

STAFF DEVELOPMENT

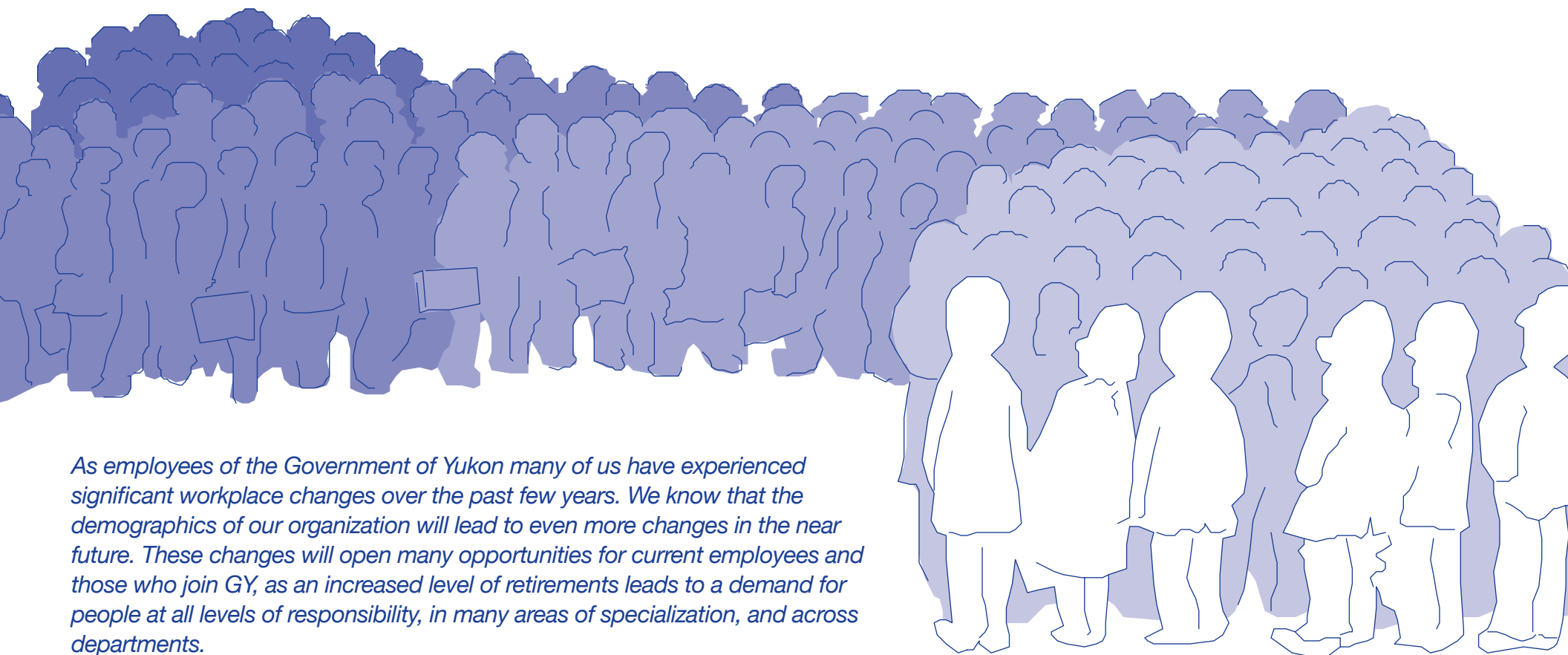
quarterly

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Finding your Place as a

Leader

by Sue Starr



As employees of the Government of Yukon many of us have experienced significant workplace changes over the past few years. We know that the demographics of our organization will lead to even more changes in the near future. These changes will open many opportunities for current employees and those who join GY, as an increased level of retirements leads to a demand for people at all levels of responsibility, in many areas of specialization, and across departments.

Faced with such opportunity, what learning path will you choose? How will you prepare yourself to find your place in our ever-changing organization?

Continued on page six...

Book reviews

Seeing Systems: Unlocking the Mysteries of Organizational Life

Barry Oshry,
1996, Berrett-Koehler Publishers, San Francisco

Barry Oshry explains why so many of our efforts to create more satisfying and productive human systems end in disappointment, lost opportunities, broken relationships, and failed partnerships. This book looks at our inability to see ourselves and the action we take, without awareness or choice, that lead us out of the possibilities of partnership and into relationships of opposition, antagonism, disappointment, and warfare.

Oshry shows how these breakdowns are the predictable outcomes of an un-inspected system life and he provides us with a new set of lenses with which to view these systemic relationships and patterns, enabling us to recognize and stop destructive patterns of behaviour. Once we have identified patterns of systems or relationships in organizations, nations, families and classrooms and we can see the "Dance of Blind Reflex" we have a choice: to continue the dance or to change it!

Leading Systems: Lessons from the Power Lab

Barry Oshry,
1999, Berrett-Koehler Publishers, San Francisco

In three parts, management educator Barry Oshry explains the phenomena of systems and leadership as experienced through his innovative Power Lab, a total-immersion experience that shows how to exert leadership in the family, the community, organizations, and the nation. The Power Lab shows how and why we repeatedly fall into systemic relationship problems, and what it takes to break out of the pattern. Once people recognize that they are system creatures, they can begin to master system processes rather than fall victim to them.

Peter Block, author of Stewardship and The Empowered Manager

"Leading Systems is the best book on systems living and action I have ever read. The writing is powerful and compelling. It offers a way for us to experience our power, our freedom, our anxiety, and still stay deeply engaged in serving the systems of which we are a part. I highly recommend this book."

Betty Friedan, Author and Lecturer

"Leading Systems gets to the dynamics of leadership and power relations more effectively than the usual jargon and rhetoric. People who read this book will see that they can avoid the pitfalls of system life and create healthy societies."

Change the World: How Ordinary People Can Accomplish Extraordinary Results

Robert E. Quinn,
2000, Jossey-Bass, A Wiley Company, San Francisco

The idea that inner change makes outer change possible has always been part of spiritual and psychological realms, but is fairly new in leadership and management training. It is for readers who are ready to look inside themselves in order to change their organizations. Robert Quinn states "transforming a human system usually means we transform ourselves, and that is the key to the process".

Change the World presents eight principles to follow to make individual and organizational change happen: envision the productive community; first look within; embrace the hypocritical self; transcend fear; embody a vision of the common good; disturb the system; surrender to the emergent process; and entice through moral power.

These are the principles inspired by the teachings of Jesus, Gandhi, and Martin Luther King Jr.

In the preface, he explains that this book "is about changing the world. It is about coming to a deep understanding of human beings and human relationships." He then adds, "The book focuses on vision, unconditional confidence, and profound impact. It is about the mastery of human influence, transformational power, and the capacity to accomplish extraordinary things. It argues that every one of us is a change agent." It is important to add, that Quinn advocates "deep change" as opposed to "incremental change." Moreover, no organization can achieve deep change unless and until those within that organization achieve deep change. So as I understand it, each of us must assume full authority as well as responsibility for (and have control of) our personal development.

"There is a language of transformation. Yet most of us are cut off from that language. All our lives we have been explicitly taught to see human influence as an exercise in domination." Even the most sensitive among us is shaped by this paradigm or worldview. But this outlook prevents us from seeing more deeply into the actual workings of human systems. This book demonstrates an alternative system." (Robert Morris)

Leading with Questions

Michael Marquardt, 2005, Jossey-Bass

Asking rather than telling, questions rather than answers, has become the key to leadership excellence and success in the twenty-first century." That, in a nutshell, is the premise of this book. Marquardt who has taught and written extensively on action learning shares the wisdom of leading with questions.

The book is divided into three sections: The Power of Questions; Asking Questions Effectively; and A Guide for Leaders on Using Questions. Throughout the book the author uses quotes from interviews of top business leaders about their use of questions.

The Power of Questions begins with examples of disasters such as the sinking of Titanic, the explosion of the Challenger spacecraft, and the 1961 Bay of Pigs invasion. All disasters where the cause is attributed to a lack of questioning. Chapter 2 is a stirring recital of the benefits of questions. Questions open up perspectives, new learning, greater team work, create an empowering environment, help people gain a voice, increases listening, innovation, while reducing conflicts. It sounds like a miracle drug! Except that it's true. Questions are at the core of my business and I can attest to their transformational power!

The second part of the book is the strongest. It's the "how to" section on forming questions that will achieve all the benefits mentioned earlier. The author goes beyond simply giving lists of good questions (as some other books on questions do) and teaches you how to actually form a powerful question. Good questions he says are, "those that accomplish their purpose as well as build a positive relationship between the questioner and the questionee." He gives plenty of tips how to do this. He also addresses hindrances such as a judging or blame mentality.

The final section of the book puts questions into practice in various settings such as supervision, problem solving, and team building. Each chapter covers a different setting with 10-20 key questions and how to use them effectively. (Keith E. Webb)

Additional reading suggestions...

First, Break All The Rules: What the Worlds Greatest Managers Do Differently

Marcus Buckingham (Author), Curt Coffman (Author) (Hardcover - 1999)

The Ten Commandments for Managers

Greg Blencoe (Paperback - April 2004)

Revved! An Incredible Way to Rev Up Your Workplace and Achieve Amazing Results

Harry Paul and Ross Reck (Hardcover - April 30 2006)

Silos, Politics and Turf Wars: A Leadership Fable About Destroying the Barriers That Turn Colleagues Into Competitors

Patrick M. Lencioni (Hardcover - Jan 27 2006)

The Fifth Discipline: The Art & Practice of the Learning Organization

Peter M. Senge (Paperback - Mar 21 2006)

The Fifth Discipline Fieldbook

Peter M. Senge (Paperback - Jun 20 1994)

Quick Team-Building Activities for Busy Managers: 50 Exercises That Get Results in Just 15 Minutes

Brian Cole Miller (Paperback - Nov 15 2003)

360 Degree Leader

John C Maxwell (Paperback - Dec 2005)

The One Thing You Need to Know: About Great Managing, Great Leading, and Sustained Individual Success

Marcus Buckingham (Hardcover - Mar 6 2005)

Encouraging the Heart: A Leader's Guide to Rewarding and Recognizing Others

James M. Kouzes and Barry Z. Posner (Paperback - Jan 23 2003)

Managers Not MBAs: A Hard Look at the Soft Practice of Managing and Management Development

Henry Mintzberg (Paperback - May 15 2005)

H.I.M.M. (High Impact Middle Management): Solutions for Today's Busy Managers

Lisa Haneberg (Hardcover - Jan 1 2005)

Emotional Intelligence In Action: Training and Coaching Activities for Leaders and Managers

Marcia M. Hughes, L. Bonita Patterson, and James B. Terrell (Paperback - Aug 10 2005)

How to Be an Effective Manager: A Basic Guide to Maximizing Employee Morale, Motivation and Productivity

Greg Blencoe (Paperback - Mar 2002)

Leadership and learning are indispensable to each other.



JOHN F. KENNEDY
speech prepared for delivery in Dallas the day of his assassination, November 22, 1963

tipstoolstechniques

How to find the online Training Request form...

1. Go to the **Government of Yukon Intranet Site**
 2. Click on **Online Services** (under the inet menu on the left of the screen)
 3. Click on **Forms**
 4. Scroll down to **Public Service Commission**
 5. Click on **YG3655 – Training Request Form**
- And here is the direct link to this form...http://internal.gov.yk.ca/forms/3500/yg3655_e.pdf

Here are other links to information, forms and web sites that you may find interesting or useful in your day-to-day work.

Information About...	Web Site Address
2006-07 Fiscal Year Information	http://finance.gov.yk.ca/publications/budgets/budget06-07/2006_2007_fininfo.pdf
Access to Information and Protection of Privacy Act	www.atipp.gov.yk.ca
Acronyms – GY Committees and Sub-Committees	http://www.psc.gov.yk.ca/pdf/ttt_summer_2003.pdf
Adult French Language Training	http://www.hpw.gov.yk.ca/bfls/adultfrenchedu/index.html
Are you leaning forward and squinting to read e-mails?	http://www.psc.gov.yk.ca/diversity/emails.html
Bank Authorization Form (to change a bank account for PAY purposes)	internal.gov.yk.ca/forms/0500/yg976_e.pdf
Cabinet Handbook – Guide to GY Decision making Process	http://internal.gov.yk.ca/pubs/cabhandbook/
Calling Card Request Form	internal.gov.yk.ca/depts/hpw/ict/downloads/pdfs/callingcardap.pdf
Career Development	http://www.psc.gov.yk.ca/llcd/career_dev.html
Change of Address Form	http://www.community.gov.yk.ca/addresschange/index.html
Coaching Program	http://www.psc.gov.yk.ca/llcd/coaching.html
Code of Regulatory Conduct Policy	http://internal.gov.yk.ca/pubs/gam/volume2/2_18.html
Communications Handbook	http://internal.gov.yk.ca/pubs/communications_manual.pdf
Computer Account Application Form	internal.gov.yk.ca/depts/hpw/ict/downloads/pdfs/acctapp.pdf
Conflict of Interest Policy	internal.gov.yk.ca/pubs/gam/volume3/POL339.htm
Workplace Health	http://www.psc.gov.yk.ca/workplacehealth/index.html
Corporate Human Resource Services, PSC	http://www.psc.gov.yk.ca/aboutus/chrs.html
Deferred Salary Leave	http://www.psc.gov.yk.ca/benefits/deferredsalary.html
Dept. of Finance Program Objectives	internal.gov.yk.ca/depts/fin/index.html
Direct Deposit Application (for ACCOUNTS PAYABLE purposes)	www.gov.yk.ca/forms/4500/yg4980_b.pdf
Disability Accommodation	http://www.psc.gov.yk.ca/workplacehealth/disability_accom.html
Disability Etiquette	http://www.psc.gov.yk.ca/diversity/disability_etique.html
Diversity in Government	http://www.psc.gov.yk.ca/diversity/index.html
Employee Assistance Program	http://www.psc.gov.yk.ca/workplacehealth/eap.html
Employee Compensation, PSC	http://www.psc.gov.yk.ca/employeeinfo/payinfo.html (Pay / Salary Info) http://www.psc.gov.yk.ca/benefits/index.html (Benefits)
Employee Performance Evaluation	http://www.psc.gov.yk.ca/performance/performancerecognition/index.html (Employee Performance & Recognition) http://www.psc.gov.yk.ca/performance/performancerecognition/perf_mgmnt.html (EPE forms)
Employment Equity Policy	http://internal.gov.yk.ca/pubs/gam/volume3/POL355.htm
Employment Opportunities in GY	employment.gov.yk.ca/
Financial Administration Manual	internal.gov.yk.ca/depts/fin/pubs/fam_manual.html

Inventories can be managed, but people must be led.



H. ROSS PEROT

Information About...	Web Site Address
First Nations (Yukon) Self-Government Act	http://www.gov.yk.ca/legislation/acts/fiyusego.pdf
First Nations Relations Policy	http://internal.gov.yk.ca/pubs/gam/volume1/1_12.html
Flexible Work Options	http://www.psc.gov.yk.ca/workplacehealth/flexible_work.html
French Language Services Directorate – Web Site	http://www.hpw.gov.yk.ca/bfls/
French Language Translation Request (form)	http://internal.gov.yk.ca/forms/3500/yg3913_b.pdf
General Administration Manual (GAM) – Volumes 1, 2 and 3	internal.gov.yk.ca/pubs/gam/index.html
Government Travel (M.B.D.#13/84)	internal.gov.yk.ca/depts/fin/pubs/mbd_13_0306.pdf
Grievance Procedure	http://www.psc.gov.yk.ca/termsconditionsemployment/grievance_introduction.html
Human Rights Act	http://www.gov.yk.ca/legislation/acts/huri.pdf
Information and Communication Technology Web Site	http://internal.gov.yk.ca/depts/hpw/ict/
Land Claims	http://www.gov.yk.ca/depts/eco/landclaims/
Online Services (lots of good stuff here)	http://internal.gov.yk.ca/ (look under the inet menu)
Outlook/Exchange Extended Storage Information	internal.gov.yk.ca/depts/hpw/ict/downloads/outlookextendedstorage.html
Outside Employment Activities Policy	http://internal.gov.yk.ca/pubs/gam/volume3/POL34.htm
Pay Grids (all categories)	http://www.psc.gov.yk.ca/employeeinfo/pay_grids.html
Pension Plan, Treasury Board of Canada	www.tbs-sct.gc.ca/pubs_pol/hrpubs/pensions/ypp_e.asp
Phone Directory – Internal to GY	http://www.gov.yk.ca/phone/
Public Service Act	http://www.gov.yk.ca/legislation/acts/puse.pdf
Records and Information Management	http://internal.gov.yk.ca/depts/hpw/ict/records/
Representative Public Service Plan, PSC	http://www.psc.gov.yk.ca/diversity/rep_public_service_plan.html
Section M – Pay Grids	http://www.psc.gov.yk.ca/employeeinfo/pay_grids.html#deputy
Section M (terms & conditions for employees in the management category)	http://www.psc.gov.yk.ca/pdf/sectionm.pdf
Staff Development Quarterly (list of training and workshops)	http://www.psc.gov.yk.ca/llcd/quarterly.html
Staff Development Web Site	http://www.psc.gov.yk.ca/llcd/index.html
Staff Relations, PSC	http://www.psc.gov.yk.ca/aboutus/staffrelations.html
Supervisory Success Program	http://psctrinet.gov.yk.ca/smpportal/ssprogram.html
Supply Services, HPW (Queen's Printer, Fleet Vehicles, etc.)	http://internal.gov.yk.ca/depts/hpw/ssd/
Text Telephone Service – for people with a hearing or speech impairment	www.community.gov.yk.ca/general/contact.html
Training and Development, Staff Development, PSC	http://www.psc.gov.yk.ca/llcd/index.html
Training Request Form	www.psc.gov.yk.ca/pdf/trf_interactive.pdf
Travel Rates – April 1, 2006 (M.B.D.#13/84)	http://internal.gov.yk.ca/depts/fin/pubs/mbd_13_0604_rates.pdf
Tuition Reimbursement Form	internal.gov.yk.ca/forms/5000/yg5231_e.pdf
Umbrella Final Agreements (CYFN website)	http://www.theyukon.ca/dbs/cyfn/dyncat.cfm?catid=76
Voice Mail Messaging Form	internal.gov.yk.ca/depts/hpw/ict/downloads/pdfs/voicemailing.pdf
Work/Life Balance	http://www.psc.gov.yk.ca/workplacehealth/balance.html
Workplace Harassment Policy	internal.gov.yk.ca/pubs/gam/volume3/POL347.htm
Yukon Employees Union Collective Agreement	www.yeupsac.com/pages/Y010agreement-0.html
Yukon Employees' Union Home Page	http://www.yeupsac.com/
Yukon Statistics	http://www.gov.yk.ca/depts/eco/stats/

Reason and judgment are the qualities of a leader.



ourcoverstory...

The Merriam-Webster Online Dictionary offers the following 'main entry' under the verb 'lead': 1a: to guide on a way especially by going in advance; b: to direct on a course or in a direction; c: to serve as a channel for...

This definition suggests that leadership is a behaviour, not a position or title. Leadership shows up in many ways in our work, community and family life. Each of us have opportunities to provide leadership on a daily basis. We can lead as individuals within our work group, as supervisors and as managers. We can also lead by the front-line service we provide to the public.

What leadership choices will you make?

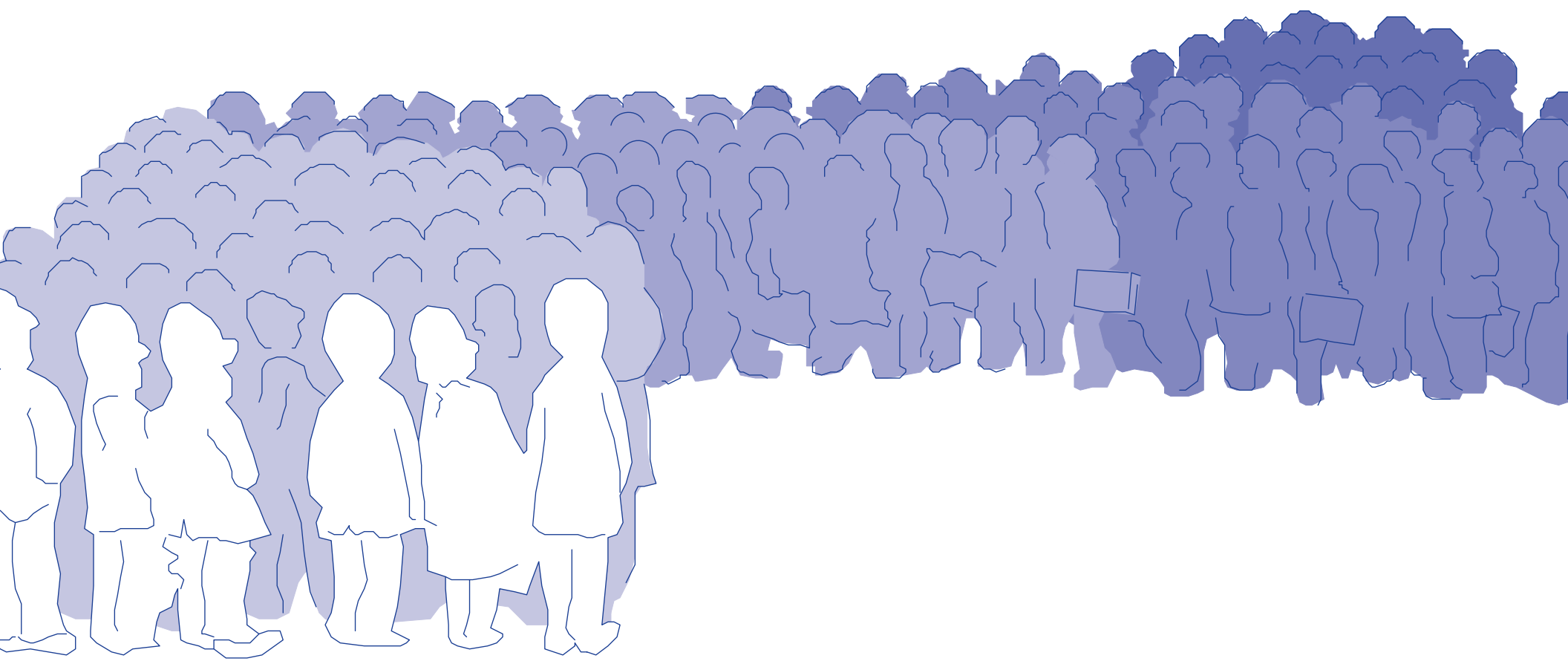
- Will you lead by being an early explorer of an alternative work arrangement – job-sharing, part-time, or by trying out temporary assignments in other branches or departments? How might you pursue this choice?
- Will you lead by making early use of new workplace tools, new software, or new ways of sharing information? What learning will you seek to support this choice?
- Will you lead in an area of specialized expertise? What continuing development will you need to be successful in this way?
- Will you lead by contributing in a positive, energetic way to your work community, by practicing creative, peaceful ways of resolving conflict? Think of those you know who show this leadership. What learning path have they taken?
- Will you lead by taking on a formal leadership role in the organization, and how might you prepare?
- Are you interested in supervision – co-creating effective teams, getting the work done through others? Will you practice self-awareness, develop skills in dealing with people and add to your organizational knowledge?
- Does the idea of taking on management responsibility for projects or programs interest you? Will you research, evaluate and apply proven or new management approaches?
- Are you looking for a senior leadership role? Will you hone your strategic abilities, build a long-term perspective and learn to develop allegiances?
- Will you lead by modeling a healthy balance of work, play, and learning in your life? What choices and learning will support this?
- Would you prefer to find a place where you can accomplish something on a daily basis and not take on the load of added responsibility? Will you lead by making the choice?

Joseph L. Badaracco, Jr., in his recent book, *leading quietly* (Joseph L. Badaracco, Jr., Harvard Business School Press, 2002) says 'There are no little things'.

How do you want to make a difference, and where? What learning will help you find that place? We encourage you to reflect on these questions when you are making choices for learning and development. If you choose to apply for one of the programs offered by Staff Development, you may find the following information helpful.

Choosing a Program that Fits

Since 2001, Government of Yukon has been in the process of creating a set of programs that offer a variety of learning opportunities for employees who are in or wish to prepare for supervisory, management and senior leadership positions.



Staff Development is linking its leadership, management and supervisory programming into a development path. The Supervisory Success Program, (SSP) designed for front line supervisors was piloted in 2005. Two sessions are being offered in October of this year and will run through to March 2007. The Management Development Program (MDP) is intended for mid-level program and project managers. It is in the curriculum development phase and slated for a first pilot delivery during the spring of 2007. The Yukon Government Leadership Forum (YGLF) is a well established leadership development program. Ideally, a YGLF applicant would possess prior experience as a front line supervisor or mid-level manager combined with an academic background and the completion of SSP and MDP. The table below outlines additional comparative information.

In addition to these programs Staff Development offers a coaching program intended for those who are interested in supporting the growth and development of others through one-to-one relationships.

Each of these programs requires a significant commitment of time and energy from the participant. In preparing to make this commitment, applicants may want to consider their own circumstances, their interests, their educational background, their work experience with this government and with other employers as well as their experience in leading people and managing programs. We encourage applicants for any of the programs to research and thoughtfully consider which choice is the best fit for them. You can also contact Staff Development to discuss which program may be appropriate for you or to make an appointment for career counselling services.

Leadership Development Program Comparison

Development Program	Description	Target Audience
<p>Supervisory Success Program (SSP)</p> <p><i>Contacts:</i> Sue Starr 667-3095 Nansi Cunningham 667-5197</p>	<p>Provides practical knowledge, the application of that knowledge, skills development and hands-on practice working with people, getting the job done through people and dealing with the public. This program examines work processes, supervising people all within a context of creating a healthy and functioning work environment. The focus of this program is internally focused on the Government of Yukon. Participants practice skills and report back to the group during the course of the program.</p>	<ul style="list-style-type: none"> • First time supervisors of project and/or program areas • Supervisors on acting or training assignments • Supervisors with technical expertise who wish to strengthen supervisory skills • Employees aspiring to front-line supervision
<p>Management Development Program (MDP)</p> <p><i>Contact:</i> Tracey Johnson 667-3711</p>	<p>Emphasizes concepts in management, leadership and organizational theory combined with a strong focus on public sector administration. The intent of this program is to broaden the participant's understanding through reflection and coursework on leadership theory, systems and communications theory, working with people and building effective teams, improving organizational and individual performance through engagement and motivation of others. Participants will be encouraged to use this learning opportunity to increase self-awareness and make informed choices about their development path and career.</p>	<ul style="list-style-type: none"> • Middle managers and supervisors responsible for programs and/or people • Acting middle managers or employees on assignment at this level • Employees aspiring to move into mid management
<p>Yukon Government Leadership Program (YGLF)</p> <p><i>Contact:</i> Richard Wale 667-8606</p>	<p>Emphasizes leadership development through behavioural practice, broader theoretical leaning that includes "macro" subject matter. Participants are exposed to global and national perspectives on how economics, politics, legal frameworks impact or influence territorial governance. How the territorial government organizes itself and leads its people to meet those external influences is also linked to leadership behaviour development and a significant corporate project.</p>	<ul style="list-style-type: none"> • Senior leaders, directors and managers • Acting senior leaders, directors and managers or on assignment at this level • Employees aspiring to move into senior leadership and management

didyouknow...

Succession Planning for Managers

Our workforce is changing. You have probably heard enough about the organizational demographics and the increasing number of people leaving the organization as the boomers retire. But did you know that more people leave the organization through resignations than retirement each year? Even at the management and Deputy Minister levels, where you might expect employees to be older and therefore retire much more frequently than resign, the data shows otherwise. In the past three years 42 Managers and Deputy Ministers have left the organization. 22 of those retired and 20 more resigned. So while it is important to prepare for an increasing number of retirements, we also need to focus on planning for all positions that are critical to operational functioning.

Tomorrow morning, before you start in on the never ending list of tasks that you have waiting for you, take a minute to think about what your branch or unit looks like now and what it might look like 1 year, 2 years, even 5 years from now. Think not only about what the work or positions might look like, but who will be working there. Start with what is happening in your field of expertise and think about the changes that will be created in your work unit and in the positions required to perform the work. Take stock of who is there now. How long have they been there? How long are they likely to be there? What type of expertise do they have? How hard will they be to replace?

If you need some help getting started, think about whether you have any of the following types of positions, which may leave you especially vulnerable should a vacancy arise.

Critical leadership positions – those which, if left vacant for up to four weeks will have a profound negative impact on the effectiveness of the organization.

Single point of knowledge positions – where the incumbent has developed a unique area of expertise over years of performing the position and where the expertise is not available elsewhere in the organization.

Critical technical positions – required skills that are not available in the local market.

If the answer to any of these situations is yes, we suggest creating a plan to develop the required expertise before the vacancy occurs. There is no formula or one way to do this so don't let the title succession planning make you think that it requires specialized expertise. It simply involves reflecting on the past, thinking about the future and making plans to get there. The trickiest part is making the time to do it. Too often this important work gets pushed aside by the urgent and sometimes unimportant issues of the day.

Whether you call this succession planning, workforce planning or just doing the work of a manager, it is important work. And we should be putting it at the top of our list.

If you would like assistance from Staff Development, please contact one of our Staff Development Consultants (see who we are on page 26).



calendar of events

ASSISTING GY TO ARTICULATE ITS CULTURE

THE FOCUS OF THIS THEME IS ASSISTING EMPLOYEES TO UNDERSTAND GY'S MEANING, PURPOSE, AND VALUES. GY AND ITS EMPLOYEES JOINTLY BENEFIT FROM A SHARED UNDERSTANDING, WHICH IS EXPRESSED THROUGH EFFECTIVE RESOURCE MANAGEMENT AND SERVICE PRINCIPLES.

Orientation to the Government of Yukon

Learn about the history, structure and organization of the Government of Yukon.

This two-day workshop gives you an insight into the Government of Yukon, its history, structure and how it operates. The workshop provides an opportunity to make contact with new and experienced public servants. Topics covered are:

- **From Evolution to Devolution** – a historical picture and how we are organized
- **The Responsible Public Servant** – your role as a public servant and your proximity to the politicians
- **Land Claims and Self-Government** – a brief introduction
- **Human Resources** – what Human Resources has to offer you
- **Policy and Communications in GY** – a brief look at why and how we develop policy and communicate with stakeholders
- **Keep It Safe** – health and safety basics in the workplace
- **Workplace Diversity** – our commitment to employment equity
- **Representative Public Service** – the Yukon government's obligations to Yukon First Nations with Final Agreements
- **A Respectful Workplace** – your right to work without fear of harassment
- **French Language Services Directorate** – French language services within GY
- **Women's Directorate** – a brief introduction to Women's Directorate and gender inclusive analysis
- **Flexible Work Arrangements** – an explanation of what it means to you

This workshop is open to all employees in the Government of Yukon. New employees will find this offering beneficial and are encouraged to take this course.

Whitehorse:

November 1 – 2 9:00 am – 4:30 pm

Instructor: Various GY employees

Staff Development Contact:
Carol Smith, 667-3154

Traditional Knowledge

Randall Tetlichy shares Old Crow Gwich'in First Nations perspectives about their traditional knowledge, spirituality and culture.

Traditional knowledge is passed down from generation to generation through stories told and shared by the elders. Randall will share with you the teachings that the elders of Old Crow and others throughout North America have passed onto him. These teachings can stimulate self-awareness, caring and fellowship with others.

This workshop includes 2 days of in-class lecture and a 1 day outdoor sweat. Learn about some of the medicines and plants used by First Nations, explore drumming and songs that are also used to impart traditional knowledge. The sweat, on the third day, will help bring together the mind, the body, the spirit and the teachings of the two days of in-class lecture. The ending sweat is not mandatory. Participants will need to declare their intention to participate in the sweat at the beginning of the workshop. Further details about the sweat will be provided at that time.

Whitehorse:

October 18 – 20 9:00 am – 4:30 pm

Instructor: Randall Tetlichy, formerly a Chief for the Old Crow Gwich'in, now travels throughout North America speaking to audiences about his First Nations culture. He shares his knowledge of the land and caribou with a variety of northern "land and wildlife" stewardship groups, and provides counselling work to help heal people in his First Nation.

Staff Development Contact:
Michèle Markley, 393-6921

calendar of events

ASSISTING GY TO ARTICULATE ITS CULTURE cont'd



Developing Leadership Capabilities Yukon Government Leadership Forum (YGLF) Information Sessions – FOR APPLICANTS

Would you like to learn more about the Yukon Government Leadership Forum? Come to one of these information sessions to find out more about this executive leadership development program and speak with those who have completed the program.

Staff Development is pleased to announce that it will be offering information sessions about this leadership development program. These information sessions will cover the process for application to the program selection, program content, expectations and the time commitments involved. Former graduates from this development program will talk to you about their experiences in the program and answer questions that you might have.

If you are interested in attending one of the following information sessions, please contact Kelly-Anne Malcomson at 667-5474 or email her at kelly-anne.malcomson@gov.yk.ca

Whitehorse:	
October 6	9:00 am – 10:30 am
October 10	2:00 pm – 3:30 pm
October 12	9:00 am – 10:30 am
October 16	10:30 am – noon
November 3	9:00 am – 10:30 am

*One measure of leadership
is the calibre of people
who choose to follow you.*



DENNIS A. PEER

NEW!

Yukon Government Leadership Forum (YGLF) Information Sessions – FOR Supervisors, Managers and Directors of YGLF Applicants and Participants

Would you like to learn more about the Yukon Government Leadership Forum? Come to one of these information sessions to find out about the benefits of supporting your staff to participate in this leadership development program.

Staff Development is pleased to announce that it will be offering information sessions about the Yukon Government Leadership Forum and the benefits of “supporting” staff to participate in YGLF. Leadership occurs at all levels of an organization; as a supervisor, a manager or a director, fostering a learning environment is critical to the development of new leadership behaviour and, indeed, the leadership behaviour of others who learn from those who participate in YGLF. In of itself, creating such an environment is leadership!

Learn about the selection process, the supports the organization provides each participant and the changes in leadership behaviour that you may observe and experience. Also discussed will be the corporate expectations that the organization has of its YGLF participants, and the time commitment that you will be supporting for each of your staff.

If you are interested in attending one of the following information sessions, please contact Kelly-Anne Malcomson at 667-5474 or email her at kelly-anne.malcomson@gov.yk.ca

Whitehorse:	
October 19	9:00 am – 10:30 am
October 31	9:00 am – 10:30 am

calendar of events

UNDERSTANDING GY SYSTEMS AND PRACTICES

THE FOCUS OF THIS THEME IS ASSISTING EMPLOYEES TO UNDERSTAND GY POLICIES, PRACTICES AND SYSTEMS. GY AND ITS EMPLOYEES JOINTLY BENEFIT BY DEVELOPING A COMMON UNDERSTANDING OF ROLES AND RESPONSIBILITIES, WHICH LEADS TO CONSISTENT, HIGH-QUALITY SERVICE DELIVERY.

Retirement: Your Yukon Pension and Lots More

Get ready for retirement. Learn about your government pension plan and other benefit options you will have at retirement time.

This two-day course will provide accurate detailed information on Government of Yukon's present and patriated pension plan and other benefits that employees are entitled to presently and during retirement. This course will also help employees enhance their knowledge and understanding of the financial and lifestyle aspects of retirement.

All employees will benefit from this workshop.

Whitehorse:
November 14 – 15 **9:00 am – 4:30 pm**

Instructor: Lynn Biscott

Lynn Biscott, CFP, an independent financial consultant based in Toronto, specializes in the design and development of financial education programs. She delivers retirement planning programs for the Ontario Public Service, the City of Toronto, and several private sector clients.

Staff Development Contact:
Kelly-Anne (KA) Malcomson, 667-5474

Your Union Working for You

Union representatives will provide an overview of your rights as union members and introduce you to the benefits you'll receive – including special discounts and arrangements available just for being a union member.

You'll leave this comprehensive presentation aware of the benefits of union membership, knowledgeable about your rights, informed your union's structure and leadership, and aware of how and where to contact your union representatives.

Whitehorse:
November 1 **9:00 am – noon**

Instructor: Union Representatives

Staff Development Contact:
Michèle Markley, 393-6921

Introduction to Records Management

This one day workshop introduces participants to basic records management concepts, tools, and terminology. Discover the underlying framework of the records management program of the Government of Yukon, and learn the basic knowledge required to attend more advanced records management training modules.

Whitehorse:
November 23 **9:00 am – 4:30 pm**

Instructor: To be determined

Staff Development Contact:
Kerri Fernandes, 667-8198

Accounts Payable/Purchasing/Fund Accounting

This session will benefit all financial personnel.

Day 1 – Overview of the government's payment process with a focus on the relationship among accounts payable/purchasing/fund accounting and the general ledger.

Day 2 – Extensive hands-on data-entry and navigation exercises in the accounts payable/purchasing/fund accounting modules.

Participants can attend either both Day 1 and Day 2 or Day 1 only, please specify your days on your Training Request Form.

Whitehorse:
October 11 – 12 **9:00 am – 4:30 pm**

Staff Development Contact:
Kerri Fernandes, 667-8198

NEW! Financial Practices – Budgeting and Accounting

This one-day session is offered for financial officers at a senior level, e.g. accounting supervisors, managers of financial operations and departmental directors of finance, who are regularly involved in preparing budgets and exercising the FAA section 30 signing authority.

The session will largely consist of questions and answers and focus on identifying and discussing problematic areas in order to improve overall financial practices in the government.

Whitehorse:
November 15 **9:00 am – 4:30 pm**
November 22 **9:00 am – 4:30 pm**

Staff Development Contact:
Kerri Fernandes, 667-8198





calendar of events

DEVELOPING REQUIRED SKILLS AND KNOWLEDGE

THE FOCUS OF THIS THEME IS ASSISTING EMPLOYEES TO DEVELOP THE SKILLS AND KNOWLEDGE TO MEET THE CHALLENGE OF CHANGE. GY AND ITS EMPLOYEES JOINTLY BENEFIT BY PROVIDING A SKILLED AND FLEXIBLE WORKFORCE TO EFFICIENTLY MEET CUSTOMER NEEDS.

Site management for meeting & event planners – *The Red Carpet Tour* – See the Yukon in a whole new way!

This course is perfect for anyone who either assists with or is responsible for organizing meetings or events on a regular basis, is currently or will be sitting on a planning committee for a National or Regional meeting, or for departments who are considering bringing a meeting to the Yukon.

This year's Red Carpet Tour and Yukon food & event supplier showcase promises to be one of the most exciting and impressive convention/meeting learning event, ever offered!

During this full day course you will be introduced to various convention service suppliers such as: accommodation, transportation, non-traditional meeting facilities, caterers, and many more essential event suppliers. Participants will walk away with the ability to select the right meeting venues, will know how to better communicate with meeting facilities, and will learn about new non-traditional event venues, sure to get those creative juices flowing!

In addition, the course will answer questions such as: what resource materials are available to assist meeting planners in maximizing conference attendance? What are the critical elements to consider when planning a meeting? As well as ideas and suggestions for corporate gifting and partner programs.

Please note that this offering is limited to 45 participants.

Whitehorse:

October 4 8:45 am – 4:30 pm

Meeting point: Whitehorse Visitor Information Centre (Transportation, Food & Trade show included)

Cost – No charge

Facilitated by: Jenn Houtby, Managing Director with the Yukon Convention Bureau

Deadline for registrations is Friday, September 15, 2006.

Staff Development Contact:
Kerri Fernandes, 667-8198

Basic Media Relations

Laszlo Szabo brings 30 years of media and communications experience of working from both sides of the microphone. Senior public servants, program managers, content specialists and other government employees who occasionally give interviews are the primary audience.

This one-day workshop provides participants with a basic knowledge about the media and an opportunity to increase their comfort level during media interview. Formal presentations and practical exercises are included in the workshop. Participants will familiarize themselves with the media and their needs, and learn to:

- successfully negotiate terms with reporters;
- prepare for interviews;
- structure information and develop powerful messages;
- deliver sound bites and take advantage of “trap” questions;
- master the art of bridging; and
- work proactively with the media and maximize media opportunities.

A key element of the workshop's skill development is practical experience. Participants will be interviewed on camera over issues within his/her areas of responsibility. The interviews are then reviewed with the instructor. A manual summarizing the workshop content is also provided to each participant.

Due to the high cost of this workshop, departments will be required to pay half the seat cost for each employee attending this workshop. Department cost \$320.

Please note that each class is limited to 6 participants.

Whitehorse:

October 2 8:30 am – 5:00 pm

October 3 8:30 am – 5:00 pm

October 4 8:30 am – 5:00 pm

Instructor: Laszlo M. Szabo studied Journalism and Communications at Laval University, worked as a CBC public affairs reporter and as a reporter for Canadian Press. As a press attaché and communications advisor he worked with two federal Cabinet Ministers. With Canada Post, he held several senior management positions including their senior national spokesperson. In 1995 he created Immedia Communications and provides customized training seminars and workshops.

Staff Development Contact:
Kelly-Anne (KA) Malcomson, 667-5474

calendar of events

DEVELOPING REQUIRED SKILLS AND KNOWLEDGE cont'd

Advanced Media Relations

Laszlo Szabo brings 30 years of media and communications experience of working from both sides of the microphone. Communications officers and all government employees who have responsibilities for handling communications, public affairs and community relations are the primary audience.

This workshop will help participants further hone their skills to successfully negotiate with reporters, prepare for interviews, structure information, develop powerful messages, deliver "sound bites," and work proactively with the media to maximize media opportunities.

Participants will learn the components of a communications plan and learn to:

- conduct telephone interviews and take advantage of "trap" questions;
- prepare "media lines" and key messages
- prepare media advisories;
- write effective news releases;
- organize news conferences; and
- moderate news conferences.

A key element in this 2 day workshop is practical experience. Participants will be interviewed on camera twice on issues within his/her area of responsibility. The interviews are then reviewed with the instructor. A manual summarizing the workshop content is also provided to each participant.

Please note that this class is limited to 6 participants.

Whitehorse:
October 5 – 6 **8:30 am – 5:00 pm**

Instructor: Laszlo M. Szabo

Due to the high cost of this workshop, departments will be required to pay half the seat cost for each employee attending this workshop. Department cost \$640.

Staff Development Contact:
Kelly-Anne (KA) Malcomson, 667-5474

Introduction to Investigative Interviewing - Justice Institute of BC

This course will enable participants to interview complainants/victims, witnesses, and suspects to obtain accurate, detailed, and relevant information that will aid in investigations and be admissible in court. It examines the differences - in purpose and technique - between interviews of witnesses, complainants, and victims and forensic interviews of suspects. Participants will have opportunities to practice conducting both types of interviews and taking statements that meet the requirements for admissibility.

Employees who are required to investigate and report on incidents will benefit from this training.

Whitehorse:
Oct 30 to Nov 2 (4 days) **8:30 am – 4:30 pm**

Instructor: Pete Fraser

Staff Development Contact:
Michèle Markley, 393-6921

Negotiations – Level 1

This 3-day workshop is based on the materials from the Harvard's Project on Negotiation and will include elements from both the content (substance/issues) and process (relationship) aspects. From this workshop, the participants will gain the following:

- A solid understanding of negotiation as a process for problem solving and relationship building
- Knowledge of the skills required for successful negotiations
- Opportunities to practice those skills
- An awareness of their own individual level of performance as negotiator, including areas of strength and areas requiring improvement
- An individual negotiation skill development plan

This is an introduction course. Your success will be highly dependent on your level of participation. This workshop is one in a series of core course in Conflict Resolution and is transferable towards a Certificate in Conflict Resolution from the Justice Institute of British Columbia.

Prerequisite: Conflict Management

Whitehorse:
December 13 – 15 **9:00 am – 5:00 pm**

Staff Development Contact:
Kerri Fernandes, 667-8198





calendar of events

DEVELOPING REQUIRED SKILLS AND KNOWLEDGE cont'd

Project Management – Tools & Techniques

This 3-day workshop focuses on providing participants with a basic project management skill set. It is appropriate for all levels of experience. For new project managers, it offers new skill sets while, for more experienced project managers, it offers a project management methodology that is consistent with standards of the Project Management Institute (PMI), the professional association for project managers.

Specifically, the workshop:

- Provides a comprehensive overview of the project management framework
- Provides basic skills to effectively plan, manage, and control projects based on Project Management Institute standards
- Provides skills that participants could apply immediately on the job

Project Management – Tools and Techniques will be delivered by National Project Management Inc., <http://www.nationalpm.net/>

Whitehorse:

November 1 – 3 9:00 am – 5:00 pm

Staff Development Contact:
Kerri Fernandes, 667-8198

Communicating with Diplomacy, Discretion and Influence: for Senior Administrative Professionals

Senior managers and their assistants agree: diplomacy, discretion and advanced communication skills are critical for executive assistants. Increase your value by building and maintaining powerful business relationships, communicate with savvy and finesse and handle sensitive issues - and people - with tact and diplomacy.

Top outcomes:

- Communicate more effectively with senior executives, colleagues and clients
- Adapt your communication style to better match your organization's culture
- Handle office politics and confidential situations effectively and gracefully
- Increase your comfort zone, handle the social and protocol aspects of business at an executive level

You will learn about:

- Building a foundation of influence and credibility to handle situations with discretion and authority
- Identifying and building on your communication strengths and adapting your communication style

- Identifying and defining effective communication from an organizational standpoint
- Adopting communication techniques in order to confront difficult situations successfully, with discretion and tact

This workshop is for senior level administrative assistants, executive secretaries, administrative support staff or office support personnel with formal and informal supervisory responsibilities.

Whitehorse:

November 28 – 29 9:00 am – 5:00 pm

Facilitator Carol Laurence is known for her energetic and empowering training style. For over 20 years, she has inspired learners from organizations across Canada. Her practical and participatory approach will make your workshop experience useful and pertinent in addressing real-life challenges.

Staff Development Contact:
Kerri Fernandes, 667-8198

NEW!

Communication Skills for Grievance Meetings

Designed for shop stewards and supervisors, this one-day workshop offers tips, tools and techniques for your role in grievance meetings where you need to find a solution and where emotions may run high.

You'll be able to:

- share your experience in dealing with difficult grievance meetings
- practice techniques and
- take away a pocket 'quick check list' as a reminder of the tools you've learned

Follow up 1½ hour practice sessions are also offered. These will provide opportunities to reinforce the skills learned through practice using situations provided by participants or facilitators.

Prerequisite: One-day training – The New Grievance Procedure

Whitehorse:

October 23 9:00 am – 4:30 pm

November 27 9:00 am – 4:30 pm

Practice Sessions:

November 20 1:00 pm – 2:30 pm

December 13 1:00 pm – 2:30 pm

Facilitated by Arlin McFarlane and Sue Starr

Staff Development Contact:
Michèle Markley, 393-6921

calendar of events

DEVELOPING REQUIRED SKILLS AND KNOWLEDGE cont'd

NEW!

Get Sharp: Decision Making & Critical Thinking

In this dynamic, interactive workshop will help you build and expand your decision-making, critical thinking and creative problem-solving skills, and learn the ins and outs of taking on a leadership role in your organization.

Top outcomes:

- Enhance your ability to be more proactive and to act independently
- Become more confident in making decisions
- Decrease stress related to making critical decisions and solving workplace problems
- Strengthen your ability to influence and persuade others

You'll learn about:

- Understanding and identifying how you learn best
- Creating new ways to ask questions: open questions, closed questions, leading questions, assumption challenges

Administrative assistants, administrative officers, secretaries, office managers, executive assistants, project administrators, supervisors and coordinators, who wish to take their confidence and productivity to the next level, will benefit from attending this workshop.

Whitehorse:

November 30 – December 1 9:00 am – 5:00 pm

Facilitator Carol Laurence is known for her energetic and empowering training style. For over 20 years, she has inspired learners from organizations across Canada. Her practical and participatory approach will make your workshop experience useful and pertinent in addressing real-life challenges.

Staff Development Contact:
Kerri Fernandes, 667-8198

*Time is neutral and does not
change things. With courage
and initiative, leaders
change things.*



JESSE JACKSON

Lancaster House Audio Conferences

Each conference, beginning at 9:30 am and approximately 2 hours in duration, is moderated by a pair of counsel representing a union and management point of view. Moderators are joined by other lawyers and a variety of expert panellists throughout the program for a uniquely balanced and highly informative session. A computer link to materials and case summaries are sent to participants 2 days prior to each conference.

Whitehorse:

Employees come to a central location to participate.

Communities:

Community Employees interested in participating directly from their community are requested to contact Kerri Fernandes, 667-8198 to arrange participation. All that is required is a speaker phone.

Surveillance, Monitoring and Privacy Rights: What is the Scope? What are the Limits?

- In what circumstances are video surveillance and monitoring of employees permitted at the workplace? At an employee's home? In a public place? In a company vehicle?
- Before surveillance is undertaken is the employer obliged to establish a history of problems? Is it necessary to use other means of investigation before resorting to video surveillance? Is a general employee consent required to monitoring at the workplace?
- Which of the following concerns is a justification for surveillance: theft? vandalism? security? safety? productivity? malingering? suspected fraud? sick leave abuse?

September 14

9:30 am – 11:00 am

Accommodating Disabilities (to the point of undue hardship): The Tough Questions; the Up-to-date Answers

- What sorts of conditions qualify as disabilities entitling employees to accommodation? Do they include stomach flu? Migraine headaches? Burnout? Stress caused by disciplinary action? Chronic fatigue?
- How should an employer determine whether inadequate job performance is related to inability or disability?
- Does the employer have a duty to accommodate a disability if it is unaware that the employee is disabled?

October 12

9:30 am – 11:00 am



calendar of events

DEVELOPING REQUIRED SKILLS AND KNOWLEDGE cont'd

Company rules, supervisors' orders – and insubordination: What does it include? What sanctions are appropriate?

- Which rules require employee or union consent? Which can be unilaterally imposed? Do rules and orders have to satisfy a test of reasonableness?
- What does insubordination encompass? Is it limited to refusing to follow a specific rule or a direct order? What about insolent, disrespectful, insulting comments towards management?
- What can union representatives or officers say or do that other employees cannot without breaching the rules against insubordination?

October 24 9:30 am – 11:00 am

The Top 10 Questions Concerning Discharge and Discipline

- In disciplinary matters, what weight should be given to the goals of correction? rehabilitation? deterrence? punishment?
- In assessing penalty, how significant is the nature of the offence itself? The employee's past disciplinary record? The appropriateness of progressive discipline?
- Is progressive discipline always required? Or are there offences for which discharge is an appropriate penalty regardless of the absence of prior discipline?

November 9 9:30 am – 11:00 am

Attendance Management Programs (AMPs) and Last Chance Agreements (LCAs): Making Them Fair, Effective and Enforceable

- In what circumstances are AMPs and LCAs appropriate? What elements do AMPs and LCAs typically contain?
- How should AMPs and LCAs be framed so as to comply with human rights and privacy law, and pass muster at arbitration?
- How should AMPs and LCAs be drafted to avoid conflict with a collective agreement requirement of just cause and the statutory duty to accommodate?

November 20 9:30 am – 11:00 am

Medical Information: The Scope of Access, the Limits on Disclosure

- In what circumstances can employees be required to provide medical information / reports / certificates to employers? To justify absence due to illness? To support a disability claim?
- How much medical information can employees be required to provide to their employer? To the union? To the workers' compensation board? Is the employer limited to information about employees' functional abilities and restrictions, or can it insist on knowing the diagnosis, prognosis, and treatments that a worker is receiving? Can an employer discipline a worker for refusing to provide detailed information? Can a worker be withheld from the job pending the provision of more detailed information?
- What information do employers require to assess accommodation options? Can employers demand more information from disabled employees (medical certificates for every absence, reports on rehabilitation progress) than is required of other employees? How do workers' compensation boards and human rights tribunals balance the employer's interests against the employee's right to privacy?

December 6 9:30 am – 11:00 am

Alcoholism and Drug Addiction: Testing, Discipline and Accommodation

- In what circumstances is drug and alcohol testing permitted at the pre-employment stage? During employment? If testing can be instituted, must it be accompanied by accommodative measures such as establishment of an Employee Assistance Plan?
- When can employers institute random drug and alcohol testing in the workplace? In safety-sensitive industries? For safety-sensitive positions? In sectors involving transportation of goods to the U.S.? Must the employer demonstrate a serious problem that warrants random testing?
- When does drug or alcohol addiction justify discipline? What is the appropriate response where an employee tests positive? When does drug or alcohol addiction, or failure to pass a test, require accommodation? Is zero tolerance a valid approach to drug or alcohol use? When can / must post-discharge evidence (e.g. of relapse or rehabilitation) be taken into account?

December 19 9:30 am – 11:00 am

calendar of events

BENEFITTING FROM TECHNOLOGY

THE FOCUS OF THIS THEME IS ASSISTING EMPLOYEES TO MAKE THE BEST USE OF THE MICROSOFT SOFTWARE USED BY THE GOVERNMENT OF YUKON. GY AND ITS EMPLOYEES JOINTLY BENEFIT FROM HAVING KNOWLEDGEABLE USE OF TECHNOLOGY TO SERVE THEIR CUSTOMERS.

Staff Development Branch attempts to provide a variety of ways to learn these skills: one-on-one tutoring, small group tutoring, classroom training and on-line e-learning. Please contact Carol Smith 667-3154 or csmith@gov.yk.ca to discuss your options.

Training Workshops:

New to Computers?

For those who would like to learn the basic elements of computing

This workshop will cover the following topics:

- Using a Mouse
- Introduction to the Windows World
- Create, Save, Spell Check and Send an E-mail Message
- Create, Save, Spell Check and Print a Memo

Whitehorse:

October 16	9:00 am – noon
November 7	9:00 am – noon
December 12	9:00 am – noon

File Your Computer Documents and E-Mail Messages

Learn where Files belong, how to get them there and how to find them later.

- Learn the different places to store files G: H: and why not C:
- Create folders relevant to your projects
- File your documents
- Find and retrieve your documents
- Disk space issues

Whitehorse:

October 27	9:00 am – noon
November 6	9:00 am – noon
December 19	9:00 am – noon



Microsoft Outlook Fundamentals

Learn to use your e-mail software.

In this course you will learn the following basic skills:

- Send / Receive E-Mail
- Create Folders and File E-mail
- Reply To and Forward E-Mail
- Send E-Mail with Attachments
- Save, Edit, Return Edited Attachments
- Create a Distribution List
- Create Appointments in the Calendar
- Tasks - Create a 'To Do' List

Whitehorse:

November 14	9:00 am – 4:30 pm
November 30	9:00 am – 4:30 pm



Microsoft Outlook - Tools

Learn to use specific features of your e-mail software.

- For those who use Outlook now and are ready to learn more
- In this course you will learn the following skills:
- Use the Calendar to set up Group Meetings and Recurring Appointments
- Create Contacts to save addresses, phone numbers and other information about those people and organizations you contact frequently
- View and Print Contacts as a Phone List or a Detailed Address List
- Send E-Mails and set up Meetings with Contacts
- Create a Reminder for a Contact
- User V-Cards to E-Mail Contacts to others
- Create Tasks as Reminders / Track Tasks Assigned to Others

Whitehorse:

October 20	1:00 pm – 4:30 pm
November 3	1:00 pm – 4:30 pm
December 8	1:00 pm – 4:30 pm

Computer Classes Contact: Kelly-Anne (KA) Malcomson, 667-5474

calendar of events

BENEFITTING FROM TECHNOLOGY cont'd

Microsoft Word Fundamentals

Get started using this word processing program.

In this introductory course you will cover the following topics:

- Creating and Editing Documents
- Formatting Paragraphs, Pages & Sections
- Cut, Copy, Paste Text
- Headers and Footers
- Envelopes and Labels
- Check Grammar and Spelling

Whitehorse:
November 27 9:00 am – 4:30 pm

The following half-day workshops will sharpen your Word skills.

Word – Tables

Organize your information into table format for sorting either alphabetically or numerically. Perform simple calculations. Transfer existing text into a Table Format and use AutoFormat to give your table a polished look.

Whitehorse:
December 14 9:00 am – noon

Word – Automation Tools

Templates, Styles, AutoCorrect/ AutoText, Table of Contents; Headers/ Footers, Page Numbering and Section Breaks. Explore the Tools and Options choices.

Whitehorse:
October 20 9:00 am – noon
November 8 9:00 am – noon
November 23 9:00 am – noon

Word – Mail Merge

Send the same letter, memo, or email to many different people using the Mail Merge feature of Word. Create a mailing list, use an existing list, use Outlook e-mail Contacts

Whitehorse:
October 27 1:00 pm – 4:30 pm
November 15 9:00 am – noon

Word – Document Enhancements

Apply borders and shading to pages and paragraphs, create watermarks to put things like the word “draft” or an image behind your text. Use the drawing toolbar to draw arrows, circles, and 3d boxes. Insert ClipArt and pictures into your documents.

Whitehorse:
December 14 1:00 pm – 4:30 pm

Microsoft Excel Fundamentals

Use this program to help you track your financial data.

This course will give you a good overview of the capabilities of Excel.

- Create, Save and Edit a Worksheet
- Enter and Select Data
- Create Formulas
- Navigate in a Worksheet
- Format the Worksheet
- Headers and Footers

Whitehorse:
October 24 9:00 am – 4:30 pm
November 21 9:00 am – 4:30 pm
December 18 9:00 am – 4:30 pm

Microsoft Excel Tools

Learn some of the more advanced capabilities of Excel to increase your spreadsheet skills.

Tackle techniques for:

- Using Multiple Worksheets and Workbooks
- Linking Data Between Worksheets
- Charting Data
- Using Functions
- Creating Templates
- Using Dates

Whitehorse:
October 13 9:00 am – 4:30 pm
November 16 9:00 am – 4:30 pm

Microsoft Excel – Database Functions

Learn to manipulate your data into a report format.

The topics covered include:

- Sorting
- Extracting Specific Data
- Pivot Tables

Whitehorse:
October 31 1:00 pm – 4:30 pm

Computer Classes Contact: Kelly-Anne (KA) Malcomson, 667-5474

calendar of events

BENEFITTING FROM TECHNOLOGY cont'd

Microsoft PowerPoint - Fundamentals

Create dynamic presentations using PowerPoint.

The following topics will assist in making an effective presentation:

- Create and Save Presentations
- Add/Edit Text and Slides
- Create Notes Pages and Handouts
- Add Visual Interest with Drawing Objects
- Add Graphics and Transitions to Slides
- Run Your Slide Show

Whitehorse:

November 9 9:00 am – 4:30 pm

Microsoft PowerPoint – Get Help While You Create Your Own Presentation

Get assistance and ideas from others while you create your own presentation.

For students who have attended a Fundamentals course or who have had enough experience to know they need assistance.

Bring your thoughts to the classroom to get assistance with PowerPoint. Log on as yourselves to access any text and pictures you already have. We will keep this class small so everyone can share their ideas and get help with their own presentation.

Whitehorse:

December 18 9:00 am – 4:30 pm

Microsoft Project – Version 2002 or 2003

Project software lets you track a variety of projects from very simple schedules to complex budgeting and reporting systems.

Due to the low enrolment in this course, we suggest you apply to take this course on-line at: <http://www.skillssoft.com/catalog/default.asp> browse the course catalogue to see a description of the Microsoft Project courses. Fill out a Training Request form and submit it to Staff Development Branch at Z-1 and we will get you registered.

Microsoft Project Resources:

There is a **Training Manual** for Project 2002 that can be downloaded from this site <http://support.microsoft.com/?id=325846>

Project Tips and Tricks:

Project 2002:

<http://office.microsoft.com/assistance/category.aspx?CategoryID=CH010491421033&CTT=98>

Project 2003:

<http://office.microsoft.com/en-us/assistance/CH790018101033.aspx>

Microsoft Access Fundamentals

Learn to use this database program to manage your data effectively.

For those who are new to Microsoft Access.

This basic course will cover the following topics:

- Defining Relational Database Concepts
- Basics of Planning and Creating an Database
- Create and Work with Tables of Data
- Create Forms to enter data into the Database
- Creating/Modifying Simple Queries
- Introduce Creating Reports

Whitehorse:

October 30 – 31 • 1½ days

9:00 am – 4:30 pm and 9:00 am – noon

December 5 – 6 • 1½ days

9:00 am – 4:30 pm and 9:00 am – noon

Instructor: Ron Hoepfner

Ron has been facilitating software workshops at GY for many years. He is well known for his expertise in Microsoft Access and his professional and calming approach to teaching.

Microsoft Access – Level 2 Create a Database from Start to Finish

Create a Database from Start to Finish with the Skills Learned in the Fundamentals Course

For students who have attended a Fundamentals course or who have had experience working at that level.

- Review of Database Design Basics
- Build a Database the topic of which will be based on the needs of the students who attend the class.

Whitehorse:

November 2 – 3 • 1½ days

9:00 am – 4:30 pm and 9:00 am – noon

December 7 – 8 • 1½ days

9:00 am – 4:30 pm and 9:00 am – noon

Instructor: Ron Hoepfner

calendar of events

BENEFITTING FROM TECHNOLOGY cont'd



Microsoft Access – Advanced Tools

Analyze an Existing Database and Report using Existing Data

- Form Design including Input Masks and Lookup Fields
- Build Select Queries using Single and Multiple Criteria including Logic Functions
- Incorporate References to Forms in the Criteria
- Report Design including Filtering
- Automation including both Macros and Modules

Whitehorse:

October 26 9:00 am – 4:30 pm
December 4 9:00 am – 4:30 pm

Instructor: Ron Hoepfner

Research Skills - Effective Internet Searches

Hone your research skills. Get better information with fewer hits.

- Learn the tools to narrow down your key words.
- Is Google the best search engine for what I am researching?
- Navigate the internet
- Discuss your training needs with the instructor

Whitehorse:

October 26 8:30 am – noon
November 22 8:30 am – noon

Instructor: Paul Kishchuk, Vector Research

Paul is President of Vector Research, a local economic research firm. He has taught workshops for the Government of Yukon and for Yukon College, and has worked on many northern research projects. Paul holds a Masters degree in Economics. See Paul's web site for more details: <http://www.vectorresearch.ca>



Adobe Acrobat Fundamentals

This 1-day course will introduce you to the Acrobat Professional v7.0 environment and basic features, including the differences between Reader and Acrobat, creating and modifying PDF documents, reviewing PDF documents, commenting tools and navigating features.

Whitehorse:

November 10 9:00 am – 4:30 pm
December 11 9:00 am – 4:30 pm

Instructor: Stefan Gottermann

Other Computer-Training Options

Remember, if you don't need to learn all of the topics listed in these course descriptions, give us a call and we will arrange a 'one-on-one' or a 'small group' class. Please give Carol Smith a call at (867)667-3154 or Carol.Smith@gov.yk.ca to discuss your options.

On-line Training – Go to the Web site at <http://www.skillssoft.com/catalog/default.asp> and search for a specific topic to see a course outline and the amount of time required to complete a course. Once you have decided on a course, fill out a 'training request form'. Submit the form to your supervisor and then to the Staff Development Branch for approval and we will arrange to get you registered.

Classes – We are able to deliver a variety of on-line or instructor-led workshops in response to demand. Please continue to send in your Training Request Forms for courses you would like to take. We will notify you when a course you have requested is scheduled.

Work Unit/Department Training Sessions

– Departments or work units may request special sessions for their employees to learn the same things, at the same time. This is a highly effective training format and participants continue to share and support each other back at their workplace. You may choose on-line or instructor-led classes.

Coaching/tutoring – Coaching and tutoring, or troubleshooting support, is available to assist you with software applications. We will assign a person who is knowledgeable about the software to work with you to plan your project. This consultant will assist you in learning the software and in identifying and solving problems with your document, spreadsheet, or database. If the people we assign are outside of GY, Staff Development Branch will pay up to five hours of training and support time. If more time is required we ask that you pay further costs incurred on the project.

On-Line Resources – the Microsoft Product Solution Centre website provides answers to Microsoft software problems as well as 'How To' articles and tips: <http://www.microsoft.com/atwork/articles/index.msp>

Newsgroups – allow you to collaborate with others who use the Microsoft Office software: <http://support.microsoft.com/newsgroups/?pr=914>

Contact Carol Smith (867) 667-3154 or Carol.Smith@gov.yk.ca fax (867) 393-6920 to discuss details on how we can best meet your needs.

Computer Classes Contact: Kelly-Anne (KA) Malcomson, 667-5474

calendar of events

PROVIDING A HEALTHY AND SAFE WORKPLACE

THE FOCUS OF THIS THEME IS ASSISTING MANAGERS, SUPERVISORS AND EMPLOYEES TO TAKE RESPONSIBILITY FOR PROVIDING AND MAINTAINING A HEALTHY AND SAFE WORKPLACE. GY AND ITS EMPLOYEES JOINTLY BENEFIT FROM INCREASED KNOWLEDGE OF OCCUPATIONAL HEALTH AND SAFETY ISSUES. THIS UNDERSTANDING CAN LEAD TO REDUCED EMPLOYEE ILLNESS AND INJURY.

A Respectful Workplace (formerly Understanding Workplace Harassment)

Explore your rights and responsibilities in building a respectful workplace.

Understand what harassment is and identify roles, rights and responsibilities defined in GY's Workplace Harassment Policy. Learn how to deal with harassment, promote the dignity and self-esteem of every employee and contribute to a more respectful workplace.

All employees will benefit from attending this interactive workshop.

Whitehorse:

October 24 9:00 am – 4:30 pm

Instructor: Workplace Harassment Prevention Office

Staff Development Contact:

Michèle Markley, 393-6921

Workplace Hazardous Materials Information System (WHMIS)

WHMIS is a system used to identify the potential hazards of "controlled products" used in your workplace.

All employees required to handle or use controlled products should attend this workshop. To arrange a WHMIS session, contact Ralph Shopland by e-mail at ralph.shopland@gov.yk.ca, or by phone at 667-5963.

Promoting a Respectful Workplace (Formerly Tools for Managers - Dealing with Workplace Harassment)

Understand harassment better and explore options to address and resolve these issues in your workplace.

Gain a theoretical understanding of what harassment is and why we need to address it. Examine GY's responsibilities and critical issues managers need to consider when dealing with harassment complaints. Understand the Workplace Harassment Policy and grievances. Clarify the formal complaint procedures. All managers and supervisory staff will benefit from attending this one-day workshop.

Whitehorse:

November 23 9:00 am – 4:30 pm

Instructor: Workplace Harassment Prevention Office

General inquiries, phone 667-3536, or email harassment.prevention@gov.yk.ca. Confidential inquiries should be conducted by phone or in person, as email is not a secure medium.

Staff Development Contact:

Michèle Markley, 393-6921

First-Aid Training

Develop the skills to provide first-aid services in your workplace or as a job requirement.

Standard First Aid with C-level CPR training is regularly scheduled for delivery to Government of Yukon employees through both Red Cross and St. John Ambulance.

St. John Standard First Aid and C Level CPR (2 day workshop)

Whitehorse:

November 7 – 8 8:00 am – 5:00 pm

Staff Development Contact:

Michèle Markley, 393-6921





calendar of events

WORKING WITH PEOPLE

THE FOCUS OF THIS THEME IS ASSISTING EMPLOYEES TO WORK TOGETHER EFFECTIVELY WITHIN APPROPRIATE FRAMEWORKS. GY AND ITS EMPLOYEES JOINTLY BENEFIT FROM THE EMPLOYEES' DEVELOPMENT OF SKILLS TO ENHANCE WORKING RELATIONSHIPS AND ACHIEVE IMPROVED BUSINESS RESULTS.

Conflict Management

A 3-day workshop that introduces the dynamics, styles, and skills involved in more effectively managing interpersonal conflict. Learning outcomes include:

- Being able to generally describe the conflict dynamics in a given conflict situation and understand how they impact conflict and conflict resolution
- Gaining an understanding of conflict approaches and style(s), being able to identify your own dominant style(s) and learning the appropriate use of each
- Using elements of conflict resolution and basic communication skills to approach conflicts collaboratively

This course is the first in a series of core courses in Conflict Resolution and is transferable to a Certificate in Conflict Resolution from the Justice Institute of British Columbia.

Whitehorse:
November 8 – 10 9:00 am – 5:00 pm

Staff Development Contact:
Kerri Fernandes, 667-8198

Conflict Resolution Skills Practice

This workshop is designed to allow participants to practice their skills in conflict resolution. Working with trained coaches, participants will be guided and mentored through scenarios to improve their communications, negotiations and mediation skills. **Prerequisite:** Conflict Management or Critical Skills for Communicating in Conflict.

Whitehorse:
December 1 9:00 am – 5:00 pm

Staff Development Contact:
Kerri Fernandes, 667-8198

Dealing with Anger

The focus of this 3-day workshop will be on understanding the impact of anger on communication and conflict and on learning skills to manage feelings of anger and communicating more effectively with people who are angry. Participants will explore their patterns of behaviour when angry and in the face of anger and practice skills to enhance their effectiveness in these situations. This workshop is one in series of core courses in Conflict Resolution and is transferable towards a Certificate in Conflict Resolution from the Justice Institute of British Columbia.

Prerequisite: Conflict Management.

Whitehorse:
October 18 – 20 9:00 am – 5:00 pm

Staff Development Contact:
Kerri Fernandes, 667-8198

Critical Skills for Communicating In Conflict

Explore the communications building blocks required for mediating, negotiating or resolving interpersonal conflict.

Focus intensively on communication theory and communications skills. Each skill will be demonstrated then practised in short exercises involving conflict situations. Specific skills will include: non-defensive listening, questioning, reframing, and assertive speaking.

All employees will benefit from skills learned in this workshop.

Whitehorse
November 16 – 17 9:00 am – 4:30 pm

Instructor: Caroline Hayes has over 25 years of experience working for community development in the areas of social services, health, justice and education. A mediator since 1994, Caroline holds a BA in psychology, JIBC Conflict Resolution Certificate, and training in adult education and community development.

Staff Development Contact:
Kerri Fernandes, 667-8198

calendar of events

WORKING WITH PEOPLE cont'd

Focused Conversations

"A conversation with one person can solve a problem or help heal a wound. A conversation with several people can generate commitment, bond a team, generate new options, or build a vision. Conversations can shift working patterns, build friendships, create focus and energy, and cement resolve."

From **The Art of Focused Conversation**, General Editor R.Brian Stanfield, Canadian Institute of Cultural Affairs.

Tackle the challenge of important and difficult conversations we all face at work! Explore theories and methods you can use to effectively create, lead, and participate in such conversations. Learn to consciously focus, create purpose and intention, uncover diverse perspectives, balance advocacy and inquiry, and use strategic questioning. Develop skills that will help you have conversations like, but not limited to, the following:

- performance management
- clarifying tasks or projects
- problem-solving and decision-making
- gaining support or influencing decisions

Prior coursework in communication is recommended. Participants will be surveyed in advance to identify difficult conversations they would like to practice in the workshop. This information will be combined with course materials to provide anonymity.

Whitehorse:

December 6 – 7 **9:00 am – 4:30 pm**

Instructors: Sue Starr, Arlin McFarlane

Staff Development Contact:

Michèle Markley, 393-6921

NEW!

Appreciative Inquiry

This energizing 2-day workshop focuses on an organizational change and group development approach that works well with either workplace or classroom groups. Unlike the traditional problem-based approaches, which focus on what is not working well, AI focuses on what is working well (the *appreciative* stance) by engaging people in asking questions and telling stories (the inquiry). This shift in focus to the positive generates energy and enthusiasm within the organization / group, enabling it to move more effectively towards its goals. Participants will examine the theory behind AI, engage in the 5D model (Definition, Discovery, Dream, Design, and Delivery), and explore ways to apply it in their own organizations or groups. Participants will practice interviewing, telling stories, writing stories, generating themes from their stories, and planning action based on their vision of a preferred future.

Whitehorse:

October 23 – 24 **9:00 am – 5:00 pm**

Staff Development Contact:

Kerri Fernandes, 667-8198

Group Facilitation

ICA Associates

Powerful methods to facilitate and build consensus

The Group Facilitation course provides you with an effective step-by-step process to help clarify discussions and achieve consensus within groups. Learn how to organize ideas and keep discussions moving in any group.

After taking this course you will have the ability to:

- Facilitate groups more effectively,
- Make meetings more productive and efficient,
- Focus a diverse group's energy on a common goal,
- Create a sense of teamwork,
- Improve staff morale,
- Use a group's creativity to maximize productivity.

Tools learned in this course:

The Focused Conversation Method:

- Gets everyone participating
- Encourages a diversity of perspectives
- Provides a structure for positive dialogue
- Gets beneath the surface of a topic
- Builds common understanding

The Consensus Workshop Method:

- Involves each group member
- Gets all the ideas into the mix
- Focuses the group's consensus
- Builds an effective team partnership
- Enables you to facilitate large groups

The training approach is designed to enable you to learn these methods well enough to practice them immediately. Participants have reported that they have used methods learned on the first day of the course that very evening.

Who should take this course:

Managers, consultants, educators, trainers, supervisors, health care professionals.

Whitehorse:

December 4 – 5

Instructor: Bill Staples, ICA Associates

Staff Development Contact:

Michèle Markley 393-6921



updateon...

IPS Programs

Two programs under Investing in Public Service – serving Yukon people (IPS) are now underway. They are the Employee Developmental Assignment Program (EDAP) and the Professional/Technical Training Program (PTTP).

Part of the succession planning component in IPS, these programs provide development opportunities for employees, help departments meet long-term staffing needs with qualified people and support the government's recruitment/retention actions.

Programs also support the Corporate Human Resource Plan vision of the Yukon government as an "employer of choice" for current and future employees.

Research shows that among the top concerns of today's employees are opportunities to learn and develop new skills and participate in a variety in assignments. Both EDAP and PTTP support these choices.

Under the Employee Developmental Assignment Program (EDAP), developmental assignments established by departments will make it possible for employees to train under retiring or soon-to-be retiring employees; to transfer knowledge from one employee so that the organization is less vulnerable to turnover; and to increase the competencies of individuals through work assignments with other government employees who possess particular skill sets. After a recruitment process, EDAP will subsidize the salaries of employees on developmental assignments, making possible the transfer of knowledge from experienced employees to less experienced employees.

The Professional/Technical Training Program (PTTP) is an expansion of the Tuition Reimbursement Program. More resources have been allocated towards supporting professional or technical/skill development so that Yukon government employees' skills and knowledge keep pace with industry standards.

Through PTTP, funding is available for registration fees at conferences or workshops both within and outside the Yukon, and for training programs offered by other organizations and associations. For workshops or conferences held here, funding is available for up to 50 percent of the registration fees, while funding for outside conferences and workshops can be up to 100 percent of fees. Funding is also available for other types of educational programs. There is also a structure for supporting employee membership fees in organizations where membership relates to the employee's duties and responsibilities – PTTP pays one third of approved fees, the department pays one third and the employee pays one third.

If you are interested in either of these programs, please speak to your department human resource staff. Information is also on the Public Service Commission website at <http://pscintranet.gov.yk.ca/employeeportal/index.html> or you can contact Tracey Johnson in the Staff Development Branch at 3711 or via email at tracey.johnson@gov.yk.ca



One of the true tests of leadership is the ability to recognize a problem before it becomes an emergency.


ARNOLD H. GLASOW

spotlighton...

Fish and Wildlife Branch, Department of Environment

For the Fish and Wildlife Branch, Department of Environment, succession planning is not just something to consider – it is a reality and a necessity in today's rapidly changing workforce. They predict that by 2010, just 3½ years from now, the branch will have 10 to 12 new and newly trained people in key roles. That means almost 30% of their workforce will be new to the branch or to the work that they will be doing.

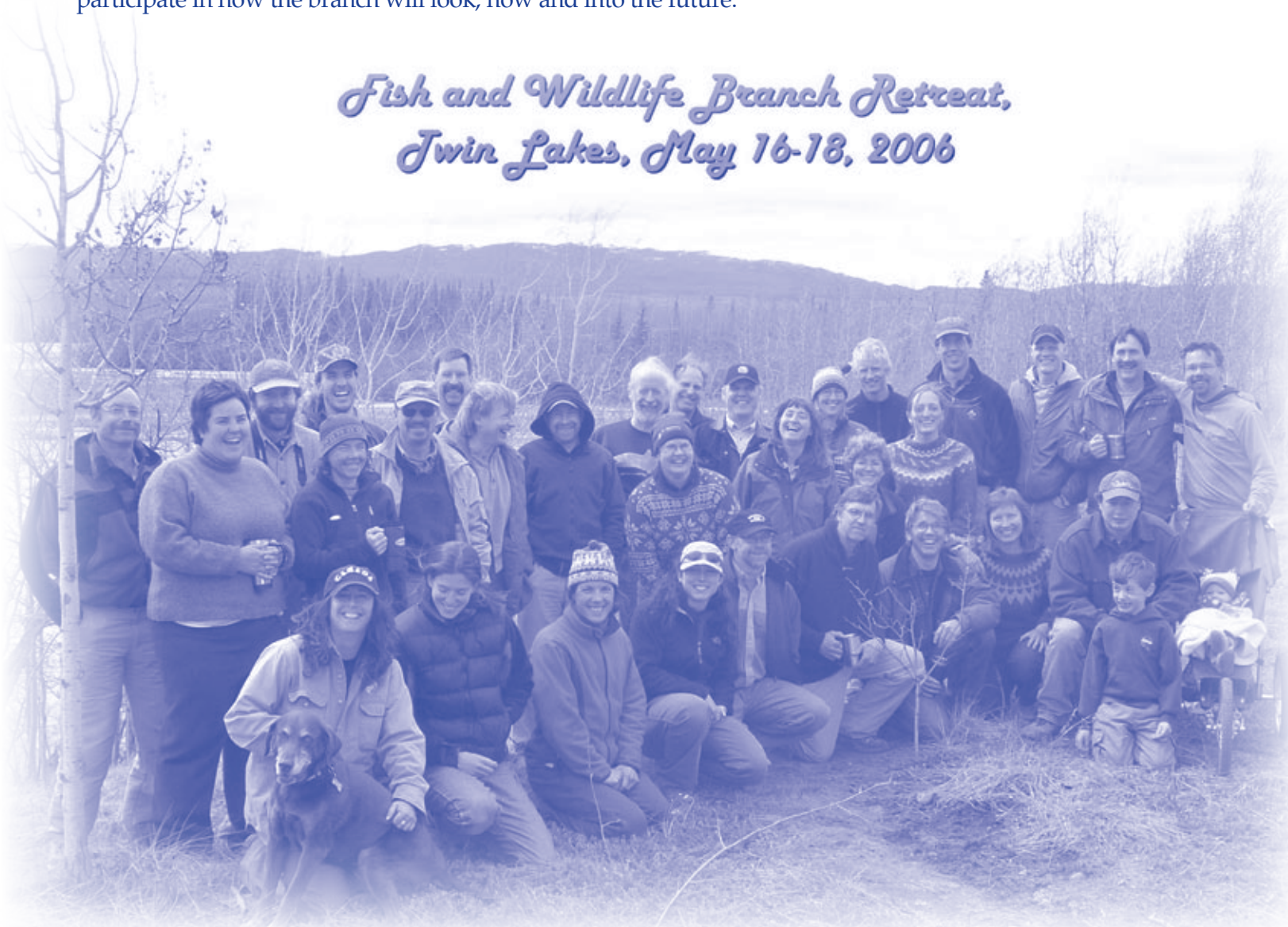
The Fish and Wildlife Branch began their succession planning work last fall thanks to the leadership of Director Harvey Jessup and Biologist Barney Smith and the support of their ADM Kelvin Leary. They chose a participatory approach to their planning and are working diligently to involve all branch members in the process.

Group planning is not a regular part of the Fish and Wildlife Branch culture. So there was some healthy skepticism about the usefulness of everyone's participation in the process this time around. With the assistance of Nansi Cunningham from the Staff Development Branch, the branch members used some creative ideas and processes to assist in their planning, and involved different people in different parts of the process. For example a group of eight employees worked together in March, 2006 to identify 12 areas of competency they felt were needed in the branch now and into the future. And from May 16 to 18, 2006 a branch-wide planning retreat was held. Instead of the usual venue for planning meetings – a boardroom or hotel conference room – the Fish and Wildlife Branch held their retreat at the Twin Lakes Campground.

While they estimate that planning initiatives might take up to 10 or even 20% of their time, they know it is very important. If they weren't already convinced by their predictions of what will happen in the next 3½ years, the sooner than expected departure this spring of three senior staff members in the branch made it very clear. Data shows this is the way of the future. Employees throughout government will increasingly be presented with opportunities that entice them away.

The Fish and Wildlife Branch has taken very positive steps toward creating a workplace where all staff participate in how the branch will look, now and into the future.

*Fish and Wildlife Branch Retreat,
Twin Lakes, May 16-18, 2006*



whoweare...



DIRECTOR

Cheryl Van Blaricom
667-8267
cheryl.vanblaricom
@gov.yk.ca



Nansi Cunningham
667-5197
nansi.cunningham
@gov.yk.ca



Sue Starr
667-3095
sue.starr
@gov.yk.ca



Richard Wale
667-8606
richard.wale
@gov.yk.ca



Tracey Johnson
667-3711
tracey.johnson
@gov.yk.ca

STAFF DEVELOPMENT CONSULTANTS



Marie Cairns
667-5991
marie.cairns
@gov.yk.ca



Carol Smith
667-3154
carol.smith
@gov.yk.ca



Kerri Fernandes
667-8198
kerri.fernandes
@gov.yk.ca



Kelly-Anne (KA) Malcomson
667-5474
kelly-anne.malcomson
@gov.yk.ca



Michèle Markley
393-6921
michele.markley
@gov.yk.ca

PROGRAM COORDINATORS / OFFICE MANAGERS

ADMINISTRATION & PROGRAM ASSISTANTS



MANAGER, HEALTH, SAFETY & WELLNESS

Derek Holmes
667-8261
derek.holmes
@gov.yk.ca



DISABILITY MANAGERS

Michael Hanson
667-5848
michael.hanson
@gov.yk.ca



Wade Scoffin
667-5613
wade.scoffin
@gov.yk.ca



CORPORATE HEALTH & SAFETY CONSULTANTS

Terry Demianenko
667-8144
terry.demianenko
@gov.yk.ca



Ralph Shopland
667-5963
ralph.shopland
@gov.yk.ca



DISABILITY CLAIMS ADMINISTRATOR

Pamela Wirth
667-3019
pamela.wirth
@gov.yk.ca



CAREER DEVELOPMENT COUNSELLOR

David Bruce
667-3583
david.bruce
@gov.yk.ca



CAREER & ASSESSMENT CENTRE INTAKE OFFICER

Allison Beckman
667-3055
allison.beckman
@gov.yk.ca

The art of leadership is saying no, not saying yes. It is very easy to say yes.



TONY BLAIR

Changes in Staff Development

Arrivals:

A warm welcome to **Allison Beckman, Career and Assessment Centre Intake Officer**, who joins the branch on a full-time basis. Allison started work on September 5, and her work hours are 8:30 am – 4:30 pm, Monday through Friday.

WELCOME BACK to **Michèle Markley, Administration and Program Assistant**, who has been travelling for the past year. We missed you Michèle and are so glad you are “home” again.

Departures:

We all bid a sad farewell to **Jacqueline Henley, Administration and Program Assistant**, who replaced Michèle for the past year. We will miss your smile and sense of humour every day.

generalinfo...

3rd floor of the Hougen Centre

The Staff Development Branch office is located on the 3rd floor. Main access is through the door on Third Avenue under the skywalk. We recommend that you park in the GY lot along First Avenue or near the United Church on Main Street. Also located on the 3rd floor are the Staff Development Computer Training Lab and Staff Development Library.

Drop in to our offices or visit the Staff Development Community website at <http://internal.gov.yk.ca/depts/psc/staffdev/index.html>

2nd floor of the Hougen Centre

Our main Training Centre is on the 2nd floor, above Hougen's Sportsloge. Here you will find: The Gold Room and The Platinum Room.

Parking

The Hougen Centre parking lot is for store patrons only. Employee parking is available at the main Government of Yukon Administration Building on 2nd Avenue. You can also park for free near the United Church on Main Street. Employees with disabilities may contact the Staff Development Branch at 667-8198 to discuss alternative parking options.

Registration

Please complete a Training Request form, which can be found on the public website at the following address: http://www.psc.gov.yk.ca/pdf/trf_interactive.pdf Fill in the appropriate information electronically, and then print it off to get the required signatures – your supervisor's and your Human Resources Branch. Approved forms are forwarded to Staff Development Z-1 SDB. Our Administration and Program Assistants (667-8198) will be happy to assist you with any registration questions.

Status

Two to three weeks prior to the start of a workshop, confirmed participants receive a letter containing all administrative and program details. If we are unable to confirm your participation in a workshop, we will provide information to assist in addressing your needs.

One week prior to the start of the workshop, confirmed participants receive a letter or email reminder of the upcoming course. If we are not able to reach you, we will try to contact your supervisor and leave a reminder with him/her.

Consulting Services

Staff Development Consultants are available to discuss a variety of individual and organizational development needs. Workplace changes, teambuilding and planning, individual career plans and training plans are just a few of the areas we address. Contact Cheryl Van Blaricom 667-8267, or any Staff Development Consultant for more information.

Attendance

Ensuring a minimum of disruptions enhances the learning experience for each participant. It is important that you make every attempt to clear your work schedule for the duration of a workshop. If this is not possible, we ask that you consider attending a future offering. If you must be late or absent, please be considerate of other participants and the instructor, and inform them of your intent. If you have special needs and require assistance, contact our Administration and Program Assistants at 667-8198.

Cancellation

Staff Development has initiated a cancellation fee guideline. Departments are now charged \$150 per employee per class for "no-shows" or for cancellations less than three working days before the start of a course. Late or last-minute cancellations result in a cost to Staff Development whether a person has attended or not. To avoid paying a cancellation fee, please make every effort to notify our Administration and Program Assistant at 667-8198 as soon as you know that you will be unable to attend a workshop.

We will make every attempt to avoid cancelling scheduled workshops or changing workshop dates from those advertised. In the event that changes are unavoidable, we will immediately inform you of our intentions and provide you with information regarding rescheduling or cancellation.

Other Organizations

Depending on the course, seats in GY workshops may be purchased by participants from other organizations. Contact our Administration and Program Assistants at 667-8198 to request a seat in one of our classes.

Community Training

Most of our workshops, programs and services can be delivered in any Yukon community. To inquire about an offering in your community, or to explore other learning options, please contact Marie Cairns, 667-5991, marie.cairns@gov.yk.ca

If your local college campus is holding computer training sessions or other employment-related courses in your community, Staff Development will cover 100% of the tuition cost. Prior approval must be obtained from your department using the standard Training Request Form.

Browse the Staff Development Community, our intranet website, to find the latest information from our branch. The address is <http://internal.gov.yk.ca/depts/psc/staffdev/index.html>

Employee Assistance Program

(867) 668-3277. Collect calls are accepted. E-mail nimco@yukon.net

Our fax number is (867) 393-6920

MON	TUES	WED	THURS	FRI
BASIC MEDIA RELATIONS	BASIC MEDIA RELATIONS	THE RED CARPET TOUR! BASIC MEDIA RELATIONS	ADVANCED MEDIA RELATIONS	YGLF – FOR APPLICANTS
2 oct	3	4	5	6
<i>Thanksgiving Day</i>	YGLF – FOR APPLICANTS	ACCOUNTS PAYABLE / PURCHASING / FUND ACCOUNTING	YGLF – FOR APPLICANTS ACCOMM. DISABILITIES	13
9	10	11	12	
YGLF – FOR APPLICANTS NEW TO COMPUTERS?			TRADITIONAL KNOWLEDGE YGLF – FOR MANAGERS DEALING WITH ANGER	20
16	17	18	19	
NEW! SKILLS FOR GRIEVANCE APPRECIATIVE INQUIRY	RESPECTFUL WORKPLACE		RESEARCH SKILLS	
23	24	25	26	27
	YGLF – FOR MANAGERS			
INTRODUCTION TO INVESTIGATING INTERVIEWING.....				
30	31			

MON	TUES	WED	THURS	FRI
		ORIENTATION TO THE GOVERNMENT OF YUKON UNION WORKING FOR YOUINTRODUCTION TO INVESTIGATING INTERVIEWING PROJECT MANAGEMENT –	TOOLS & TECHNIQUES	YGLF – FOR APPLICANTS
		1	2	3
	NEW TO COMPUTERS? ST. JOHN STANDARD FIRST AID & C LEVEL CPR		COMPANY RULES	
6		CONFLICT MANAGEMENT		
7		8	9	10
<i>Remembrance Day</i> (statutory holiday)	RETIREMENT: YOUR YUKON PENSION & LOTS MORE FINANCIAL PRACTICES		CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT	
13	14	15	16	17
NEW! SKILLS FOR GRIEVANCE ATTENDANCE MGT		FINANCIAL PRACTICES RESEARCH SKILLS	INTRO RECORDS MGT PROMOTING WORKPLACE	
20	21	22	23	24
NEW! SKILLS FOR GRIEVANCE	COMMUNICATING FOR SENIOR PROFESSIONALS		NEW! GET SHARP	
27	28	29	30	

MON	TUES	WED	THURS	FRI
				NEW! GET SHARP CONFLICT RESOLUTION SKILLS
				1
GROUP FACILITATION		MEDICAL INFORMATION FOCUSED CONVERSATIONS		
4	5	6	7	8
	NEW TO COMPUTERS?	NEGOTIATIONS – LEVEL 1		
11		NEW! SKILLS FOR GRIEVANCE	14	15
	ALCOHOLISM / DRUG ADDICT.			
18	19	20	21	22
<i>Christmas Day</i>	<i>Boxing Day</i>			
25	26	27	28	29