:30 a.m. - 9:30 a.m.)

Brain Fitness Series (Brown Bag Lunch) *NEW*

Course Description:

Four workshops to sharpen your thinking, learning, and creative problem-solving skills. These experiential sessions introduce the brain science behind clear communication, productivity, and creative problem-solving. Each workshop includes a hands-on activity to demonstrate the science in action and reveals insights on workplace conflict and collaboration. Each workshop concludes with concrete tips, tools, and strategies you can apply immediately to improve your work life.

Facilitators: AURORA Workshops

Dates:
September 11, 2018:
Communication Styles for Collaboration
(12 p.m. - 1 p.m.)
September 13, 2018:
Harness Your Productivity
(12 p.m. - 1 p.m.)
September 18, 2018:
Boost Your Creative Problem-Solving
(12 p.m. - 1 p.m.)
September 20, 2018:
Brain Aerobics for Creativity (12 p.m. - 1 p.m.)

All Courses

Being Resilient: Building Your Change Muscles

Course Description:

People are doing more, faster, better and with less. In today's environment, the ability to efficiently and effectively handle change and be resilient is critical to your success (as an individual and an organization!).

Resilience is the ability to remain productive, especially during times of change and uncertainty. So the question is, how do you keep up and adapt to all these changes – both large and small?

This interactive course examines how we adapt to change that isn't our idea, or change that may have a negative impact on us or change that seems just

“too much”. You will discover a set of seven change muscles, your areas of strength and your areas of growth. Participants will leave with practical strategies to support their ability to adapt to change

Prerequisites:

Completion of personal resilience questionnaire (online, available in multiple languages, takes about 15-20 minutes). The questionnaire will be sent to participants two weeks prior to the course.

Facilitator: Gregg Brown, MSc, PMP, CTDP

Dates: June 22, 2018 (9 a.m. - 12 p.m.)

Boost Your Creative Problem-Solving with Brain Aerobics *NEW*

Course Description:

There are many ways to brew the office coffee. What if your co-workers are all trying to make the coffee, but taking conflicting approaches? Could you harmonize their efforts to get the job done better?

In the first half of this experiential session, identify different problem-solving styles and learn how to capitalize on them. The simple guided activities spark creative problem-solving skills, boost collaboration, and get your creative juices flowing. In the second half, learn about the four brain functions that are essential to creative idea generation. Targeted activities help

you build each function and flex your creative brain muscle. This mini workshop will give you tools to spark creative thinking and jump-start problem-solving in your workplace. The session provides concrete strategies based on the latest brain science, with tips and tools that you can apply immediately in your workplace.

Facilitators: Aurora Workshops

Dates: May 16, 2018 (9 a.m. - 11:30 a.m.)

Brain Fitness Series (Brown Bag Lunch) *NEW*

Course Description:

Four workshops to sharpen your thinking, learning, and creative problem-skills. These experiential sessions introduce the brain science behind clear communication, productivity, and creative problem-solving. Each workshop includes a hands-on activity to demonstrate the science in action and reveals insights on workplace conflict and collaboration. Each workshop concludes with concrete tips, tools, and strategies you can apply immediately to improve your work life.

The workshops are not cumulative and each workshop stands alone.

Facilitators: AURORA Workshops

Dates: September 11, 2018:
Communication Styles for Collaboration
(12 p.m. - 1 p.m)

September 13, 2018:
Harness Your Productivity
(12 p.m. - 1 p.m)

September 18, 2018:
Boost Your Creative Problem-Solving
(12 p.m. - 1 p.m)

September 20, 2018:
Brain Aerobics for Creativity
(12 p.m. - 1 p.m)

Building Your Team

Course Description:

The ability to develop a strong sense of teamwork is a critical skill for any leader that manages a team, and in fact teamwork may be one of the few sustainable advantages that organizations can have in today's competitive world. This workshop is designed to provide the skills to leaders that help diagnose how their own team is performing and to identify the steps that need to be taken to optimize it. Skills are taught through a hands-on team based simulation that exposes all of the common pitfalls.

Focus Area

- The 5 dysfunctions of a team
- Building trust and resolving conflict
- Communication and feedback on teams
- Team structure
- Roles, responsibilities and decision making on teams
- Team meetings
- Developing guiding principles

Results

- Clearer roles and responsibilities
- Improved levels of trust and ability to resolve conflict
- Guiding principles that have buy-in and are followed
- Greater levels of accountability and improved team results
- Improved self-awareness about own style when leading teams

Audience:

This workshop is relevant to leaders at all levels that manage teams.

Facilitators: Kwela Leadership & Talent Management

Dates: September 11, 2018
(9 a.m. - 4:30 p.m.)

Corporate Orientation to YG for New Employees

Course Description:

This half-day orientation for employees who are new to the Government of Yukon will support and complement the orientation provided by an employee's department, supervisor and co-workers. Presenters from the Public Service Commission and the union will help employees understand the resources available to them, such as the Yukonconnect intranet, Corporate Health and Safety,

the Respectful Workplace Office and the union. Presentations on Yukon First Nation Final Agreements and the Executive Council Office focus on the corporate responsibilities of Yukon public servants.

Facilitators: Various Departments

Dates: April 12, 2018 (9 a.m. -12 p.m.)

Crucial Conversations

Course Description:

A workshop for all of those who are faced with the challenge of 'crucial conversations' – conversations where the stakes are high, opinions vary, and emotions run strong. They are crucial conversations because when they are ignored or handled poorly, the results typically include strained relationships, poor performance and dismal productivity. This highly acclaimed two-day workshop will provide practical skills for navigating crucial conversations, helping participants create alignment and agreement by fostering open dialogue around those high-stakes, emotional, or risky topics. Participants will learn how to speak and be heard so that the best ideas emerge, high quality decisions are reached and actions are taken with unity and commitment.

Objectives and Outcomes:

- Speak persuasively, not abrasively
- Foster teamwork and better decision-making
- Build acceptance rather than resistance
- Resolve disagreements

To gain the most from each day, ensure your calendar is free and you come prepared to participate fully in activities. Please note there is a cost recovery of \$125 per participant for this course. This is half of the true cost (\$250), and it is not eligible for funding through the Learning & Development Fund.

Facilitators: Crucial Conversations Facilitators

Dates: TBD

Coaching for Performance

Course Description:

How does one hold people accountable for results while still motivating them to give their best? The consistent answer is that by far the largest factor is the behaviour of the manager and more specifically, coaching behaviours. Engaged employees frequently report that they understand what is expected of them, are empowered to make decisions and receive feedback. Just as importantly, when they face barriers on the job, the manager makes an honest attempt to understand and problem-solve in a constructive way.

This program provides the core management skills that maximise employee performance and engagement. It makes extensive use of skills practice using actual participant case studies in order to ensure relevance and prepare participants for important conversations.

Focus Area

- Employee engagement and coaching
- Setting clear expectations
- Giving feedback and holding people accountable
- Recognition

- Active listening
- Delegating situationally
- Coaching with the GROW model
- Holding tough conversations
- Holding one-on-one meetings with employees

Results

- Higher levels of performance of staff members
- Improved accountability with respect to people executing on their prior commitments
- Increased opportunities for staff to grow their skills
- Higher levels of engagement and improved retention

Audience:

This course is applicable to managers at all levels. It is also applicable to those that are interested in moving into a management role.

Facilitators: Kwela Leadership & Talent Management

Dates: September 12, 2018
(9 a.m. - 4:30 p.m.)

Excelling at Customer Service ***NEW***

Course Description:

Knowledge goes a long way toward the delivery of exceptional customer service. This course looks at the factors that make service outstanding. Customers have varied behavioral styles, and learning how to adjust to each improves customer service and communication. Participants will learn to identify their own behavioral styles and those of their customers to be able to adjust to each for better communication. Not all customers are easy to deal with. Using real-world case studies and scenarios, participants will learn how to interact effectively with angry customers.

By the end of the course participants will:

- Have a solid understanding of what makes a good customer-service experience.

- Identify the benefits of great customer service.
- Recognize barriers to the delivery of outstanding customer service.
- Adapt to specific customer behavior styles.
- Demonstrate how to measure customer-satisfaction levels and take corrective action if needed.
- Use techniques for dealing with angry or upset customers, difficult or challenging customers.

Audience: Front-line workers.

Facilitators: Performance Management Consultants

Dates: August 6, 2018
(9 a.m. - 4:30 p.m.)

Gender Inclusive Diversity Analysis (GIDA) Training

Course description:

This training is an introduction to GIDA and helps employees understand diversity, inequality, and challenge conscious and unconscious biases. Participants will begin to learn how to apply this understanding to government work with the goal of on-the-ground outcomes at the individual and community level. Decision-makers at all levels benefit from informed, evidence-based advice that considers the diversity of the Yukon public. Our training helps identify and give practical tools to reduce personal and systemic biases that limit our ability to create truly transformative policies and legislation. The long-term benefit of this work is to the Yukon public, in terms of legal, social and economic equality, particularly for groups who are currently experiencing social or economic exclusion.

Audience:

This training will be of particular interest to those who work in policy, communications or program design.

Facilitators: Women's Directorate

Dates: January 30, 2018 (10:00 a.m. - 12:00 p.m.)
May 23, 2018 (1 p.m. - 4:30 p.m.)

If you are looking for more in-depth training, consider joining the GIDA Community of Practice by contacting the Women's Directorate or sign up for the two day GIDA training coming in the Fall/Winter 2018-19 catalogue.

Human Centred Design

Course Description:

Human-centered design taps into the creative abilities we all have, that typically get overlooked by more conventional problem-solving practices. It is a process inspired by behaviors rather than demographics, takes place in natural contexts versus controlled settings, and relies on dynamic conversations rather than scripted interviews. Ultimately, human-centered design is a process that helps teams transform difficult challenges

into desirable solutions—all through design.

Audience:

Individuals or teams interested in fostering creative thinking in the workplace.

Facilitators: Royal Roads University

Dates: May 23-24, 2018 (9 a.m. - 4:30 p.m.)

Introduction to Mindfulness (Half-day + Follow-up Sessions) ***NEW***

Course Description:

Mindfulness. We have all heard the word, but what actually, is it? Mindfulness is an invitation to step out of the clutter and really focus on what we are doing, thinking and feeling in this moment. Research shows that mindfulness can help improve quality of life and well-being, reduce stress and anxiety and improve physical health.

This workshop will provide an understanding of the different types of mindfulness practice such as; guided meditations, body scan, and awareness practice, and how to incorporate mindfulness practice. Monthly follow-up sessions provide an opportunity for practice and reflection and may include guided meditation, mindful walking as well as other mindfulness practices.

Audience:

Individuals interested in learning more about mindfulness.

Facilitators: Bonnie MacDonald and/or Ruth Lera, Mental Health Association of Yukon

Dates: 1st Offering:
May 10, 2018 (9 a.m. - 11:45 a.m.) and
Follow-up one hour sessions:
June 7, July 5 and August 2, 2018
(9 a.m. - 10:00 a.m.)
2nd Offering:
September 6 (9 a.m. - 11:45 a.m.) and
Follow-up one hour sessions:
October 4, November 1,
December 13, 2018
(8:30 a.m. - 9:30 a.m.)

Leading Change

Course Description:

It is not the strongest of the species that survive nor the most intelligent, but the one most responsive to change. (Author unknown, commonly misattributed to Charles Darwin).

Organizations need to respond to changes in their business environment to remain relevant, and leaders need to initiate the right change within their organizations. This is a key competency that managers must master. This workshop shows them how – the session is light on theory and uses real change case studies where participants have to illustrate principles and tools.

Key Focus Areas:

- Economic and social changes driving change
- What do leaders do and say
- The psychology of change
- Why organizations respond slowly
- Ways in which people are threatened
- A change management model

- Practical tools and techniques for effecting change
- How to apply lessons learned back on-the-job

Audience:

This course is applicable to managers and leaders who lead both incremental and larger scale change in their organizations.

Prerequisite:

This workshop comprises a pre-workshop assignment (reading a short article) and two post-workshop activities (a 30-minute meeting with a workshop participant one month after the session, and completing a short on-line survey two months after the session to determine your application of knowledge and skills back on-the-job). These steps aim to further support your learning.

Facilitators: Kwela Leadership & Talent Management

Dates: September 13, 2018 (9 a.m. - 4:30 p.m.)

Managing for an Engaged Workplace

(For managers, supervisors and directors)

Course Description:

Managing for an Engaged Workplace is a ten-day certificate based on developing proficiency in the core Yukon Government Leadership Competency Framework developed and delivered by Dr. Lyn Hartley, PhD.

Preparation:

In preparation for this course, you will be asked to complete an online Myers-Briggs Type Indicator (MBTI) assessment. If you have previously taken this assessment, there is no need to repeat it if you can recall your 4 letter 'type'.

Modules:

There are five modules required to successfully complete the certificate. Some individuals will follow the schedule of modules within a cohort, while others may prefer to take modules separately as they fit within their schedule. This staggered approach will result in a constant mixing of participants in each course, with consistent learning experiences to build on. Participants must take the modules in the numerical order presented. Each module will specifically address YG competencies through theory, new learning applications and skill development. Upon completion of

all five modules, there will be an annual celebration in June at which participants will receive their certificate.

Overview of the Five Modules

Module One – Building on Your Strengths

The purpose of this module is to increase your self-awareness of personal strengths and natural working style. We will use Myers-Briggs Type Indicator to identify your personal strengths at work. The course material will help you identify approaches to self-manage your strengths and shadows. You will develop a learning plan that identifies areas of deliberate development.

YG Competencies – Developing self-awareness; taking personal responsibility; modeling values and ethics.

Module Two – Skillful Communication

In this module learn how to build the interpersonal skills (self awareness and management) and intrapersonal skills (social skills and influence) necessary to succeed in having a positive influence in the workplace. In this course, you will investigate ways to integrate regular two-way conversations as an effective means to engage staff.

YG Competencies – Listening, understanding and responding; developing supportive relationships; fostering the learning of others; people management.

Module Three – Talk on Teams

The purpose of this module is to investigate ways to improve interpersonal communication within groups and teams. You will explore what makes a healthy group/team, how groups develop and how to work through workplace dynamics with groups.

YG Competencies – Listening, understanding and responding; influencing others; people management; developing supportive relationships; fostering the learning of others.

Module Four – Coaching through Conflict

The purpose of this module is to explore your personal preferences when working through conflict. Emphasis will be on developing skills for effectively approaching difficult conversations in ways that are congruent to your natural style. We will use this knowledge to help you navigate conflict situations for yourself and successfully coach others.

YG Competencies – Listening, understanding and responding; influencing others; people management.

Module Five – Organizational Culture and Change

The purpose of this course is to understand the influential dimensions of organizational culture and

the manager's role in shaping the conditions for an engaged workplace. We will also investigate how to implement successful change initiatives that take the organizational culture into consideration.

YG Competencies – influencing others; organizational awareness; engaging others; planning and implementing change; managing change.

Audience:

The ideal candidate is interested in engaging in continuous learning to develop their ability to supervise and manage people at work. This certificate develops the interpersonal skills (self awareness and management) and intrapersonal skills (social skills and influence) necessary to succeed in having a positive influence in the workplace.

Facilitator: Dr. Lyn Hartley, PhD.

Dates: Module 1:
September 19-20, 2018
(9 a.m. - 4:30 p.m.)
Module 1:
October TBD 2018

Management Skills for Administrative Professionals

Course Description:

Management is frequently described as the art of getting work done through others. This requires a set of skills and talents that Administrative Professionals can develop to extend their influence, meet their manager's expectations, create a professional image, take initiative, solve problems, resolve conflict, plan current and future activities, and have a springboard for career development. This workshop is not a lecture. It is a "hands on" opportunity to identify your existing management skills, develop new skills and bring increased opportunity to your organization and to you personally. Be prepared for role-playing.

Topics Covered:

- Administrative Professional Role
- Management vs. Leadership
- Different Behaviours Styles
- Assertiveness Techniques
- Know Yourself, Know Others

- How to Communicate Effectively
- Introduction to Emotional Intelligence
- Your Leadership Role in the Team
- Time Management

Audience:

Anyone working in a role of executive secretary or administrative assistant, who wishes to increase the value they provide to their organization.

Note:

This workshop builds on the concepts of The Outstanding Administrative Assistant, however no pre-requisite required.

Facilitators: Performance Management Consultants

Dates: August 9-10, 2018
(9 a.m. - 4:30 p.m.)

Mindfulness Training (One Hour Sessions) ***NEW***

Course Description:

Mindfulness is the psychological process of bringing one's attention to experiences occurring in the present moment. Mindfulness can be developed through the practice of meditation and other training. Mindful meditation helps people connect to their inner strength and quiet the mind in order to reduce stress and increase health and well-being. Studies from Harvard University have shown the benefits of mindfulness practice to include: boosted immune system, improved sleep quality, increased positive emotions, increased density of gray matter, improved memory, stronger sense of self, and enhanced relationships.

Sessions may include guided meditation using sitting practice, body scan, posture and awareness practice. Opportunity will also be made for group discussion. Although the workshop is cumulative, each hour stands on its own.

Audience:

Anyone new or well-practiced in mindfulness, looking for sessions that fit into their busy schedule.

Facilitator: Ruth Lera, Mental Health Association of Yukon

Dates: 1st Offering:
May 1, 8, 15, 22, 29, 2018 and
June 5, 2018 (6 weeks)
(12:05 p.m. - 12:55 p.m.)
2nd Offering:
September 5, 12, 19, 26, 2018 and
October 3, 10, 2018 (6 weeks)
(8:30 a.m. - 9:30 a.m.)

Navigating HR and Managing Employee Performance (For Managers and HR Practitioners)

Course Description:

This 1.5-day workshop is designed for managers and supervisors who make human resources decisions, and the HR practitioners who support them. It is a fast-paced session that provides an overview and introduction to what supervisors and managers need to know to help understand their role, responsibilities and options when it comes to supporting their employees' performance, with a focus on the performance planning and evaluation cycle. This workshop differs from other ODB courses that provide in-depth coverage of specific human resources issues, e.g. Disability Management Process training, Crucial Conversations® and YG Hiring and Staffing Delegation training. It gives a nod to those other HR related courses, but with minimal overlap, providing an introductory overview of how managers and HR practitioners work together on things like hiring, goal setting, evaluation, feedback grievances, discipline, and how those different processes impact each other.

Objectives and Outcomes:

- Review of performance management with a focus on one example of a Performance Plan (PPP) process
- How to maximize the staffing process
- When to discipline (and when not to)
- Introduction to engagement scores
- Your role in your employees' training and development
- The classification content will be facilitated by staff from the Compensation & Classification Branch
- The discipline section of the course will be delivered by subject area experts from the Labour Relations Branch

Audience:

Participants will be screened and only current managers, supervisors and HR practitioners can attend. If you are currently in an acting assignment as a supervisor, it must be a minimum six-month assignment.

Facilitators: YG employees

Dates: TBD

The Outstanding Administrative Assistant

Course Description:

In today's workplace, the administrative support position is the nerve centre of business, industry and government at all levels. Called upon to increase the effectiveness of the office environment, the administrative assistant needs to manage strategies, public relations, resources, time, stress, difficult people conflict and crisis situations calmly, effectively and professionally. This workshop provides management skills vital to today's support position.

This energetic, fun and fast-paced course will show you how to achieve respect as an indispensable member of your office team. In a comfortable and controlled learning environment, you will explore and expand upon techniques and methods, and learn the critical skills required to get the work done on time, keep the

office running at peak efficiency, and balance work and personal life. Be prepared for some role-playing.

Topics include:

- Role and functions of the administrative assistant
- The four social behaviour styles
- The ten most unwanted behaviour styles
- Planning, prioritizing and organizing skills
- Communication skills
- Managing conflict, time, workload and stress
- The context we work in

Audience:

Anyone in an administrative or support staff role.

Facilitators: Performance Management Consultants

Dates: August 7-8, 2018 (9 a.m. - 4:30 a.m.)

The Power of Reflection: Supporting Yourself Through Change ***NEW***

Course Description:

Jimmy Dean once said "I can't change the direction of the wind, but I can adjust my sails to always reach my destination." Change is a part of life. How we approach it can make a huge difference. Whether it's increased workloads or systems change, this half day workshop will include large and small group work, exercises and discussion and explore topics such as:

- Self-reflection and internal change
- Resiliency
- Change management

- Strengths and benefits
- Strengths and renovations
- Growth mindset

Facilitator: Bonnie MacDonald, Mental Health Association of Yukon

Dates: 1st Offering:
May 31, 2018 (9 a.m. - 11:45 a.m.)

2nd Offering:
August 1, 2018 (9 a.m. - 11:45 a.m.)

Pension Education

Course Description:

This half-day information session is delivered by facilitators certified by the Canada Pension Centre, which is the primary office responsible for the administration of our pension plan. This workshop only provides information about the pension plan and does not include information about other benefits or

retirement planning. Pension information is available on the Canada Pension Centre website: <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-eng.html>

Dates: TBA

Practical Project Management Concepts

Course Description:

Many of us deal with projects that are of short duration, sometimes less than six months/too big to manage successfully with just a task list on a tablet and too small to benefit from the full array of rigorous, formal project management techniques.

This interactive workshop is designed to provide participants with knowledge and practice that provides a manageable level of planning and control without going overboard. Using a relevant case study and working in teams, you will get an overview of the entire project management process. We will focus on five key areas related to managing projects: initiating, planning, execution, monitoring & controlling, and closing.

We will look at the thinking that goes into a project, the questions to ask at each stage, and simple techniques to build your knowledge and confidence in project management that you can use every day.

Through this course you will:

- Manage the five stages of a project
- Discuss questions to consider when planning for a project
- Understand what makes a project succeed
- Determine project constraints and the impact on the project
- Plan steps to move a project forward
- Assess how to plan and sequence deliverables
- Keep a project on track
- Overview of a change control process and managing expectations throughout the project
- Proactively conduct risk management
- Bring a project to a close

Facilitator: Gregg Brown, MSc, PMP, CTDP

Dates: June 18, 2018 (9 a.m. - 4:30 p.m.)

Productivity Plus *NEW*

Course Description:

This morning session combines two of AURORA Workshops' popular mini workshops: *Communication Styles for Collaboration* and *Harness Your Productivity*. Together, these hands-on experiential workshops enhance your work relationships by giving you specific tools to collaborate more effectively. Discover four different ways of presenting ideas and learn how to combine them to get your message across. Learn why being tired at work can enhance your productivity. AURORA Workshops are based on the latest brain science.

Learn strategies to:

- communicate clearly
- be more persuasive
- improve productivity
- boost focus and concentration
- identify the best times for different kinds of collaboration

Facilitators: AURORA Workshops

Dates: May 9, 2018, (9 a.m. - 11:30 a.m.)

A Respectful Workplace... What's Conflict Got to Do with It?

Note: this course was previously titled *Creating a Respectful Workplace through Communication and Collaborative Practices* and is the same workshop.

Course Description:

This one day workshop helps participants understand the employer's expectations and their responsibilities for creating and maintaining a healthy, respectful, well-functioning workplace, and how conflict can get in the way. In an engaging and interactive format, participants will learn about the Respectful Workplace Policy, reflect on how they contribute to their workplace, and how

their responses to conflict can move towards improved workplace relations. Conflict is normal and learning skills to address conflict in a healthy way will lead to healthier more respectful workplaces!

Facilitators: Respectful Workplace Office Staff

Dates: April 27, May 09, June 6, June 26, July 18, Aug 29, September 14, September 26, 2018 (9 a.m. - 4:30 p.m.)

Seven Grandfather Teachings: Wisdom, Love, Respect, Bravery, Honesty, Humility, Truth

Course Description:

This workshop explores how to incorporate these teachings into your work and life.

Learn about this one concept that weaves together seven values and their shadow side. The facilitator will demonstrate how they are connected. These teachings can help you to be a high performer and achieve authenticity in work and life. Participants will leave with a greater awareness and personal responsibility about the repercussions of their actions. The format of this workshop is both lecture style and

small groups to help us understand how the Seven Grandfather Teachings work together. Participants will also explore potential obstacles and barriers to applying the teachings in a YG context. This course is open to all employees.

This course is open to all employees.

Facilitator: Ian Angus, Six Nations Lenape (Delaware)

Dates: TBD

Step Up How You Speak Up

Course Description:

What is YOUR message?

Boost your confidence or test your competency with this dynamic workshop facilitated by skilled presenter Arlin McFarlane as she coaches participants to clarify and strengthen their message for public speaking/ presentations, sharing ideas in meetings or working as part of a team.

Practical tips for managing presentation, nerves, vocal pitch, rhythm and overall delivery will be covered using video feedback to deconstruct and evaluate how

better to improve your message. Smaller class size combined with personalized, respectful and sensitive feedback tailored to a specific idea, issue or proposal that you bring with you ensures you get the most from this hands-on course to get your message across!

Facilitator: Arlin McFarlane

Dates: 1st Offering:
April 11, 2018 (9 a.m. - 4:30 p.m.)
2nd Offering:
July 25, 2018 (9 a.m. - 4:30 p.m.)

Strategic Thinking

Course Description:

Dynamic and innovative organizations require leaders at all levels who can think strategically, anticipate issues, solve problems, and make decisions based on new and emerging information while keeping the long-term vision in mind.

In this workshop, you will have the opportunity to work with a variety of tools, applying them to an important challenge or opportunity in your own organization. You will develop greater awareness of your own biases and assumptions that may stand in the way of achieving results. You will learn how and

when to apply different types of thinking - systems thinking, critical thinking, and creative thinking/ to a problem or opportunity and how to work with stakeholders to make and implement decisions.

Target Audience:

Leaders, project managers, team members, whose work has an impact on the organization's future.

Facilitator: Gregg Brown, MSc, PMP, CTDP

Dates: June 19-20, 2018

Thriving, Striving and Surviving in Today's World

Note: This course was previously titled "Flourishing: the Science and Habits of Positive Mental Health and is the same course.

Course Description:

This workshop focuses on what enables people to live fully and meaningfully, and be the "best version of ourselves" most of the time. It is based on the most current research on positive mental health and resilience. Resilience is the ability to manage everyday stress, persist when the going gets tough, and even grow through adversity. Positive mental health and resilience don't depend on genes or good fortune but are based on skills, habits and routines that can be learned and practiced intentionally. In this workshop, you will be introduced to practical, everyday practices that enhance work and life satisfaction, build stronger relationships, and increase personal effectiveness in

all aspects of life. This is a hands-on workshop that focuses on what's strong, instead of what's wrong. You will have the opportunity to "try out" and evaluate over 16 habits and practices that support positive mental health and resilience both in and outside the workplace. This "cafeteria-style" approach allows you to select those practices which best fit your personality, lifestyle, and life circumstances. You will also learn the keys to making lasting change so that you can successfully integrate these practices into your work life and everyday living. Finally, you will be introduced to solid, evidence-based resources that you can use to support self-discovery and personal growth.

Facilitator: Paula E. Pasquali, Ph.D.

Dates: June 12-13, 2018 (9 a.m. - 4:30 p.m.) and June 14, 2018 (9 a.m. - 12 p.m.)

Yukon First Nations History, Culture, Agreements and Self-Government

Course Description:

Discover how modern-day negotiations have helped build interpersonal relationships through which communications between the governments can occur. Follow the oral history that weaves its way through the fabric of Yukon First Nations culture and learn about spiritual beliefs, potlatches and the clan system of organization. Review First Nation beliefs, social and justice systems, the Indian Act's incompatibility with these systems and how these systems influenced contemporary Yukon land-claim negotiations.

Examine the Umbrella Final Agreement, First Nation Final Agreements and the implementation of Self-Government Agreements.

Audience:

All employees will benefit from attending this four-day workshop.

Facilitator: Both Ingrid Johnson, whose Tlingit name is K'ayyaddeh and Marilyn Jensen, whose Tagish name is Yadultin, hold degrees in anthropology. They form LegendSeekers Research Inc., and research and develop curricula for First Nations and the governments of Canada and the Yukon. Their delivery styles honour traditional First Nations culture.

Dates: May 3-4, 2018 (9 a.m. - 4:30 p.m.) and May 7-8, 2018 (9 a.m. - 4:30 p.m.)

More training coming soon

The course calendar is subject to change. Get notified by email when new courses are added by setting up an alert on Yukonnect. To view the latest offerings and new additions please visit: <https://yukonnect.gov.yk.ca/employeeinfo/learning-development/>

Online training

*You **do not need** to fill out a training request form to register for the online training listed below.

Workplace Hazardous Materials Information System (WMHIS)

WHMIS is a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. This interactive self-paced education course was designed to assist YG departments to meet the legislative requirements that come into effect December 2018. There is an additional training exercise that requires participation of both the supervisor and worker specific to the workplace. This material is intended for “C Class” hazard workplaces (office environment), workplaces that have “A or B Class” hazards should register for in class sessions available on our training calendar.

Access the training portal using your regular YG log in (<http://moodle.ynet.gov.yk.ca/moodle/login/index.php>). Select the **WHMIS 2015** course. You may exit and return at anytime.

Corporate Health and Safety Management System elearning

Mandatory training for New and Young Workers

“young worker” means any worker 25 years of age or under.

“new worker” means any worker who is:

- a) new to the workplace;
- b) returning to the workplace where the hazards in that workplace have changed during the worker’s absence; or
- c) relocated to a new workplace where the hazards in that workplace are different from the hazards in the worker’s previous workplace.

The CHSMS education course was established May 2017 to provide Departments/Crown Corporations with information to assist in meeting their minimum legislative and GAM 3.48 requirements. All YG employees are required to remain current with their Health and Safety Management Systems, workers’ rights, incident reporting, hazard correction and reporting, therefore, YG employees are encouraged to register and complete this course.

Protecting privacy under ATIPP

This course is mandatory for all employees who collect, create or access personal information. Learn about your responsibilities under the Access to Information and Protection of Privacy Act. Access the training here (<https://yukonconnect.gov.yk.ca/employee-info/Pages/privacy.aspx>).

Finance

Finance 101: Understanding spending authority. This course is mandatory for all employees that have/require signing authority (Form B – Signature card). (<http://moodle.ynet.gov.yk.ca/moodle/login/index.php>).

Custom and contract training

If you are interested in bringing in training for your team or individuals, then explore the opportunities below.

Health and Safety: Take online training or register for upcoming classroom and subsidized opportunities through the health & safety training calendar. (<http://healthandsafety.gov.yk.ca/training-calendar>).

Human Resources: If you use HR systems for your job (such as e-recruitment, PeopleSoft, OrgPlus, Quest, or EPSI) you can find documentation and training videos on the HR Tools website under the HR Systems & Training section. (<https://yukonnect.gov.yk.ca/tools/hr/Pages/hr-systems.aspx>).

The Procurement Support Centre: Offers online and classroom procurement training for YG employees. Current and ongoing offerings are listed on the Procurement Support Centre website. (https://yukonnect.gov.yk.ca/departments/HPW/our-department/corporate-services/procurement-support-centre/_layouts/15/start.aspx#/SitePages/Procurement%20Training.aspx).

French language: The French Language Services Directorate provides French language training to YG to increase the government's capacity to actively offer services in French. Courses run over three semesters (September to June), with intake in September, January and April.

To check out the current schedule and to register, go to French Language Services Directorate. (<http://internal.gov.yk.ca/depts/flsd/training/index.html>).

Women's Directorate: If you are looking for more in-depth training, consider joining the GIDA Community of Practice by contacting the Women's Directorate or sign up for the two day GIDA training coming in the Fall/Winter 18-19 catalogue.

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9	A Respectful Workplace... What's Conflict Got to Do with it?	13
10	Introduction to Mindfulness *NEW*	8
16	Boost Your Creative Problem-Solving with Brain Aerobics *NEW*	5
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JUNE

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AUGUST

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SEPTEMBER

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11	Brain Fitness Series *NEW*	5
11	Building Your Team	6
12	Coaching for Performance	7
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13	Leading Change	9
14	A Respectful Workplace... What's Conflict Got to Do with it?	13
18	Brain Fitness Series *NEW*	5
19	Managing For an Engaged Workplace	9
20	Brain Fitness Series *NEW*	5
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Organizational Development branch

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<https://yukonnect.gov.yk.ca/employee-info>

**Yukon**