

*Igniting possibility, facilitating success*

University of Guelph | Human Resources  
**Learning & Development**

# **LEARNING & DEVELOPMENT PROGRAMS & SERVICES**

## **FOR STAFF & FACULTY**

FALL 2017 & WINTER, SPRING 2018

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Ext. 56800

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<http://www.uoguelph.ca/learningmatters/>

**UNIVERSITY**  
*of* **GUELPH**

### A MESSAGE FROM YOUR L&D TEAM

We have worked diligently on your behalf to provide an array of programming that responds to your learning needs.







We have highlighted new programs with a **NEW** symbol for your convenience. We have also highlighted the category of sessions called Homegrown with the symbol 🏠. These sessions are offered by your UofG colleagues who have generously agreed to share their skills with others. If you have a particular skill or knowledge that you think others can benefit from, please contact us to discuss how you can contribute to a Homegrown session.

There are a number of benefits to participating in learning & development programs. Beyond developing your knowledge and skills, you meet and share ideas with other staff from all areas of the university, have time to reflect on the work you do, and expand your thinking by engaging in conversations and new activities. Learning can energize you and contribute to a positive work environment.

Please contact us if you have any questions or would like help identifying a program that meets your needs.

Email us at [landd@uoguelph.ca](mailto:landd@uoguelph.ca), or call ext. 56800.  
Follow us on Twitter [@UofGHR](https://twitter.com/UofGHR).

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## REGISTRATION and CANCELLATION

Registration for Learning & Development sessions for Fall 2017 and Winter, Spring 2018 is now open. Registration for programs is processed through the online Event Calendar. 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 choose. Please note that priority registration for some 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@uoguelph.ca](mailto:landd@uoguelph.ca) and we will inform you if a space becomes available.

\*Cancellation Policy: Except where indicated with the program description, we require a minimum of 2 days notice for cancellation to ensure we can give your spot to someone on the waiting list.

Looking for something else?

If you would like to see a new program on our calendar, or have any questions or comments, please contact us at [landd@uoguelph.ca](mailto:landd@uoguelph.ca), ext 56800, or visit our website.

## CONSULTING SERVICES

In consultation with our Human Resource colleagues, Learning & Development's Consulting Services can assist managers and leaders with specialized individual and group development needs to support performance.

Our Core Services Include:

- Custom Learning
- Coaching
- Conflict Management (mediation, facilitated conversation, conflict coaching)
- Team Development
- Facilitation
- Strategic Planning
- Performance Planning, Assessment and Development Support
- Supporting Change and Transition
- Surveys and Assessments

For more information on Consulting Services please contact Linda Watt, Director, Learning & Development and Consulting Services at [lwatt@uoguelph.ca](mailto:lwatt@uoguelph.ca) or ext. 56509.

For a description of these services, visit the following link:

<https://www.uoguelph.ca/hr/hr-services-learning-development/consulting-services>

## What is **NEW@THEU**

The University of Guelph aims to provide both a supportive and welcoming environment to its new staff and faculty. We take pride in the talented employees we attract to the University of Guelph and are committed to ensuring they get the best possible start we can give them.

NEW@theU is an initiative by Human Resources focused on helping new employees develop a connection to the University of Guelph's unique culture and way of doing things. It also provides important information, insight and skills that will help them feel more comfortable and be productive more quickly in their jobs.

NEW@theU complements new employee orientation initiatives which may currently be housed at the departmental level. It begins with a two-day session called NEW Days, and includes a full series of activities and sessions over an employee's first year, ensuring that those who are "New to the U" feel a part of the University. This includes the creating connections series.

See the NEW Days section in this booklet for a more detailed description and a link to registration. See the NEW@theU section of the booklet for a full list of learning and development activities designed specifically for new employees.

### NEW Days

NEW Days are the kick-off to the NEW@theU (New Employee Welcome) program at the University of Guelph. Two days at the beginning of 7 months of the year (excludes January, April, July, August and December) have been dedicated to welcoming and connecting our new employees to the University environment and giving them a positive start.

There will be various activities and representatives from across campus who will share perspectives and important information that will introduce the new employee to university governance, University of Guelph's unique culture, history, facilities and services. Required training elements from A.O.D.A. (Accessibility for Ontarians with Disabilities Act) and EHS (Environmental Health and Safety) will be shared with new employees.

The program is targeted toward new employees who are permanent, full-time or part-time staff or full-time with an appointment of greater than 6 months. However, any employee that can benefit is welcome to register.

Hiring Managers and HR Admins in units across campus are encouraged to share the registration link with their new hires and to provide NEW Days to new employees as early as possible in their tenure wherever possible (in the first days and weeks). Human Resources will include information about NEW@theU and NEW Days in orientation packages.

### NEW Days Dates:

September 11 & 12, 2017 - [Register Online](#)

October 2 & 3, 2017 - [Register Online](#)

November 6 & 7, 2017 - [Register Online](#)

February 5 & 6, 2018 - [Register Online](#)

March 5 & 6, 2018 - [Register Online](#)

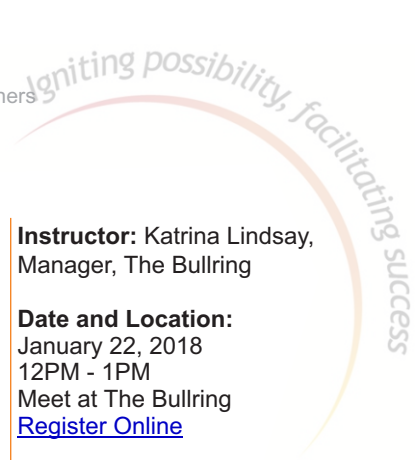
May 7 & 8, 2018 - [Register Online](#)

June 4 & 5, 2018 - [Register Online](#)

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

All sessions run from 9:00AM - 4:00PM in **University Centre 442. Please note that May's session will be held in UC 430.**

A light lunch will be provided



### **No Bull, Just Lunch at the Bullring - Seats Limited to 15!** *Creating Connections Series*

The Bullring was built in 1901 and was originally used as a pavilion for the study and judging of horses, cattle, sheep and swine. Since then, the Bullring has been a popular bar/dance club and is now a coffee house run by the Central Students Association. Make new connections from other areas of campus or get out of the office with a colleague and join us for a delicious lunch and a fascinating introduction by our Bullring Lunch Hostess and Manager.

**Instructor:** Katrina Lindsay,  
Manager, The Bullring

**Date and Location:**  
January 22, 2018  
12PM - 1PM  
Meet at The Bullring  
[Register Online](#)

### **Students Serve it Up! Lunch at P.J.'s Restaurant** *Creating Connections Series*

For the 3rd year in a row, PJ's Restaurant was named one of Canada's Greenest Restaurants by Leaders in Environmentally Accountable Food Service (LEAF). PJ's is a student run restaurant in the School of Hospitality and Tourism Management at the University of Guelph. Each day features a brand new menu and theme as created by the student groups running the events.

**Instructor:** A member of the Learning & Development team will be your guide. A representative will provide a pre-lunch information session about PJ's Restaurant and the School of Hospitality, Food and Tourism Management.

**Date and Location:**  
November 22, 2017  
12PM - 1PM  
PJ's Restaurant  
[Register Online](#)

Support our students' learning, make new connections and indulge in a delicious lunch. Join us at P.J.'s. \*Limit of 15 people so register early.

### **UofG Campus Tour - Historical Walking Tour** *Creating Connections Series*

Learn about the rich history of the University of Guelph and the built environment that bears the names of those who have made invaluable contributions to it. Through the story-telling and narration of UofG alumna and current staff member, Dr. Lisa Cox, you will hear about the rich history of student experiences, architecture, research & innovation, and significant individuals that have shaped every part of the University's evolution.

**Instructor:** Lisa Cox, Curator,  
C.A.V. Barker Museum of  
Canadian Veterinary History

**Date & Location:**  
October 4, 2017  
12PM-1PM  
Outside of Johnston Hall  
[Register Online](#)

Dr. Cox is the Curator of the C.A.V. Barker Museum of Canadian Veterinary at the Ontario Veterinary College and an adjunct professor in the Department of History at the University of Guelph. She is leading the redevelopment of the Historical Virtual Walking Tour at UofG.

**Date & Location:**  
May 2, 2018  
12PM - 1PM  
Outside of Johnston Hall  
[Register Online](#)

Two opportunities to take part in the same tour are offered each year.



## Grow Through Change

### *Adaptability*

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. In this program, employees will use the Learning Skills Inventory (LSI) to identify their learning style and learn how to develop and deploy their strengths.

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

The program consists of two days (four ½-day sessions) in seminars. Over the course of the program you will use the LSI 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 Skills Inventory (LSI) and using it at work
- Learning in relationship
- Self and mutual Inquiry
- Taking action

**Instructor:** Evelina Rog, Sr. Consultant, Learning & Development and Consulting Services, HR, University of Guelph

#### **Fee 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 prior to the session.

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

#### **Dates & Location:**

All sessions run 9AM - 12PM  
 January 25, University Centre 334  
 February 8, University Centre 334  
 February 22, University Centre 442  
 March 8, Peter Clark Hall Wing A  
[Register Online](#)

## Providing Effective Client Service and Communications Fantastic Service Every Time!

### *Client Focus*

We all know really great client service when we see or experience it. It's that special touch that makes us feel like someone cares. It's a smile or follow-up call. It's someone doing something memorable that we didn't expect.

Do you provide client service in your role? Yes! Each and every one of us serves clients, whether we realize it or not. Maybe you provide a service directly to students. Perhaps you're in a position where you serve other staff who in turn provide a service to our student population, staff or faculty. Maybe you work with outside suppliers, researchers, or other organizations that are vital partners with the university.

People who excel at client service delivery possess strong communication and problem solving skills that enable them to build relationships with the people they serve. Striving to provide excellent client service and communication is a key competency for everyone that results in people feeling respected, valued and cared about.

### **Program Focus:**

- State what core and client service means in relation to both internal and external customers.
- Examine how a positive and proactive attitude affects your ability to build relationships and solve client issues effectively.
- Distinguish and differentiate the methods of service: in person, telephone, email.
- Consider the importance of body language and re-phrasing for effective communication and building relationships.
- Practice providing effective solutions for anxious, upset and angry clients through an understanding of the role empathy plays in effective service.
- Adopt positive choices to effectively manage your emotions and stress.
- Apply your transfer of learning by developing a personal action plan to improve client service and communication skills.

This program is intended to provide a framework to internal service providers so they can individually improve, assist team members, and ultimately, deliver great service to all types of clients. Any staff member who performs a role in which client service plays a large part would benefit from attending this program.

**Instructor:** Kate Jones,  
Partner: Live to Learn

**Dates & Locations:**  
September 14, 2017  
9AM - 12:30PM  
University Centre 442  
[Register Online](#)

February 7, 2018  
9AM - 12:30PM  
University Centre 430  
[Register Online](#)

## Having Difficult Conversations for Staff

### Communication

The ability to have difficult conversations is an essential skill that enables us to clear the air so that we can be productive at work. With practice, this skill can be developed.

Difficult conversations tend to be associated with a negative outcome or a confrontation; but there are ways to have a difficult conversation that has a productive outcome. Productive doesn't mean agreement; it means a change for the collective good.

Whether you are looking to have more productive conversations with a colleague or client, you will have the opportunity to learn and practice having difficult conversations.

In this session, you will learn tools and strategies to have a difficult conversation that will result in a productive discussion; tips and suggestions to get you in the right mindset before engaging in a difficult conversation; and common mistakes to avoid while engaging in the difficult conversation.

#### Program focus:

- Adopt a step by step model that will prepare you for a difficult conversation
- Know how to start a conversation with the outcome in mind
- Learn a common structure that applies to all difficult conversations
- Identify when you feel personally attacked, and steps you can take
- Identify and avoid common mistakes that can derail a difficult conversation
- Ability to describe what you do and do not have control over

**Instructor:** Robert Routledge,  
Manager, Student Transition Office,  
Student Life, University of Guelph

#### Date and Location:

November 15, 2017  
9am - 12pm  
University Centre 442  
[Register Online](#)

February 21, 2018  
9am - 12pm  
University Centre 442  
[Register Online](#)

**Introduction to Creating Animated Video** *Communication*

Animated videos are a great way to engage your audience, share information and make information more "digestible." This session will provide instruction on a free animation software called Powtoon that is quick and easy to use. Learn tips and tools to plan and story-board your video, write your script and make your video accessible.

**Program Focus:**

- List tips and tools for planning and story-boarding your video
- Recognize how to write a script using best practices
- Apply best practices for creating videos
- Use PowToon to create a video with audio
- Apply AODA standards to video creation

This program is for employees who are responsible for communication initiatives and/or manage social media accounts for their departments. Participants should have a high degree of comfort with social media and the Windows environment.

Note: Please bring a set of headphones or earbuds to this session so that you can work with audio components.

**Introduction to Town & Gown Toastmasters Guelph** *Communication*

Toastmasters International is a non-profit educational organization that teaches public speaking and leadership skills through a worldwide network of meeting locations. Town & Gown Toastmasters is part of this network. This is a very active club.

This session will include an overview of Toastmasters and the on-campus club, which has been running since 1999. The club member will also provide demonstrations on how you can improve your public speaking skills using the methods established in Toastmasters.

This session will be helpful for anyone looking to learn more about the club and gain tips on improving your public speaking skills.

**PowerPoint Alternatives:  
An Introduction to 5 Free Tools for Creating Presentations** *Communications*

Are you looking to inject some life into your presentations? This session will introduce you to 5 free alternative tools for creating presentations. Participants will be introduced to Prezi, Google Slides, Haiku Deck, Project, and Slides Carnival. Pros and cons of each tool will be discussed as well as introduction to each tool and best practices for creating and sharing your presentations.

**Program Focus: Presentation Tools**

This program is for employees who would like to expand their presentation toolkit. Must be comfortable with basic word processing and web browsers.

**Instructor:** Melanie Parlette-Stewart, Blended Learning Librarian

**Date and Location:**

April 3, 2018  
9AM - 11:30AM  
SSC 1304

[Register Online](#)

**Instructors:** Club Members from Town & Gown Toastmasters Guelph

**Date & Location:**

November 28, 2017  
12PM - 1:30PM  
University Centre 442

[Register Online](#)

**Instructors:** Melanie Parlette-Stewart, Blended Learning Librarian

**Date and Location:**

Feb. 22, 2018  
9AM - 12PM  
SSC 1306

[Register Online](#)

### Twitter, Instagram & SnapChat for Beginners

*Communications*

You've signed up for an account...now what? Twitter, Instagram and SnapChat are the top social networks.

Come learn the basics about each platform including:

- Unique language of the platform (i.e. what's a hashtag?)
- How to network with other users
- How to grow your follower base
- Apps that help you create awesome content & manage your time
- Content ideas

\* **Please bring your laptop!**

### Twitter, Instagram & SnapChat for Advanced User

*Communications*

You're well versed in social media and want to know how to take your outreach to the next level. Using case studies and tried-and-true strategies we'll show you:

- The best (free) apps to create great content
- How the pros connect & increase engagement
- How to create posts in real-time
- How to leverage photos, videos & more
- How to set up a campaign

### The Art of Presentation

*Communication*

The Art of Presentation Workshop is best suited to individuals who are expected to do presentations as part of their work. It is intense and requires active participation.

The workshop will cover the following elements:

- how to overcome the physical challenges of speaking in front of a group
- how to improve vocal projection and expression
- how to create and deliver dynamic content

### Writing Effective Emails

*Communication*

Email is a central part of how we communicate at work, yet we don't often take time to reflect on just what makes a good email message. In this session, we'll talk about how to make your messages clearer and more powerful using simple-yet effective-language, organization, and formatting techniques. Using these strategies, you can improve the likelihood that your recipients will actually read (and respond to!) your emails.

This program is intended to engage participants in discussion and activities that will help them develop and practice key strategies for writing emails.

#### Program Focus:

- Understanding readers' expectations
- Tailoring email messages to readers' expectations
- Using language and formatting to make information easy to find and understand
- Ensuring readers respond to your emails-and how to follow up if they don't

**Instructor:** Melanie Parlette-Stewart,  
Blended Learning Librarian,  
University of Guelph

**Date & Location:**  
September 27, 2017  
12PM - 1:30PM  
University Centre 442  
[Register Online](#)

**Instructor:** Jacqueline Hamilton,  
Student Supported Learning  
Group (SLG) Supervisor, The  
Learning Commons, McLaughlin  
Library

**Date & Location:**  
January 16, 2018  
12PM - 1:30PM  
SSC 1304  
[Register Online](#)

**Instructor:** Arlene Cohen,  
Public Speaking and  
Professional Development  
Coach

**Date & Location:**  
January 18, 2018  
1PM - 4:30PM  
University Centre 442  
[Register Online](#)

**Instructor:** Kim Garwood,  
Manager, Writing Services,  
Library - Learning & Curriculum  
Support

**Date & Location:**  
November 15, 2017  
10:30AM - 12PM  
University Centre 441  
[Register Online](#)

### Priority and Workload Management (formerly Managing Me) for Staff *Personal Management*

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.

### Personal Leadership at Work: Principles, Attitudes and Practices for Success *Personal Management*

Watch a video testimonial from former Personal Leadership at Work participants at <https://www.youtube.com/watch?v=hK0nl9st3TQ>

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 yourself - of our experiences, our habits and behaviours, and our interactions with others in our personal and professional lives. Learn more about yourself, enhance your leadership skills and gain insights into the behaviours and actions that are essential to success in the workplace.

The program consists of two days (four ½-day sessions) in experiential workshops and seminars, plus time to complete an online inventory, reflect on the results and participate in an individual coaching session. A follow up session is held a few months later to support learning transfer in the workplace. 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 impact of our behaviour and actions on self and others
- Maintaining discipline, achieving goals
- "Walking the talk" of personal leadership
- Empowering self, mastering fear
- Understanding and valuing the differences in others

**Instructor:** Doug Heidebrecht, Sun Mountain Self Management

#### Date and Location:

September 22, 2017  
9AM - 12:30PM  
University Centre 442  
[Register Online](#)

**Instructor:** Evelina Rog, Senior Consultant, Learning & Development and Consulting Services, HR, University of Guelph

**Fee Policy:** There is a fee of \$150 to participate in this program. This fee covers the completion of an online emotional intelligence inventory. 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 coding.

**Cancellation Policy:** Due to the costs associated with delivering this program we ask that you cancel at least 2 weeks prior to the first session. Failure to do so may result in a cancellation penalty of \$150 that will be charged to your department.

#### Dates & Location:

#1 Oct. 19 - University Centre 442  
#2 Nov. 2 - University Centre 442  
#3 Nov. 16 - University Centre 442  
#4 Nov. 30 - Peter Clark Hall Wing A  
Follow up Jan. 23 - University Centre 441

[Register Online](#)

#1 May 2 - University Centre 442  
#2 May 16 - University Centre 442  
#3 May 30 - University Centre 442  
#4 June 13 - University Centre 442  
Follow up Sept 13, 2018 - University Centre 442

[Register Online](#)

All sessions run 9:00 AM - 12:00 PM and follow-up sessions run from 9:30AM to 12PM

## Online Strength Based Employee Development Program

### *Personal Management*

Research indicates that only 17% of employees use all of their strengths on the job. We know that working on your strengths increases well-being, resilience, engagement and productivity. And that's why we want to offer you the opportunity to participate in an eight-week online course that will help you to:

- Understand how to identify your strengths and weaknesses
- Develop strategies on how to maximize your strengths and manage your weaknesses
- Learn the importance of habit in creating a strength based approach to work

Through an interactive online learning environment participants will learn and grow together. The group will meet once a week starting Tuesday, May 1st, 2018 from 10-11am for 8 weeks. Each session will be one hour in length. Meghan Kirwin will be the facilitator guiding the process.

Each session will involve discussions on key learning and application of the learning to your work. The Virtual Learning Environment is an interactive learning experience allowing you to see and engage with other participants during the live sessions. Participants will need access to a computer, quiet space and phone for each session.

## Positive Thinking for Vitality at Work

### *Personal Management*

The focus of this session is to explore the science of happiness. The session is grounded in a highly practical and scientifically based approach to understanding happiness.

Through a research based approach, Meghan will define happiness and identify some strategies you can apply at work and life to boost your happiness and overall vitality. During the session we will also explore character strength and finding flow in your work and life.

**Instructor:** Meghan Kirwin, The Kirwin Group

**Cancellation Policy:**

Due to the costs associated with delivering this program we ask that you cancel at least 2 weeks in advance. Failure to do so may result in a cancellation penalty of \$50 that will be charged to your department.

**Date & Location:**

Starts May 1, 2018 for 8 Tuesdays  
10AM-11AM  
Online Course  
[Register Online](#)

**Instructor:** Meghan Kirwin, The Kirwin Group

**Date and Location:**

January 24, 2018  
1PM - 4:30PM  
University Centre 442  
[Register Online](#)

## **Building Resilience: Letting Go and Moving Forward** NEW *Personal Management*

### **Program Focus:**

In today's high pressure work environments resilience is considered a necessary attribute that enables individuals to thrive in the face of everyday work-pressures and stresses. Building and maintaining resilience is an ongoing process that requires time, effort and engagement in thoughtful behaviours that can help you let go and move forward.

Death, job loss and other big challenges can leave you feeling stressed, deflated, fearful, angry, and so can the day to day issues like conflict at home or work, being disappointed or let down by someone you care about, a new job not working out as you imagined. Reacting to these things with a flood of strong emotions and a sense of uncertainty can have a long term impact if you don't manage them effectively.

Learn what it takes to adapt well over time to difficult situations and stressful conditions. Develop the skills to be more able to adapt and cope in ways which help you manage adversity, let go and move forward.

### **Learning Objectives:**

- Identify what resilience is and why it matters
- Discover what research tells us about resilience and where it comes from
- Gain insight into your individual levels of resilience
- Develop practical behaviours and skills that can be used to increase your everyday resilience and move forward from where you are stuck
- Recognize the way emotions and empathy influence the way we react and respond to others

### **Target Audience:**

Staff members, managers, supervisors and team leaders

\*\* This course can be tailored to your team specifically if you feel the entire team could benefit. This helps teams who have experienced a lot of change or even a trauma.

"Resilience is like a muscle; it needs to be exercised often to be in its full strength."

**Instructor:** Jackie Lauer,  
Axletree Consulting Inc.

### **Date & Location:**

October 11, 2017  
9AM - 4PM  
University Centre 442  
[Register Online](#)

February 7th, 2018  
9AM - 4PM  
University Centre 442  
[Register Online](#)



## Managing Conflict at Work

### Teamwork

Conflict is a naturally occurring part of working with others; different people have different ideas, values, beliefs and viewpoints and occasionally that can lead to disagreement between colleagues. Avoiding or ineffectively managing conflict can lead to low morale and energy and can potentially impact your health and well-being.

Skillfully managing yourself during conflict can ensure you contribute to a workplace that encourages people to express their differences, challenge ideas respectfully and promotes a dynamic environment that is collaborative, innovative and adaptable to change.

This one-day program combines the introduction of concepts, tools and skill development with interactive activities and opportunities to collaborate with University colleagues. Priority registration will be awarded to regular full-time employees.

In Managing Conflict at Work, participants will be introduced to concepts and strategies for assessing and understanding conflict as well as a foundation for managing it.

#### Program Focus:

- Gain insight into your own and others' attitudes, values, preferences and conflict coping mechanisms
- Identify underlying causes of a conflict situation to understand the factors that create and fuel the conflict
- Develop specific communication techniques and approaches to promote understanding in conflict and build your capacity to resolve disputes.

## Teamwork with Impact

### Teamwork

Each team member plays a significant role in helping a team be productive and creative. In this engaging workshop, learn how you can work effectively with team members and your team leader to contribute your best.

#### Program Focus:

- Understand how team dynamics can help or hinder the performance of the team
- Learn about the various ways teams can get distracted from their work and what you can do about it
- Discover how you can speak up in a team in a way that has impact
- Understand the stages of team development, what is important at each stage and how you can contribute to developing a trusting environment that supports high performance

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

**Date & Location:**  
October 4th, 2017  
9:00 AM - 4:00 PM  
University Centre 442  
[Register Online](#)

**Instructor:** Linda Lehtonen, Lehtonen Management Consulting

**Date & Location:**  
October 17, 2017  
9:00AM -12PM  
University Centre 442  
[Register Online](#)

## Building Leadership Effectiveness

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.

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.

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 of similar positional status that has diversity of gender, departments, years of service, etc.

### 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.

### Application and Selection Process:

Leaders interested in BLE indicate it by applying for the program through the Learning & Development registration system. They are strongly encouraged to have a conversation with their manager 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 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, a cancellation penalty of \$150 will be applied for anyone that cancels their registration after their LPI assignment (approximately 4 weeks before the workshop).

### Dates & Location:

October 26 & 27, 2017  
9AM - 4PM  
Arboretum Centre  
[Register Online](#)

## Coaching & Communicating for Performance

Watch a video testimonial from former Coaching & Communicating for Performance participants at [https://www.youtube.com/watch?v=98CCwH\\_6-lg](https://www.youtube.com/watch?v=98CCwH_6-lg)

Coaching & Communicating for Performance is a highly interactive program that provides 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. Prior to the first session, participants will complete the confidential online Strengths Deployment Inventory. Between sessions 1 and 2, participants will have a private, confidential debrief of their results and coaching meeting with a facilitator.

### Session 1 - Understanding Yourself, Understanding Others

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

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

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

#### Instructors:

Session 1&2 Jackie Lauer,  
Axletree Consulting Inc.

Session 3&4 Meghan Kirwin,  
The Kirwin Group

#### Dates & Location:

February 15, March 1,  
March 22, & March 29, 2018

All sessions run 9AM-4PM in  
University Centre 442

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

#### [Register Online](#)

**Cancellation Policy:** Due to the costs associated with delivering this program we ask that you cancel at least 2 weeks in advance. Failure to do so may result in a cancellation penalty of \$50 that will be charged to your department.

## Session 4 - Coaching

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 of this session:

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

### Having Difficult Conversations for Leaders



The ability to have difficult conversations is an essential skill that enables leaders to clearly communicate expectations, build a shared understanding and collaboratively problem solve. With practice, this skill can be developed. Difficult conversations tend to be associated with a negative outcome or a confrontation; but there are ways to foster a productive outcome. Productive doesn't mean agreement; it means a change for the collective good.

Whether you are looking to have more productive conversations with a staff member, colleague or client, you will have the opportunity to learn and practice having difficult conversations.

In this session, you will learn tools and strategies to have a difficult conversation that will result in a productive discussion; tips and suggestions to get you in the right mindset before engaging in this kind of conversation; and common mistakes to avoid.

### Program focus:

- Learn a 4-step model that will prepare you for a difficult conversation
- Learn to listen while not taking what you hear personally
- How to open the conversation so it ends well
- How to realise a productive outcome
- Gain insight into your own defensiveness
- Avoid common mistakes that can derail your hard work
- Practice using a 4-step model and tools to build your capacity to effectively engage in difficult conversations

Note: This workshop was delivered for the first time in 2016-2017 in a half-day session format and has been expanded to an all-day session to provide additional opportunities for practice and discussion.

**Instructor:** Katherine Thorne,  
Senior Human Resources  
Consultant

October 25, 2017  
9AM-4PM  
University Centre 441  
[Register Online](#)

January 31, 2018  
9AM-4PM  
University Centre 442  
[Register Online](#)

## Harnessing Team Power

In this experiential course, leaders will learn how to engage their teams in collaborative, creative problem solving and decision making. This course is for individuals in a management position and consists of two half-day workshops.

### Part 1: Focus of this session:

- Recognize characteristics of highly effective teams and learn to assess the team's performance
- Understand the difference between a group and a team
- Learn how you can encourage behaviors that help a team and reduce the behaviors that hinder a team's ability to accomplish its goals
- Understand the important contribution that "how" the team gets its work done impacts team dynamics
- Practice reaching consensus
- Recognize the stages of team development and the leadership behaviors to use at each stage

### Part 2: Focus of this session:

- Understand and practice different types of decision making and when each should be used
- Practice using a team tool to evaluate team effectiveness
- Learn how to recognize when a team is off track, disengaged, in conflict, or competing at all costs
- Discover and practice effective leadership behaviours that help get the team to re-focus

## Priority and Workload Management for Leaders (Formerly Managing Me)

Managing Me for Leaders is a workload/time management program that helps managers and leaders 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:

- The 8 Key Principles of Execution and how to apply them to your priorities
- Specific, practical best practices to carve out time for key strategic priorities (projects, leadership activities, development, etc.)
- How the Priority Map tool can be used to gain clarity, adjust for change, maintain focus and gauge capacity
- 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:** Linda Lehtonen,  
Lehtonen Management Consulting

### Part 1

**Date & Location:**

September 20 2017

9AM - 12PM

University Centre 442

[Register Online](#)

### Part 2

**Date & Location:**

September 27, 2017

9AM - 12PM

University Centre 442

[Register Online](#)

**Instructor:** Doug Heidebrecht,  
Mountain Self Manage

**Date and Location:**

October 20, 2017

9AM -12:30PM

University Centre 442

[Register Online](#)

## Skillful Conflict Management for Leaders

Essential to effective leadership is understanding that conflict is a natural part of working with others; different people have different ideas, values, beliefs and viewpoints. All leaders will inevitably need to deal with a conflict between two or more people. Avoidance or ineffective conflict management can lead to low morale and energy and can potentially impact the health of employees and the organization; skillful conflict management can encourage a workplace that encourages people to express their differences, challenge ideas respectfully and promote a dynamic environment that is collaborative, innovative and able to adapt to change.

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

### Part 1: Focus of this session:

Leaders will be introduced to concepts and strategies for assessing and understanding conflict and a foundation for managing it, including:

- Gaining insight into your own and others' attitudes, values, references and conflict coping mechanisms
- Identifying underlying causes of a conflict situation to facilitate understanding of factors that create and fuel the conflict
- Developing specific communication techniques and approaches to promoting understanding in conflict and build individuals' capacity to resolve their own disputes

### Part 2: Focus of this session:

Leveraging the learning from Part 1, Part 2 further develops the skills and confidence of leaders to act in the role of conflict coach or "internal neutral" helping to facilitate a resolution to a dispute or conflict.

Leaders will learn and practice techniques for coaching others toward resolution of their conflict and mediating between parties in conflict or who have a dispute that needs resolving, with a focus on:

- Differentiating Interests from Issues, Rights and Power
- Addressing issues of Trust and Fairness
- Working effectively in the role of "Manager as Mediator"
- Working effectively in the role of "Manager as Conflict Coach"

### Instructor:

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

### Part 1

#### Date and Location:

February 8th, 2018  
9AM to 4PM  
UC 442

[Register Online](#)

### Part 2

#### Date & Location:

March 13, 2018  
9:00AM - 4:00 PM  
UC442

[Register Online](#)

### Management Essentials

Management Essentials is a program being designed for new managers and managers who are new to U of G.

The Management Essentials program will assist participants to:

- Establish and grow a network of colleagues;
- Gain familiarity with the core values of managing people at the University of Guelph;
- Build a shared understanding of policies, procedures, resources and common managerial approaches;
- Acquire foundational knowledge of the institution;
- Share and reflect on experiences with other participants; and
- Gain insight on the expectations of managers at the University.

This program will consist of 5 courses - 2 will be fully online, self-directed courses and the other 3 will be hybrid courses, consisting of self-directed online modules, a half or full-day facilitated in-class session, and a self-directed learning project.

Courses will cover the essentials of managing at U of G, including:

- Performance planning, assessment and development;
- Managing employee recruitment, selection and orientation;
- Understanding the University environment;
- Leadership;
- Human Resource management.

### Leadership (Hybrid)

Organizations require both leadership and management skill sets to ensure their effectiveness and sustainability. In an increasingly fast paced world, leadership is needed and from more and more people, regardless of their position in the hierarchy. The idea that a few people at the highest level of the organization can provide all the leadership needed is an outdated one. Therefore, the University is committed to investing in developing leadership at all levels. This Leadership course, as part of Management Essentials, is one step in your leadership learning journey.

The modules included in this course are:

- Module 01: Introduction to Leadership
- Module 02: Self-Awareness and Self-Management
- Module 03: Building and Maintaining Relationships
- Module 04: Leading through Change

### Understanding the University Environment (Hybrid)

This course introduces you to the unique environment that is the university. Universities are complex organizations with a unique set of features and characteristics that contribute to the culture and need to be understood to help work within it successfully. Each university is also differentiated from others based on its vision, priorities, unique strengths, student demographics and many more elements. Through the four modules included in this course you will learn about the University of Guelph environment as well as the university environment in Canada.

The objectives are:

- Develop an awareness of the current landscape of the post-secondary sector in Ontario
- Understand what differentiates University of Guelph from other universities in Canada
- Learn about the governance structure at the University and the pathway for key decisions
- Gain insight into how universities are funded and the challenges they face regarding funding, and how the University of Guelph spends its money
- Develop awareness of issues and strategic framework specific to the University of Guelph

The modules included in this course are:

- Module 01: The University Environment in Canada
- Module 02: University of Guelph Overview
- Module 03: Organizational Structure and Governance
- Module 04: Funding

#### Instructors:

Linda Watt, Director and Evelina Rog, Senior Consultant, Learning & Development and Consulting Services, HR, University of Guelph

#### Date & Location:

Online course opens:  
Sept 29, 2017

Opening in-class session:  
Oct. 5, 2017, 12PM - 2PM  
UC 442

Closing in-class session:  
Dec 7, 9AM - 1PM  
UC 442

[Register Online](#)

#### Date & Location:

Online course opens:  
Jan. 26, 2018

Opening in-class session:  
Feb. 1, 12PM - 2PM  
UC 442

Closing in-class session:  
April 5, 9 AM - 1 PM  
UC 442

[Register Online](#)

### Microsoft Access 2016 - Introduction

Microsoft Office Access 2016 is used for tracking and reporting information. This introductory session focuses on designing a database using the Relational Database model, and on implementing the design in Microsoft Access. Participants will discover how the Relational Database model prevents the common pitfalls present in other software applications often used to manage data.

Participants will follow the Relational Database Design Process to identify the purpose of their database; determine the fields needed to hold their data; create a Database in Access; create Tables to store data, and make Relationships between Tables; enter data directly into Tables; and create Queries to provide views of the data.

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

Participants should have strong familiarity with the Windows environment.

### Microsoft Access 2016 - Intermediate

Microsoft Office Access 2016 is used for tracking and reporting information. Take the data in your database to the next level! Now it's time to build a user interface to the Tables and Queries that were created in the first workshop, to facilitate data entry and reporting processes.

Participants will explore techniques on building Forms that are useful and easy to use, Reports that summarize information, and Macros that automate common tasks. The goal is to create a professional and polished "database application" - all without any programming.

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

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

**Instructor:** John Rutledge,  
Resolutions Computer Consulting

**Date & Location:**

February 20, 2018

9AM - 12PM

SSC 1306

[Register Online](#)

**Fee Policy:** 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.

**Instructor:** John Rutledge,  
Resolutions Computer Consulting

**Date & Location:**

February 27, 2018

9AM - 12PM

SSC 1306

[Register Online](#)

**Fee Policy:** 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.



### Microsoft Excel 2016 - Introduction

Microsoft Office Excel 2016 is used to create and format spreadsheets, and analyze and share information. This hands-on seminar will introduce employees to the flexibility and the features of Microsoft Excel.

#### Program Focus:

- The application's workbooks and worksheets
- Working with columns and rows
- Data entry, navigation and formatting
- Creating formulas and functions
- Importing data from other sources
- Creating charts

This program is for employees who are new to Excel and who are interested in learning more about its use. Participants should have strong familiarity with the Windows environment.

### Microsoft Excel 2016 - Intermediate

Microsoft Office Excel 2016 is used to create and format spreadsheets, and analyze and share information. This hands-on seminar will expand on the topics covered in the introductory session.

#### 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)

This program is for employees who have completed the Introduction to Excel session and/or are using Excel in their work environment.

### Microsoft PowerPoint 2016 - Advanced **NEW**

Microsoft Office PowerPoint 2016 is used to create and format presentations which can be used to share information. This hands-on seminar will enable you to customize design templates, work with media and animations, collaborate, customize and distribute a presentation.

#### Program Focus:

- Working with Slide Masters
- Creating Hyperlinks within a Presentation
- Adding Animations and Transitions to your slides
- Adding Annotations during a Presentation
- Distribution of your Presentation

This program is for employees who have a working knowledge of PowerPoint and wish to take advantage of more advanced features.

**Instructor:** John Rutledge, Resolutions Computer Consulting

**Fee Policy:** 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:

Oct. 31, 2017  
9AM - 12PM  
Summerlee Science Complex 1306  
[Register Online](#)

**Instructor:** John Rutledge, Resolutions Computer Consulting

**Fee Policy:** 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:

November 7, 2017  
9AM -12PM  
Summerlee Science Complex 1306  
[Register Online](#)

**Instructor:** John Rutledge, Resolutions Computer Consulting

**Fee Policy:** 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 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:

October 24, 2017  
9AM - 12PM  
Summerlee Science Complex 1306  
[Register Online](#)

### Office 365 Outlook Web App - Basic Email and Calendaring

Gryph Mail email and calendaring has been made better thanks to Office 365. During this hands-on session you will be introduced to the Outlook Web App and learn the basics of email, calendaring, people and groups from a functional and workflow perspective. This hands-on program is for both new and current employees who would like training on the new Office 365 Gryph Mail email and calendaring system.

#### Program Focus:

- Overview of Outlook Web App
- Setting Outlook Web App options
- Working with email
- Working with contacts (People)
- Inviting people and resource
- Office 365 Groups overview

### Office 365 Outlook Web App - Advanced Email and Calendaring

This session is a follow up to the Gryph Mail Basic training session. During this hands-on session you will continue to explore the Outlook Web App and learn more advanced email, calendaring and address functions as well as collaborative tools within Office 365. This hands-on program is for both new and current employees who would like training on the new Office 365 Gryph Mail email and calendaring system.

#### Program Focus:

- Creating mail rules
- Sharing your calendar and folders
- Delegating your calendar
- Working with your calendar
- Working with Office Online and OneDrive for Business
- Collaboration using Office 365 Groups

### Office 365 Outlook 2016 Desktop - Email and Calendaring

Sometimes the functionality of O365 Outlook Web Access is not enough. Outlook 2016 Desktop provides you the most robust capabilities when working with email and calendaring. This hands-on session introduces you to the many advantages of Outlook 2016 Desktop.

#### Prerequisites:

- Although not mandatory, having taken the Office 365 Gryph Mail
- Basic training is highly desired. Check out availability at <https://www.uoguelph.ca/hr/hr-services/learning-development>
- Review our website for extensive Office 365 support <https://www.uoguelph.ca/ccs/office365>
- Download and review Microsoft's Outlook 2016 Tips & Tricks
- Office 2016 desktop will be required to be installed on your work device (desktop or laptop), contact your local IT Admin support

#### Program Focus:

- Differences between Outlook Web Access and Outlook 2016
- The Outlook 2016 interface tour
- Email functionality - send, receive, folders, sharing, signatures, categories, archiving, junk email, delegation
- Calendar functionality - meeting invites, room and resource booking, recurring meetings, printing, sharing and delegation
- People functionality - global address list, contacts and contact groups
- Tasks
- Office 365 Groups - conversations, files, notebook, calendar, when to use

#### Instructor for all Office 365:

John Rutledge, Resolutions Computer Consulting

#### Date and Location:

Sept 18, 2017, 1PM - 4PM,  
Summerlee Science  
Complex 1305

[Register Online](#)

November 6, 2017, 1PM - 4PM,  
Summerlee Science  
Complex 1305

[Register Online](#)

February 5, 2018, 9AM - 12PM  
Summerlee Science  
Complex 1303

[Register Online](#)

#### Date and Location:

Sept. 19, 2017, 1PM - 4PM,  
Summerlee Science  
Complex 1303

[Register Online](#)

Nov. 13, 2017, 1PM - 4PM,  
Summerlee Science  
Complex 1305

[Register Online](#)

Feb. 14, 2018, 1PM - 4PM,  
Summerlee Science  
Complex 1305

[Register Online](#)

#### Date & Location:

Sept. 25, 2017, 1PM - 4PM,  
Summerlee Science Complex  
1305

[Register Online](#)

Nov. 20, 2017, 1PM - 4PM,  
Summerlee Science Complex  
1305

[Register Online](#)

Feb. 21, 2018, 1PM - 4PM,  
Summerlee Science  
Complex 1305

[Register Online](#)

## iProcurement 101

### Program Focus:

- Practice how to enter a requisition in iProcurement system step by step
- Understand what each field on the requisition means and how they impact purchase orders and invoice payments
- Learn the tips and tricks to set up the right requisitions for different types of purchases

## Everything about PCard

This program is for University's Procurement Card holders and their direct supervisors.

### Program Focus:

- Overview PCard Policy and procedures
- Develop an understanding of PCard compliance requirements
- Learn the best practices using Pcard
- Learn how to make the most benefit out of a Pcard
- Learn how to reconcile PCard transactions with live example

## Privacy & Access to Information 101: Working with Student Records

This session will provide an overview of access to information and privacy legislation relevant to the University of Guelph, with specific emphasis on Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). Attendees will learn about recent developments in access to information and privacy law and how it affects the work we do, and the records we keep.

### Program Focus:

The session offers recommendations for best practices in handling a variety of record types, and will emphasize particular considerations for those handling student records and other types of personal information.

## Privacy & Access to Information 101: Working with University Records

This session will provide an overview of access to information and privacy legislation relevant to the University of Guelph, with specific emphasis on Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). Attendees will learn about recent developments in access to information and privacy law and how it affects the work we do, and the records we keep.

### Program Focus:

The session offers recommendations for best practices in handling a variety of record types, and will emphasize particular considerations for those handling various types of personal information.

**Instructor:** Lis Kuindersma, Assistant Manager, Purchasing Services

### Date and Location:

Sept. 26, 2017, 9AM-12PM, SSC 1306  
[Register Online](#)

Nov. 21, 2017, 9AM- 2PM, SSC 1306  
[Register Online](#)

Feb. 13, 2018, 9AM - 12PM, SSC 1306  
[Register Online](#)

**Instructor:** Hui Zhu, Assistant Manager, Purchasing Services

### Date and Location:

Sept. 20, 2017, [Register Online](#)

October 18, 2017, [Register Online](#)

November 15, 2017, [Register Online](#)

Dec. 20, 2017, [Register Online](#)

Jan. 17, 2018, [Register Online](#)

Feb. 21, 2018, [Register Online](#)

March 21, 2018, [Register Online](#)

April 18, 2018, [Register Online](#)

All sessions run from 10:30- 11:30AM in 500H (University Centre 5th Floor, Financial Services Conference Room)

**Instructor:** Ben Doadt, University Secretary & Privacy Officer, University Secretariat

### Date & Location:

November 9, 2017, 12PM to 1:30PM, University Centre 442

[Register Online](#)

**Instructor:** Ben Doadt, University Secretary & Privacy Officer, University Secretariat

### Date & Location:

April 12, 2018, 12PM to 1:30PM, University Centre 442

[Register Online](#)

**Travel and Expense Claims**  **NEW**

Faculty and staff must occasionally travel for business or purchase items on behalf of the University. When they do, there are certain protocols and procedures that need to be followed with their submission/documentation to ensure claims are complete and reimbursement is not delayed.

Attendees will get the most out of the training if they visit the University Travel & Expense Claims page in advance of the training at <https://www.uoguelph.ca/finance/departments-services/treasury-operations/travel-expense-claims>

Please take a few minutes to read through the policies and then come to the session with your questions. If you are not already an Expense Claim System (ECS) user, please send an email to [ecs@uoguelph.ca](mailto:ecs@uoguelph.ca) to request to be set up in ECS.

**Method of instruction:** Demonstrations, interactive and practical hands on exercises using ECS.

**Introduction - Fall 2017**

The session will be an introduction to Expense Claims and ECS. It will be geared towards individuals with little to no experience completing expense claims.

Topics covered during this hands-on session will include:

- An overview of the Expense Claim System (ECS).
- University of Guelph Travel Policy & Procedures.
- Getting Started.
- Hands-on completion of a simple expense claim.
- Reimbursement alternatives.

**Who should attend:** Those who have never completed an expense claim or have little or no experience with ECS

**Advanced - Winter 2018**

The session will be geared towards individuals with previous experience completing expense claims. It will give users the opportunity to ask specific questions related to expense claims/submissions and policy requirements.

Topics covered during this hands-on session will include:

- A brief review of University of Guelph Travel Policy & Procedure.
- New features of the updated online Expense Claim System (ECS).
- Helpful tips/checklist for completing an expense claim.
- Refining the submission process.
- Proper documentation and organization of the hard copy/receipts.
- Q&A session.

**Who should attend:** Those who have working knowledge of ECS and are interested in becoming more proficient.

**Instructors:** Christine Chartier, Manager; Charin Rivet and Shanyce Ward, Expense Reimbursement Officers - Payment Services, Financial Services.

**Dates & Locations:**

October 17, 2017  
10AM - 12PM  
Summerlee Science Complex 1306  
[Register Online](#)

**Date & Location:**

February 28, 2018  
10AM - 12PM  
Summerlee Science Complex 1306  
[Register Online](#)

## How to Create Accessible Microsoft Word Documents

It is important to know how to create accessible documents in order to meet the requirements of provincial accessibility legislation and to support students and staff with perceptual disabilities. This introductory, hands-on session will teach attendees how to use the tools built into Microsoft Word for Windows to make more accessible DOCX documents and repair existing ones.

### Session Focus:

- Defining document accessibility
- How users of assistive technology are affected by the structure of a document
- Best practices for creating accessible documents
- Using built-in accessibility tools in Microsoft Office - and being aware of their limitations

### After completing this course you will be able to:

- Apply and modify heading styles in your document
- Add alternative text to images, objects and tables
- Structure data tables for easy navigation
- Create accessible hyperlinks
- Use alternatives to common formatting practices that are not accessible.
- Convert your document into an accessible PDF

## Introductory Accessible PDF Creation and Repair

Knowing how to create accessible documents and repair existing ones is essential to meeting the requirements of provincial AODA legislation and to supporting students and staff with perceptual disabilities. While it is easy to create an accessible PDF document from a properly formatted original (e.g., Microsoft Word), this introductory workshop will teach attendees how to add accessibility features to the PDF using Adobe Acrobat Professional when the original source document is not available.

### Session Focus:

- Adobe Acrobat Pro: the basics
- Understanding the Adobe Accessibility Checker
- Making a scanned document accessible
- Making an existing PDF accessible

### After completing this course you will be able to:

- Scan paper documents to PDF and automatically recognize text using Optical Character Recognition (OCR)
- Validate accessible PDF documents and check for possible accessibility issues
- Make PDF documents more accessible by adding content tags and verifying the reading order
- Add alternative text descriptions for non-text elements
- Determine when a document can be repaired or should be re-created.

**Instructor:** Athol Gow, Manager, Library Accessibility Services

**Date & Location:**  
November 22, 2017, 12:30PM - 2PM  
Library 032  
[Register Online](#)

Feb. 14, 2018, 12:30PM - 2PM  
Library 032  
[Register Online](#)

April. 4, 2018, 12:30PM - 2PM  
Library 032  
[Register Online](#)

**Instructor:** Marinette Fargo, Technician, Library Accessibility Services, University of Guelph

**Date & Location:**  
Nov 22, 2017  
2:30PM - 4:30PM  
Library 032  
[Register Online](#)

Feb. 14, 2018  
2:30PM - 4:30PM  
Library 032  
[Register Online](#)

April. 4, 2018  
2:30PM - 4:30PM  
Library 032  
[Register Online](#)

## RBC Royal Bank Employee Financial Wellness Seminar Series

**Presenters: Advisors from RBC and their community partners**  
**Pizza Lunch will be provided**

### Leveraging Your Home Equity to Achieve Your Goals

With the value of real estate at an all-time high, this is the time to explore how the equity that you have built in your home can help you achieve other important goals. We will discuss how to make your largest investment work for you.

### Retirement Income Planning

Today, we'll talk about some of the most important and common strategies you can consider when planning your income in retirement. In other words, we'll give you the tools you need to start thinking about your retirement income plan, and prepare you for a conversation with an Advisor who can help you build it. **We encourage you to bring your spouse or partner to this workshop.**

### Will and Estate Planning

For this session, we will partner with a local lawyer to provide you this important information. We will go over:

- the risks of not having a will
- different types of wills
- appointing an executor/trustee
- Powers of Attorney for Property and Personal care
- Integrating your will and POA into your overall Financial Plan

### Debt and Cash Flow Management

Come talk about the importance of budgeting, how to manage your credit and what is the difference between good and bad credit. We'll also talk about how you can reduce your debt, free up cash flow and help you achieve your goals sooner.

### RRSP vs TFSA

In this session we'll go over some of the key differences between an RRSP and a TFSA as well as the benefits of each. We'll talk about which type of registered investment will help you maximize your savings and ultimately reach your goals that much sooner. Everyone's individual circumstances make the "right" plan a little different. Being better informed will allow you to build a plan that's right for YOU.

### Investing in Real Estate

For this session we will partner with a local Real Estate Expert. Investing in real estate is an exciting proposition for many people who value their own homeownership. Most people associate the word real estate with their own home or possibly with a vacation property. But a residential real estate rental property can be a viable investment opportunity for many people - and you don't need to be a million-dollar real estate mogul to get started.

### Transitioning to Retirement

Retirement isn't just about your finances-sometimes through our planning and saving, we lose sight of the bigger picture. This interactive workshop will engage participants in discussions on topics like:

- How will I spend my time in retirement?
- How might my spending needs change?
- What do I need to do or think about in terms of income planning?

**We encourage you to bring your spouse or partner to this workshop.**

All sessions run from 12PM-1:30PM  
 Alexander Hall 168

September 12, 2017

[Register Online](#)

October 10, 2017

[Register Online](#)

November 14, 2017

[Register Online](#)

January 9, 2018

[Register Online](#)

February 13, 2017

[Register Online](#)

March 6, 2018

[Register Online](#)

April 10, 2018

[Register Online](#)

### Supporting Your Aging Loved Ones

As a loved one's needs increase, you can suddenly find yourself overextended physically, mentally and even financially. Where can you turn when an aging loved one needs help? Did you know there are local resources to help guide you? In this session, we will partner with local experts that can help answer your questions.

### Sun Life Financial Seminars

These programs are for those who want to control their expenses and learn the principles of sound money management. You may register for a single session or the complete series.

#### Creating your Financial Roadmap

Having a goal without a plan is like embarking on a journey without a map. Creating a financial roadmap is the first step to ensuring you are on the right path in reaching your financial goals. And, at different life stages, your roadmap will need to evolve to meet your changing needs.

This session will help you understand:

- How to build a financial roadmap
- What common money management mistakes people make
- What tools are available to build a solid financial plan
- How to save for your child's education
- Ways to minimize taxes
- The importance of protecting what's important with a will

#### Investment Planning

Knowing how to take control of your money and build your personal wealth are the keys to achieving lifetime financial security. To help you get a new perspective on your finances and start on your road to a bright financial future, we're offering a seminar which can provide you with information, tips and relevant content on financial and investment planning. The 'Investment Planning' seminar will give you tips and advice about:

- GICs, RRSPs, mutual funds, and education savings plans
- Risk and return
- Investment options
- Protecting and maximizing your investments
- Meeting your short and long-term financial needs

#### Plan for a Healthy Financial Future

Mortgage, food, utilities, transportation, child care, medical expenses... The list of monthly bills continues to grow and the costs add up quickly. What would you do if you suddenly became sick and were unable to work? Attend the 'Planning for a Healthy Financial Future' seminar to learn how to protect what's important to you and maintain your financial obligations during a health crisis, so you can focus on getting better. This seminar will explain:

- Financial considerations while in good health
- Covering costs of long term care
- Health care coverage in Canada
- The financial impact of suffering from a disability or critical illness
- Considerations for coverage beyond your group plan
- How to protect yourself financially

May 8, 2018

[Register Online](#)

All sessions run 12PM - 1:30PM  
in Alexander Hall 168

#### Instructor:

Kevin Bewick  
Financial Planner  
Solutions, Sun Life Financial

March 13, 2018

[Register Online](#)

March 20, 2018

[Register Online](#)

March 27, 2018

[Register Online](#)

## Learn to be a Safe Cyclist: A Green Commuter's Dream

Participants will gain confidence and knowledge of cycling safely and enjoyably on the road; this course is oriented toward recreational and practical 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. 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!

### Part 1: In-Class Training

In this interactive classroom discussion session, participants learn about the principles of safe cycling in traffic, rules of the road, and security.

### Part 2: Practice Outdoors

In this hands-on bike training session, participants put into practice the theories learned in Part 1, which includes parking lot exercises and approximately 3-4 km of on road cycling.

### Equipment required for Part 2:

- A bicycle in good working condition with a bell or horn and a lock
- An approved bicycle helmet (CSA, Snell, ASTM or ANSI)
- Rain gear and/or sunscreen are recommended

In order to participate in Part 2, participation in Part 1 of this course is required.

## Safety and Security for Front Line Staff

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. Participants will gain confidence and knowledge of safety and security within the workplace.

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, and visitors.

**Instructors:** Steve Forbes and Elizabeth Bouchard, Special Constables, Campus Community Police & CAN-BIKE Instructors

### Part 1

#### Date & Location:

May 9, 2018, 1PM - 4PM,  
University Centre 442

[Register Online](#)

### Part 2

#### Date & Location:

May 23, 2018, 1PM - 4PM,  
Meet at The Cannon in Branion Plaza  
with your bike

[Register Online](#)

**Instructor:** Special Constable, Mario Deschamps, Campus Community Police

#### Date & Location:

April 25, 2018  
9AM - 12PM  
University Centre 442

[Register Online](#)



### Mental Health Training: SafeTALK

SafeTALK is an alertness training program that prepares anyone, regardless of prior experience or training, to become a suicide-alert helper. The SafeTALK trainer will demonstrate the importance of suicide alertness and help participants identify ways people invite help when they're at risk.

#### Program Focus:

The goal is to provide University of Guelph employees with skills to support students facing mental health issues and to build capacity across campus on resources and support programs available for students.

### Mental Health Training: Mental Health First Aid

The Mental Health First Aid Course is a 2 day course that provides participants with the skills and knowledge to help people better manage potential or developing mental health problems in themselves, a family member, a friend or a colleague.

#### Program Focus:

MHFA teaches participants to recognize the symptoms of mental health problems, how to provide initial help and strategies for how to guide a person towards appropriate professional help.

### Mental Health Training: Beyond the Books **NEW**

Beyond the Books is a face to face session that will first provide participants with general information on the prevalence of mental challenges and illness. It will then help participants to identify signs of troubling behaviour and give them skills to engage in a preliminary discussion to determine if referral to a professional is necessary.

Participants will also learn how and where to refer appropriately in a compassionate and effective manner. This session is designed for individuals who do not have ongoing relationships with individuals but whose roles are such that they may have one-off, in-depth conversations.

**Instructors:** From the university community.

#### Date and Location:

Oct. 19, 2017, 9AM-12:30PM [Register Online](#)  
 Jan. 17, 2018, 9AM-12:30PM [Register Online](#)  
 Jan. 17, 2018 1PM-4:30PM [Register Online](#)  
 May 7, 2018 9AM-12:30PM [Register Online](#)  
 May 8, 2018 1PM-4:30PM [Register Online](#)

All sessions will be held in  
 Summerlee Science Complex 3317

**Instructor:** Irene Thompson, Director of Student Housing Services and Diana Chinnery, Counsellor Therapist, Counselling Services

#### Date and Location:

##### Fall 2017:

Both days run from 9AM - 4PM  
 Day 1: Oct. 6, 2017 Peter Clark Hall Wing A  
 Day 2: Oct. 13, 2017 University Centre 442  
[Register Online](#)

##### Winter 2018:

Both days run from 9AM - 4PM  
 Day 1: Jan. 19, 2018 University Centre 442  
 Day 2: Jan. 26, 2018 University Centre 334  
[Register Online](#)

**Instructors:** From the university community

#### Date and Location:

Oct. 19, 2017 1:30PM-3PM  
 University Centre 441  
[Register Online](#)

Nov. 8, 2017 1:30PM-3PM  
 Alexander Hall Room 168  
[Register Online](#)

March 15, 2018 1:30PM-3PM  
 University Centre 442  
[Register Online](#)

May 10, 2018 1:30PM-3PM  
 University Centre 442  
[Register Online](#)

## Wellness Friday Lunch Sessions by UofG and Our Partners (Homewood, Hospice of Waterloo Wellington)

These one-hour employee wellness sessions provide participants with general knowledge about personal health and well-being strategies, and direct them to additional available resources. All sessions are designed to provide participants with support by the use of discussions in order to maximize the impact of the wellness session.

### Assertiveness: Negotiating Respectful Interpersonal Boundaries

At work and at home, we need to negotiate our own needs with those of others. We have to select between competing priorities and manage overlapping roles. When we set boundaries assertively, while consulting with key stakeholders before making decisions, we create cooperative relationships. This session outlines how to consciously set time, task and role boundaries in order to create successful relationships with ourselves and others.

### Beyond Stigma: Increasing Our Understanding of Mental Health in the Workplace

In today's society, there still remains a lack of awareness and even sometimes bias related to mental health problems. This wellness session will allow participants to enhance their understanding of the personal and environmental factors that can have an impact on mental health, as well as the most appropriate prevention and intervention strategies available.

### Building Working Relations

Every time we interact with someone, we have an opportunity to build or damage the relationship we have with them. Improving the quality of relationships in the workplace can enhance productivity and reduce conflict. This session invites participants to be aware of three key "tools" we can use to build relationships, reflect on how to use these tools effectively, and develop strategies to address relationship challenges.

### Conflict Resolution in the Workplace

Conflicts stem from many different sources. Understanding when, and how, to apply a variety of different conflict resolution strategies can prevent unnecessary hardship. This session reviews strategies to defuse anger and conflict so that difficult situations in the workplace can be resolved respectfully.

### Conversations Worth Having: Advanced Care Planning **NEW**

At this session you will learn who will be making health care decisions for you if you are unable to make your own (the answer may surprise you). You may be a Substitute Decision Maker for someone else (and not even know it!); Do you have a Power of Attorney for Personal Care and do you know when it takes effect?; How would you make health care decisions for someone else if they can't make their own decisions?; There's an importance in having conversations with your family and loved ones about health care wishes before you are unable to. At this session there will be many free resources provided. The session is brought to you by Conversations Worth Having, the Advance Care Planning program of Hospice of Waterloo Wellington. More information can be found at [www.acpww.ca](http://www.acpww.ca)

### Establishing Work-Life Harmony (formally 'integration')

Many of us feel overwhelmed by competing work and family demands. This session helps participants identify their key work/life stressors, clarify their values and develop skills and strategies to effectively prioritize their time and energy.

All sessions run from 12PM to 1PM,  
Alexander Hall 168

**Instructor:** Adrienne Crowder  
September 22, 2017  
[Register Online](#)

**Instructor:** Adrienne Crowder  
March 9, 2018  
[Register Online](#)

**Instructor:** Adrienne Crowder  
May 11, 2018  
[Register Online](#)

**Instructor:** Adrienne Crowder  
Nov. 3, 2017  
[Register Online](#)

**Instructor:** Jessica Hutchison,  
Hospice of Waterloo Wellington  
Nov. 24, 2017  
[Register Online](#)

**Instructor:** Adrienne Crowder,  
October 6, 2017  
[Register Online](#)

**Foundations of Positive Parenting**

This practical and interactive session provides participants with the principles and tools of positive parenting focused on children's skills in social development and well-being. Participants will also get an opportunity to review and discuss strategies for bringing positive parenting into the home.

**Instructor:** Steven Martin  
Feb. 9, 2018  
[Register Online](#)

**Forgiveness: Letting Go and Moving Forward** **NEW**

It can be difficult, or near impossible, to forgive someone who has hurt or wronged us. Holding on to these resentments can have negative effects on our health, our well-being, and our ability to experience joy and happiness. This session will explore what it means to forgive, how to move from a place of anger to a place of peace, and how this process can free us from our past hurts.

**Instructor:** Adrienne Crowder  
April 13, 2018  
[Register Online](#)

**Get Real: How to Be Authentic**

Research shows that being authentic and having a healthy self-esteem are keys to a happy, healthy, more meaningful existence. "Just be yourself" sounds easy, but can be surprisingly hard to do. Tips on how to develop positive self-esteem and keys to living authentically will help you learn how to become more present and consciously aware of the choices you make in your life.

**Instructor:** Adrienne Crowder,  
Nov. 17, 2017  
[Register Online](#)

**Healthy Sleep Habits**

We all feel so much better after a good night's sleep. Our thoughts are clearer, our reactions faster and our emotions are less fragile. This session introduces participants to the effects of sleep deprivation and reviews some key strategies for what you can do to promote healthy sleeping habits.

**Instructor:** Ron Hallman  
Jan. 26, 2018  
[Register Online](#)

**Helping Your Child Succeed at School**

Every parent wants their child to be happy and successful at school. Many working parents struggle with knowing how to support their children with school-related activities. This session invites participants to seek a partnership between each child, the school and themselves as parents. This partnership creates positive structure at home to support their children's experience at school and looks for ways to reward effort rather than outcomes.

**Instructor:** Steven Martin  
Feb. 23, 2018  
[Register Online](#)

**Improving Workplace Communication**

Successful work groups are comprised of individuals who know how to communicate effectively with multiple stakeholders in a variety of settings and circumstances. This session will review the key skills that enhance our ability to work well with others by providing information about speaking confidently and assertively, creating a supportive communication climate, listening effectively, and asking clear questions.

**Instructor:** Adrienne Crowder,  
March 23, 2018  
[Register Online](#)

**Introduction to the Occupational Health and Safety Act**

The Occupational Health and Safety Act (Act) is the safety legislation that governs all provincial workplaces, including the University of Guelph. The Act assigns safety responsibilities to various workplace parties and its Regulations outline expectations and provide guidance for the performance of safe work in the workplace. Participants will have an introduction to the various parts of the Act and gain insights into the application of the Act and the Regulations at University of Guelph workplaces.

**Instructor:** Christi Cooper,  
Environmental Health & Safety  
October 13, 2017  
[Register Online](#)

**Joint Health and Safety Committees and Health and Safety Representatives**

A joint health and safety committee (JHSC) is a committee composed of worker and employer members who are mutually committed to improving health and safety conditions in the workplace. Worker Health and Safety Representatives are required at workplaces with fewer workers. JHS Committee members and H&S Representatives identify potential health and safety issues and bring them to the employer's attention. Participants will have an introduction to the powers and activities of JHSCs and Health and Safety Representatives and gain insights into the safety structure at the University of Guelph.

**Instructor:** Christi Cooper,  
Environmental Health & Safety  
February 16, 2018  
[Register Online](#)

**Making Shiftwork Work for You NEW**

Shift workers know first-hand the challenges of fighting the body's natural sleep-wake pattern and the strain that shiftwork can sometimes put on their health and well-being. This session will help participants identify the challenges and stressors that are unique to shiftwork, as well as strategies that may be helpful in improving sleep, eating healthy, and establishing routines that are helpful.

**Instructor:** Ron Hallman  
June 15, 2018  
[Register Online](#)

**Respectful Relationships in the Workplace**

Creating a respectful workplace is everyone's responsibility. This workshop will raise awareness around what respectful behaviour looks like, promote the adoption of a professional attitude, assist with the development of effective communication skills, and suggest common standards for respectful behaviour.

**Instructor:** Adrienne Crowder  
**Date:** May 25, 2018  
[Register Online](#)

**Stress Busters**

When stressors overwhelm us, effective techniques can help to bring us back to equilibrium. This session will explore all aspects of the stress response, focusing on practical tips and tools to bring us to optimal stress levels, thereby helping us to maximize our energy and performance.

**Instructor:** Adrienne Crowder  
December 1, 2017  
[Register Online](#)

**The Fundamentals of Change and Transition**

Change is a fact of life, but letting go of the familiar can be challenging. When we understand the need for change, and are resourced to manage it, we transition with greater ease. Participants in this session explore strategies, frameworks, self-care tools, and resources to navigate the change.

**Instructor:** Adrienne Crowder  
Oct. 20, 2017  
[Register Online](#)

**The Journey to Wellness: One Step at a Time**

Many of us use the beginning of a new year to renew our commitment to living a healthier lifestyle, but how often are these resolutions kept? This session examines what wellness means and provides simple steps to help participants set their own health goals and keep them on track for achieving their personal definitions of wellness.

**Instructor:** Adrienne Crowder  
January 12, 2018  
[Register Online](#)

**The Science of Happiness**

Scientific studies have shown that 50% of our individual differences in happiness are determined by our genes, 10% by our life circumstances, and 40% by our intentional activities. This one-hour session will introduce participants to some of the research based "happy habits" they can adopt to increase their levels of happiness and well-being. Participants will develop a deeper understanding about happiness and the latest research in this field of study and increase their understanding of where they can have the greatest impact and influence on increasing happiness and wellbeing. They will also learn research-based techniques and strategies for long-lasting happiness.

**Instructor:** Adrienne Crowder  
April 27, 2018  
[Register Online](#)

**Workplace Inspections NEW**

Ontario's Occupational Health and Safety Act gives the responsibility to a worker member of the Joint Health and Safety committee or Health and Safety Representative to conduct inspections of the physical conditions of the workplace. Successful workplace inspections follow recognized steps and knowing what to look for and why is critical when conducting workplace inspections.

**Instructor:** UofG employee  
May 18, 2018  
[Register Online](#)

Participants will have an introduction into hazard identification and gain an understanding of how workplace inspections are conducted at University of Guelph workplaces.



**Office of Diversity & Human Rights**  
We do custom design based on needs

**Faculty Search Committee Orientation**  
*Inclusive Faculty Recruitment and Hiring Practices*

The University of Guelph has a reputation for excellence in teaching and that is due to the unique expertise and personal aspirations of our faculty. Come and learn strategies for excellence in Faculty recruitment that helps us maintain the academic reputation Guelph has earned as one of the top comprehensive universities in Canada. In this interactive session, you will learn how to recognize exceptional faculty through effective, fair and equitable recruitment.

**Learning Objectives:**

- Apply guidelines and procedures to ensure fair and welcoming hiring practices
- Use a step-by-step process that achieves equitable representation in employment
- Recognize permissible and non-permissible questions at interviews
- Identify the legal framework and its implications for recruitment and hiring

**Who should attend:** All Faculty Search Committee Members

**Human Rights 101 for Supervisors**

This interactive workshop explores the crucial role of supervisors in informal human rights complaint resolution through interactive activities, storytelling and two-way dialogue.

**Learning Objectives:**

- Introduce yourself to the role and function of Diversity and Human Rights
- Know your responsibilities as a supervisor with respect to human rights issues.
- Gain a basic understanding of the Ontario Human Rights Code, including harassment, accommodation, and discrimination.
- Familiarize yourself with Human Rights at the University of Guelph and the different options available to the University community in resolving human rights concerns.
- Learn strategies to address human rights concerns in the workplace.

**Accessible Service Provision (AODA)**

In 2005 the Accessibility for Ontarians with Disabilities Act (AODA) became law. The central purpose of the Act is to change the manner in which we address accessibility for persons with disabilities in Ontario. The government intends to pass five regulations and this eLearning module (accessed through Courselink) is the first of those regulations.

\*Please note—you are required to submit a Record of Completion to your department as an indication that you have successfully completed this module.

**Learning Objectives:**

- Raise awareness of the roles that each of us must play in AODA
- Learn strategies to make our culture more accessible to persons with disabilities
- Recognize barriers for persons with disabilities in existing services and how to apply strategies to access those services
- Gain information and examples for easy application to situations
- Meet compliance requirements of AODA

**Who should complete:** All University faculty and staff members, contractors, volunteers and others who interact with people who wish to obtain, use or benefit from goods or services provided by the University.

**Registration for the following courses:**

Please contact David Gibson, Human Rights Advisor, Office of Diversity and Human Rights (DHR), University of Guelph,

Ph.: 519.824.4120 x 53000

Email: [dhinfo@uoguelph.ca](mailto:dhinfo@uoguelph.ca)

## Making Education Accessible (AODA)

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) became law. This eLearning module (accessed through Courselink) is the second in a series of five regulations and is intended to provide educators with accessibility awareness training related to accessible program or course delivery and instruction. The goal is to provide accessible education so that students with disabilities are included in learning environments.

### Learning Objectives:

- Learn the difference between accommodation and universal design
- Apply strategies to meet the needs of students with disabilities in learning environments
- Provide an overview of the legislative and policy framework
- Explore the concepts of Universal Instructional Design (UID) and Universal Design for Learning (UDL)
- Develop approaches for fostering an accessible teaching and learning environment
- Know where to access resources to support efforts

**Who should complete:** Anyone who has a teaching role at the University including Full time and Part time Faculty, Sessional instructors, Teaching Assistants