



**PROGRAMS FOR STAFF & FACULTY
WINTER & SPRING 2012**

The logo for the University of Guelph Learning & Development department is centered. It features a large, stylized arc in shades of orange and red. The text "igniting possibility, facilitating success" is written in a black, sans-serif font, following the curve of the arc. Below the arc, the text "University of Guelph | Human Resources" is written in a black, sans-serif font. Underneath that, "Learning & Development" is written in a larger, bold, black, sans-serif font. At the bottom, the contact information is listed: "Level 5S University Centre", "Ext. 56800", "E-mail: landd@uoguelph.ca", and "<http://www.uoguelph.ca/learningmatters/>".

igniting possibility, facilitating success

University of Guelph | Human Resources
Learning & Development

Level 5S University Centre
Ext. 56800
E-mail: landd@uoguelph.ca
<http://www.uoguelph.ca/learningmatters/>

WINTER & SPRING 2012 PROGRAMS & SERVICES

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IGNITING POSSIBILITY, FACILITATING SUCCESS

Registration for Learning & Development sessions for Winter and Spring 2012 is now open.

How to Register for Programs

Registration for programs will be processed through the Event Calendar on our website at <http://www.uoquelp.ca/learningmatters/eventreg/>. Simply click through the Calendar to the program or event that interests you.

Click the "Register Now!" link on the program of your choice and enter your central login and password. You can register for as many programs as you like. Please note that priority registration for all of our Leadership Development and Core programs is given to regular, full-time employees. If you would like to be placed on a waiting list for a program, please email us at landd@uoquelp.ca and we will inform you should a space become available.

Please contact us with any questions or comments at ext. 56800, via e-mail at landd@uoquelp.ca, or visit our website at <http://www.uoquelp.ca/learningmatters/>.

Looking for something else?

If you would like to see a new program on our calendar, please send suggestions to us at landd@uoquelp.ca.

Consulting Services

Learning & Development and Consulting Services offers consulting services for teams, groups, departments, units and colleges. Consulting services are designed to enhance cohesion and performance. Learning & Development staff will help you to identify your needs, establish a scope of work and approach, and identify (where requested) the most effective resources to work with you.

We are available to collaborate on key initiatives that serve to engage employees and enhance the quality of the work environment on issues including:

- Strategic Planning
- Change
- Process & Structure
- Teams & Workgroups
- Learning & Performance

For more information on Consulting Services please contact Linda Watt, Director, Learning & Development and Consulting Services at lwatt@uoquelp.ca or ext. 56509.

Building and Maintaining Trust:
The Foundation for Effective Performance Planning, Assessment and Development
New Program for Leaders

Nothing is as essential to leadership as relationships of trust. If you are a leader who is good at building trust, research indicates you are likely to create a positive emotional work climate that can result in a three-fold increase in performance output. Fortunately, building and maintaining trust is a learnable skill.

Program Focus:

In this session Managers will learn about the four elements of building and maintaining trust:

- 1) reliability;
- 2) acceptance,
- 3) openness, and,
- 4) congruence.

Putting these elements into practice will ensure that you have the relationship with your employees that will help you to understand barriers and drivers to performance and inform decisions to help employees move forward positively toward the desired results.

Instructor: Linda Watt, Director, Learning & Development and Consulting Services, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

April 10, 2012, 12PM to 1:30PM, University Center 442

Setting Goals, Objectives and Expectations

New Program for Leaders

The practices of goal and objective setting and communicating expectations are critical to creating a line of sight between the university, departmental or college objectives and the goals and related efforts of individual employees. These practices also help influence individual behaviour and ultimately improve accountability and performance throughout the organization.

A major benefit of clear and precise objectives comes when a manager sits down for a performance assessment with an employee. With clear objectives, the discussion of past performance is more specific and will leave time to review and revise objectives for the coming period and to discuss develop opportunities and career aspirations.

Program Focus:

In this session, Managers will learn:

- how to set objectives based on specific steps including: research, decision-making, evaluation, measurement, and realignment;
- the importance of and methods for involving the employee in the process;
- how to determine the level and detail of the objectives to be set based on the requirements of the job.

Instructor: Linda Watt, Director, Learning & Development and Consulting Services, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

April 19, 2012, 12PM to 1:30PM, University Center 442

Giving & Receiving Effective Feedback

New Program for Leaders

This program provides Managers with an opportunity to explore the necessary skills to both give and receive constructive and positive feedback in a way that maintains relationships and increases performance. Feedback opens the door to discussion and problem solving, and it is important to personal growth and development.

Program Focus:

During this session Managers will:

- Identify guidelines for giving feedback;
- Demonstrate the ability to use observation versus judgment;
- Apply steps to giving constructive feedback;
- Apply steps to giving positive feedback;
- Identify guidelines for receiving feedback.

One of the most difficult aspects of giving constructive feedback is anticipating and responding to the receiver's response. Participants will also engage in an activity to explore how to handle a situation when the receiver gives a difficult response.

Instructor: Linda Watt, Director, Learning & Development and Consulting Services, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

April 23, 2012, 12PM to 1:30PM, University Center 442

Developing and Coaching Employees

New Program for Leaders

Managers **can** effectively and successfully develop and coach their employees to become better and more consistent performers.

Developing an employee involves improving his or her skills in their current job as well as developing them for future responsibilities and new positions. As Manager, it is your job to develop your people. Employee development is now a part of G.O.A.L. and is included as a vital part of the performance planning, assessment and development process.

Program Focus:

The session has been designed to provide Managers with:

- Skills and strategies to guide their people through a learning process
- A “coaching moments” model to help gain understanding and insight about their actions in a way that supports self-awareness with opportunities to learn and improve.

The insight provided in this session will help managers learn how they can effectively impact the learning process and the coaching moments of their teams to make a difference.

Instructor: Linda Watt, Director, Learning & Development and Consulting Services, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

May 3, 2012, 12PM to 1:30PM, University Center 442

Assessing Performance

New Program for Leaders

A) The Pre-Assessment Checklist and Preparation

Being prepared for the assessment meeting is key to a successful outcome. In this session Managers will be introduced to a checklist of the activities to be done and documents to prepare prior to an assessment meeting. We will also explore how to prepare mentally and emotionally to respectfully and effectively handle any situation that arises.

Program Focus:

- Pre-assessment activities and documents
- Preparing yourself for the conversation Avoiding the halo and horns effect, recency error, the cookie cutter syndrome
- How to handle employee defensiveness, anger and unresponsiveness.

B) Conducting the Performance Assessment Meeting

Creating a safe and welcoming environment and providing ample opportunity for an employee to express their perspectives, needs and wants are vital components of a performance assessment meeting.

In this session, Managers will learn the behaviours, skills and techniques for ensuring that the performance assessment meeting is a productive one.

Program Focus:

- Putting the employee at ease
- Engaging the employee
- Focusing on the performance standards, results and behaviours
- Collaborative problem-solving
- Summarizing and ending on a positive note.

Instructor: Linda Watt, Director, Learning & Development and Consulting Services, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

May 11, 2012, 9AM to 12PM, University Center 442

An Introduction to G.O.A.L. for Staff
What You Need to Know about
Performance Planning, Assessment and Development at UofG
New Program for Staff

G.O.A.L., Generating Ongoing Achievement and Learning, is an initiative to encourage and support effective performance planning, assessment and development at the University of Guelph. Over the next year, we will see plans for the adoption of G.O.A.L. by all departments and colleges across campus.

The G.O.A.L. cycle:

- Helps managers and staff to translate the University's goals into individual, team and departmental goals
- Relies on consensus and cooperation rather than control or coercion
- Creates a shared understanding of what is required and how it will be achieved
- Requires an open and honest management style and two-way communication
- Encourages self-management
- Requires continuous feedback
- Calls for managers to provide direction and support

All staff are strongly recommended to attend this 90-minute "Introduction to G.O.A.L." session. The session will provide an introduction to the G.O.A.L. cycle, a review of the current forms and processes available for use, and tips for preparing for planning and assessment meetings.

Visit the G.O.A.L. section on the HR website at: <http://www.uoguelph.ca/learningmatters/goal/>

Instructor: Louise Merlihan, Learning & Development, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

March 5, 2012, 9AM to 10:30AM, University Center 442

Beyond Tasks: Focusing on What Matters
Setting Work Goals with the Big Picture in Mind
New Program for Staff

You have your work routine and understand your daily responsibilities, but how connected is your work to the bigger picture? This session focuses on helping you prepare to move beyond tasks and to-do lists, to the priority areas of your job; to focus your time and energy on work that leads to better results.

Prepare for the fiscal year ahead by developing priorities and goals for the year, along with the key initiatives you will take (objectives), and the target for identifying successful accomplishment of each goal.

Program Focus:

- Identifying and gaining agree on priorities and goals for the year, along with the key objectives, and the measure for identifying successful accomplishment of each goal
- Directly linking your work to organizational priorities at the university and department level
- Preparing for the Performance Planning Dialogue

This session will be especially helpful for staff who are preparing for an upcoming performance planning dialogue with their supervisor or manager.

Instructor: Louise Merlihan, Learning & Development, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

March 19, 2012, 9AM to 12PM, University Center 442

Put Your Strengths to Work

New Program for Staff

Drawing on Relationship Awareness Theory, this program provides an opportunity to consider your strengths and how they influence your experience and relationships at work.

Strengths can fall into four different categories: altruistic-nurturing (e.g. loyal, trusting, caring), assertive-directing (e.g. persuasive, self-confident, competitive), analytic-autonomizing (e.g. fair, methodical, principled), and flexible-cohering (e.g. adaptable, tolerant, socializer). We all have a unique combination of strengths that we value and deploy in our relationships and at work.

Become aware of how you see yourself and the behavioural traits you employ by developing your Portrait of Strengths. We will also explore *overdone strengths*, these are behaviours intended as a strength, which can be perceived negatively and decrease the probability of productive relationships.

Program Focus:

- Introduction to Relationship Awareness Theory
- Portrait of Personal Strengths
- Managing your Strengths
- Recognizing the potential of overdoing a strength
- Putting Your Strengths to Work

Instructor: Louise Merlihan, Learning & Development, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

May 30, 2012, 9AM to 12PM, University Center 442

What did you say?

How to be more comfortable and confident when receiving feedback

New Program for Staff

Over the course of your work life, you will be given feedback at some point. In fact, the University of Guelph's G.O.A.L. performance planning, assessment and development cycle calls for ongoing communication, coaching and feedback between managers and staff. Whether this feedback is provided to celebrate your efforts or to question or criticize, receiving feedback can often make people uncomfortable.

When we hear positive feedback we can become embarrassed or self-conscious. Critical or unexpected feedback can leave us in shock and anger. Feedback from someone significant to us (i.e., spouse, friend, boss) may be especially difficult to deal with. When this occurs, it's helpful to have a set of practices or tools you can draw on to help you respond calmly and with confidence.

This session will focus on receiving and responding to feedback at work.

Program Focus:

- An introduction to the SARAH Model – Surprise, Anger, Rationalization, Acceptance, Hope/Help
- Skill Development
 - How to respond appropriately in the moment
 - Remaining open minded
 - Asking clarifying questions
 - Suspending judgement
- Learning from Feedback

Instructor: Louise Merlihan, Learning & Development, HR, University of Guelph

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

March 28, 2012, 9AM to 12PM, University Center 442

Building Leadership Effectiveness

Leadership Development Program

Introduction

Building Leadership Effectiveness (BLE) encourages leaders to develop practices that transform values into action, vision into realities, obstacles into innovations, and risks into rewards. Participants will be introduced to the five practices of exemplary leadership: modeling the way, inspiring a shared vision, challenging the process, enabling others to act, and encouraging the heart.

Target Audience

This is the right program for a leader within the University of Guelph that has been in the position for at least 9 months; is currently in a leadership role / managing or supervising others; is willing to participate in a 360 degree feedback process.

Program Requirements

The program requires your participation in a two day workshop (consecutive days) which will consist of a combination of concept presentations, group discussion and activities, multi-media, and personal reflection and planning.

As part of the pre-program, you will participate in a confidential online assessment process, Kouzes and Posner's Leadership Practices Inventory (LPI). This assessment tool will provide 360° feedback on your current leadership practice. The program facilitator will share the results of the assessment with you at a half hour confidential meeting prior to the commencement of the workshop.

This program requires manager sponsorship. The maximum number of participants for this program is 24. To maximize the learning experience we aim to build a learning cohort that has diversity of gender, departments, years of service and similar positional status.

Application and Selection Process

Leaders interested in BLE indicate it through the Learning & Development registration system. They are strongly encouraged to have a conversation with their managers about their interest in the program prior to signing up. As part of the online application process, leaders will be asked to provide their Manager's name. The Managers of Leaders selected to participate in an upcoming cohort will be sent an email requesting acknowledgement of their sponsorship. Once that has been received leaders who have been selected for the upcoming cohort will be notified of the next steps. Leaders who registered interest but were not selected for the upcoming cohort need to indicate interest for the next offering.

Instructor: Jane Parkinson, Jane Parkinson & Associates Ltd.

Cancellation Policy

In order to participate in this program, you must meet the program criteria and have approval from your Manager. Due to the high demand and financial commitment required for this program, we will be introducing a cancellation penalty of \$150 for anyone that cancels their registration after February 17, 2012.

What participants are saying about this program...

- "It helped me to focus on strengths as well as an action plan for improvement."
- "Case studies provided great food for thought."
- The entire workshop was valuable and worthwhile.

Date & Location:

Winter 2012: March 22 & 23, 2012

Spring 2012: June 7 & 8, 2012

All sessions run 9AM to 4PM, Arboretum Centre

Coaching & Communicating for Performance

Leadership Development Program

Coaching & Communicating for Performance is a highly interactive program that will give supervisors and managers the opportunity to build skills that will enable them to share expectations and set objectives for employees, provide constructive feedback, more effectively engage in learning conversations, and coaching opportunities.

This program is for individuals in a management or supervisory position and consists of four one-day workshops and learning project work in small groups. **Participants are strongly recommended to register for each session.**

Session 1 – Understanding Yourself, Understanding Others

Date, Time, & Location: March 1, 2012, 9AM to 4PM, Arboretum Centre

Instructor: Jackie Lauer, Axletree Consulting Inc.

According to a 2007 issue of the Harvard Business Review, self-awareness is the most important capability for leaders to develop. Knowing your internal states, preferences, resources, and intuitions allows you to plan actions and develop proactive behaviour. When you understand yourself you are more likely to understand others.

Focus of this session:

- The rationale for performance planning, assessment and development at the University of Guelph
- Recognizing one's emotions and their effects
- Knowing one's strengths and limitations
- Recognizing one's assumptions and judgments

Session 2 – Building and Maintaining Relationships

Date, Time, & Location: March 21, 2012, 9AM to 4PM, Arboretum Centre

Instructor: Jackie Lauer, Axletree Consulting Inc.

A leader's job is to accomplish objectives for the organization through others. The quality and impact of work is dependent upon effective relationships and the extent to which s/he can influence, persuade, inspire and guide.

Focus of this session:

- Understanding motivation, values, and behaviour
- Understanding, appreciating and working with diversity
- Creating a climate of trust, commitment and respect

Session 3 – Communicating with Clarity

Date, Time, & Location: April 11, 2012, 9AM to 4PM, Arboretum Centre

Instructor: Meghan Kirwin, Kirwin Group

Excellent communication skills are essential for good performance management. If a leader is able to express their ideas clearly, the employees will know what is asked of them. Communication is used in the entire performance planning, assessment and development cycle, from setting and sharing expectations to providing feedback and recognizing employees for their successful achievements. It is critical, therefore, to establish a good connection and to communicate with clarity.

Focus of this session:

- Connecting with the other's perspective
- Reaching agreement and shared understanding through conversation
- Providing brain-friendly feedback
- Choosing your communication approach based on your intentions

Session 4 – Coaching

Date, Time, & Location: May 2, 2012, 9AM to 4PM, Arboretum Centre

Instructor: Meghan Kirwin, Kirwin Group

Coaching is most effectively used as a learning and development tool, where learning is more than a problem-solving exercise or detecting and correcting errors, and focuses instead on the beliefs, assumptions, values and operating frameworks that govern action.

Learning and development needs to involve those activities that change attitudes or provide skills and knowledge necessary for the achievement of current or planned goals and objectives.

Focus for this session:

- Understanding the coaching process
- Listening, observing, discerning, modeling, delivering (feedback, questions, statements, challenges and ideas)

Skillful Conflict Management for Leaders

Leadership Development Program

Experienced leaders understand that conflict is a natural part of working with others. They learn and put into practice effective strategies for managing conflict that include:

- Understanding their personal conflict style
- Managing their own conflicts effectively
- Addressing others' conflicts appropriately and in a timely matter
- Encouraging creative tension and differences of opinion
- Drawing on principles and skills in negotiation and mediation when required

As a leader, it is important to understand conflict and be effective at conflict management because the way conflict is resolved becomes an integral component of our University culture.

Avoidance or ineffective conflict management can lead to low morale and energy and can eventually impact the health of employees and the organization; skillful conflict management can lead to a workplace that encourages people to express their differences, challenge ideas respectfully and promote a dynamic environment that is reflective, innovative and willing to change and adapt when required.

This program is for individuals in a management or supervisory position and consists of a one day foundational workshop that combines the introduction of new concepts, tools and skill development with interactive activities and opportunities to collaborate with University colleagues.

Program Focus

- **A positive perspective on conflict** - Access fascinating and practical research and tools to deepen your understanding of the interpersonal dynamics of conflict in the workplace. Explore your own attitude toward conflict and your preferred style of managing conflict. Consider potential sources of conflict in the workplace and how to encourage healthy conflict and discourage damaging conflict.
- **Effective response to conflict** - Learn to distinguish between a natural response to conflict and a chosen response. Develop your ability to differentiate between the symptoms and the source of conflict and learn various modes of dispute resolution.
- **Collaborative communication and a conflict action plan** - Learn the value of finding solutions to conflict which fully satisfy the concerns of both persons. Discover a protocol of communication ground rules that facilitate Collaborative Conflict Resolution, and a process within which to apply them.

Instructor: Jackie Lauer, Axletree Consulting Inc.

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

Winter 2012: April 18, 2012, 9AM to 4PM, Arboretum Centre.

21st Century Leadership: Leading in the Multi-Generational Workplace

Leadership Development Program

The 21st Century workplace is one of diversity, not the least of which is the wide range of ages in the workforce. The Multi-Generational Workplace calls upon leaders and managers to employ a new set of skills and strategies to create a motivating, highly effective workplace for people who range in age from 20 to 60+.

Enhance your leadership skills, improve employee performance, apply generation specific approaches and develop strategies to create a motivating work environment.

This program is for individuals in a management or supervisory position and explores the roles, responsibilities and expectations of leaders in the multi-generational workplace.

Learning Experience

This is part two of a two part series on leadership and the inter-generational workplace. The emphasis of this ½ day program is on an interactive, “learn-by-doing” approach which will include concept presentations, group discussion, small group activities and video. Participation in the first part of the program is highly recommended as this program builds on the concepts learned in the first part of series.

Program Focus

- Roles, responsibilities and expectations of leaders
- Characteristics of effective leaders
- Impact of leadership style on employee performance
- Using flexible leadership styles
- Rewards, recognition and motivation

Instructor: Lynda Pinnington, Pinnington Training and Development

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

April 4, 2012, 9AM to 12PM, University Centre 442

Grow through Change

Core Program

As the university environment continues to change, employees are required to change with it. Change usually involves some kind of learning which results in behaviour change and the acquisition of new skills. Grow through Change introduces employees to the concepts, methods and tools for successful continuous learning at work and throughout their lives.

People are most successful when they are mindful of themselves as learners and thinkers, develop the ability to reflect and create, identify and manage their learning agendas, and discover how to access the most appropriate resources to get what they need.

This program is for those who are interested in developing their capacity to learn and are open to challenging themselves.

Learning Experience

The program consists of two days (four ½-day sessions) in experiential workshops. Over the course of the program you will use the Learning Style Inventory to identify your learning style, learn how to develop and deploy your strengths, establish a specific direction for your life at work, and take action to support change and innovation in the workplace through learning advocacy.

Program Focus

- Understanding Learning
- The Learning Style Inventory (LSI) and using it at work
- Learning in Relationship
- Self and Mutual Inquiry
- Taking Action

Instructors: Louise Merlihan, Learning & Development, HR, University of Guelph

Cancellation Policy: There is no fee to participate in this program. However, a non-attendance fee or a cancellation fee will apply for sessions that are not attended or cancellations received with less than two business days notice prior to the session.

To register for the complete program you need only register for the first session.

Date & Location:

Winter 2012: March 6*, 20*, April 3 and 17, 2012

All sessions run 9AM to 12PM, University Centre 442

*March 6 and March 20, 2012 will take place in University Centre 103

**Personal Leadership at Work:
Principles, Attitudes and Practices for Success**
Core Program

Leadership is not a position or title. It is an outlook, a way of looking at the world and ourselves in it. Personal leadership is about taking leadership of you, of your experiences, your habits and behaviours, and your interactions with others in your personal and professional lives.

This program is for individuals who want to enhance leadership skills and gain insights into the behaviours and actions that are essential to success in the workplace.

Learning Experience

The program consists of two days (four ½-day sessions) in experiential workshops, plus an individual coaching session. Over the course of the program, you will deepen your understanding of your personal leadership, learn how to “walk the talk” of your values system, and discover your personal path to success in the workplace.

Program Focus

- The requirements for surviving & thriving in the new world of work
- The impact of our behaviour and actions on self and others
- Managing emotions, managing ourselves
- The choices available to us
- Understanding and valuing the differences in others
- Building relationships that matter
- Leadership & influence

Instructors: Louise Merlihan, Learning & Development, HR, University of Guelph

Fee Policy: There is a fee of \$95 (USD) to participate in this program; this covers the completion of an online emotional intelligence inventory. Upon completion of the inventory, participants will receive a personalized profile report and will be invited to a one-on-one coaching session to review their profile report.

To register for the complete program you need only register for the first session. You will be prompted to enter your department’s 26 digit code when you register.

Date & Location:

Winter 2012: Jan. 17, 31, Feb. 14 and 28, 2012
All sessions run 9AM to 12PM, University Centre 103

**Defining Your Life's Financial and Retirement Future
(for Faculty, Librarians, and Veterinarians)**

*Your Retirement ... Do you have enough?... Are you prepared?
Personal & Career Development Program*

This seminar will benefit faculty, librarians, and veterinarians who suspect they could be doing more to help themselves financially. (Please note that spouses of participants are also strongly encouraged to attend.)

True success is not just about the money — it's also about health, wellness, meaningful activities, relationships, self-fulfillment, and the pursuit of happiness!

Course objectives include:

- Investigate the potential challenges and opportunities in retirement — create your personal life planning blueprint!
- Analyze the psychological aspects of retirement
- Determine how much money you'll need to retire
- Understand and make the most of your employer pension & government income security programs
- Develop and manage investment strategies using several tax-effective and income-splitting techniques
- Learn how to manage your money during turbulent market conditions
- Learn how to reduce your taxes - before and after retirement - and how to invest your retirement money for long-term success
- Learn how to determine a sustainable withdrawal rate throughout your retirement
- Learn how to create a balanced retirement lifestyle **Heart — Body — Mind — Soul**

Instructor: Christopher Cartwright, Vice President, “The Financial Education Institute of Canada”. Visit the website at <http://www.feic-icef.ca>

Cancellation Policy: Please cancel no later than 5 business days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

February 15, 2012, 9AM to 4:30PM, University Centre 442

Living Green at U of G

Personal & Career Development Program

How “green” is our campus? What more can we all do to help create an environmentally sustainable community? Which waste container do coffee stir sticks go into? Is turning the computer off to save energy a good idea? All these questions and more will be covered in this course, with plenty of opportunity for both individual learning and discussion around waste reduction, recycling, composting, energy conservation and water issues.

The course will provide an overview on the topic of sustainability, and share details of the various programs and services offered to the campus community to help lighten our ecological footprint on the earth.

Program Focus

- To gain familiarity with the programs and services offered by the University of Guelph in the goal of achieving a green, sustainable campus
- To take a step on the path towards a sustainable lifestyle, as individuals and as a society

This program is for those seeking to understand their own and the campus’s role in achieving a sustainable society.

This program is arranged one week before Earth Day to stress the important role we each can play in environmental sustainability here at U of G.

Instructor: Gillian Maurice, Sustainability Coordinator, Physical Resources, U of G

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

April 12, 2012, 9AM to 11AM, University Centre 441

Lunch & Learn Financial Seminars
Personal & Career Development Program

These programs are for those wanting to control their expenses and to learn the principles of sound money management.

You may register for a single session or the complete series.

Seminar #1: Building a Financial Roadmap

Date: March 1, 2012

*how to build a financial roadmap * mistakes people make managing their money * what are the tools you need to build a solid plan * how best to save for your child's education * how to minimize taxes * what happens if you don't have a will

Seminar #2: Health Care and Living Options

Date: March 8, 2012

*financial considerations while in good health *risk of needing care *care giving options *housing options and government assistance *covering costs of long term care

Seminar #3: Investment Planning

Date: March 15, 2012

*GICs, RRSPs, Mutual funds, Education savings plans * risk and return *investment types *understanding tax sheltering *protecting and maximizing your investments *what to do when the stock market fluctuates

Seminar #4: Retirement Planning

Date: March 22, 2012

*what are your financial retirement needs *sources of retirement income *benefits of RRSPs and spousal contributions *protecting your retirement funds *staying on track to reach retirement goals

Seminar #5: Protecting Your Estate

Date: March 29, 2012

*what happens if you die without a Will * what is a power of attorney and why we need one * how to minimize taxes at death *how best to provide for your family after you're gone *who should be the executor of your Will

Instructor: Andrew Johnson, Workplace Solutions, Sun Life Financial

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Time & Location: All sessions run 12PM to 1:30PM in University Centre 442

Managing Me

Personal & Career Development Program

Managing Me is a workload/time management program that helps individuals do more with less, execute on strategic priorities, and stay engaged by raising the bar in how they plan, focus, organize and manage expectations.

Program Focus

- Doing the Priority Map exercise to manage priorities and move deadlines from the back burner to the front burner more often
- Best practices of prioritizing and planning in a highly reactive environment
- Reducing the distraction of low priority tangents and interruptions
- Making email work
- Organizing tasks, follow-ups and other information to make smart choices, stay in control and prevent things from slipping through the cracks
- Staying engaged and energized through work life balance and self development.

Instructor: Doug Heidebrecht, Sun Mountain Self Management

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date and Location:

Winter 2012: January 16, 2012, 9AM to 12PM, University Center 442

Safe Cycling
A Green Commuter's Dream
Personal & Career Development Program

Participants will gain confidence and knowledge of cycling safely and enjoyably on the road; it is oriented toward recreational and utilitarian cycling. This abbreviated version of the CAN-BIKE cycling safety program provides a nationally standardized set of courses that can be taught through a variety of organizations who are interested in education, safety and health. Come prepared for in class and on bike training.

Equipment required:

- a bicycle in good working condition with a bell or horn and a lock
- an approved bicycle helmet (CSA, Snell, ASTM or ANSI)
- lunch or lunch money, water
- rain gear and/or sunscreen are recommended

This program is for employees who commute to work or ride a bicycle in vehicular traffic. Biking to work allows you to save time, get your workout in, cut down on the stress of traffic, and so much more!

Instructors: Special Constable, Steve Forbes, Campus Community Police & CAN-BIKE Instructor & Special Constable, Elizabeth Bouchard, Campus Community Police & CAN-BIKE Instructor, U of G

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

May 10, 2012, 9AM to 4PM, University Centre Room 442

Safety and Security for Front Line Staff
Personal & Career Development Program

Participants will gain confidence and knowledge of safety and security within the work place. Front line staff members are normally the first contact for clients and/or visitors. Learn how difficult situations can be dealt with effectively while maintaining a safe and secure environment.

Please bring a pen and notebook with you to this workshop. Come prepared for in class training.

This program is for all front line staff members dealing with staff, students, visitors.

Instructors: Special Constable, Mario Deschamps, Campus Community Police, U of G

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

Winter 2012: May 1, 2012, 9AM to 12PM, University Centre, Room 442

Travel & Business Expense Reimbursements at the University

Personal & Career Development Program

Faculty and staff must on occasion travel for the University. When they do, there are certain protocols and procedures to follow to ensure that they are properly reimbursed for legitimate expenses.

Topics covered during this hands-on session will include:

- an overview of the principles of Travel and Business Expenses Reimbursement
- an overview of the Travel Policy & Procedure
- the use of the on-line Travel Form
- some helpful tips on completing a travel expense claim

Attendees will get the most out of the training if they visit the University Travel page @ <http://www.fin.uoguelph.ca/node/1011>. Please take 20 minutes to watch the Tutorial – Travel and ECS and then come to the session with your questions. If you are not already an Expense Claim System (ECS) user, please send an e-mail to ecs@uoguelph.ca to request to be set up in ECS.

Method of instruction: Demonstrations, interactive and practical hands on exercises using the online Travel Form

Instructor: Glenn White and Gabi Matteis, Revenue Control, Financial Services

Who should attend: Those who are responsible for processing travel forms for themselves or others.

Cancellation Policy: Please cancel no later than 2 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

February 16, 2012, 1:30PM to 3:30PM, Computer Lab in McLaughlin Library Rm 034

Gryph Mail Basics

Technical Program

Gryph Mail is the University of Guelph's email and calendaring system, available on the web at: <https://mail.uoguelph.ca>. During this hands-on session you will be introduced to the basics of email, calendaring and address book from a functional and workflow perspective.

This hands-on program is for employees wanting to discover the many features of the Gryph Mail and Calendaring System.

Program Focus

- Working with your email
- Organizing your email
- Setting preferences
- Using the address book
- Working with your calendar
- Inviting people and resources to join you

Instructor: John Rutledge, Resolutions Computer Consulting

Cancellation Policy: Please cancel no later than 5 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

March 27, 2012, 1PM to 4PM, Computer Lab in McLaughlin Library Rm 034

July 18, 2012, 9AM to 12PM, Computer Lab in McLaughlin Library Rm 034

Gryph Mail Advanced *Technical Program*

Gryph Mail is the University of Guelph's email and calendaring system, available on the web at: <https://mail.uoguelph.ca>. During this hands-on session you will experience productivity and time-saving tips to help you take full advantage of the collaboration and sharing features of Gryph Mail.

This program is for employees wanting to enhance their skills to take full advantage of the Gryph Mail and Calendaring System.

Program Focus

- Creating Mail Filters
- Sharing your Address Book, Calendar and Mail folders
- Advanced Search options
- Delegating your Calendar
- Working with Documents in Gryph Mail
- Managing your Briefcase
- Tips & Tricks

Instructor: John Rutledge, Resolutions Computer Consulting

Cancellation Policy: Please cancel no later than 5 days in advance to ensure we can give your spot to someone on the waiting list.

Date & Location:

April 26, 2012, 1PM to 4PM, Computer Lab in McLaughlin Library Rm 034

August 1, 2012, 9AM to 12PM, Computer Lab in McLaughlin Library Rm 034

Microsoft Access 2007 – Intermediate

Technical Program

This hands-on seminar will expand on the topics covered in the introductory session.

This program is for employees who want to develop a custom database to store and manage information.

Program Focus

- Writing advanced queries
- Building forms to display information
- Creating reports that summarize information
- Creating macros to automate common tasks

Course prerequisites:

Participants should have completed the Access Introductory session and/or be using Access regularly in their work environment.

Instructor: John Rutledge, Resolutions Computer Consulting

Fee Policy: This program is being offered on a cost-recovery basis due to the necessity to engage professional technology Instructors. There is a \$100 fee per participant for this program. You will be prompted to enter your department's 26 digit code when registering. The full registration fee will be charged for sessions that are not attended or cancellations received with less than five business days notice prior to the session when we are not able to fill your spot.

Date & Location:

January 26, 2012, 1PM to 4PM, Computer Lab in McLaughlin Library Rm 034

Microsoft Access 2007 – Advanced *Technical Program*

Microsoft Office Access 2007 is used for tracking and reporting information.

Now that you have your database set up, it's time to make sure those mandatory fields are really mandatory and data is entered in the format you require. Flexible queries will let you view and update information quickly and easily. Importing or linking to data stored elsewhere will ensure your database performs all the functions you intended.

Program Focus

- Updating the properties of their Tables
- Building flexible Queries that are useful and easy to use Adding Captions to Graphics and Tables
- Importing / Exporting data and Linking to other Access databases or Excel spreadsheets

Course Prerequisites:

Employees who want to develop a custom database to store and manage information. Participants should have completed the Intermediate session and/or be using Access in their work environment.

Instructor: John Rutledge, Resolutions Computer Consulting

Fee Policy: This program is being offered on a cost-recovery basis due to the necessity to engage professional technology Instructors. There is a \$100 fee per participant for this program. You will be prompted to enter your department's 26 digit code when registering. The full registration fee will be charged for sessions that are not attended or cancellations received with less than five business days notice prior to the session when we are not able to fill your spot.

Date & Location:

April 5, 2012, 9AM to 12PM, Computer Lab in McLaughlin Library Rm 034

Microsoft Excel 2007 – Intermediate *Technical Program*

This hands-on seminar will expand on the topics covered in the introductory session.

This program is for employees who are interested in learning more about some advanced features of Excel.

Program Focus

- Advanced formula construction (using Range Names, IF function, VLOOKUP)
- PivotTable Report (create and manipulate PivotTables)
- Protection and display options (using comments, hiding rows or columns, protecting worksheets and workbooks)
- Introduction to macros (recording and running macros)

Course Prerequisites:

Participants should have completed the Introduction to Excel session and/or be using Excel regularly in their work environment.

Instructor: John Rutledge, Resolutions Computer Consulting

Fee Policy: This program is being offered on a cost-recovery basis due to the necessity to engage professional technology Instructors. There is a \$100 fee per participant for this program. You will be prompted to enter your department's 26 digit code when registering. The full registration fee will be charged for sessions that are not attended or cancellations received with less than five business days notice prior to the session when we are not able to fill your spot.

Date & Location:

February 1, 2012, 1PM to 4PM, Computer Lab in McLaughlin Library Rm 034

Microsoft Word 2007 – Intermediate *Technical Program*

This hands-on seminar will expand on the topics covered in the introductory session.

This program is for employees who are interested in learning more about some advanced features of Word.

Program Focus

- Adding Graphics to your document
- Adding Watermarks
- Working with Styles
- Creating a Table of Contents
- Inserting Columns
- Performing a Mail Merge

Course Prerequisites:

Participants should have completed the Introduction to Word session and/or be using Word regularly in their work environment.

Instructor: John Rutledge, Resolutions Computer Consulting

Fee Policy: This program is being offered on a cost-recovery basis due to the necessity to engage professional technology Instructors. There is a \$100 fee per participant for this program. You will be prompted to enter your department's 26 digit code when registering. The full registration fee will be charged for sessions that are not attended or cancellations received with less than five business days notice prior to the session when we are not able to fill your spot.

Date & Location:

January 24, 2012, 1PM to 4PM, Computer Lab in McLaughlin Library Rm 034