

# LEARNING & DEVELOPMENT PROGRAMS & SERVICES

FOR STAFF & FACULTY

FALL 2016 & WINTER, SPRING 2017



#### 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  $\widehat{\mathbf{Hg}}$ . 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, get 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.

Don't hesitate to contact us if you have any questions or want help identifying the program that meets your needs. Email us at landd@uoguelph.ca, or call ext. 56800. Follow us on Twitter

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## ALIGNING LEARNING AND DEVELOPMENT TO ESSENTIAL SKILLS AND KNOWLEDGE

The Employee Essentials Competency Dictionary was developed as a resource to support Managers and Employees in identifying the behavioural or non-technical competencies that are required to be successful in their jobs at the University. Competencies are identified based on type of job.

One category of competencies applies to all employees. It is called Employee Essentials. Included are those foundational skills, knowledge and attitudes that are keys to effective performance in all roles. In addition, you will find competencies outlined for Management Essentials and Leadership Essentials.

In this edition of our programs and services guide we have introduced sections of programs and services that align with the Employee and Leadership Essentials categories. We anticipate that this will facilitate the identification of a development opportunity that is specific to the need.

Access the Competency Management Dictionary online.

#### **REGISTRATION and CANCELLATION**

Registration for Learning & Development sessions for Fall 2016 and Winter, Spring 2017 is now open. Registration for programs is processed through the online <u>Event Calendar</u>. Simply click through the Calendar to the program or event that interests you.

Click the "Register Now!" link on the program of your choice and enter your central login and password. You can register for as many programs as you like. Please note that priority registration for 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@uoquelph.ca and we will inform you should a space become available.

Looking for something else?

If you would like to see a new program on our calendar, please send suggestions to us at <a href="mailto:landd@uoguelph.ca">landd@uoguelph.ca</a>.

Please contact us with any questions or comments at ext. 56800, via e-mail at <a href="mailto:landd@uoguelph.ca">landd@uoguelph.ca</a>, or visit our <a href="mailto:website">website</a>.

\*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.

#### **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 <a href="mailto:lwatt@uoguelph.ca">lwatt@uoguelph.ca</a> or ext. 56509.

For a description of these services, visit the following link <a href="https://www.uoguelph.ca/hr/hr-services-learning-development/consulting-services">https://www.uoguelph.ca/hr/hr-services-learning-development/consulting-services</a>

G.O.A.L.

NEW @ the U

Leadership Essentials Management Essentials

igniting possibility, facilitating success Health and Wellbeing Programs Offered by Our UofG Partners

**Employee Essentials** 

**UofG Processes & Technical Training** 

# What is NEW@≝∏

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 Dates:**

September 12 & 13, 2016 - Register Online

October 3 & 4, 2016 - Register Online

November 7 & 8, 2016 - Register Online

February 6 & 7, 2017 - Register Online

March 6 & 7, 2017 - Register Online

May 1 & 2, 2017 - Register Online

June 5 & 6, 2017 - 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 8:30AM to 4:30PM in Alexander Hall Room 168. Light lunch will be provided

# **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.

Health and Wellbeing NEW @ the U Leadership Essentials

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**Employee Essentials UofG Processes & Technical Training** 

#### 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 coffeehouse 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.

#### 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.

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.

Date and Location: January 23, 2017

12PM to 1PM, Meet at The Bullring

Instructor: Katrina Lindsay, Bullring

Register Online

Manager

**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 23, 2016 (TBC), 12PM to 1PM, PJ's Restaurant

Register Online

# **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.

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.

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

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

Date & Location: October 6. 2016 12PM to 1PM, Outside of Johnston Hall

Register Online

Date & Location: May 3, 2017 12PM to 1PM, Outside of Johnston Hall

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**Employee Essentials UofG Processes & Technical Training** 

#### Creating Connections - U of G HR and Athletics Partnership Creating Connection Series

Creating Connections is a year long series of workshops, information sessions and activities that have been designed to connect employees who are new to University of Guelph to the physical campus, to the history, culture and spirit of the University, and to other members of the University community. Information and insights will be shared by various University contributors that introduce you to a plethora of services and activities that can enhance the quality of your working life here at the University of Guelph.

#### **Tour of the New Guelph Gryphons Athletics Centre**

Join a member of the Athletics Senior Management Team and Client Services staff as they take you on an exclusive tour of the new Guelph Gryphons Athletics Centre. With 170,000 more square feet, including a 22,000 Fitness Centre, this state of the art building offers something to everyone on campus! Come and see the new facility and learn why the opportunity to get fit and stay healthy, right on campus, is more convenient and affordable than ever before! The tour will include access to the historical Mitchell Wing.

#### **Health and Well-Being Matters**

Bring your lunch to an inspiring lunch and learn hosted by Lynne Skilton-Hayes. Lynne is the Fitness Program Supervisor at the University of Guelph and has over 20 years of experience as a fitness professional. With a life full of adversity, Lynne has not always been the healthy. motivated fitness professional she is today. Share her journey and lessons learned along her road to resiliency and how she turned a setback into a comeback. The essential factors of fitness will be explored, their benefits and what you need to do to get on track and feel fitter, happier and healthier.

#### Go Gryphs Go!

Cheering on our home team is a great way to make a healthy connection to the campus. Join your host from Athletics and cheer on the Gryphon Football Team when they take on University of Toronto.

#### Go Gryphs Go!

Cheering on our home team is a great way to make a healthy connection to the campus. Join your host from Athletics and cheer on the Women and Men's Basketball team for a double header match when they take on York Lions. This game will take place in the new home of the Guelph Gryphons!

# Go Gryphs Go!

Cheering on our home team is a great way to make a healthy connection to the campus. Join your host from Athletics and cheer on the Women and Men's Volleyball team for a double header match when they take on the McMaster Marauders. This game will take place in the new home of the Guelph Gryphons!

For a tour of the new Guelph Gryphons Athletic Centre:

Meet in the lobby of the Guelph Gryphons Athletic Centre, opposite the Gryphon Arena on Reynolds Walk, beside the Health and Performance Centre.

All sessions from 12 noon to 1:30 pm

September 14, 2016 Register Online September 28, 2016 Register Online October 12, 2016 Register Online October 26, 2016 Register Online November 9, 2016 Register Online November 23, 2016 Register Online December 7, 2016 Register Online December 21, 2016 Register Online January 11, 2017 Register Online January 18, 2017 Register Online January 25, 2017 Register Online February 15, 2017 Register Online March 15, 2017 Register Online April 12, 2017 Register Online

#### Date & Location:

October 19, 2016 – 12 noon to 1 pm AC 3213 - Guelph Gryphons Athletics Centre Register Online

#### Date & Location:

Alumni Stadium Sunday, August 28, 2016 - 1pm Register Online

# Date & Location:

Meet in the lobby of the Events Centre, Guelph Gryphons Athletics Centre, East Ring Road Saturday, December 3, 2016, 6pm Register Online

#### Date & Location:

Meet in the lobby of the Events Centre, Guelph Gryphons Athletics Centre, East Ring Road. Saturday, January 14, 2017, 12 and Register Online

NEW @ the U Leadership Essentials Health and Wellbeing



# Go Gryphs Go!

Cheering on our home team is a great way to make a healthy connection to the campus. Join your host from Athletics and cheer on the Women's Hockey team, when they take on Laurentian. This game will take place at the Gryphon Centre, home of the Guelph Gryphons!

# Go Gryphs Go!

The Frosty Mug is an annual tradition affectionately called "Winter Homecoming". This special event takes place at the Sleeman Centre in beautiful downtown Guelph. Cheering on our home team is a great way to make a healthy connection to the campus. Join your Athletics host and cheer on the Men's Hockey team when they take on the Laurier Golden Hawks!

#### New Year, New You!

Bring your lunch and learn why staying healthy and fit can improve your productivity, mood, self-confidence, concentration, mental clarity, and focus. Gryphon Fitness professionals will be your hosts for this information-packed lunch and learn. Every participant will receive a free Postural Assessment from one our Personal Trainers.

#### **Wellness Walk with Gryphon Fitness**

Join Leslie Clarke, Fitness Program Co-ordinator as she leads you on a noon fitness walk. Leslie will educate the group on proper gait and walking posture, as well as explore why a midday brisk walk is better than an expresso. Walking shoes required. Dress for weather conditions. Meet on East Ring Road, directly in front of the Event Entrance of the new Guelph Gryphons Athletics Centre. In the event of inclement weather, Leslie will move the walk to the indoor walking track of the new Guelph Gryphons

# The Gryphon Camp Advantage

What makes Gryphon Camps the most popular camps in our community? Justin Toth, Supervisor of Camps, welcomes parents of camper age children (ages 3 – 16) to a session that will highlight the Gryphon Camp Advantage, including the tenets of "I Am a Gryphon". Parents will get a copy of the camp schedule for Summer 2017, as well as a chance to pre-register their campers.

#### Lace 'em Up!

Join members of the Fitness and Recreation team at an invigorating noon hour rec skate! Recreational skating is a great way to energize! You are required to bring your own skates.

#### **Date & Location**

Guelph Gryphons Athletics Centre, East Ring Road. Saturday, October 15, 2016, 2PM **Register Online** 

#### **Date & Location**

Sleeman Centre Thursday, January 19, 2017, 7PM Register Online

#### **Date & Location**

Tuesday January 10 – 12 noon to 1PM AC 3213 - Guelph Gryphons Athletics Centre Register Online

#### **Date & Location**

Athletics Centre. Thursday Oct 6 - 12:15PM to 12:45PM Register Online

Thursday April 6 - 12:15PM to 12:45PM **Register Online** 

## **Date & Location**

AC 3213 - Guelph Gryphons Athletics Centre Wed March 1 - 12:15PM to 12:45PM Register Online

#### **Date & Location**

Meet in the Gryphon Arena lobby. Thursday, October 6th - 12PM-1PM Register Online

Tuesday, March 21st - 12PM - 1PM Register Online

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**Employee Essentials UofG Processes & Technical Training** 

# **Building and Maintaining Trust:** The Foundation for Effective Performance Planning, Assessment and **Development**

G.O.A.L. for Leaders

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

# **Program Focus:**

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

- 1. Reliability
- 2. Sincerity
- 3. Competence
- 4. Care

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

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

Date & Location: February 9, 2017 12PM to 2PM, University Centre 442

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**Employee Essentials UofG Processes & Technical Training** 

## **Giving & Receiving Effective Feedback**

G.O.A.L. for Leaders

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

#### **Program Focus:**

During this session Managers will:

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

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

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

Date & Location: March 2, 2017 12PM to 2PM, UC 441 Register Online

#### Setting Goals, Objectives and Expectations G.O.A.L. for Leaders

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

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

#### **Program Focus:**

In this session Managers will learn:

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

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

Date & Location: March 16, 2017 12PM to 2PM, University Centre 442

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**Employee Essentials UofG Processes & Technical Training** 

#### **Developing and Coaching Employees**

G.O.A.L. for Leaders

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

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

#### **Program Focus:**

The session has been designed to provide Managers with:

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

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

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

Date & Location: March 30, 2017 12PM to 2PM, University Centre 442

**Register Online** 

#### Assessing Performance

G.O.A.L. for Leaders

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

Being prepared for the assessment meeting is key to a successful outcome. In this session Managers will be introduced to a checklist of the activities to be done and documents to prepare prior to an assessment meeting.

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

We will also explore how to prepare mentally and emotionally to respectfully and effectively handle any situation that arises.

#### **Program Focus:**

- Pre-assessment activities and documents
- Preparing yourself for the conversation
- Avoiding the halo and horns effect, recency error, the cookie cutter syndrome
- How to handle employee defensiveness, anger and unresponsiveness
- Putting the employee at ease
- Engaging the employee
- Focusing on the performance standards, results and behaviours
- Collaborative problem-solving
- Summarizing and ending on a positive note

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

Date & Location: April 13, 2017 12PM to 2PM, University Centre 332

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**Employee Essentials UofG Processes & Technical Training** 

#### Setting Objectives – Focusing on the Big Picture NEW G.O.A.L. for Staff

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

Prepare for the fiscal year ahead by developing objectives for the year and how you will measure your success.

#### **Program Focus:**

- Identifying and gaining agreement on your priorities and objectives for the year, and the measure for identifying successful accomplishment of
- Directly linking your objectives to organizational priorities and goals at the university and department level;
- Preparing for the Performance Planning Dialogue

This session will be especially helpful for staff who are preparing for an upcoming GOAL meeting with their supervisor or manager where they will be discussing objectives for the year ahead.

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

Date & Location: March 22, 2017 9AM to 12PM, University Centre 442

NEW @ the U Leadership Essentials

G.O.A.L. Management Essentials

 Health and Wellbeing

Programs Offered by Our UofG Partners



# What Did You Say? How to be More Comfortable and Confident When Receiving Feedback G.O.A.L. for Staff

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

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

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

# **Program Focus:**

- · An introduction to the SARAH Model
- Skill development to practice a feedback using an effective model
- How to respond appropriately in the moment
  - Remaining open minded
  - Asking clarifying questions
  - Suspending judgment
- Learning from feedback

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

**Date & Location:** April 19, 2017 9AM to 12PM, University Centre 332

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Leadership Essentials

Management Essentials

**UofG Processes & Technical Training** 

Health and Wellbeing

Programs Offered by Our UofG Partners



#### 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:** Linda Watt, Director, 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 need only register for the first session.

#### Dates & Location:

February 15, March 1, March 15, 2017 University Centre 442

March 29, 2017 UC 334

All sessions run 9:00AM to 12:00PM,

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# NEW 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

**Date & Location:** September 28, 2016, 1PM to 4:30PM University Centre 442

Register Online

**Date & Location:** February 8, 2017 1PM to 4:30PM University Centre 442

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# **NEW** Having Difficult Conversations HG

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 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 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

#### Date and Location:

October 27, 2016, 9am to 12pm, University Centre 442

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

#### Register Online

January 25, 2017, 9am to 12pm Alexander Hall 168

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NEW Copyright: Fact vs. Fiction

Communication

Whether copying an article, showing a film, posting a chapter online, or including an image in a PowerPoint presentation, we all make use of copyrighted works on a daily basis, sometimes with only a vague idea as to whether our use may be legal or not. This session will sort out fact from fiction, dispensing with many copyright myths, and providing participants with a toolkit of basic knowledge about the Canadian Copyright Act and how it applies to everyday activities at the University, and beyond.

## Program focus:

- How copyright applies to different genres and formats of works
- · Myths and misconceptions about copyright
- · Your rights as a user fair dealing and other exceptions in the Copyright Act
- Using copyrighted works in teaching, learning and research
- Copyright in the digital environment the Internet, digital rights management (DRM), and social media.

Participants who complete this session will acquire an understanding of:

- The basic principles of Canada's copyright legislation and its application to everyday situations
- Useful guidelines and tips for using copyrighted works without infringing copyright
- How to assess when the use of copyright works may require the permission of the copyright owner
- · Alternatives to using copyrighted material
- Sources of public domain, royalty free, and Creative Commons licensed works that may be freely used

**Instructor:** Heather Martin, University Copyright Officer

**Date and Location:** October 5, 2016, 12pm to 1:30pm, University Centre 442

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# Introduction to Creating Animated Video HG 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 HG

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 **NEW** Presentations HG

**Communications** 

Are you looking to inject some life into your presentations? This session will be 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.

**Date and Location:** April 6, 2017, 9AM to 11:30AM Library Computer Lab 034

Blended Learning Librarian

Register Online

Instructors: Club Members from Town & Gown Toastmasters Guelph

Date & Location: October 25, 2016 12PM to 1:30PM, Alexander Hall 168

Register Online

Instructors: Melanie Parlette-Stewart, Blended Learning Librarian

Date and Location:

Feb. 23, 2017, 9AM - 12PM Library 034

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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

NEW 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
- How to leverage analytics to make your posts better

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

Date & Location: September 20, 2016 12PM to 1:30PM, University Centre 441

Register Online

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

Date & Location: January 17, 2017 12PM to 1:30PM, University Center 441

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

Date & Location: January 19, 2017 1PM to 4:30PM, University Centre 334

**Register Online** 

#### 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 HG 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: Kim Garwood, Manager, Writing Services, Library - Learning & Curriculum Support

Date & Location: November 3, 2016 10AM to 12PM University Centre 442

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#### Writing with Impact in the Workplace Communication

Are you interested in fine-tuning your written communication skills and style? Here is your opportunity to learn to write more effectively and persuasively.

This interactive and intensive writing program is specifically designed for busy staff who write business documents, from email to reports. It will enhance your ability to write clearly using the latest techniques of professional business writing. You will learn and practice the writing strategies required to succeed in today's fast paced business world.

The program consists of one day in an experiential workshop. Over the course of the day participants are introduced to new tools, practice these tools and receive constructive, business-appropriate and confidential feedback. Learn how to refocus to your readers' needs, organize your thinking to approach every document with clarity from the start. Receive valuable feedback on pre-program and post-program writing samples.

Please bring your own writing samples for self-assessment to the program.

#### **Program Focus:**

- Refocus to your readers' needs
- Build relationships with your writing
- Organize your thinking to approach every document with clarity from the start
- Craft and produce effective documents
- Produce professional writing quickly
- Develop a clear writing style suited to your readers' purpose
- Examine sample documents
- Receive confidential feedback on your own writing
- Refine and maintain your corporate Image

This program will teach you how to get the results you want from your writing, to reduce your preparation and writing time and to organize your ideas in a logical manner.

Instructor: Diana Kawarsky, Soft Skills Group Inc.

Date & Location: December 13, 2016 9AM to 4PM, University Center 103

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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
- Staving engaged and energized through work life balance and selfdevelopment.

Instructor: Doug Heidebrecht, Sun Mountain Self Management

Date and Location: October 7, 2016, 9AM to 12 PM, University Centre 442

Register Online

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

Personal Management

Watch a video testimonial from former Personal Leadership at Work participants at <a href="https://www.youtube.com/watch?v=hK0nl9st3T">https://www.youtube.com/watch?v=hK0nl9st3T</a>Q under Personal Management.

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 ourself – 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 two 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: 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:** May 3,17,31,2017 Alexander Hall 168 June 14, 2017 - UC Peter Clark Hall

All sessions run 9:00 AM to 12:00 PM,

Follow-up session: Sept 13, 2017, 9:30AM to 12PM, Alexander Hall

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#### 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 3rd, 2016 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, guiet 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: May 9, 2017 Online Course

Register Online

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

Date and Location: January 25, 2017, 1PM to 4:30PM, University Centre 442

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# **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 fulltime 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 successful resolution.

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

Date & Location: November 29, 2016, 9:00 AM to 4:00 PM, University Centre 442

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# Teamwork with Impact NEW

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 Lehtonen, Lehtonen

Management Consulting

**Date & Location:** January 31, 2017, 9am to 12pm, University Centre 441

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# **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.

#### **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: June 1 & 2, 2017, 9AM to 4PM, Arboretum Centre

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# **Coaching & Communicating for Performance**

Watch a video testimonial from former Coaching & Communicating for Performance https://youtu.be/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

#### Instructors:

Session 1 & 2 Jackie Lauer, Axletree Consulting Inc.

Session 3 & 4 Meghan Kirwin, Kirwin Group

#### Dates & Location:

February 16, March 2, March 9, and March 23, 2017

All sessions run 9AM to 4PM in UC 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.

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

#### Focus of this session:

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

#### Session 4 - Coaching

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, modeling, delivering (feedback, questions, statements, challenges and ideas)

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Instructor: Doug Heidebrecht, Sun
Mountain Self Management

**Date and Location:** November 25, 2016, 9AM to 12:30PM, University Centre 442

RegisterOnline

#### **Managing Me for Leaders**

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 selfdevelopment

# **Managing Through Change**

When introducing change in the workplace, managers are likely to encounter employees that have difficulty with that change. The level of our discomfort and how we handle it varies, as does the effectiveness of the change strategies being used.

There are a number of things that need to be taken into consideration to help people accept and overcome the challenge of change. This session aims to equip managers with the knowledge, skills and effective mindset to manage through change.

# **Program Focus:**

- Describe the nature and concept of the change process and its components
- Explore the importance of anticipating and managing change
- Describe the necessary actions in preparing people/organizations for change
- · Identify strategy in facilitating change
- · Identify barriers to change and recognize solutions
- Describe steps for creating communication and basic risk management plans in change management
- Establish the importance of celebrating successes to improve people's confidence towards change

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

**Date and Location:**October 26, 2016, 9:00 AM to 4:00PM, UC 442

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# Skillful Conflict Management for Leaders: Part 1

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 a one day session that combines the introduction of new concepts, tools and skill development with interactive activities and opportunities to collaborate with university colleagues.

In Skillful Conflict Management for Leaders: Part 1 leaders will be introduced to concepts and strategies for assessing and understanding conflict and a foundation for managing it.

#### **Program Focus:**

- Gaining insight into your own and others' attitudes, values, preferences 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

#### **Skillful Conflict Management for Leaders: Part 2**

Leveraging the learning from Part 1, this program 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.

This program is for individuals in a management or supervisory position who have previously completed Part 1. It is a one-day session that combines the introduction of new concepts, tools and skill development with interactive activities and opportunities to collaborate with university colleagues.

In Skillful Conflict Management for Leaders: Part 2 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.

# **Program Focus:**

- 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

Date and Location: November 24, 2016, 9AM to 4PM, UC 442

Register Online

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

Date & Location: March 9, 2017. 9:00AM to 4:00 PM, Alexander Hall 168

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ur UofG Partners

Instructor: Linda Lehtonen, Lehtonen
Management Consulting

Date & Location:

January 12, 2017, 9AM to 12PM, University Centre 442

**Register Online** 

#### **NEW** 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

Date & Location:

January 26, 2017, 9AM to 12PM, Alexander Hall Rm. 168

G.O.A.L.

NEW @ the U

Leadership Essentials

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Management Essentials is a program being designed for new managers and managers who are new to the University of Guelph (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 6 courses – 3 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; and
- Overseeing operations, projects and resources.

# Performance Planning, Assessment and Development (Online)

This course introduces managers to the essential knowledge, skills, values, behaviours and practices associated with performance planning, assessment and development of staff at the University of Guelph. Generating Ongoing Achievement and Learning (G.O.A.L.) is the University of Guelph's tailored program for performance planning, assessment and development.

Good performance planning, assessment and development supports the creation and maintenance of a work environment in which people are enabled to perform to the best of their abilities on work that is aligned to unit, departmental, and university objectives.

This course runs for 12 weeks. The course involves eight weeks of online learning accessed through CourseLink. Participants can expect to spend a maximum of 1 to 2 hours per week to complete readings, writings, online interactions, and activities or assignments. An introductory in-class session will be held to provide an opportunity to meet your colleagues and gain an overview of the course requirements. One full day in-class session will be held to further develop your skills and to network with your colleagues. You will then have two weeks to complete and submit a self-directed learning project that is directly applicable to your work.

Participating in this course will provide an opportunity to:

· Enhance your understanding of the G.O.A.L. cycle and performance planning, assessment and development processes at U of G

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

Date & Location: Jan. 6, 2017 - Online course opens Opening in-class session: Jan. 10, from 11:30 – 1:30 PM, Alexander Hall 168

Closing in-class session: March 8, 9 AM - 3 PM, UC 334

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· Support your understanding of the core skills, values and behaviours associated with performance planning, assessment and development

- Recognize the practices that contribute to effective relationship building and maintenance
- Practice clear, supportive communication and feedback
- Demonstrate your knowledge of the coaching process
- Develop your skills to conduct a coaching conversation

#### The modules included in this course are:

- Module 01: Introduction to Performance Planning, Assessment and Development
- Module 02: The G.O.A.L. Cvcle
- Module 03: Relationship Building and Maintenance
- Module 04: Continuous Communication and Support
- Module 05: Coaching

#### Leadership (Online)

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

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

#### Date & Location:

Online course opens: Sept 23, 2016 Opening in-class session: Sept 29, from 12PM to 2PM, Alexander Hall 168 Closing in-class session: Dec 1, 9AM to 1PM, Alexander Hall 168

**Register Online** 

#### **Understanding the University Environment (Online)**

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 five 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

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

#### Date & Location:

Online course opens: March 31, 2017 Opening in-class session: April 6, from 12 PM to 2 PM, Alexander Hall

Closing in-class session: June 8, 9 AM to 1 PM, Alexander Hall 168

# **Management Essentials**

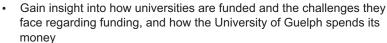
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 Develop awareness of issues and priorities specific to the University of Guelph

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
- Module 05: Key Issues and Moving Forward

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Learning & Development in Human Resources is delighted to provide University of Guelph employees access to Microsoft E-Learning Courses at Microsoft.com. These online courses are available exclusively to staff and faculty of the University of Guelph through the University's site license agreement with Microsoft.

Microsoft E-Learning Courses are designed for maximum skills-transfer in minimal time, providing accurate, relevant, and engaging learning on Microsoft technologies.

A whole new kind of learning: It goes where you go.

#### 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.

#### How to access:

Please email Learning & Development landd@uoguelph.ca for the user guide and the access code to these MS E-Learning Courses.

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: February 14, 2017, 9am - 12pm, Summerlee Science Complex 1304

**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: February 28, 2017, 9am - 12pm, Summerlee Science Complex 1304

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#### 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

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.

ur UofG Partners

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 15, 2016, 1PM to 4PM, Library 034 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 29, 2016, 1PM to 4PM, Library 034 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 11, 2016, 1PM to 4PM, Library 034 Register Online

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# **NEW** Office 365 Information Session **II**G

This information session will provide users with an overview of Office 365. We will cover the benefits of Office 365 and provide a short demo of features that will be available to you following the Gryph Mail migration in July. This session will be led by a member of the Office 365 Project Team and will be followed by a Q & A period.

# NEW Office 365 Information Webinar

This information session/webinar will provide users with an overview of Office 365. We will cover the benefits of Office 365 and provide a short demo of the features that will be available to you following the Gryph Mail migration in July. This session will be led by a member of the Office 365 Project Team and will be followed by a Q & A period.

# NEW Office 365 Information and Hands-on First Look

This session is a great opportunity to learn about Office 365 prior to the Gryph Mail migration in July. During this open lab time, an Office 365 specialist will provide information and answer questions about Office 365 and the upcoming Gryph Mail migration. Users will be able to gain hands-on experience with Office 365 and the Outlook Web App using a demo environment. Register for this session to reserve a computer or drop-in with your own device.

**Instructor:** Office 365 Project Team

Members

**Date and Location:** 

June 6, 2016, 1PM to 2PM, LIB 384

Register Online

June 14, 2016, 11AM to 12PM, LIB 384

**Register Online** 

June 22, 2016, 12PM to 1PM, UC 103

Register Online

June 27, 2016, 2PM to 3PM, UC 103

Register Online

Instructor: Office 365 Project Team

Members

Date and Location:

June 9, 2016, 10AM to 11AM

Register Online

June 20, 2016, 2PM to 3PM

Register Online

June 30, 2016, 12PM to 1PM

Register Online

Instructor: Office 365 Project Team

Members

Date and Location:

June 8, 2016, 2PM to 4pm, LIB 034

Register Online

June 16, 2016, 10AM to 12PM, LIB 034

Register Online

June 24, 2016, 10AM to 12PM, LIB 034

Register Online

June 29, 2016, 11AM to 1PM, LIB 034

Register Online

July 8, 2016, 11AM to 1PM, LIB 034

Register Online

July 13, 2016, 1PM to 3PM, LIB 034

Register Online

July 18, 2016, 1PM to 3PM, LIB 034

Register Online

July 22, 2016, 12PM to 2PM, LIB 034

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# MEW Office 365 Outlook Web App (Email and Calendar) Training HG



This instructor led hands-on training session will provide users with an overview of Office 365 and the Outlook Web App. Users will learn basic and intermediate email and calendaring functions within the Outlook Web App.

# **Program Focus:**

- Overview of Outlook Wep App
- Setting Outlook Web App options
- Working with email
- Working with your calendar
- Working with contacts (People)
- Inviting people and resources
- Office 365 Groups Overview



# NEW

# Office 365 Drop-in Help Session (Open Lab)

This drop-in open lab is a chance for users to receive in-person assistance with Office 365 and learn new tips and tricks. An Office 365 Support Specialist will be available to help users become more comfortable using the Outlook Web App and assist with mobile device and email client configuration. Register to reserve a lab computer or drop in with your own device.

Instructor: TBA **Date and Location:** 

July 26, 2016, 1PM to 3PM, SCI 1303

Register Online

July 28, 2016, 1PM to 3PM, SCI 1303

Register Online

August 2, 2016, 1PM to 3PM, SCI 1303

**Register Online** 

August 4, 2016, 1PM to 3PM, SCI 1303

**Register Online** 

August 9, 2016, 1PM to 3PM, SCI 1303

**Register Online** 

August 11, 2016, 1PM to 3PM, SCI 1303

**Register Online** 

August 16, 2016, 1PM to 3PM, SCI 1303

Register Online

August 18, 2016, 1PM to 3PM, SCI 1303

Register Online

Instructor: TBA **Date and Location:** 

July 25, 2016, 1PM to 4PM, LIB 034

Register Online

July 27, 2016, 9AM to 12PM, LIB 034

Register Online

August 3, 2016, 10AM to 12PM, LIB 034

**Register Online** 

August 8, 2016, 11AM to 1PM, LIB 034

Register Online

August 12, 2016, 10AM to 12PM, LIB 034

Register Online

August 17, 2016, 1PM to 3PM, LIB 034

Register Online

August 24, 2016, 1PM to 3PM, LIB 034

Register Online

September 7, 2016, 1PM to 4PM, LIB 034

Register Online

September 9, 2016, 10AM to 1PM, LIB 034

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# NEW New Office 365 Gryph Mail Basic HG

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

# **NEW** New Office 365 Gryph Mail Advanced HG

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

Instructor: John Rutledge, Resolutions Computer Consulting **Date and Location:** Sept 12, 2016, 9AM to 12PM, LIB 034 Register Online September 14, 2016, 1PM to 4PM, LIB 034 Register Online September 19, 2016, 1PM to 4PM, LIB 034 Register Online September 27, 2016,1PM to 4PM, LIB 034 Register Online October 20, 2016, 1PM to 4PM, LIB 034 **Register Online** October 31, 2016, 1PM to 4PM, LIB 034 **Register Online** November 30, 2016, 9AM to 12PM, LIB

Instructor: John Rutledge, Resolutions Computer Consulting

**Date and Location:** 

Sept 21, 2016, 9AM to 12PM, LIB 034 Register Online

Sept 29, 2016, 9AM to 12PM, LIB 034

**Register Online** 

Register Online

October 19, 2016, 1PM to 4PM, LIB 034 Register Online

November 3, 2016,1PM to 4PM, LIB 034 Register Online

December 2, 2016, 1PM to 4PM, LIB 034 Register Online

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# **NEW** Office 365 Gryph Mail Outlook 2016 Desktop

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

# **NEW** IProcurement 101 HG

# **Program Focus:**

- Practice how to enter a requisition in iProcurement system step by
- 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

**NEW** Everything about PCard HG



# **Program Focus:**

- Overview of PCard Policy and procedures
- Develop an understanding of PCard compliance requirements
- Learn the best practices of using PCard
- Learn how to get the most benefit out of a Pcard

Instructor: John Rutledge, Resolutions Consulting

#### Date & Location:

September 13, 2016, 9AM to 12PM, Library 034

Register Online

September 22, 2016, 1PM to 4PM,

Library 034 Register Online

October 12, 2016, 9AM to 12PM,

Library 034 Register Online

November 1, 2016, 9AM to 12PM,

Library 034 Register Online

November 16, 2016, 1PM to 4PM,

Library 034 Register Online

Instructor: Lis Kuindersma, Assistant Manager, Purchasing Services

# **Date and Location:**

November 17, 2016, 9AM to 12PM, LIB

Register Online

February 2, 2017, 9AM to 12PM, Summerlee Science Complex 1304 Register Online

Instructor: Hui Zhu, Assistant Manager,

Purchasing Services **Date and Location:** 

October 25, 2016, 9AM to 11AM, UC 442

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# Introduction to Adobe Photoshop CS5 HG

Photoshop is a powerful application for correcting, manipulating and exporting digital images for use in teaching materials, webpages and presentations.

Participants in this hands-on workshop will learn the basic steps of correcting images from camera or scanner and become familiarized with Photoshop's most useful tools and pallets (with an emphasis on layers). Techniques for overall adjustments, selecting and adjusting parts of images will be explored.

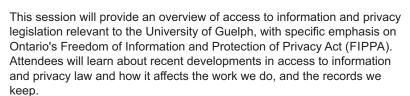
Attendees are also introduced to the vast possibilities of digital manipulation through combining images, applying filters and adding text.

**Instructor:** Amanda Lee Scott, Web Designer, Communications and Public Affairs

**Date & Location:** October 20, 2016, 9AM to 12PM, Library 034

**Register Online** 

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



#### **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.

**Instructor:** Genevieve Gauthier, Assistant University Secretary & Privacy Officer, University Secretariat

Date & Location: November 10, 2016, 12PM to 1:30PM, University Centre 332

Register Online

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

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:** Genevieve Gauthier, Assistant University Secretary & Privacy Officer, University

**Date & Location:** April 12, 2017, 12PM to 1:30PM, University Centre 442

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# Travel & Business Expense Reimbursements at the University HG



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

Topics covered during this hands-on session will include:

- An overview of the principles of Travel and Business Expenses Reimbursement
- An overview of the Travel Policy & Procedure
- The use of the online Travel Form
- Some helpful tips on completing a travel expense claim

Attendees will get the most out of the training if they visit the University Travel page. Please take 20 minutes to watch the Tutorial – Travel and ECS and then come to the session with your questions. If you are not already an Expense Claim System (ECS) user, please log on to ECS web based system by using your Central Login and Password to complete the self-registration process. ECS can be accessed through the University Travel page.

# How to Create Accessible Microsoft Word Documents HG



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
- 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

Instructors: Christine Chartier and Chrin Rivet. Payment Services **Financial Services** 

Dates & Locations: October 4, 2016, 10M to 12PM, Location TBD

# Register Online

January 31, 2017, 10AM to 12PM, Location: Summerlee Science Complex 1306

# Register Online

Instructor: Athol Gow, Manager, Library Accessibility Services

# Date & Location:

November 22, 2016, 12:30PM to 2PM Location: Library 034

# Register Online

Feb. 22, 2017, 12:30PM to 2PM Location: Crop Science 121A

# Register Online

April. 5, 2017, 12:30PM to 2PM Location: TBD

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# Introductory Accessible PDF Creation and Repair ic

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 recreated.

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

#### Date & Location:

Nov 22, 2016, 2:30PM to 4:40PM Location: Library 034

# Register Online

Feb. 22, 2017, 2:30PM to 4:30PM Location: Crop Science 121A

# Register Online

April. 5, 2017, 2:30PM to 4:30PM Location: TBD

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# NEW RBC Royal Bank Employee Financial Wellness Seminar HG

# **Debt & 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 share some tips as to how to save \$\$\$ from the banks and make your dollar stretch as far as possible, and how everyday banking advice can help you reach your goals

# **RRSP vs. TFSA & RESP**

This session should really be called "Investing for your life stage". In this session we'll go over some of the key differences between an RSP and TFSA, as well as the benefits of each of the registered accounts. 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.

# **Budgeting in a Digital World**

Come join us as we'll talk about how your everyday banking choices can help you take control of your debt, and how to simplify your budget using the tools available to you online and with mobile apps. Learn how to conveniently meet your goals for today and tomorrow in an ever changing digital world.

# **Mortgage Information**

Considering upsizing or downsizing or using some of the equity in your home for renovations or investment properties?

Learn about the current real estate market, interest rate environment, realtor services and advice, staging your home to sell, builder vs resale and financing options including

Got questions about your mortgage?

We'll cover some general mortgage information to help you make the most informed decision possible.

# **Retirement Transition**

Retirement isn't just about your finances - sometimes through our planning and saving, we lose sight of the bigger picture.

Join us as we discuss the following:

- The myths and misconceptions about retirement
- Creating your own vision of your future
- The life areas where you can make a plan
- The role that money plays in retirement
- Putting it all together into a personalized plan

# Instructor:

Heather Rickard, Relationship Manager, RBC Group Advantage, Royal Bank of Canada

#### Location:

All sessions will be held in Alexander Hall Room 168

January 24, 2017 Register Online

February 21, 2017 Register Online

February 28, 2017 Register Online

April 4, 2017 Register Online

April 11, 2017 Register Online

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#### **Fraud Prevention**

How can you identify and protect yourself from fraud? Join us as we talk about the following:

- What is fraud?
- How does it happen?
- Different types of fraud
- What can you do to protect yourself?
- Resources
- What RBC® is doing to help

# **Support Your Aging Loved Ones**

Where can you turn when an aging loved one needs help? Did you know there are local resources to help guide you?

# Will & Estate Planning

Will and Estate Planning form a significant part of protecting your Financial Plan.

In this session we will go over:

- The risks of not having a Will
- Different types of Wills and the validity of same
- Appointing an Executor/Trustee of your Will
- Powers of Attorney for Property and Personal Care
- Integrating your Will and Power of Attorney into your overall Financial Plan

April 18, 2017 Register Online

April 25, 2017 Register Online

May 16, 2017 Register Online

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#### 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 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

#### Instructor:

Kevin Bewick, Certified Financial Planner, Workplace Solutions, Sun Life Financial

March 14, 2017 Register Online

March 21, 2017 Register Online

March 28, 2017 Register Online

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

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

Participants will gain confidence and knowledge of cycling safely and enjoyably on the road; it 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. Come prepared for in class and on bike training.

The on-bike portion of the course consists of parking lot exercises and approximately 3-4 km of on road cycling

# **Equipment required:**

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

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

Instructors: Special Constable, Steve Forbes, Campus Community Police & CAN-BIKE Instructor & Special Constable

Date & Location: May 9, 2017, 9AM to 4PM, Alexander Hall 168

Register Online

# Safety and Security for Front Line Staff HG

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.

Instructor: Special Constable, Mario Deschamps, Campus Community Police

Date & Location: April 26, 2017, 9AM to 12PM, Alexander Hall 168

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# **NEW** Mental Health Training: SafeTALK

SafeTALK is an alertness training 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 staff with skills to support students facing mental health issues and to build capacity across campus on resources and support programs available for students.

# **NEW** Mental Health Training: Mental Health Training

The Mental Health First Aid Course is a 2 day course that provides participants 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.

Instructor: Qualified SafeTALK instructors from the university community.

# Date and Location:

October 12, 2016 9AM to 12PM, University Centre 442

# Register Online

March 8, 2017, 9AM to 2PM, University Center 442

#### Register Online

Instructor: Qualified MHFA Canada instructors from the university community.

#### Date and Location:

Day 1: November 11, 2016, 9AM to 5PM, University Centre 442 Day 2: November 18, 2016, 9AM to 5PM, University Centre 441

# Register Online

# Date and Location:

Day 1: March 17,2017, 9AM to 5PM University Center 441 Day 2: March 24, 2017, 9AM to 5PM University Center 441

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# Wellness Friday Lunch Sessions by our Partners at Homewood Health

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 Resilience: Learning to Roll with Life's Punches**

Resilience training is the journey towards knowledge and mastery of the body, heart, mind, and spirit. This session will help you break negative thought patterns and find healthier ways of thinking and behaving, by drawing on a series of effective practical strategies in the areas of looking after your physical health, respecting your mental/emotional health and building a strong social network.

#### **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.

# **Communication in Family Life**

This session describes some fundamental aspects of communication that apply to interactions within families. Participants will review communication strategies and skills that allow for healthy and open communication to enhance the quality of their relationships.

#### **Effective Communication in Groups**

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 reviews 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, and listening effectively and asking clear questions.

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

**Instructor:** Adrienne Crowder **Date:** September 23, 2016

Register Online

Instructor: Lisa Bellon
Date: February 3, 2017
Pagister Opline

Register Online

Instructor: Adrienne Crowder

**Date:** June 23, 2017 Register Online

Instructor: Lisa Bellon Date: April 1, 2016 Register Online

Instructor: Lisa Bellon Date: May 12, 2017 Register Online

**Instructor:** Adrienne Crowder **Date:** February 17, 2017

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**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.

# 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.

#### Handle With Care — 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.

#### **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.

# **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.

# **NEW** Introduction to Health and Safety by EHS

This lunch and learn is designed to provide members of Joint Health and Safety Committees (JHSC) or Health and Safety Representative with an overview of their roles and powers under the Occupational Health and Safety Act of Ontario. Discussion will provide insights into the structure of JHSCs at the University of Guelph and locations of H&S Reps at U of G research stations. All interested staff are welcome to attend, especially those currently involved as members of Joint Health and Safety Committees or H&S Reps.

# **Managing Your Time and Energy**

Time is a precious resource. Once it is used up, we can never get it back. We've all heard the phrase "time = money" and certainly in a business setting this is the case. As humans, we require balance in our work lives so that we meet both our job requirements and personal needs. How do we manage our time at work so that we are satisfied and successful? This session will explore the answer to this question.

**Instructor:** Lisa Bellon, **Date:** March 3, 2017 Register Online

**Instructor:** Lisa Bellon, **Date:** November 25, 2016

Register Online

Instructor: Lisa Bellon, Date: October 21, 2016

Register Online

**Instructor:** Lisa Bellon **Dates:** November 18, 2016

Register Online June 9, 2017 Register Online

Instructor: Lisa Bellon, Date:

March 24, 2017 Register Online

Instructor: Christi Cooper,
Dates: October 28, 2016
Register Online
February 24, 2017
Register Online
May 26, 2017
Register Online
Register Online

Instructor: Adrienne Crowder

**Date:** March 31, 2017 Register Online

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# **Professionalism in the Workplace**

People form judgments about you in the workplace based on your behaviour, attitude, speech, and appearance. The impressions you communicate to others—positive or negative—can help you get ahead professionally, or can slow down your career progress and even sometimes create conflict in the workplace. This session will give participants an understanding of the importance of professional behaviour in the workplace and what it involves.

#### Stress Busters I

When stressors overwhelm us, we need effective techniques to bring us back to equilibrium. This session explores 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.

#### Stress Busters II: Mini-Retreat Solutions

Today's life is fast paced with less time just to de-stress. Greater pressure is being put on all of us to do more. The result is that many of us have lost the ability to sit still and simply be with ourselves. This session will explore your personal stress triggers and review some practical, easy techniques to make brief relaxation moments a natural part of your everyday life.

# 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

#### 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.

# **NEW** 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 wellbeing.

During this 1 hour wellness session participants will:

- Develop a deeper understanding about happiness and the latest research in this field of study
- Increase their understanding of where they can have the greatest impact and influence on increasing happiness and wellbeing
- Learn research-based techniques and strategies for long-lasting happiness

Instructor: Lisa Bellon Date: April 28, 2017 Register Online

Instructor: Adrienne Crowder Date: December 2, 2016

Register Online

Instructor: Adrienne Crowder Date: December 9, 2016

Register Online

Instructor: Lisa Bellon Date: April 7, 2017 Register Online

Instructor: Adrienne Crowder Date: January 13, 2017

Register Online

Instructor: Adrienne Crowder Date: September 30, 2016

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

# Go for the Gold

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

# **Express, not Oppress!**

How to be an ally of inclusive practices

Have you ever been the victim of excessive or unjust use of power by others? Through self-reflection, small group activity and large group discussion, this interactive session will introduce you to the basic principles of anti-racism and anti- oppression. Learn how oppression occurs and can exist in society and on our campus. Mental models will be explored as one cause of inequality and legislative requirements will be identified as a response to inequities. You will be challenged to consider the ways you can address oppression and be an ally for people who are marginalized.

# Learning Objectives:

- · Identify how social identities impact interactions with others
- Learn the five faces of oppression
- Utilize an anti-oppression lense/framework
- Adopt strategies to address oppression and become allies for inclusion

Who should attend: All employees

# 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: dhrinfo@uoguelph.ca

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# **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

# 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