

STAFF DEVELOPMENT

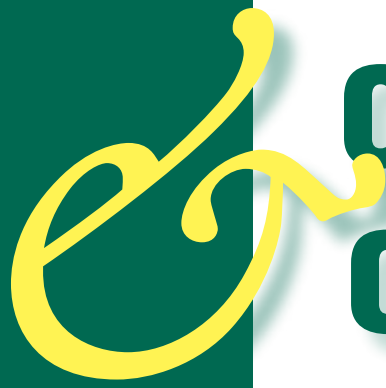
quarterly

VOL 10 ■ NO 2 ■ SUMMER 2006

Today's immediate demands on our time keep us very busy, often at a level on Maslow's hierarchy other than where we might want to be! Whatever phase of life we are in, whatever level of the hierarchy we are at, that is where we need to be and where we need to focus our energies. Competing demands on our time and life often determine the amount of energy we devote to volunteering in our community. When we are ready, volunteering can "kindle the spark" and feed our spirit.
Continued on page 6.

Volunteering:

Kindling the Spark



on the shelf on the web...

Volunteering, A Time Honoured Tradition

Volunteer Canada, ©1999 (bilingual, 72 pages)
Tells the story of how volunteers have shaped our country. From barn-raising to fire-fighting, care-giving to tree-planting, volunteers have done it all. Use this book as a guideline for researching your personal volunteering history, and become part of history in the making.

Volunteer's Survival Manual: The Only Practical Guide to Giving Your Time and Money

by Darcy Champion Devney Practical Press, 1992, paperback, 178 pages, ISBN 0-9630686-9-5

A meaningful volunteer experience can improve your career, your relationships, and the quality of your life. This no-nonsense manual for the active or prospective volunteer advocates "comparison shopping" to find your best service match. Includes sample volunteer job descriptions, career path options, how to show volunteer work on your resume, savvy networking - even how to say no!

Volunteer Vacations: Short-Term Adventures That Will Benefit You and Others, 8th ed.

by Bill McMillon, Doug Cutchins, and Anne Geissinger Chicago Review Press, 2003, 400 pages, ISBN 1556524617

Profiles over 2,000 ways to have a great vacation anywhere in the world while lending a hand to a worthy cause. Offers almost 100 pages of vignettes by actual volunteer vacationers sharing their practical observations.

Giving from Your Heart: A Guide to Volunteering

by Dr. Bob Rosenberg, Guy Lampard, iUniverse, Inc., (February 22, 2005), 114 pages, ISBN 0595340245

This book is about helping you move from thinking about volunteering to connecting with a volunteer opportunity that is right for you.

Volunteering: The Selfish Benefits

by Charles A. Bennett, Committee Communications (June 1, 2001), 88 pages, ISBN 0970932405

Covers how to achieve deep down-satisfaction through volunteering and create that desire in others.

Volunteer Canada website

<http://www.volunteer.ca/index-eng.php>

Yukon Volunteer Bureau website

<http://www.volunteerbureau.yk.ca/>

Volunteering: 101 Ways You Can Improve the World and Your Life

by Douglas M. Lawson, Alti Publishing (May 1998), ISBN: 1883051185

Answers the most common questions you may have about volunteering. If you are considering volunteering or if you have considered it before but just never completed those last steps, then this book is well worth the price.

The Universal Benefits of Volunteering: A Practical Workbook for Non-profit Organizations, Volunteers and Corporations (AFP/Wiley Fund Development Series)

by Walter P. Pidgeon, Wiley; Book & Disk edition (December 5, 1997), 319 pages, ISBN 0471185051

Offers a practical approach to designing, managing and participating in today's volunteer programs.

A Quick Guide to Successful Volunteering: Notes From the Field

by Molly Remer, Vertfield Farm LLC; 1st edition (2003), ISBN 0974426628

Do you want to find a fulfilling volunteer position, but are not quite sure where to begin? Curious about how to make your volunteer experience rewarding to you as well as highly beneficial to the agency you serve? This helpful guide will help you explore what it means to be a successful volunteer. From choosing the best position for you, to tips from the field, this book presents a realistic overview of how you can help and how to define your role.

Volunteering - A Traditional Canadian Value – online article

by Janet Lautenschlager, Voluntary Action Program
http://www.volunteer.ca/volunteer/pdf/PCH/Volunteering_a_traditional_Canadian_value.rtf

This article is a first sketch of volunteering in Canada from a historical perspective, drawing together specific examples to illustrate the role of volunteers from earliest times to the present.

Yukon Public Libraries –

a search on the word "volunteer" produced 31 items on the subject. If you want to find out more on the subject of volunteering, the friendly staff at Whitehorse Public Library are always available to lend a hand in your search.

<http://www.pac.gov.yk.ca/default.htm>



*Compassion is
the basis of all
morality.*



ARTHUR SCHOPENHAUER
(1788 – 1860)

didyouknow...

There are more than 600 organizations in the Yukon that depend on volunteers to offer their programs and services. The *Yukon Volunteer Bureau (YVB)* celebrates the contributions of these volunteers.

The Yukon Volunteer Bureau opened its doors in April 2002 as a pilot program under the United Way of Yukon. On April 1, 2004 the Bureau became a separate non-profit organization and is now a registered charity.

The Yukon Volunteer Bureau was established as a central office to inspire Yukoners to continue to volunteer their knowledge and skills to the community, connect volunteers resources and training for organizations to help them engage and manage their volunteers, and develop partnerships to advance volunteerism in the community.

The Volunteer Bureau believes that the key to building a strong Yukon with a strong volunteer spirit lies in building upon the skills and knowledge of the people who work and volunteer with non-profit organizations every day. In order to reach this goal, they are working to provide a wide variety of central, accessible resources and training to the Yukon's voluntary sector.

The goal of the Volunteer Bureau is to offer services to all voluntary organizations throughout the Yukon. Currently they offer:

- Training workshops and consultation services. Through the umbrella of VOLTS (volunteer and organizational leadership training services) YVB currently offers Board Leadership Development educational workshops and monthly free *Lunch and Learns* on a variety of topics of interest to non-profit groups
- Volunteer referral services - promoting volunteer opportunities through regular print, radio, and TV announcements; an on-line database; helping volunteers to focus their search through volunteer interviews
- Display of organization literature/brochures
- In-house resource library
- Online and printed community calendar of events
- Annual and on-going volunteer celebration events
- Meeting room rental
- E-notices of various events, funding opportunities, furniture donations, etc.

Volunteering is a great way to get involved in the community, meet new people, learn new skills, challenge yourself, and share your talents with those around you.

For Volunteers

The Yukon Volunteer Bureau helps volunteers find the organization that suit their skills and needs. If you are interested in volunteering, the Yukon Volunteer Bureau can make it easy for you to find a volunteer position. They'll lead you through a process of finding out what opportunities may suit your interests and skills and recommend organizations about which you can find more information.

For Organizations

The Yukon Volunteer Bureau is dedicated to supporting organizations and their missions by providing the tools and resources needed to recruit, train, recognize, and effectively utilize the talents of their volunteer workforce. Any organization across the Yukon can access any training or resource currently offered by the YVB. Organizations in communities can call to make specific requests or arrangements as needed. Any organization can also submit a request for volunteers to the Yukon Volunteer Bureau. Requests are posted on their listing and will rotate through various advertising venues.

The YVB appreciates the ongoing support of the Department of Community Services, as their continued funding allows the YVB to be able to offer their services to the community.



For more information on any of these services, please contact:

Yukon Volunteer Bureau

P.O. Box 31107
3123 3rd Avenue
Whitehorse, Yukon
Y1A 5P7

Phone: 867.456.4304

Fax: 867.456.4302

Email: info@volunteerbureau.yk.ca

Website: www.volunteerbureau.yk.ca



YUKON



VOLUNTEER



BUREAU

*No act of kindness,
no matter how
small, is ever
wasted.*



AESOP
(620 BC – 560 BC)

tipstoolstechniques

Produced by the Policy and Planning Branch of the Public Service Commission

If you want to sign-up to help with the Canada Winter Games, here are the latest questions and answers for Yukon government employees. The current questions and answers can also be found on the government intranet home page http://internal.gov.yk.ca/bulletins/2007_cwg_participation_qa.pdf. Questions and answers will be updated periodically and you will be advised of this by global notes.

1. Will leave for purposes other than Canada Winter Games be considered during the period of the CWG?

Yes. There is no blanket ban on vacation or other leave during the time of the games. The 2007 Canada Winter Games Participation Policy (Policy 3.34) is in place so that employees *who want* to sign-up to help with the games can do so without loss of pay (during regular working hours).

Requests for leave such as vacation leave during this period will be subject to normal operational requirements. Requests for Canada Winter Games leave will be subject to the reduced operational requirements for government during the period of the CWG.

2. How will this affect leave requests?

Most departments have processes for approving leave in light of operational requirements. Some units have stricter operational requirements than others (such as 24/7 facilities); some units encourage employees to work together to coordinate leave requests. These practices should continue, although there will be some places where operational requirements may increase due to the CWG (medical services, for example).

3. How will departments know what their operational requirements are?

Departments have been working on plans to identify operational requirements during the period leading up to and during the CWG. In some cases revisions may be required as we get closer to the CWG and the needs become clearer.

4. Will it be hard for some employees to get leave approved to sign on for the CWG or any other kind of leave in that period?

Our responsibility to meet minimum operational requirements will affect what leave employees who work in certain areas can actually take. Department human resource staff are the best people to address this issue because each department sets its own operational needs.

5. What do supervisors consider when they review leave requests?

Supervisors will consult the department's operational plan, including any overarching operational requirements set by the department. There are two levels of operational requirements: the normal level and the reduced level based on the reduced service levels government will be providing during the

CWG. Annual leave requests need to be considered against normal operational levels. CWG leave requests need to be considered in light of reduced operational requirements.

The collective agreement requires supervisors to reply to written annual leave requests from YEU bargaining unit employees within three weeks, even if the answer is no. CWG Leave requests or refusals must be approved by the deputy minister or their designate, under the policy.

6. When will we know what the Canada Games Host Society needs?

The Host Society is still working out their requirements. There will likely be a back-and-forth process as the government works with the Host Society to identify their needs.

7. What do I do first, ask for leave and then sign up or sign up and then ask for leave?

These are two different steps – one with the government and one with the Host Society. You can sign up with the Host Society whether or not you have approved leave, *but* if you want to take leave without loss of pay during your regular work hours, you *must* have approved leave. So, let's put it this way. It's best to put in your leave request as soon as you can if you want to help with the games – and even if you can't say how many hours and the dates of your games responsibilities, if your leave request is approved you can better plan your games involvement and your department has a better picture of operational needs.

Our understanding is that the Host Society is looking for people (not just Yukon government employees) to sign-up for a minimum of 24 hours over the two weeks of the games and that this commitment is served in four-hour shifts. We also understand that the Host Society will not be assigning actual tasks until some time in the fall of this year.

With that in mind, we appreciate that it will be difficult for you to identify a specific schedule on your leave form until you are given an assignment.

What you can do is put in a leave form now to ask for CWG leave without loss of pay (use the "Other" category on the leave form). Please make your best effort to indicate how many hours you may need, and note that the actual dates will be confirmed later. For example, if you know that you will make the full 24-hour commitment to the Host Society, please say this. This will be a great help in operational planning. In the fall when you get your games assignment from the Host Society, you can be more specific and your leave form can be amended.

8. I know now that I do not want to sign up for the CWG. Can I tell my supervisor now?

Yes. Please tell your supervisor. This will help with planning around operational requirements during the CWG.

tipstoolstechniques

9. What if I spend the evening doing Canada Winter Games work. Can I take time off work the next day?

No. The policy clearly states that the leave without loss of pay provisions apply only to an employee's regular hours of work.

Although you can request time off work as vacation or other leave, the 2007 Canada Winter Games Participation Policy does not cover after-hours activities or overtime.

10. Are test or pre-trial events covered by the leave policy?

Pre-trial events are conducted by individual sport bodies. They are not considered "Canada Winter Games" activities by this policy.

11. How will teachers be affected by this CWG Leave Policy?

All CWG leave requests are subject to operational requirements. For educators, there may be operational constraints given the special relationship between teacher and students.

The school year for teachers is different from the work year for most other Yukon government employees. School years also differ between regions, depending on the calendar set by local school councils and approved by the minister. The 2007 Canada Winter Games will not affect the number of instructional days in the school year. For some regions in the Yukon, there will be more time spent on spring break to accommodate the CWG, which will change the length of the summer break to ensure the requirements of the *Education Act* regarding hours of instruction are met. The length of time varies according to the school calendar. During 2007 spring break, teachers will receive their pay as they normally would. There will be no pay on top of regular pay for teachers who may choose to sign-up to help the CWG.

Teachers are also paid on a different basis in some respects than other employees. For example, teachers are paid for 950 hours of instruction. By the last day of school they have earned their full salary. For convenience, the employer divides their salary by 26 pays and pays them the remaining four cheques in June (because they have already earned this salary).

12. When can I take leave to sign on for the Canada Winter Games?

There are three key phases for Yukon government employees. You should read *all* of the Canada Winter Games Participation Policy (Policy 3.34) to fully understand the terms and conditions of leave for the games. The phases for leave approval are outlined in a chart in section 5.6.3 of the policy.

Phase 1 is from now until January 1, 2007.

During this period, CWG leave is for planning and leadership roles or for meetings during work hours.

Phase 2 is from January 1 to April 30, 2007.

During that time employees may ask for leave for a range of activities (section 5.3 of the policy). Based on an approved operational plan and on the needs identified by the Host Society, the Deputy Ministers' Committee on Human Resources (DMHR) will determine the types of participation etc. Individual deputy ministers will be responsible for determining the operational needs of their own department. There will also be some coordination among departments so that service can be enhanced where needed as a result of the Canada Winter Games.

Phase 3 is the period following the games, from April 30 to June 30. Leave at this time will allow for planning and leadership roles in debriefs, evaluations, etc.

13. So what kind of leave is allowed now?

Check the chart in section 5.6 of the policy. In this first phase of the games, leave without loss of pay may be approved for planning and leadership roles on major committees (but no leave is permitted for test or pre-trial events).

14. What about leave for travel to Whitehorse for CWG work?

During this phase of preparation for the CWG, leave for travel purposes is not included. Employees are eligible to apply for other leave.

15. Why do we need a policy? Why don't we just take holidays and other leave to sign up for games' activities?

The policy was developed to support the CWG effort. We are a small jurisdiction and the government wants to do what it can to help make the games a success. That said, we are a public service that is responsible for providing programs and services to Yukon people and there is just so much leave time that we can absorb.

Although we are waiting for the Host Society to indicate their needs for "volunteers", the expectation is that the greatest number of people will be needed just prior to and during the games. With this in mind, the government is supporting a lower level of leave in the current phase (to the end of 2006).

Again, some Yukon government employees will want to sign up for the CWG for sports, cultural, and related activities. The Yukon government is supporting these efforts through enhanced leave provisions under a special 2007 Canada Winter Games Participation Policy (Policy 3.34).



ourcoverstory...

Torjmann and Leviten-Reid state that volunteering “promotes inclusion and is associated with an enhanced quality of life through the acquisition of new skills and improved physical and psychological well-being.”¹ In other words, one way to view volunteering is that it feeds our spirit and helps us attain a level of fulfillment as described by Maslow’s pyramid of needs.

Employers can play a role in getting their employees involved in volunteer activities and help build a culture that feeds the spirit. To encourage personal acts of compassion, employees of The Body Shop – an international chain of stores – are allowed to perform a half-day of community service in each week, on company time. The Government of Yukon works with its employees and supports a yearly United Way campaign, and is also making a huge commitment to volunteering through its policy supporting the 2007 Canada Winter Games.

When you volunteer, every gesture counts! When the need is great, one person’s efforts may seem small but it is everyone’s small efforts that together build the energy and momentum in our volunteer community. This energy and momentum is what gets things done and kindles the spirit of individuals.

Why should we care about volunteerism? What is to be gained? Let’s go back to the “give-to-get” theory. The response can be deeply personal. Some people volunteer to give back to their community, some do it for the satisfaction that comes with sharing their wisdom or doing something different, and others do it purely for the fun of it.

A vibrant community is one where strong relationships exist. Studies have shown that connecting people with each other enhances their ability to talk about and address community issues, and improve the quality of their lives. Well-connected communities are more resilient. They have greater capacity to assess problems, nurture leaders, build stronger organizations, mobilize resources and attain what they need to achieve.²



Consider your place in a vibrant community!

1. *Torjman, S. and Leviten-Reid, E. (2003). The Social Role of Local Government. Ottawa: The Caledon Institute of Social Policy. March.*

2. *Leviten-Reid, Eric and Makhoul, Anne. (2005). Quality of Life Challenge: Fostering Engagement, Collaboration and Inclusion. Ottawa: The Caledon Institute of Social Policy, November.*

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.

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.

Yukon First Nations History, Culture, Agreements & Self Government

Discover how modern-day negotiations have helped build interpersonal relationships through which communications between the governments can occur. Follow the oral history that weaves its way through the fabric of Yukon First Nations culture and helps to explain its spiritual beliefs, potlatches and the clan system of organization. Review First Nation belief, social and justice systems, the Indian Act's incompatibility with these systems and how these systems influenced contemporary Yukon land-claim negotiations. Examine the Umbrella Final Agreement, First Nation Final Agreements and the implementation of Self-Government Agreements.

All employees will benefit from attending this four-day workshop. Please work with your supervisor and your departmental human resources branch to help you determine your training need.

Whitehorse:

August 28 – 31 9:00 am – 4:30 pm

Instructors: Both Ingrid Johnson, whose Tlingit name is K'ayyaddeh and Marilyn Jensen, whose Tagish name is Yadultin, hold degrees in anthropology. They research and develop curricula for First Nations and the governments of Canada and the Yukon. Their delivery styles honour traditional First Nations culture.

Staff Development Contact:
Jacqueline Henley, 393-6921

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:

- **Where do I fit** – corporate structure and functions
- **From Evolution to Devolution** – a historical picture and how we are organized
- **Your Guide to Public Service** – your role as a public servant and your proximity to the politicians
- **Land Claims and Self-Government** – a brief introduction
- **Human Resources – Working for You** – what Human Resources has to offer you
- **Policy, Communications and Current Issues** – a brief look at why and how we develop policy
- **Keep It Safe** – health and safety basics in the workplace
- **Information Management** – includes an introduction to ATIPP
- **Workplace Diversity** – our commitment to employment equity
- **A Respectful Workplace** – your right to work without fear of harassment

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

Whitehorse:

September 7 – 8 9:00 am – 4:30 pm

Instructor: Various GY employees

Staff Development Contact:
Jacqueline Henley, 393-6921



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:
September 12 – 13 **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.

Note: There is a waiting list for this workshop, but employees are still encouraged to submit training requests so we can schedule workshops to meet your needs.

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.

During this 3-hour presentation and workshop, you'll learn the history of the Yukon Employees' Union, from its formation through the major battles fought and won on your behalf. You'll hear details of the Collective Agreement and negotiated benefit packages, explore your union's role and responsibilities, and review the protection union

membership provides. The presenters will also explain about union-sponsored training events and personal development opportunities. 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:
August 11 **9:00 am – Noon**

Instructor: Union Representatives

Staff Development Contact:
Jacqueline Henley, 393-6921

NEW!

Accounts Payable/Purchasing/Fund Accounting

The Department of Finance has created a new 2-day training session that will benefit all financial personnel.

Day 1 – Overview of the government's payment process with a focus on the relationship between 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.

Whitehorse:
Day 1
September 26 **9:00 am – 4:30 pm**
Day 2
September 27 **9:00 am – 4:30 pm**

Participants can attend either both Day 1 and Day 2 or Day 1 only. Please specify your days on your Training Request form.

Instructors: Manager of Financial Systems and the Supervisor of Accounts Payable with an ICT FMIS specialist attending as an advisor.

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.

French Language Training – Daytime and Evening Classes

The French Language Services Directorate will be offering a variety of French courses this fall. These non-credit courses are offered once a week for 12 weeks, during the day or evening. Daytime classes are held at the Wood Street Centre and evening classes are held at the Wood Street Centre or at Yukon College. Classes will run from September 18 to December 8.

Staff Development Branch will assume the cost of tuition for up to 75 GY employees. Students must pay for the course materials. Registration will occur on a first come, first serve basis and a brief oral assessment will be conducted upon registration to determine the appropriate level.

Registration dates: August 28 to September 15, 2006

For information or to register, please call Anne Savoie at 667-8611, or send an email to anne.savoie@gov.yk.ca. **Please do not fill out a training request form.** A training request form will only be required for students who register in the day program, and only after they have been assessed by the coordinator.

Day program:

High Beginner
Sept. 22 – Dec. 8 Friday, 12:00 pm – 2:00 pm

Intermediate
Sept. 18 – Dec. 11 Monday, 12:00 pm – 2:00 pm
(no class Oct. 9 and Nov. 13)

Advanced
Sept. 21 – Dec. 7 Thursday, 11:00 am – 1:00 pm

Conversation
Sept. 20 – Dec. 6 Wednesday, 11:00 am – 1:00 pm

(Advanced)
Cours de perfectionnement
Sept. 19 – Dec. 5 Tuesday, 12:00 pm – 2:00 pm

Evening program:

True Beginner
Sept. 21 – Dec. 7 Thursday, 7:00 pm – 9:00 pm

Beginner
Sept. 20 – Dec. 6 Wednesday, 7:00 pm – 9:00 pm
OR
Sept. 21 – Dec. 7 Thursday, 7:00 pm – 9:00 pm

High Beginner
Sept. 20 – Dec. 6 Wednesday, 7:00 pm – 9:00 pm

Intermediate
Sept. 19 – Dec. 5 Tuesday, 7:00 pm – 9:00 pm

High Intermediate
Sept. 19 – Dec. 5 Tuesday, 7:00 pm – 9:00 pm

*** Note: Schedule may change based on registration numbers and instructor availability.**

COURS DE PERFECTIONNEMENT DU FRANÇAIS ÉCRIT

(Advanced written French)

Are you fluent in French but would like to improve your writing skills? The community-based *Service d'orientation et de formation des adultes, SOFA* (Adult Training and Career Planning Services), in collaboration with the Government of Yukon's French Language Services Directorate, will be offering a *Cours de perfectionnement du français écrit* for people who speak French fluently and wish to perfect their writing skills.

Classes will be held once a week for 2 hours at the *Centre de la francophonie*, 302 Strickland Street. Classes will begin in September – dates and time to be determined.

For information or to register, please call Anne Savoie at 667-8611, or Isabelle Salesse at 668-2663, ext. 328.



calendar of events

DEVELOPING REQUIRED SKILLS AND KNOWLEDGE cont'd

Gender Inclusive Analysis Policy and Program Training

Enhance your understanding of how government policy and programs can affect women and men differently.

Gender inclusive analysis (GIA) is a method used to assess the impacts of policies, programs, and legislation on both women and men. GIA takes into account gender differences, in addition to race, class, ability, age, sexual orientation, etc.

This highly interactive one-day workshop will use Yukon-based policy and program examples to explore how GIA can strengthen government analysis of policies and programs. Participants will benefit from examples of relevant statistical and social policy resources. Through case studies and workshop discussions, participants will learn how to apply a diversity lens to policy analysis and advice to Cabinet. All policy, program, and communications staff would benefit from this workshop.

Whitehorse:

September 14, afternoon 1:00 pm – 4:30 pm,
AND

September 15, morning 8:30 am – Noon

Instructors: Women's Directorate staff

Staff Development Contact:
Jacqueline Henley, 393-6921

A volunteer is a person who can see what others cannot see; who can feel what most do not feel. Often, such gifted persons do not think of themselves as volunteers, but as citizens – citizens in the fullest sense: partners in civilization.



GEORGE HERBERT WALKER BUSH

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 carol.smith@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:

Upon Request – contact Carol Smith 667-3154 or csmith@gov.yk.ca

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 on and why not C:

- Create folders relevant to your projects
- File your documents
- Find and retrieve your documents
- Disk space issues

Whitehorse:

July 14 9:00 am – Noon
August 25 9:00 am – Noon
September 13 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:

July 7 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:

August 3 1:00 pm – 4:30 pm



Microsoft Outlook – Contacts

Merge Your Outlook E-Mail Contacts to Form Letters

This feature is covered in the Word – Mail Merge workshop.

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:

July 28

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:

September 22

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:

September 29

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:

August 18

9:00 am – Noon

September 22

1:00 pm – 4:30 pm

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:

September 29

9:00 am – Noon

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:

July 21

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:

September 8

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:

September 11

9:00 am – Noon

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:

August 11

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:

September 15

9:00 am – 4:30 pm

Microsoft Project

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 arrange for your registration.

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:

July 31 – August 1

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.

Adobe Acrobat

Create PDF (Portable Document Format) files to preserve a document's original content. PDF documents can be shared, viewed and printed by anyone, on any system, using Adobe Reader.

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 Adobe Acrobat courses. Fill out a Training Request form and submit it to Staff Development Branch at Z-1 SDB and we will make registration arrangements.

calendar of events

BENEFITTING FROM TECHNOLOGY cont'd

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:

August 2 – 3 1½ days

9:00 am – 4:30 pm and 9:00 am – Noon

Instructor: Ron Hoepfner

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:

August 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:

September 12

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>

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.skillsoft.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 for your registration.

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 – Both coaching and tutoring and troubleshooting support are 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.

Flexible Work Arrangements – A Healthy Balance

Have you ever wondered about changing your hours of work? Have you ever struggled with balancing your job against your personal commitments? Have you ever longed for a change from the routine? Have you ever just wondered how you will fit everything in?

The Staff Relations Branch, Public Service Commission, has offered many information sessions on Flexible Work Arrangements and will be available to give further sessions to individual departments or units.

For further information, please contact Pat Gillespie, 667-5253, or Diane McPhee, 667-3119 from the Staff Relations Branch.

The 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:

July 6 9:00 am – 4:30 pm

September 6 9:00 am – 4:30 pm

Instructor: Workplace Harassment Prevention Office

Staff Development Contact:
Jacqueline Henley, 393-6921

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.

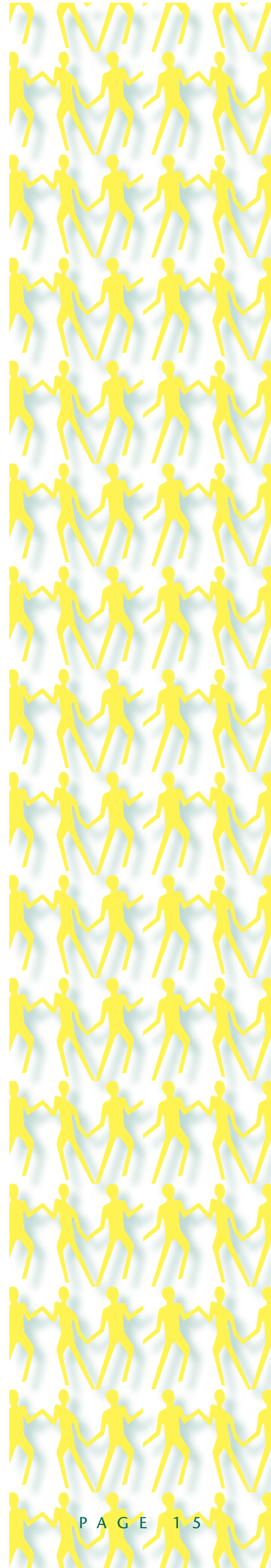
Whitehorse:

September 27 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.**

Staff Development Contact:
Jacqueline Henley, 393-6921





calendar of events

PROVIDING A HEALTHY AND SAFE WORKPLACE cont'd

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:

July 18 – 19 8:00 am – 5:00 pm

September 19 – 20 8:00 am – 5:00 pm

Staff Development Contact:
Jacqueline Henley, 393-6921

First Aid Training in Communities

In order to ensure that GY employees in communities can access the same Standard First Aid with C level CPR training in their community, we've made arrangements with Public Health & Safety (Red Cross) to simplify the process. Here are the steps to take:

- Determine when Standard First Aid training will be offered in your community through your local Yukon College campus.
- Submit a completed Training Request form, including the appropriate departmental signatures, to Z-1 SDB **in advance** of the start of the course.
- Register for the selected First Aid course directly through your local Yukon College campus and indicate to them that you will be attending on behalf of Government of Yukon. You will be issued a First Aid training manual with pre-assigned reading that should be completed **prior** to start of the course.

The Staff Development Branch Cancellation Guideline will apply for all First Aid Courses.

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.

Don't ask so much what the world needs. Go out and do what makes you come alive, because what the world needs most are people who have come alive.



HOWARD THURMAN

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.

Effective Communication

Find out why interpersonal communication skills have been identified as important for success in today's workplace.

Explore communication skills and the factors that determine their effectiveness. Develop skills in listening, speaking assertively, and asking respectful questions. Practise conflict-resolution skills and interest-based negotiation. Learn to work through defensiveness and de-escalate conflict. All employees will benefit from attending this workshop.

Whitehorse:

September 19 – 21

9:00 am – 4:30 pm

Instructors: Sue Starr and Arlin McFarlane

Sue Starr, Staff Development Consultant, is a long-time northern resident who specializes in the facilitation of adult learning. Her background in business and personal development enriches her popular courses.

Arlin McFarlane's background has given her a diverse toolbox of communication skills which she enjoys sharing. She has a BA in English from McGill University, and an MFA in directing from the University of Victoria. Arlin is currently artistic co-director of Yukon Educational Theatre and an instructor at Yukon College.

Staff Development Contact:
Jacqueline Henley, 393-6921

I don't know what your destiny will be, but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve.


ALBERT SCHWEITZER
(1875 – 1965)

spotlight on...

Government of

Did you know that 27% of all Canadians volunteer? These volunteers average 13.5 hours a month which means that volunteering in Canada represents the equivalent of almost 550,000 full-time jobs.

One of Government of Yukon's role models for volunteering is **Bob Williams**. Bob is a familiar face at Macaulay Lodge and Copper Ridge Place. He is a talented musician who has been entertaining residents with the gift of his music for over 11 years. Every week, Bob devotes time to the residents at these facilities. Bob plays his banjo and guitar every Saturday afternoon without fail at Macaulay Lodge, and dedicates every Wednesday evening to the residents at Copper Ridge Place.

Recently when speaking with Bob, he said that years ago when he was young his dream was to harness his passion for music to become rich. And as time passed he learned that his volunteer work has made his life rich but in quite an unexpected way. His life has become "rich in spirit" and that is worth much more to him.

In the sixties, Bob spent his childhood in the Yukon before attending high school in Ottawa, where he developed his love for music. During high school he put together a country rock band with friends, until he graduated as a graphics technician. He continued to visit the Yukon over the years and eventually returned to his Yukon roots. Since December of 1988, Bob has been employed as a warehouse worker with Yukon Liquor Corporation. He has on occasion taken on 'acting positions' as Manager and Shipper/Receiver.

Bob believes that many of the songs he uses help individuals with various forms of cognitive impairments. These songs help individuals get back in touch with the melodies and memories that are close to their hearts. Despite challenges with their memory, for example, the residents do know most of the words to the songs. He always has a personal greeting for each and every resident every time he performs. Bob also entertains during holidays such as Christmas, making sure that every resident has the opportunity to feel the true spirit and joy of the season.

John Mahoney, Registered Nurse at Copper Ridge Place speaks of Bob. "Personally, I love his unselfish and humble clockwork dependability. But let's not forget to highlight his great musical talent. He told me that music has always been an important part of his life. Each night he produces a true plethora of great music for his listeners to enjoy and sing along to. His mastery of the banjo, guitar and vocals is amazing."

Barbara Adam, Coordinator of Volunteer Services for Copper Ridge Place says, "Bob is an exceptional person in many regards. He is respected by staff and loved by the residents and their families for his warmth, sensitivity and genuine interest in people. I can say without hesitation that Bob is one of the most dedicated, consistent and reliable volunteers that we have ever had in our volunteer program. His is a dedication unmatched by anyone else I have encountered. Bob is a one-of-a-kind individual who has a high degree of social responsibility that he lives every week in service to the residents at Macaulay and Copper Ridge."

Bob feels very strongly about volunteering. He says, "I don't think any of us can really understand or appreciate the challenges of the elderly and disabled who may be bedridden, paralyzed and unable to communicate in any way. The residents of Copper Ridge Place and Macaulay Lodge are dependent on others for the daily routines which we more often than not take for granted. I wanted to help and utilize my talents in ways I had not considered in the past, by making a difference in a way that was committed and unselfish.

*A bone to the dog
is not charity.
Charity is the bone
shared with the
dog, when you are
just as hungry as
the dog.*



JACK LONDON
(1876 – 1916)

Yukon Volunteer


by Wade Scoffin

“Feeling humbled, many of the residents spent most of their lives building this country and fighting for its independence, which enabled our society - the lifestyle we enjoy today. I wanted them to know that they are not forgotten and that they all deserve our compassion, our appreciation and most important, our time!

The rewards of appreciation from the residents are undeniable. “I would like to thank each and every one of them, for they have taught me so much about myself, such as my strengths and weaknesses. They are teaching me still. For the residents, it’s not about any special talents you may or may not have, but that you are simply there and giving of yourself.”

Bob also says, “I believe each and every one of us has exactly the same talent. It is called compassion. Why is it given so freely to family and friends and not to total strangers who are in need? This is something that is very much lacking in our world today and that is something we can all change now.”

On July 1, Bob Williams will be recognized for his volunteer activities by being given the Commissioner’s Award for Public Service. It is very apparent that Bob is a well deserving recipient for this award. It is clear that he dedicates himself for reasons much different than receiving this prestigious award.

If you are interested in taking on a volunteer role, please contact the **Yukon Volunteer Bureau** or **Volunteer Canada** (web sites are listed under the section “On The Shelf” in this quarterly) or by contacting the coordinator of volunteer services at Copper Ridge Place at 393-7508 or Macaulay Lodge at 393-7111. 

*Success in life
has nothing to
do with what
you gain in life
or accomplish for
yourself. It’s what
you do for others.*



DANNY THOMAS

Volunteering

BY JACQUELINE HENLEY

The community of friends you build while volunteering strengthens your social life as well as your health.

Studies show that when you give something to the community, you get something back. And I'm not just talking about free tickets to that play you volunteered for.

Turns out that the benefits of volunteering may be greater than you think. You may be surprised to know that volunteering beats out wealth, beauty, education and religion for upping your physical and mental well-being. In a recent British study, people who gave their time to worthy causes "enjoyed better health, suffered less crime, and claimed to be 'very satisfied' with their lives". Students who volunteer even have higher grades.

The link between helping others and having a higher quality of life is strong. What that link is remains unknown. It could be that volunteering raises levels of endorphins, the "feel good" chemicals in our brains, and that in turn, boosts our emotional well-being by flooding our brains with feelings of happiness. And we know that mental health is associated with physical health. Another perspective is that volunteering is a form of social support, and that, say researchers, is what really counts.

Social scientists have long known that people who receive a lot of social support fare better across many circumstances. From coping with a stressful life event, to recovering from an illness, people who have strong social networks tend to suffer less physical and emotional distress than those with fewer supports. Research has also demonstrated that those who receive social support at work tend to have lower blood pressure and have better cardiovascular health. In other words, friends are good medicine.

As Christopher Peterson of the University of Michigan says "When you're volunteering, you're distracting yourself from your own existence, and that's beneficial. More fuzzily, giving puts meaning into life. You have a sense of purpose because you matter to someone else."

So the next time you think you're helping that little old lady across the street, think again. She just might be helping you.



Sources:

www.ourcommunity.com.au

www.time.com/time/classroom/glenfall2005/pg28.html

www.volunteeract.com.au/2004/news05/eckersley.htm

www.hbns.org/news/support04-09-03.cfm

Supervisory Success Program

The purpose of the **Supervisory Success Program** is to provide knowledge and skills to help supervisors understand their role in creating healthy work environments that encourage employees to grow and positively contribute to our workplace.

The Supervisory Success program offers content in:

- Self-Management and Development
- Leadership and Management Styles, Skills and Behaviours
- Organizational Knowledge to Support the Supervisory Role
- Career Development and Support for Follow-through in the Workplace

Participant Selection

Participants are selected on the following basis:

- a) are, or aspire to be, supervisory or management employees
- b) written purpose and goals for participation
- c) most recent performance evaluation
- d) have support from their supervisor and department
- e) ability and commitment to align their work schedule with program schedule
- f) commitment to provide evaluation throughout the duration of the program

Screening for the two offerings of the program will occur over the summer months. A final participant list for each offering will be confirmed by the end of August.

Program Schedule

There will be two offerings of the program running concurrently from October 2006 to March 2007. Participants receive about twenty days of in-class instruction over these 6 months. Workshops may range in length from half days to two days of in-class training. An additional six months of follow-up with the supporting elements of coaching and/or career development planning is offered.

Training Request forms for the October 2006 offering must be received at the Staff Development Branch by June 30, as screening will take place in July.

For further information, contact Sue Starr at 667-3095.



*Give what you
have. To someone,
it may be better
than you dare to
think.*



HENRY WADSWORTH
LONGFELLOW
(1807 – 1882)

who we are...



DIRECTOR

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If you insist on measuring yourself, place the tape around your heart rather than your head.



CAROL TRABELLE



DISABILITY CLAIMS ADMINISTRATOR

Pamela Wirth
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@gov.yk.ca



Changes in Staff Development

Arrivals:

A warm welcome to **Tracey Johnson, Staff Development Consultant**, who joins the branch on a full-time basis. Tracey's work hours are 8:30 am – 4:30 pm, Monday through Friday.

generalinfo...

3rd floor of the Hougen Centre

The Staff Development Branch office is located on the 3rd floor. Main access is the door on Third Avenue under the skywalk. You will also find on the 3rd floor: Staff Development Computer Training Lab and Staff Development Library.

2nd floor of the Hougen Centre

Our main Training Centre is on the 2nd floor in the space beside Seasons Fashions that used to accommodate the restaurant. 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 HR Branch or Departmental Administrator. Approved forms are forwarded to Staff Development Z-1 SDB. Our Administration and Program Assistants 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.

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.

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 any Staff Development Consultant (listed on page 22) for more information.

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 another person can be slotted in 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 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 alternative options.

Other Organizations

Depending on the course, seats in GY workshops may be purchased by participants from other organizations. Contact our Administration and Program Assistants 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 Tuition Reimbursement form.

Employee Assistance Program

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

Our fax number is (867) 393-6920

*Charity sees the
need not the
cause.*



GERMAN PROVERB

MON	TUES	WED	THURS	FRI
3 <i>Canada Day</i> July	4	5	6 RESPECTFUL WORKPLACE	7
10	11	12	13	14
17	18 ST. JOHN STANDARD FIRST AID & C LEVEL CPR		20	21
24	25	26	27	28
31 				

MON	TUES	WED	THURS	FRI
aug	1 	2 	3 	4
7	8	9	10	11 YOUR UNION & YOU
14	15	16	17	18
<i>Discovery Day</i>	22	23	24	25
28	29 YUKON FIRST NATIONS HISTORY, CULTURE, AGREEMENTS & SELF GOVERNMENT			31

MON	TUES	WED	THURS	FRI
sept				1
<i>Labour Day</i>	5	6 RESPECTFUL WORKPLACE	7 ORIENTATION TO THE GOVERNMENT OF YUKON	8
11 	12 RETIREMENT: YOUR YUKON PENSION & LOTS MORE RESEARCH SKILLS - INTERNET		15 GENDER INCLUSIVE ANALYSIS 	
18	19 ST. JOHN STANDARD FIRST AID & C LEVEL CPR EFFECTIVE COMMUNICATION		21	22
25	26	27 PROMOTING RESPECT WKPLCE	28	29