LEARNING & DEVELOPMENT
PROGRAMS & SERVICES
FOR STAFF & FACULTY
Winter 2020

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.
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REGISTRATION and CANCELLATION

Registration for Learning & Development sessions for Fall 2019 and Winter/Spring 2020 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**

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.

See the NEW Days section below for a more detailed description and a link to register.

**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.

**NEW Days Dates:**
- September 9, 2019 [Register Online](#)
- October 7, 2019 [Register Online](#)
- November 11, 2019 [Register Online](#)
- February 3, 2020 [Register Online](#)
- March 2, 2020 [Register Online](#)
- May 11, 2020 [Register Online](#)
- June 1, 2020 [Register Online](#)

All sessions run from 9AM-4:15PM in University Centre 442.

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

Lunch will be provided.
Wellness@ Work

The University of Guelph is committed to supporting the well-being of the whole person for all University of Guelph staff and faculty through a comprehensive, integrated, evidence-informed workplace health promotion strategy. The Wellness@Work Advisory Committee helps the University to meet this commitment. All staff and faculty are encouraged to participate.

If you are looking for opportunities to make new connections on campus view the Wellness@Work Website for monthly events, programs, and opportunities.

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.

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

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

Dates & Location:
October 2, 2019
12PM-1PM
Outside of Johnston Hall
Register Online

May 13, 2020
12PM - 1PM
Outside of Johnston Hall
Register Online
GOAL 2.0 Training for Managers (Foundational Training)

“To get to the next level of greatness depends on the quality of the culture, which depends on the quality of relationships, which depends on the quality of conversations. Everything happens through conversations.” ~ Judith E. Glaser

GOAL 2.0 is the UofG’s modernized and evidence-based performance success framework. The foundation of GOAL 2.0 is two-way quality conversations between managers and employees that rely on three core practices: Connect, Adapt, and Align. With the incredible support and skill of up to 45 GOAL 2.0 Ambassadors across the UofG, initial GOAL 2.0 Training for Managers and Employees was rolled out in 2018-2019. This Manager Training session is intended for new managers, managers new to the UofG, and any managers that may have missed initial Training offered by their department/College’s GOAL 2.0 Ambassador(s).

As a manager, one of your core responsibilities is to enable the performance success of your people. How do you go about tackling this core aspect of your job, when there is so much to do and each of your employees have different needs and strengths?

In this session, you will be introduced to:
- The latest science and practice upon which GOAL 2.0 was built and what it takes to be effective at enabling performance success in others;
- The seven quality conversations that uniquely contribute to enabling performance success;
- The three core practices of GOAL 2.0 that will serve as a guidepost to engaging in quality conversations with your employees;

There is no preparation required in advance of this session. We do suggest that you peruse the GOAL 2.0 website: https://www.uoguelph.ca/hr/goal-2.0

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
- 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

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

Dates and Locations:
February 10, 2020
9AM-4PM
UC 442
Register Online

February 28, 2020
9AM-4PM
PCH Wing B
Register Online
GOAL 2.0 Master Classes for Leaders NEW

GOAL 2.0 – the UofG’s performance success framework is based upon effective and evidence-based leadership practices. When put into practice on a regular basis, you can elevate your leadership effectiveness and enable your staff to perform well while supporting their well-being.

These 1.5 hour forums are designed to help you put GOAL 2.0 skills into practice in a tangible way.

Come with a Challenge or Opportunity, Leave with a Strategy.

Each session is designed around a particular topic. You can expect to:

- Learn how to put a GOAL 2.0 skill into practice through practical hands-on exercises
- Gain insight and tangible strategies to deal with challenging situations you are facing or opportunities you see
- Engage in a collaborative learning environment with fellow UofG leaders

Session Topics:

Generating Insight for Learning: How to use powerful questions to engage employees in their own quality thinking and problem-solving that inspires action

Feedback and Feedforward: How to increase the chances that your employees will engage and be motivated toward innovation and continuous improvement

Employee Strengths: How to tap into the knowledge, skills, and talents your employees already have to invigorate their engagement, well-being, and performance

The Performance Summary Quality Conversation: How to minimize defensive reactions and optimize positive outcomes that set the stage for the coming year

Setting Work and Learning Objectives 101: Setting targets and pathways to success for employees, for managers without a degree in adult development

Facilitator: Evelina Rog, Senior Consultant, & Linda Watt, Director, HR Learning and Development, UofG

Time:
All GOAL 2.0 Master Classes for Leaders run from 12PM-1:30PM

Participants are welcome to bring their lunch

Dates & Locations:
January 31, 2020
UC 442
Register Online

February 24, 2020
UC 442
Register Online

March 9, 2020
PCH Wing A
Register Online

April 8, 2020
UC 442
Register Online

May 7, 2020
UC 442
Register Online

June 2, 2020
UC 442
Register Online
GOAL SETTING FOR LEADERS
LinkedIn Learning - “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
LinkedIn Learning - “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.

GOAL 2.0 Training for Employees (Foundational Training)

What brings out your best at work? What supports your success? The GOAL 2.0 Training for Employees provides you with an opportunity to reflect on what you need to contribute your skills and efforts in a meaningful way and how to use GOAL 2.0 to engage in quality conversations with your manager to support your success.

GOAL 2.0 is the U of G's performance success framework. It has support from the most senior leadership levels at the UofG, who have participated in GOAL 2.0 Training. With the incredible support and skill of up to 45 GOAL 2.0 Ambassadors across the UofG, initial GOAL 2.0 Training for Managers and Employees was rolled out in 2018-2019. This Employee Training session is intended for new employees and any employees who may have missed initial Training offered by their department/College’s GOAL 2.0 Ambassador(s).

At this session, you will have the opportunity to:

- Learn the GOAL 2.0 framework, including the three core practices of Connect, Adapt, and Align, as well as the quality conversations.
- Have an opportunity to engage in meaningful discussions about how you can benefit from and use GOAL 2.0 with fellow colleagues at the UofG.

If you are new to performance success, this training will provide you with a foundation for your own success at work as well as how you can contribute to quality conversations with your manager.

There is no preparation required in advance of this session. We invite you to peruse the GOAL 2.0 website: [https://www.uoguelph.ca/hr/goal-2_0](https://www.uoguelph.ca/hr/goal-2_0)
GOAL 2.0 Master Classes for Employees

GOAL 2.0 – UofG’s performance success framework is based upon effective and evidence-based practices that support employee performance and well-being. When managers and employees together put GOAL 2.0 skills into practice, they elevate the quality of their conversations. Learn how to take advantage of GOAL 2.0 to support your success in the workplace.

These 1 hour forums are designed to help you put GOAL 2.0 skills into practice in a tangible way.

Come with a Challenge or Opportunity, Leave with a Strategy

Each session is designed around a particular topic. You can expect to:

- Learn how to put a GOAL 2.0 skill into practice through practical hands-on exercises
- Gain insight and tangible strategies to deal with challenging situations you are facing or opportunities you see
- Engage in a collaborative learning environment with fellow UofG employees

Session Topics:

How to initiate quality conversations with your manager to support your performance success

Opening up: How to ask for and/or receive feedback as an opportunity for learning

Speaking up: How to share your perspective with your manager with confidence and clarity

How to prep for your Performance Summary Quality Conversation to maximize your input and impact

Setting work and learning objectives: A valuable skill to help manage change, workload, priorities and personal success

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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

Having Difficult Conversations for Staff

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.

Exploring Turtle Island’s Untold Truths-KAIROS Blanket Exercise

The Blanket Exercise engages on an intellectual and emotional level to foster truth, understanding, respect and reconciliation through a participatory education methodology. The goal is to build understanding about our shared histories as Indigenous and non-Indigenous peoples on Turtle Island by walking through pre-contact, treaty-making, colonization and Indigenous resistance. In 1996, the Aboriginal Rights Coalition worked with Indigenous Elders and teachers to develop an interactive way of learning the history most Canadians are never taught. The Blanket Exercise was the result; it has since been offered thousands of times and the fourth edition was released in 2016.

Emotional Resiliency and Customer Service

Whether it's registering new students, supporting technology, or checking out workout equipment, customer service is one of the most common, important and challenging roles on campus. It takes perseverance and commitment to meet with staff, faculty, and students all day, every day to keep the wheels turning. The role can be very rewarding, but the daily interactions can also have a shadow side – dwindling positivity, stress, and anxiety. Software company Kayako found in a recent survey that customer service professionals are on average 6.8% less satisfied with their jobs over time as they were when they started. Penn State and the University at Buffalo analyzed data from a survey called the National Survey of Work Stress and Health and found that employees who interacted with the public drank more after work than those who did not. That represents a significant challenge to employee well-being. So what can customer service professionals do to make sure their roles are enjoyable and rewarding in the long term? While there's no cure-all for stressful work, there are ways to keep spirits high and find meaning in each customer interaction: mindfulness, engagement and emotional resiliency. This session is for anyone working in customer service that is looking to bring more serenity and satisfaction to their work.

We'll look at:

- How customer service interactions affect your mental health
- Strategies for dealing with difficult interactions
- How to approach situations where "everything is on fire"
- Staying emotionally grounded in your work, and tips for self-care
Introduction to Creating Animated Video

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 video
• 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 in their department. Participants must be comfortable with basic word processing and web browsers.

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, Slides Carnival, Canva, and PowToon. 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.

Grammar Matters: Top 10 Editing Tips for Improving Your Writing

Is it "who" or "whom"? "That" or "which"? Do your verbs agree with your subjects? To learn more about grammar and usage as well as tips for precise, effective editing, sign up for this hands-on session offered by Andrew Vowles, senior writer/editor in U of G Communications and Public Affairs, and Lenore Latta, writing specialist with Writing Services in the McLaughlin Library. Discuss how to avoid common errors, how to communicate more clearly and how to polish your writing.
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

**Facilitator:** Kim Garwood, Acting Head, Learning & Curriculum Support, McLaughlin Library, UofG

**Date & Location:**
November 22, 2019
12PM-1:30PM
UC 441
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 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

Facilitator: 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:
All sessions run 9:00 AM-12:00 PM
Session 1 - Oct 17, 2019 - PCH Wing B
Session 2 - Oct 31, 2019 - UC 442
Session 3 - Nov 14, 2019 - UC 442
Session 4 - Nov 28, 2019 - UC 442
Follow up - Jan 30th, 2020 - PCH Wing B
Register Online

Facilitator: Doug Heidebrecht, Sun Mountain Self Management

Date and Location:
September 27, 2019
9AM-12:30PM
UC 442
Register Online
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

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.

Through an interactive online learning environment participants will learn and grow together. Each session will be 1 hour in length. The group will meet once a week for 8 weeks, starting on April 28th- June 23rd.

Please note there will be no session on May 26th.

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

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 and is willing to participate in a 360 degree feedback process.

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.

There is a $300 fee to participate in this program. This fee covers Kouzes and Posner’s online Leadership Practices Inventory (LPI) and a personalized debrief. 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 debrief prior to the commencement of the workshop.

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.

Conversational Intelligence:
Helping Leaders Build Trust and Get Extraordinary Results
(This course is based on the best seller by Judith E. Glaser)

Amy Edmondson, a Harvard Business School professor, describes psychological safety in her 1999 study as “a work climate characterized by interpersonal trust and mutual respect in which people are comfortable being themselves.” In this workshop, you will explore how to build trust and enhance the quality of your relationships by increasing your effectiveness as a communicator. Conversational Intelligence will also help leaders discover ways to enhance workplace wellness and develop the core practices of Connect and Adapt central to the success of GOAL 2.0.

In this series of 8, 1-hr. online sessions you will be learn:
• The three levels of conversations
• How the brain works during conversations
• The five conversation essentials
• The ladder of conclusions
• How to listen to connect
• The behaviours that activate the ‘fear’ hormone
• The behaviours that activate the ‘bonding’ hormone

The sessions will be interactive and require your participation. You will require a computer and the program Zoom. Information on connecting will be provided to participants in advance.
Coaching & Communicating for Performance

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

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
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

**Facilitator:** Kate Jones, Live to Learn

**Date and Location:**
October 9, 2019
9AM-4PM
UC 442
Register Online

**Facilitator:** Linda Lehtonen, Lehtonen Management Consulting

**Dates and Locations:**
**Part 1**
November 12, 2019
9AM-12PM
UC 442

**Part 2**
November 19, 2019
9AM-12PM
UC 332
Register Online
Skillful Conflict Management for Leaders

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

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

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

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

Date and Location: January 29, 2020
9AM-4PM
UC 442
Register Online

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

Facilitator: Doug Heidebrecht, Mountain Self Manage

Date and Location: October 11, 2019
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

Understanding the University Environment

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

The objectives are:

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

The modules included in this course are:

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

Facilitators:
Linda Watt, Director and Evelina Rog, Senior Consultant, Learning & Development, University of Guelph

Date & Location:
Online course access opens: January 20, 2020
Opening in Class session
January 28, 2020
12PM-2PM
UC 441
Closing in class session:
March 31, 2020
9AM-1PM
UC 441

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)

Facilitators:
Linda Watt, Director, Learning & Development, UofG
Sarah Lima, Director, Talent Acquisition, UofG
Evelina Rog, Senior Consultant, Learning & Development, UofG

Date & Location:
TBD
Fall 2020

Please email landd@uoguelph.ca for details.
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.

CampusPress Training

CampusPress is an intuitive, modern, low-cost, cloud-based content management system (CMS) for building and delivering faculty, lab and research websites. This service is intended to be self-serve. It allows for the creation of a WordPress-based website using a University of Guelph-branded theme that is AODA compliant.

Topics to be covered:
- CampusPress Overview
- CampusPress basics (getting started guide)
- Walkthrough of U of G CampusPress theme. U of G CampusPress Theme Quick Start Guide (PDF)
- Introduction to WordPress authoring
- How to migrate existing content to CampusPress
- Gutenberg guide/overview
- UoG Custom Blocks Overview
- Menus

Facilitator: John Rutledge, Resolutions Computer Consulting

Date & Location:
February 18, 2020
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.

Facilitator: John Rutledge, Resolutions Computer Consulting

Date & Location:
February 25, 2020
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.

Dates & Locations:
March 5, 2020
1:30PM– 3:30PM
WebEx (online)

July 16, 2020
1:30PM– 3:30PM
WebEx (online)

November 5, Thursday
1:30PM– 3:30PM
WebEx (online)

If interested, please register here: https://www.uoguelph.ca/ccs/service/faculty-lab-and-research-websites-campuspress

(Under the “Support” tab)
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. 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. 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.

Office 365 Outlook Desktop - Email and Calendaring
Sometimes the functionality of O365 Outlook Web Access is not enough. Outlook 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 Desktop.

Prerequisites:
- Review our website for extensive Office 365 support, https://www.uoguelph.ca/ccs/office365
- Office 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 Desktop
- The Outlook Desktop 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

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

Collaboration Tools at Your Fingertips- Microsoft Teams Training
Microsoft Teams is available to all staff, faculty and students on campus for group work, projects, and departmental collaboration. It is a user-friendly way to bring teams, clubs, committees and groups together to chat, work together on projects, and share files and documents. This beginner training offers:
- Introduction to Microsoft Teams
- Overview of the components of the Teams application, and what you can do with your Team
- Channels, Tabs, and other functionality you can add to Teams
- Best practices for getting the most out of Teams
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.

Topics covered in this session will include:
- Adobe Acrobat Pro: the basics
- Understanding the Adobe Accessibility Checker
- Making a scanned document accessible
- Making an existing PDF accessible

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

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

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

After completing this course, you will be able to:
- Apply and modify heading styles in your document
- Add alternative text to images, objects and tables
- Structure data tables for easy navigation
- Create accessible hyperlinks
- Use alternatives to common formatting practices that are not accessible
- Convert your document into an accessible PDF

Introduction to Multimedia Accessibility
Digital multimedia is the use of a computer to present and combine text, graphics, audio, and video with links and tools that let the user navigate, interact, create, and communicate. The core areas of multimedia accessibility are synchronized captions, text transcripts, and audio descriptions. This session will help you understand what is required, how to meet the requirements and what resources are available to make your content accessible.

Session Focus:
- Introduction to transcript/caption file formats
- How to choose which file format to use
- Best practices for captioning and audio description
- Best practices for transcription
- 2.0 success criterion/requirements for audio and video content
- Internal vs. external options (pros/cons and when to use either one.)
- Discuss budgeting for projects
RBC Royal Bank Employee Financial Wellness Seminar Series

Smart Ways to use your Home Equity
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.

Path to Financial Wellness
Each person is unique with different needs and goals, and many Canadians can, at times, feel overwhelmed by their current financial situation. In this session, we will take you through concepts and tools to help get you on the path to Financial Wellness.

Fraud & Cyber Fraud NEW
In this session we will go over what is fraud, how it happens, and how you can protect yourself.

Wills & Estate Planning
This informative seminar will have you hearing from a Financial Planner and a lawyer about the things you should be considering when planning your legacy. There will also be useful information for those who have been named Power of Attorney or Executor for a friend or family member. Having a solid Estate Plan in place will leave you with peace of mind for you and your family.

Principles of Successful Investing
There are a myriad of different investments available today. Sort through the noise and get a clearer understanding of what is available, and how they work. Having a plan is as important as what you invest in. See how everything fits together to reach your goals!

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
Planning for your retirement is just the first step. Defining how and when you will retire can be overwhelming, and is often fraught with questions like. Will I have enough money to retire? Where will my retirement income come from? How will I fill my time in retirement? In this session we will answer some of these common questions and provide you with some insight into how to prepare for this transition and live in retirement your way.

Financial Flexibility – Digital Banking NEW
The landscape of the Canadian banking system is ever changing and there are many ways we can help make transactional banking simpler and ultimately help free up time to focus on the things that really matter to you. In this session, we will show you how digital solutions can help simplify your day-to-day life.

Advisors from RBC
Pizza Lunch will be provided
All sessions run from 12PM-1PM

September 10, 2019
PCH Wing A
Register Online

October 8, 2019
UC 442
Register Online

November 13, 2019
UC 442
Register Online

January 15, 2020
UC 442
Register Online

February 11, 2020
PCH Wing A
Register Online

March 31, 2020
PCH Wing A
Register Online

April 21, 2020
UC 442
Register Online

May 19, 2020
UC 442
Register Online
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

**Building your Wealth**

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

**Bridge the Gap Between your Health and Finances**

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

**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.
**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.

**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.

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.
Wellness Lunch Sessions by Homewood Health

These one-hour 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
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')
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.

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

Managing Time and Energy
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.

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

The Art of Relaxation
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
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
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.

All sessions run from 12PM-1PM, in Alexander Hall 168 and are available remotely.

If you would like to participate remotely, please register and a meeting link will be sent to participants prior to the session.

September 20, 2019
Register Online

October 4, 2019
Register Online

October 18, 2019
Register Online

November 1, 2019
Register Online

November 15, 2019
Register Online

November 29, 2019
Register Online

January 10, 2020
Register Online

January 24, 2020
Register Online
Helping your Child Succeed at School
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.

Foundations of Positive Parenting
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
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
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
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
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
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
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.
Faculty Search Committee Orientation
Inclusive Faculty Recruitment and Hiring Practices

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

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

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

Human Rights 101 for Supervisors

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

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

Accessible Service Provision (AODA)

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

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

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

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