LEARNING & DEVELOPMENT
PROGRAMS & SERVICES
FOR STAFF & FACULTY
WINTER AND SPRING 2019

Level 5S University Centre
Ext. 56800
E-mail: landd@uoguelph.ca
http://www.uoguelph.ca/learningmatters/
A MESSAGE FROM YOUR LEARNING & DEVELOPMENT 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 **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 and development programs. Beyond developing your knowledge and skills, you meet and share ideas with other employees from all areas of the university, have time to reflect on the work you do, and expand your thinking by engaging in conversations and new activities. Learning can energize you and contribute to a positive work environment.

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

Email us at landd@uoguelph.ca, or call extension 56800.

Follow us on Twitter @UofGHR.
# TABLE OF CONTENTS

**NEW @ The U \*NEW Days University of Guelph’s New Employee Welcome Orientation**

**Creating Connections Series**
- No Bull, Just Lunch at the Bullring Restaurant
- Students Serve it Up! Lunch at PJ’s Restaurant
- UofG Historical Walking Tour

**G.O.A.L. 2.0 Core Practices Training and Master Class Series for Leaders**

**Lynda.com Goal Setting and Feedback for Leaders Online Training**

**Employee Essentials**

**Adaptability**
- Grow Through Change

**Client Focus**
- Providing Effective Client Service and Communications

**Communication**
- Acknowledging Indigenous Lands
- Having Difficult Conversations for Staff
- Introduction to Creating Animated Video
- PowerPoint Alternatives: An Introduction to 5 Free Tools for Creating Presentations
- Twitter, Instagram & SnapChat for Beginners
- Twitter, Instagram & SnapChat for Advanced Users
- The Art of Presentation
- Write Better Emails

**Personal Management**
- Personal Leadership at Work
- Priority and Workload Management (formerly Managing Me) - for Staff
- Online Strength Based Employee Development Program
- Positive Thinking for Vitality at Work
- Building Resilience: Letting Go & Moving Forward

**Teamwork**
- Managing Conflict at Work for Staff
- Teamwork with Impact

**Leadership Essentials**
- Building Leadership Effectiveness
- Gaining Buy-In and Making Change Stick
- Coaching & Communicating for Performance
- Having Difficult Conversations for Leaders
- Transitioning from Employee to Manager: A Framework for New Managers
- Harnessing Team Power Part 1
- Harnessing Team Power Part 2
- Skillful Conflict Management for Leaders Part 1
- Skillful Conflict Management for Leaders Part 2
- Priority and Workload Management (formerly Managing Me) - for Leaders
# TABLE OF CONTENTS

## Management Essentials
- Leadership
- Recruitment & Selection **NEW**

## UofG Processes & Technical Training
- Microsoft Excel 2016 - Introduction
- Microsoft Excel 2016 - Intermediate
- Microsoft PowerPoint 2016 - Advanced **NEW**
- Microsoft Access 2016 - Introduction
- Microsoft Access 2016 - Intermediate
- Collaboration Tools at Your Fingertips: Skype for Business Beginner **NEW**
- Collaboration Tools at Your Fingertips: WebEx Beginner Training **NEW**
- Collaboration Tools at Your Fingertips: Skype for Business/WebEx Advanced Training **NEW**
- Everything about Pcard

## Privacy & Access to Information 101
- Working with Student Records
- Working with University Records

## Expense Claim Training Session - Intro

## Travel & Business Expense Claims - Advanced

## Health and Wellbeing
### RBC Royal Bank Employee Financial Wellness Sessions
- Leveraging Your Home Equity to Achieve Your Goals
- Retirement Income Planning
- Will and Estate Planning
- Path to Financial Wellness: Financial Health to Financial Wealth
- RRSP vs TFSA
- Investing in Real Estate
- Transitioning to Retirement
- Supporting Your Aging Loved One

### Sun Life Financial Seminars
- Creating your Financial Roadmap
- Investment Planning
- Plan for a Healthy Financial Future

## Mental Health Training
- SafeTALK
- Mental Health First Aid
- Beyond the Books

## Personal Safety
- Safety & Security for Front-Line Staff

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Learning & Development Programs & Services 2018-2019
# TABLE OF CONTENTS

Wellness Friday presented by our Partners from Homewood Health

- Professionalism in the Workplace 34
- Establishing Work-Life Harmony (formally 'Integration') 34
- The Emotional Effects of Retirement NEW 34
- Advanced Care Planning 34
- Managing Time and Energy 34
- Stress Busters 35
- The Art of Relaxation NEW 35
- The Journey to Wellness: One step at a Time 35
- Healthy Sleep Habits 35
- Helping Your Child Succeed at School 35
- EHS: Workplace Inspections 35
- Foundations of Positive Parenting 35
- Building Working Relationships 36
- Improving Workplace Communication 36
- Forgiveness: Letting Go and Moving Forward 36
- The Science of Happiness 36
- Beyond Stigma: Increasing Our Understanding of Mental Health in the Workplace 36
- Building Resilience: Understanding Challenges, Learning Strategies, and Accepting Change NEW 36

Programs Offered by our UoG Partners

Office of Diversity & Human Rights

- Faculty Search Committee Orientation 37
- Human Rights 101 for Supervisors 37
- Accessible Service Provision (AODA) 37
- Making Education Accessible (AODA) 38
REGISTRATION and CANCELLATION

Registration for Learning & Development sessions for Fall 2018 and Winter, Spring 2019 is now open. Registration for programs is processed through the online event calendar. Simply click through the calendar to the program or event that interests you.

Click the "Register Online" link on the program of your choice and enter your central login and password. You can register for as many programs as you choose. Please note that priority registration for some programs is given to regular, full-time employees. If you would like to be placed on a waiting list for a program, please email us at landd@uoguelph.ca and we will inform you if a space becomes available.

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

Looking for something else?
If you would like to see a new program on our calendar, or have any questions or comments, please contact us at landd@uoguelph.ca, ext 56800, or visit our website.

CONSULTING SERVICES

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

Our Core Services Include:
- Custom Learning
- Coaching
- Conflict Management (mediation, facilitated conversation, conflict coaching)
- Team Development
- Facilitation
- Strategic Planning
- Goal 2.0
- Supporting Change and Transition
- Surveys and Assessments

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

For a description of these services, visit the following link: https://www.uoguelph.ca/hr/hr-services-learning-development/consulting-services
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 one day session called NEW Days, and includes a full series of activities and sessions over an employee's first year, ensuring that those who are "New to the U" feel a part of the University. This includes the creating connections series.

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

NEW Days

NEW Days is the kick-off to the NEW@theU (New Employee Welcome) program at the University of Guelph. One day at the beginning of 7 months of the year (excludes January, April, July, August and December) has 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).
No Bull, Just Lunch at the Bullring
Creating Connections Series

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

Typical lunch will cost participants $5-$10 - Click to view the Bullring Menu

Students Serve it Up! Lunch at P.J.’s Restaurant
Creating Connections Series

P.J.'s Restaurant was named one of Canada's Greenest Restaurants by Leaders in Environmentally Accountable Food Service (LEAF). P.J.'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.

Typical lunch will cost participants $10-$15 - Click to view P.J.'s website

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.

Instructor: Katrina Lindsay, Manager, The Bullring
Date and Location: January 30, 2019
12PM - 1PM
Meet at The Bullring
Register Online

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

Date and Location: November 14, 2018
12PM - 1PM
Meet at P.J.'s Restaurant
Register Online

Instructor: Lisa Cox, Curator, C.A.V. Barker Museum of Canadian Veterinary History
Date & Location: October 3rd, 2018
12PM-1PM
Outside of Johnston Hall
Register Online

Date & Location: May 8, 2019
12PM - 1PM
Outside of Johnston Hall
Register Online
GOAL 2.0 CORE PRACTICES TRAINING FOR LEADERS

In this session you will develop your understanding and application of the 3 core practices of GOAL 2.0 – CONNECT, ADAPT and ALIGN.

We will focus on the development and practice of the following skills:

- Engaging employees in two-way conversations that demonstrates empathy and respect
- Helping employees adjust to emerging needs and priorities in a way that supports and builds their resilience
- Enabling continuous improvement and innovation by engaging a growth mindset
- Supporting the employee’s development through generating insights and identifying growth opportunities
- Communicating your unit/department/College’s strategic priorities and plans in a way that helps employees to see the important role their contributions make
- Identifying and leveraging an employee’s strengths in a way that fosters their engagement, productivity, and well-being

GOAL 2.0 MASTER CLASS SERIES FOR LEADERS

You have been introduced to the new GOAL 2.0 performance success framework. You know about and are utilizing the core practices – CONNECT, ADAPT and ALIGN. You are being thoughtful about your conversations and how to ensure they are Quality Conversations…and, now you have questions and a desire to learn more! Well, this Master Class is for you.

These 1-hr. forums are conversation driven and each one will be different. They are an opportunity for you and your UofG leader colleagues to ask questions about GOAL 2.0 and how to implement it with increasing mastery in your day-to-day leadership practice. We will provide you with an opportunity to share your challenges, insights and successes, and will dive deeper into the concepts and strategies to further strengthen the core practices and your quality conversations.

GOAL SETTING FOR LEADERS
Lynda.com - “Setting Team and Employee Goals”

Employee goals should be driven by the organization’s needs—whether it’s to cut costs, drive revenue, or build skills—and keep employees motivated to succeed. Mike Figliuolo, managing director of thoughtLEADERS and former McKinsey consultant, helps you set employee goals that are SMART: specific, measurable, achievable, relevant, and time-bound. Using the SMART framework, he shows you how to develop goals that are achievable and appropriate to your employees’ roles. Along with providing guidance on how to link individual employee goals to organizational strategy, he also helps you use goals to change behaviors, build new skills among employees, and make goals actionable. He concludes with a comprehensive plan for setting and implementing goals, and some tips on dealing with challenges such as conflicting goals.

FEEDBACK FOR LEADERS
Lynda.com - “Delivering Employee Feedback”

In this course, author Todd Dewett helps you identify ways to give both positive and negative feedback to employees. Learn how to create a culture driven by meaningful feedback and deliver coaching and suggestions to help employees stretch and grow. Discover the characteristics of helpful feedback, different feedback types, structured conversations, and strategies to refocus difficult employee reactions.
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.

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, establish a specific direction for your life at work, and take action to support change and innovation in the workplace through learning advocacy.

Program Focus:
- Understanding learning
- The Learning Skills Inventory (LSI) and using it at work
- Learning in relationship
- Self and mutual inquiry
- Taking action

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

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

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

Dates & Location:
Session 1 - Jan 24, 2019 - UC 430
Session 2 - Feb 7, 2019 - UC 442
Session 3 - Feb 21, 2019 - UC 442
Session 4 - March 7, 2019 - UC 442

All sessions run 9AM - 12PM
Register Online
Providing Effective Client Service and Communications
Fantastic Service Every Time!

Client Focus

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

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

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

Program Focus:

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

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

Instructor: Kate Jones, Live to Learn

Dates & Locations:
Sept 27, 2018
9AM - 12:30PM
UC 430
Register Online

March 6, 2019
9AM- 12:30PM
UC 442
Register Online
Having Difficult Conversations for Staff

Communication

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

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

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

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

Program Focus:

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

Acknowledging Indigenous Lands

Have you ever wondered about the statements said at the beginning of events? Do concerns about making a mistake hold you back from trying?

Despite becoming more common as an act of reconciliation, the context behind and process for acknowledging Indigenous lands is not always understood or discussed. Participants in this session will gain a greater understanding of:

• The intention and meaning behind why land acknowledgements take place, and
• How to develop their personal practice for acknowledging the land.

Instructor: Cara Wehkamp, Special Advisor to the Provost on Aboriginal Initiatives, UofG

Dates and Location:
November 22, 2018
12-1:30PM
UC 442

April 2, 2019
12-1:30PM
UC 442

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

Date and Location:
October 11, 2018
9AM - 12PM
UC 442

February 15, 2019
9AM - 12PM
UC 442
Introduction to Creating Animated Video
Communication

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

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

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

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

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

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

Program Focus: Presentation Tools
This program is for employees who would like to expand their presentation toolkit. Must be comfortable with basic word processing and web browsers.
Twitter, Instagram & SnapChat for Beginners

Communication

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

Twitter, Instagram & SnapChat for Advanced User

Communication

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

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

The Art of Presentation

Communication

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

The workshop will cover the following elements:

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

Write Better Emails

Communication

Email is one of the most important ways you communicate with others and represent yourself in the workplace. It's also one of the most challenging kinds of communication to get right. How can you get your message across and still strike the right tone? In this session, we'll talk about 10 simple yet powerful techniques for communicating more clearly and effectively in your email messages.

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:

- Anticipating and meeting readers' needs
- Using language and formatting to make emails scannable
- Managing tone in emails
Personal Leadership at Work: Principles, Attitudes and Practices for Success

Personal Management

Watch a video testimonial from former Personal Leadership at Work participants at https://www.youtube.com/watch?v=hK0nI9st3TQ

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 a few months later to support learning transfer in the workplace. Over the course of the program, you will deepen your understanding of your personal leadership, learn how to “walk the talk” of your values system, and discover your personal path to success in the workplace.

Program Focus:

- The impact of our behaviour and actions on self and others
- Maintaining discipline, achieving goals
- “Walking the talk” of personal leadership
- Empowering self, mastering fear
- Understanding and valuing the differences in others

Priority and Workload Management (formerly Managing Me) for Staff

Personal Management

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

Program Focus:

- Doing the Priority Map exercise to manage priorities and move deadlines from the back burner to the front burner more often
- Best practices of prioritizing and planning in a highly reactive environment
- Reducing the distraction of low priority tangents and interruptions
- Making email work
- Organizing tasks, follow-ups and other information to make smart choices, stay in control and prevent things from slipping through the cracks
- Staying engaged and energized through work life balance and self-development.
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, April 30, 2019 from 10-11am for 8 weeks. Each session will be 1 hour in length.

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

**Positive Thinking for Vitality at Work**  
**Personal Management**

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

Through a research based approach, Meghan will define happiness and identify some strategies you can apply at work and life to boost your happiness and overall vitality. During the session we will also explore character strength and finding flow in your work and life.
**Building Resilience: Letting Go and Moving Forward**  
*Personal Management*

**Program Focus:**

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

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

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

**Learning Objectives:**

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

**Target Audience:**

Staff members, managers, supervisors and team leaders

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

"Resilience is like a muscle; it needs to be exercised often to be in its full strength."
Managing Conflict at Work for Staff

Teamwork

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

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

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

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

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

Teamwork with Impact

Teamwork

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

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

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

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

Program Requirements
The program requires your participation in a two day workshop (consecutive days) which will consist of a combination of concept presentations, group discussion and activities, multi-media, and personal reflection and planning. As part of the pre-program, you will participate in a confidential online assessment process, Kouzes and Posner's Leadership Practices Inventory (LPI). This assessment tool will provide 360° feedback on your current leadership practice. The program facilitator will share the results of the assessment with you at a half hour confidential meeting prior to the commencement of the workshop.

Application 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 where applicable.

What participants are saying about this program ...
• This is the best workshop that I have participated in during my career at the University.
• It helped me to focus on strengths as well as an action plan for improvement.
• Case studies provided great food for thought.
• The entire workshop was valuable and worthwhile.

Gaining Buy-In and Making Change Stick

Learn how to gain the buy-in of your people to critical organizational and systems changes. Communicate in a way that builds acceptance of changes while minimizing resistance. Learn to remove obstacles to implementing change while managing the concerns that people raise in response to the announcement of changes. Learn how to apply a step-by-step methodology for enabling the people impacted by change to successfully transition from the current to the future work situation or processes.

You will learn how to:
• Communicate the urgency and rationale for change
• Assess the impact of change on people, systems and processes
• Launch a network of change advocates and champions
• Quickly resolve the concerns of people being impacted
• Ensure that people are ready and able to implement the change

Please bring a current change initiative with you to the workshop and receive in-classroom tips and suggestions from the Presenter/Change Coach.

Audience: Deans, Chairs, Directors, Managers, HR Advisors, Project Managers, and Leaders
Coaching & Communicating for Performance

Watch a video testimonial from former Coaching & Communicating for Performance participants at https://www.youtube.com/watch?v=98CCwH_6-Ig

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

Session 2 - Building and Maintaining Relationships

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

Focus of this session:

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

Session 3 - Communicating with Clarity

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

Focus of this session:

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

Instructors:
Session 1&2 Jackie Lauer, Axletree Consulting Inc.
Session 3&4 Meghan Kirwin, The Kirwin Group

2019 Dates & Location:
Session 1 Feb 14
Session 2 Feb 28
Session 3 March 21
Session 4 March 28

All sessions run 9AM-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.
Session 4 - Coaching

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

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

Focus of this session:

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

Having Difficult Conversations for Leaders

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

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

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

Program focus:

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

Note: This workshop was delivered for the first time in 2016-2017 in a half-day session format and has been expanded to an all-day session to provide additional opportunities for practice and discussion.
**Transitioning from Employee to Manager: A Framework for New Managers**

This program is designed to support employees who have recently been promoted into a supervisory or managerial role or someone who has been identified as moving into that role.

Participants will learn what it means to be a new supervisor/manager, the scope of the position, everyday concerns and pitfalls they may experience and strategies for addressing them. The program will introduce participants to tools that will help them make effective decisions with respect to their employees, and will define the knowledge, skills and aptitudes that are vital to a new supervisor/manager's success.

**Program Objectives:**
- Explain the role of a supervisor/manager
- Describe how to effectively deal with the challenges that people new to these roles face
- List the "steps" to get started
- Apply the principles to build credibility in their role
- Describe the performance components when supervising/managing: clear expectations; ability; engagement
- Identify the steps required to prepare a personalized strategy/map to develop their knowledge and skills

**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
Skillful Conflict Management for Leaders

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

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

Part 1: Focus of this session:
Leaders will be introduced to concepts and strategies for assessing and understanding conflict and a foundation for managing it, including:
- Gaining insight into your own and others' attitudes, values, references and conflict coping mechanisms
- Identifying underlying causes of a conflict situation to facilitate understanding of factors that create and fuel the conflict
- Developing specific communication techniques and approaches to promoting understanding in conflict and build individuals' capacity to resolve their own disputes

Part 2: Focus of this session:
Leveraging the learning from Part 1, Part 2 further develops the skills and confidence of leaders to act in the role of conflict coach or "internal neutral" helping to facilitate a resolution to a dispute or conflict. Leaders will learn and practice techniques for coaching others toward resolution of their conflict and mediating between parties in conflict or who have a dispute that needs resolving, with a focus on:
- Differentiating Interests from Issues, Rights and Power
- Addressing issues of Trust and Fairness
- Working effectively in the role of "Manager as Mediator"
- Working effectively in the role of "Manager as Conflict Coach"

Priority and Workload Management for Leaders
(Formerly Managing Me)

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

Program Focus:
- The 8 Key Principles of Execution and how to apply them to your priorities
- Specific, practical best practices to carve out time for key strategic priorities (projects, leadership activities, development, etc.)
- How the Priority Map tool can be used to gain clarity, adjust for change, maintain focus and gauge capacity
- Reducing the distraction of low priority tangents and interruptions
- Making email work
- Organizing tasks, follow-ups and other information to make smart choices, stay in control and prevent things from slipping through the cracks
- Staying engaged and energized through work life balance and self-development

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

Part 1
Date and Location:
February 13, 2019
9AM-4PM
UC 442
Register Online

Part 2
Date & Location:
October 25, 2018
9AM-4PM
Peter Clark Hall Wing B
Register Online

Priorities and Workload Management for Leaders
(Formerly Managing Me)

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

Program Focus:
- The 8 Key Principles of Execution and how to apply them to your priorities
- Specific, practical best practices to carve out time for key strategic priorities (projects, leadership activities, development, etc.)
- How the Priority Map tool can be used to gain clarity, adjust for change, maintain focus and gauge capacity
- Reducing the distraction of low priority tangents and interruptions
- Making email work
- Organizing tasks, follow-ups and other information to make smart choices, stay in control and prevent things from slipping through the cracks
- Staying engaged and energized through work life balance and self-development

Instructor:
Doug Heidebrecht, Mountain Self Manage

Date and Location:
October 12, 2018
9AM-12:30PM
UC 442
Register Online
MANAGEMENT ESSENTIALS

Management Essentials is a program for new managers and managers who are new to the University of Guelph.

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 U of G;
- 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 consists of 5 courses, each of which typically include: an opening in-class session, self-directed online modules with online discussion and reflections, a closing half or full-day facilitated in-class session, and a self-directed learning project. The five courses are offered such that they can be completed over a two-year period.

Courses have been designed with online tools that will facilitate your learning and provide you with opportunities to discover and practice the essential skills and knowledge required to effectively manage staff at the University. You will learn as part of a network of managers and supervisors from across the University community.

Courses will cover the essentials of managing at U of G, including:
- Performance Success Through Quality Conversations
- Recruitment and Selection
- Understanding the University Environment
- Leadership
- Human Resources Management

Leadership

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 1: Introduction to Leadership
- Module 2: Self-Awareness and Self-Management
- Module 3: Building and Maintaining Relationships
- Module 4: 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 access opens: September 28, 2018
Opening in-class session: October 4, 2018, 12PM-2PM
UC 442
Closing in-class session: Dec 6, 2018, 9AM-1PM
UC 442
Register Online
Recruitment & Selection NEW

The recruitment and selection process can be time consuming, yet, an unsuccessful hire can cost your department as much as 30% of the position's first year salary. When Managers hire the right people for the job, this directly contributes to increased productivity and engagement which enables the University to advance the institution's strategic plan and mission to Improve Life.

This course will walk you through the U of G's hiring process and guiding principles, breaking down each hiring stage and equipping you with information, tools and resources to support you in making good decisions. You will learn ways to simplify the process and ultimately reduce your time investment while achieving your desired outcome.

The modules included in this course are:

- Module 1 – Recruitment and selection stages and guiding principles
- Module 2 – Searching and sourcing candidates
- Module 3 – Screening and interviewing candidates
- Module 4 – The Employment offer and onboarding of new employees
- Module 5 – Selection committee training (also a stand-alone course)
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.
Microsoft Access 2016 - Introduction

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

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

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

Participants should have strong familiarity with the Windows environment.

Microsoft Access 2016 - Intermediate

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

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

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

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

Instructor: John Rutledge, Resolutions Computer Consulting
Date & Location: February 19, 2019 9AM-12PM Library 032 Register Online

Fee Policy: There is a $100 fee per participant for this program. You will be prompted to enter your department's 26-digit code when registering. The full registration fee will be charged for sessions that are not attended or cancellations received with less than five business days notice prior to the session when we are not able to fill your spot.
Collaboration Tools at Your Fingertips:
Skype for Business Beginner Training

CCS has launched Skype for Business, which is part of the Office 365 toolkit. This tool allows for screen sharing and web/video conferencing and is a user-friendly resource to improve collaboration and productivity at work. This beginner training offers:

- Introduction to Skype for Business
- Scheduling/making changes/cancelling meetings
- Joining/leaving meetings
- Sharing your desktop/window/files

Please note that advanced training is also offered for this tool.

Collaboration Tools at Your Fingertips:
WebEx Beginner Training

CCS has launched Cisco WebEx, a user-friendly tool that allows for screen sharing and web/video conferencing to improve collaboration and productivity at work. This beginner training offers:

- Introduction to Cisco WebEx
- Scheduling/making changes/cancelling meetings
- Joining/leaving meetings
- Sharing your desktop/window/files

Please note that advanced training is also offered for this tool.

Collaboration Tools at Your Fingertips:
Skype for Business/WebEx Advanced Training

To further improve collaboration and productivity on and off campus, CCS has launched two exciting tools: Skype for Business, which is part of the Office 365 toolkit; and Cisco WebEx, a leading enterprise video and web-conferencing tool. Both tools allow for screen sharing and web/video conferencing and are being offered to maximize choice for our community. Find out the difference between tools and how to utilize these user-friendly resources to improve collaboration and productivity at work. This advanced training offers:

- Installing WebEx productivity tools
- Using templates in WebEx
- Using video endpoints
- Recording your sessions

Please note that it is recommended to take the beginner training prior to this course.

Instructor: John Rutledge, Resolutions Computer Consulting

Date and Location:
January 24, 2019
2:30PM-4:30PM
SSC 1306
Register Online

Date and Location:
January 31, 2019
2:30PM-4:30PM
SSC 1306
Register Online

Date and Location:
February 21, 2019
2:30PM-4:30PM
SSC 1306
Register Online
Everything about PCard

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

Program Focus:

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

Privacy & Access to Information 101: Working with Student Records

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

Program Focus:

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

Privacy & Access to Information 101: Working with University Records

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

Program Focus:

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

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

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

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

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

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

Topics covered during this hands-on session will include:

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

Who should attend: Those who have little or no experience with expense claims. (ECS)

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

Topics covered during this hands-on session will include:

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

Who should attend: Those who have working knowledge of ECS and are interested in becoming more proficient.
RBC Royal Bank Employee Financial Wellness Seminar Series

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

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

Will and Estate Planning
For this session, we will partner with a local lawyer to provide you this important information. We will go over:
- The risks of not having a will
- Different types of wills
- Appointing an executor/trustee
- Powers of Attorney for Property and Personal care
- Integrating your will and POA into your overall Financial Plan

Path to Financial Wellness: Financial Health to Financial Wealth
This presentation speaks to Financial Wellness - the balance between having a healthy state of well-being today, while preparing financially for tomorrow.

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

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

Transitioning to Retirement
Retirement isn't just about your finances-sometimes through our planning and saving, we lose sight of the bigger picture. This interactive workshop will engage participants in discussions on topics like:
- How will I spend my time in retirement?
- How might my spending needs change?
- What do I need to do or think about in terms of income planning?
We encourage you to bring your spouse or partner to this workshop.

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

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

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

This session will help you understand:
• How to build a financial roadmap
• What common money management mistakes people make
• What tools are available to build a solid financial plan
• How to save for your child’s education
• Ways to minimize taxes
• The importance of protecting what’s important with a will

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

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

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

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

Instructor:
Kevin Bewick, Financial Planner Solutions, Sun Life Financial

All sessions run 12-1:30PM in UC 441

March 5, 2019
Register Online

March 12, 2019
Register Online

March 19, 2019
Register Online
Mental Health Training: SafeTALK

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

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

Mental Health Training: Mental Health First Aid

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

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

Mental Health Training: Beyond the Books

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

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

Safety and Security for Front Line Staff

Front line staff members are normally the first contact for clients and/or visitors. Learn how difficult situations can be dealt with effectively while maintaining a safe and secure environment. Participants will gain confidence and knowledge of safety and security within the workplace. Please bring a pen and notebook with you to this workshop. Come prepared for in class training. This program is for all front line staff members dealing with staff, students, and visitors.

Instructors: From the UofG community.

Date and Location:
All sessions are in Alexander Hall 168

October 17, 2018 9AM-12:30PM
Register Online

January 17, 2019, 9AM-12:30PM
Register Online

January 17, 2019, 1PM-4:30PM
Register Online

May 14, 2019, 9AM-12:30PM
Register Online

May 15, 2019, 1PM-4:30PM
Register Online

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

Date & Location:
Fall 2018: 9AM - 4:30PM in Eccles
Day 1: October 5, 2018
Day 2: October 12, 2018
Register Online

Winter 2019: 9AM-4:30PM in Eccles
Day 1: January 18, 2019
Day 2: January 25, 2019
Register Online

Instructors: From the university community

Date and Location:

October 17, 2018 1:30PM-3:00PM, Alexander Hall 168
Register Online

November 7, 2018
10AM-11:30AM, Alexander Hall 168
Register Online

March 13, 2019
10AM-11:30AM, UC 441
Register Online

May 14, 2019
1:30PM-3:00PM, UC 441
Register Online

Instructor: Mario Deschamps, Special Constable, Campus Community Police

Date & Location:
April 25, 2019
9AM-12PM
UC 442
Register Online
### Wellness Friday Lunch Sessions by UofG and Our Partners (Homewood, Hospice of Waterloo Wellington)

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

#### Professionalism in the Workplace
**Facilitator:** Adrienne Crowder
People form judgments about others in the workplace based on behaviours, attitude, speech, and appearance. The impressions that individuals communicate to others (positive or negative) can help move them ahead professionally, or can slow down their career progress and even create conflict in the workplace. This session will give participants an understanding of the importance of professional behaviours in the workplace and what it involves.

#### Establishing Work-Life Harmony (formally 'integration')
**Facilitator:** Adrienne Crowder
Many of us feel overwhelmed by competing work and family demands. This session helps participants identify their key work/life stressors, clarify their values and develop skills and strategies to effectively prioritize their time and energy.

#### The Emotional Effects of Retirement
**Facilitator:** Adrienne Crowder
Planning to retire can be a source of both excitement and anxiety. Whatever the emotional response, retirement marks a transition to a new life stage and lifestyle in which daily routines, identity, and roles all change. This session will introduce participants to the emotional effects of retirement. Participants will get an opportunity to reflect on what their ideal retirement looks like and what they can do to make it happen.

#### Advanced Care Planning
**Facilitator:** Lisa Beattie
At this session you will learn:
- Who makes health care decisions for you if you are unable to make your own (the answer may surprise you)
- You may be a Substitute Decision Maker for someone else (and not even know it!)
- How a Power of Attorney for Personal Care is created and when it takes effect
- How you make health care decisions for someone else if they can't make their own decisions
- The importance of having conversations with your family and loved ones about health care wishes

Many free resources will be provided. The session is brought to you by Hospice of Waterloo Wellington.

#### Managing Time and Energy
**Facilitator:** Adrienne Crowder
Time is a precious resource. The phrase "time=money" is certainly true in a business setting. Individuals require balance in their work lives so that they can meet both their job requirements and personal needs. Is it possible to manage time at work to be both satisfied and successful? This session will explore answers to this question.

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All sessions run from 12PM to 1PM, Alexander Hall 168 and are available remotely through Adobe Connect at the following link: [https://uoguelph.adobeconnect.com/_a838360559/wellnesslunchsessions/](https://uoguelph.adobeconnect.com/_a838360559/wellnesslunchsessions/)

**September 21, 2018**
[Register Online](#)

**October 5, 2018**
[Register Online](#)

**October 19, 2018**
[Register Online](#)

**November 2, 2018**
[Register Online](#)

**November 9, 2018**
[Register Online](#)
Stress Busters
Facilitator: Adrienne Crowder
When stressors overwhelm us, effective techniques can help to bring us back to equilibrium. This session will explore all aspects of the stress response, focusing on practical tips and tools to bring us to optimal stress levels, thereby helping us to maximize our energy and performance.

The Art of Relaxation
Facilitator: Adrienne Crowder
Today's life is fast-paced and leaves little time to relax and decompress. 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 personal stress triggers and review some practical, easy techniques to make brief relaxation moments a natural part of everyday life.

The Journey to Wellness: One Step at a Time
Facilitator: Adrienne Crowder
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 will examine 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.

Healthy Sleep Habits
Facilitator: Lauren Brown
Everyone feels much better after a good night's sleep; our thoughts are clearer, our reactions faster, and our emotions are less fragile. This session will introduce participants to the effects of sleep deprivation and review some key strategies to promote healthy sleeping habits.

Helping your Child Succeed at School
Facilitator: Torii Nelson
Every parent wants their child to be happy and successful at school. Many parents struggle with knowing how to support their children with school-related activities. This session will invite participants to seek a partnership between each child, the school, and themselves. This partnership will create a positive structure at home to support their children’s experience at school and focus on ways to reward effort rather than outcomes.

EHS: Workplace Inspections
Facilitator: Christi Cooper
Ontario's Occupational Health and Safety Act gives the responsibility to a worker member of the Joint Health and Safety committee or Health and Safety Representative to conduct inspections of the physical conditions of the workplace. Successful workplace inspections follow recognized steps and knowing what to look for and why is critical when conducting workplace inspections. Participants will have an introduction into hazard identification and gain an understanding of how workplace inspections are conducted at University of Guelph workplaces.

Foundations of Positive Parenting
Facilitator: Torii Nelson
This practical and interactive session will provide participants with the principles and tools of positive parenting focused on children's skills in social development and well-being. Participants will also be given an opportunity to review and discuss strategies for bringing positive parenting into the home.
Building Working Relationships
Facilitator: Torii Nelson
Every time people interact, there is an opportunity to build or damage a relationship. Improving the quality of relationships in the workplace can enhance productivity and reduce conflict. This session will review three key tools that can build relationships, will provide coaching on how to use these tools effectively, and will assist participants in developing strategies to address relationship challenges.

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

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

The Science of Happiness
Facilitator: Torii Nelson
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” that can be adopted to increase levels of happiness and well-being.

Beyond Stigma: Increasing Our Understanding of Mental Health in the Workplace
Facilitator: Adrienne Crowder
In today’s society, there remains a lack of awareness, and sometimes bias, regarding mental health problems. This wellness session will assist participants in enhancing their understanding of the personal and environmental factors that can have an impact on mental health, the common signs and symptoms of mental health troubles, and the most appropriate prevention and intervention strategies.

Building Resilience: Understanding Challenges, Learning Strategies, and Accepting Change
Facilitator: Adrienne Crowder
Research shows that individuals can improve how well they adapt to challenges and adversity. This session will help break negative thought patterns and offer healthier ways of thinking and behaving. Participants will be introduced to a variety of effective, practical tools to improve physical health, respect mental/emotional health, and cultivate a strong social support network.
The University of Guelph has a reputation for excellence in teaching and that is due to the unique expertise and personal aspirations of our faculty. Come and learn strategies for excellence in Faculty recruitment that helps us maintain the academic reputation Guelph has earned as one of the top comprehensive universities in Canada. In this interactive session, you will learn how to recognize exceptional faculty through effective, fair and equitable recruitment.

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

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

**Human Rights 101 for Supervisors**

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

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

**Accessible Service Provision (AODA)**

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

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

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

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