2006
2007

Training
Catalogue

*consulting & training
that make a difference*

www.gov.mb.ca/csc/osd

Manitoba

**Regional
Workshops**
see over!

Regional Workshops

OSD will bring any workshop, facilitated session, or consulting services to your region. For further information about arranging a workshop in your region please call 945-2276.

The following is a list of workshops already scheduled for 2006-2007:

Brandon

April 27 & 28/06	Essentials of Supervision: Module One
Sept. 12 & 13/06	Career Planning
June 15 & 16/06	Project Management
June 22 & 23/06	Aboriginal People: Building Stronger Relationships
Sept. 22/06	Developing Core Competencies: Creating a Personal Development Plan
Oct. 17 & 18/06	Essentials of Supervision: Module Two
Nov. 29/06	Time Management

Thompson

June 6 & 7/06	Staffing Skills for Managers and HR Practitioners
Sept. 13/06	Valuing Diversity in the Workplace
Sept. 14 & 15/06	Project Management
Jan. 16 & 17/07	Essentials of Supervision: Module One
Jan. 18/07	Developing Core Competencies: Creating a Personal Development Plan

The Pas

May 30 & 31/06	Essentials of Supervision: Module Two

I am pleased to draw to your attention the many high quality training and development opportunities available through Organization and Staff Development. This Training Catalogue contains workshops and services that will help you develop in your current position as well as reach your career goals. Because these workshops and services are designed specifically for our government workplace, and because they are delivered by experienced training consultants who are aware of the special challenges that the public service faces, you can be assured that what you learn will be relevant and practical.

The Manitoba Government, through its Civil Service Renewal Strategy, is committed to building a work environment that you find even more rewarding. Check the Renewal web site at http://www.internal/csc/grouplinks/renewlink.html to find out how renewal affects you and your organization. And, if you are interested in continuous learning, in realizing the full potential of your talent, then the Organization and Staff Development Training catalogue is for you.

The services that OSD provides are valuable, both to employees and to organizations. I am proud to work with this committed and skilled group of people, people who are providing an important service that does indeed make a difference. I would encourage you to contact them and discuss how they can meet your development and training needs.

Shirley L. Strutt

Shirley L. Strutt, Q.C.
Civil Service Commissioner

We are very excited to present our catalogue of OSD training and services for 2006-07. Your positive feedback on the look and feel of last year's format was encouraging. You will see a similar look this year that we hope you enjoy.

Our workshops are clustered in key categories of leadership and management, communication, interpersonal skill, and personal and professional development. This format corresponds to the core competencies of the Manitoba government. You will find a matrix on our website to assist you in selecting suitable workshops for developing core competencies.

Our workshop descriptions highlight the learning objectives and who will benefit from the training. You will find this useful for developing learning plans and making training investment decisions. The selection of workshop topics supports the broad Renewal goals of the government: diversity, clarity, sustainability and renewal.

In addition, we have included a comprehensive list of our consulting services and custom design capacity.

Please visit our website for additional information on useful organizational development assessment tools, profiles of our vendors, and in-depth descriptions of our workshops.

We are looking forward to working with you in another exciting and busy year.

Edna Dickson

Edna Dickson
Director, Chief Operating Officer

Table of Contents

For Registration and General Inquiries

| Diane Netzel
Registrar | 945-2276 | dnetzel@gov.mb.ca |

Diane Netzel
Registrar
945-2276
dnetzel@gov.mb.ca

Corinne Haas
Administrative Assistant
945-4911
chaas@gov.mb.ca

Laurel Munn
Training Administrator
945-2372
lmunn@gov.mb.ca

For Certificate Program and Partnership Inquiries

Colleen Ward
Communications Officer
945-3189
cward@gov.mb.ca

For Training and Consulting Services

Edna Dickson
Director/Chief Operating Officer
945-4865
edickson@gov.mb.ca

Jackie Desrochers
Manager of Training and Operations
945-3190
jdesrochers@gov.mb.ca

Shirley Swan
Training & Development Consultant
945-1824
sswan@gov.mb.ca

For Financial Inquiries

Judi Hargreaves
Financial Officer
945-1664
jhargreaves@gov.mb.ca

OSD Facilitators

OSD chooses top professionals, experts in various workshop topics and experienced as facilitators and consultants. For a profile on any OSD facilitator or trainer, please visit our website at www.gov.mb.ca/csc/osd.

The Renewal Team

To learn more about the Renewal Strategy please contact Civil Service Renewal Initiatives, Civil Service Commission (CSC), Herb Robertson (204)945-3524 or visit the CSC website at www.gov.mb.ca/csc.

Our Services

Our Goal: To provide consulting and training that make a difference.

Our Purpose: To help leaders solve workplace problems, improve organization effectiveness and develop staff resources to provide better public service.

Training:

Our catalogue of training workshops and services offers a variety of scheduled workshops in the areas of Leadership Development, Interpersonal Skills Building, Oral and Written Communications, Results Management Skills and Personal Development Skills that are offered both in Winnipeg and in rural areas within the fiscal year.

Customized Training Services:

OSD will customize any of our workshops or design new training material to meet your specific needs and improve the effectiveness of your team. We will deliver in-house training specific to your group in a cost-effective manner:

- training can be scheduled at a time suitable to your workplace - days, evenings or weekends
- training services can be delivered at a location suitable to your group - inside or outside Winnipeg

Consulting:

We provide consulting and facilitation services in the areas of:

- Leading planning sessions
- Implementing organizational change
- Designing organization structures
- Facilitating meetings for working groups or committees
- Building teams
- Improving work processes
- Building respectful workplace culture
- Developing and implementing competency-based human resource management practice
- Brokering training and consulting services on your behalf
- Training trainers
- Planning employee performance feedback and development planning initiatives
- Supporting Government and Human Resource Policy

Assessment:

We will assist you to identify your organization and staff development needs and provide you with recommended steps to meet your training requirements.

Suggestions for the Attendee

DURING THE WORKSHOP
- Be willing to learn from the experience. Avoid being critical and insensitive to the aims of the whole group.
- Enter into discussions and talk with other participants about common problems and possible solutions.
- Meet new people and avoid "chumming" with people from the same workgroup.
- Search for new ideas. Return from the program with an "action plan" and at least one new idea that will help improve performance.
- Listen carefully to learn new ideas from subject content and try to bridge from the theory to practical application.
- Get involved as much as possible when there are participative activities. Don't be a passive participant.
- Continually refer to the objectives of the program and ask yourself: "What am I learning?", "How can I use this back on the job", "What does this information mean for me as an employee?".

Suggestions for the Supervisor

BEFORE ATTENDING
- Let people know well in advance of the program and discuss why they are selected to go.
- Ask for and look over the objectives and content of the program. Be able to give a brief overview of what they can expect.
- Let them know what you expect them to gain and related this to the objectives of the course and the specific relation to their job and/or career plans.
- Ask individuals to think of work problems that they might be able to find solutions to by interacting with other participants at the workshop.
- Ask them to be prepared to discuss the program when they return.
- As much as possible, rearrange work so they can concentrate on the workshop and not worry about their work.

AFTER ATTENDING
- Schedule time for a follow-up meeting.
- Ask what they learned.
- Ask if the program met their expectations.
- Ask how they intend to use this new knowledge or skill - look for concrete suggestions. - Try to get commitments to apply the learning within a set period of time. This may need more follow-up. This builds in accountability.

Influenced by and with thanks to Cripple & Litchfield, Gregory H. and Harry E. Training and Development Journal, American Society of Training and Development.

The Civil Service Renewal Strategy...and Staff Development

The Civil Service Renewal Strategy is about creating a workplace where people are eager and able to contribute their energies, and will experience a fulfilling career. The Strategy is about attracting, developing and keeping the talented people we have, people whose service Manitoba citizens count on. The Strategy, announced in October 2003, has four goals:

- *Renewal – working for the Government of Manitoba is a rewarding experience and an attractive career*
- *Sustainability - good service is maintained through turnover or change*
- *Diversity – fair representation exists at all levels in the Civil Service*
- *Clarity – accountability for people development and leadership is clear*

The Strategy encourages sound people practices. It is helping ensure a continuous and valued public service unaffected by turnover, and where employees can realize their full potential. This will not happen overnight but many things are now underway to ensure it will happen. You may be surprised at just how much is underway. To learn what has happened and will be happening, contact your department's Renewal Authority. If you don't know who your contact is, visit the CSC Intranet site for their name and for more information about Renewal, or contact your Human Resource Office.

The training workshops and consulting services of Organization & Staff Development (OSD) are essential to the successful implementation of the Renewal Strategy. Many of these services will help you and your work area to experience renewal, sustainability, diversity and clarity or, in other words, become a place where better people practices and talented people thrive.

Renewal depends on development. OSD offers workshops and seminars to train employees, managers and human resource professionals on how to develop the core competencies that will make your workplace an effective and rewarding people environment.

If you are interested in or have responsibility for renewal and succession planning, OSD can help. The following training workshop and consulting services are beneficial; a small investment that can make a big difference in achieving results and increasing workplace satisfaction.

For more information on the Renewal Strategy-Organization & Staff Development connection, contact either Renewal Initiatives or OSD at the Civil Service Commission.

Leadership & Learning: Four Renewal Initiatives

The Manitoba Civil Service Renewal Strategy takes action to make the workplace more rewarding and attractive for current and potential employees. Some new Renewal initiatives being introduced are:

- Leadership @ All Levels* – A Guide to Developing Leaders in the Manitoba Civil Service
- The Women's Leadership Program
- The Civil Service Learning Policy
- The Learning Plan and Development Conversation Guide and Workbook
- The New Professionals Network

*In this training catalogue, under the heading of Leadership @ All Levels, you will find some specific training items that support the Initiatives.

***Check the Civil Service Renewal Strategy website
http://www.internal/csc/grouplinks/renewlink.html for more information.***

The Civil Service Renewal Strategy...and Staff Development

	Training Workshops	Consulting Services	
Renewal	Leadership development workshops	Developing Mentoring Approaches	Renewal
	Managing Organizational Change	Implementing organizational change	
	Developing Effective Mentoring Skills	Facilitating meetings and working groups	
	Teambuilding	Improving work processes and continuous improvement strategies	
	Renewal Planning	— — — — — —	
	— — — — —	Brokering training and consulting services on your behalf	
Sustainability	Strategic Planning	Training trainers	
	Project Planning	Seconded Trainer Program (TBD)	
	Reengineering processes	— — — — — —	
	Program Evaluation	Leading planning sessions	Sustainability
	Staffing Skills for Managers and HR Practitioners	Designing organization structures	
	— — — — —	Government and Human Resource Policy Support	
Diversity	Valuing Diversity in the Workplace	Development Planning Approaches	
	Aboriginal People: Building Stronger Relationships	— — — — — —	
	Disability Awareness	Building respectful workplace climates	Diversity
	Workers with Disabilities	Team building and team alignment process	
	— — — — —		
Clarity	Performance Management	— — — — — —	
	Duty to Accommodate: Hiring and Managing Workers with Disabilities	Developing and implementing competency-based human resource management practices	Clarity
		Designing Employees Performance Approaches	

Revised

Analyzing Performance Problems
(HRM002)

Who Should Attend

First line supervisors or human resource practitioners wanting to improve their skills and knowledge in analyzing and resolving performance issues.

Overview of the Workshop

This one day workshop will provide participants with a practical method to identify and analyze performance issues for the purpose of selecting an appropriate strategy to resolve the issue.

Learning Objectives

- recognize workplace situations that require attention and correction
- practice describing the situation in behavioural terms to ensure an objective assessment
- apply an assessment tool and checklist to the example to identify root cause of performance problems
- identify effective strategies to address the situation
- examine specific strategies to address difficult to handle behaviours
- develop a personal plan of action to take back to the workplace

Date: Sept. 8, 2006

Tuition: $165

Facilitator: Edna Dickson

CSC pays half of the tuition ($82.50) for Manitoba civil servants

Behaviour Description Interviewing
(BDI001)

Who Should Attend

Human resource professionals, managers and supervisors and individuals who are preparing to be interviewed.

Overview of the Workshop

This one-day workshop is designed to help participants develop skill in the use of behaviour-based interview systems. Behaviour Description Interviewing assesses an applicant's skills, attitudes and competencies through accounts of past experience and has a high rate of accuracy.

Learning Objectives

- hire with more accuracy using a fair and cost-effective system
- select interview questions that reflect desired job behaviours
- use objective probing questioning techniques
- take reliable notes during the interview process
- apply an objective scoring system to rate applicant responses

Date: May 11, 2006

Tuition: $165

Facilitator: Erin Stewart

CSC pays half of the tuition ($82.50) for Manitoba civil servants

(formerly Coaching Skills)

Coaching for Development
(COA001)

Who Should Attend

All levels of supervisors/managers interested in improving their approach to employee development and feedback.

Overview of the Workshop

This one-day workshop will equip individuals with strategies to unlock and support the full potential of their staff.

Learning Objectives

- examine a coaching model and characteristics of a work environment that supports coaching for development
- apply communication strategies to uncover key strengths, interests and development needs
- explore a variety of coaching approaches to accommodate individual employee differences
- practice setting goals and performance development plans
- identify effective feedback methods to apply in the workplace
- observe and practice coaching skills through demonstrations and practice exercises
- assess training and development options to develop employees

Dates: Sept. 18, 2006
Feb. 5, 2007

Tuition: $175

Facilitator: Deri Latimer

Conducting Effective Orientation
(HRM003)

Who Should Attend

For any level of supervisor/manager or any person designated or volunteering to orientate a new employee to the department or to a particular job.

Overview of the Workshop

This half-day interactive workshop will assist individuals in building essential skills, knowledge and confidence to purposefully create a supportive environment for an employee new to the department or to a particular job.

Learning Objectives

- highlight the benefits of orientation and the connection to retention
- outline important questions that orientation should answer for a new employee
- outline broad areas of information about the department and the employee's specific job that should be covered in orientation
- review a template to assist in scheduling orientation activities and the role of various partners to orientation
- assess a list of "Do's" and "Don'ts" that apply to orientation conversations

Date: Sept. 12, 2006 AM

Tuition: $105

Facilitator: Edna Dickson

CSC pays half of the tuition ($52.50) for Manitoba civil servants

Developing a Mentoring Program
(HRM004)

Who Should Attend

All levels of supervisors/managers who want to build and implement a mentoring program within their organization.

Overview of the Workshop

This half-day workshop will provide individuals with an understanding of the necessary components of an effective mentoring program.

Learning Objectives

- apply a proven design approach to tailor a program to departmental needs and culture
- establish clear, quantifiable objectives for the program
- understand how the components of the orientation stage ensures that participants know what is expected of them
- establish the criteria for evaluating the mentoring agreement between the mentor and mentees

Date: Oct. 12, 2006 AM

Tuition: $105

Facilitator: Deri Latimer

CSC pays half of the tuition ($52.50) for Manitoba civil servants

Revised

Developing Core Competencies: Creating a Personal Development Plan
(HRM005)

Who Should Attend

Any level of employee wanting to create an individual development plan that builds on the core competencies important to the Manitoba civil service.

Overview of the Workshop

This one-day workshop will provide individuals with the tools and processes to identify the core competencies that are required for successful performance in their work. It will allow participants to self assess their current skill level in the competencies and develop specific strategies to improve these competencies.

Learning Objectives

- identify core competencies for the Manitoba Civil Service
- discuss and clarify the application of competencies in today's work environment
- assess individual's current level of effectiveness
- examine methods for developing personal/professional competencies
- identify workplace and other opportunities for developing competencies

Date: April 24, 2006
        Sept. 22, 2006 (Brandon)
        Jan. 18, 2007 (Thompson)

Tuition: $165

Facilitator: Edna Dickson

CSC pays half of the tuition ($82.50) for Manitoba civil servants

Developing Effective Mentoring Skills for Managers
(HRM006)

Who Should Attend

All levels of supervisors/managers who want to improve their ability to mentor others for professional development and career growth.

Overview of the Workshop

The half-day workshop will provide individuals with an understanding of the role, responsibilities and expectations of a mentor.

Learning Objectives

- describe the roles and responsibilities of all participants to a mentoring relationship
- discuss the benefits of mentoring to the organization, the mentor and the mentee
- identify and discuss styles of communication, problem-solving approaches, and development planning from the perspective of a mentor
- identify activities to undertake when getting started in a mentoring relationship
- to identify "next steps" once the mentoring partnership has been established

Date: Nov. 7, 2006 AM

Tuition: $105

Facilitator: Deri Latimer

CSC pays half of the tuition ($52.50) for Manitoba civil servants

Discipline & Grievance Handling
(LBR002)

Who Should Attend

This workshop will be of value to any supervisors/managers and human resource practitioners either new to their role or to government.

Overview of the Workshop

The one-day interactive workshop will assist individuals who want to improve their skills in handling inappropriate staff conduct and to more fully understand discipline and the grievance handling process. (This workshop follows the Managing Under the Collective Agreement workshop.)

Learning Objectives

- develop and strengthen skills relating to the discipline process and grievance handling process
- clarify the roles of various parties involved in the discipline process
- identify and apply fact finding, interviewing techniques, documentation and decision making skills

Dates: Oct. 24, 2006
Mar. 14, 2007

Tuition: $165

Facilitator: Labour Relations

CSC pays tuition for Manitoba civil servants

Duty to Accommodate: Hiring and Managing Workers with Disabilities
(DIV003)

Who Should Attend

Human resource practitioners, new or current managers, supervisors and team leaders and departmental renewal and succession planning authorities.

Overview of the Workshop

This one-day workshop addresses the benefits of building a diverse workforce while focusing on hiring practices, legal considerations and accommodation of workers with disabilities. Attitudinal awareness, legal considerations and practical opportunities to discuss disability, accommodation and performance are provided.

Learning Objectives

- value diversity with an appreciation of the changing labour market
- identify barriers of stereotypes, biases and myths about disabilities
- increase confidence conducting interviews and job performance
- understand employer rights and responsibilities including the legal concepts of duty to accommodate, reasonable accommodation, undue hardship and bona fide occupational requirements

Date: Oct. 3, 2006

Facilitator: Marianne Petrachek

Tuition: $165

CSC pays tuition for Manitoba civil servants

Revised

Essentials of Supervision: Module One
(SUP001)

Who Should Attend

Supervisors/managers who are new to supervision and want to gain a basic understanding of the skills required in their new supervisory role.

Overview of the Workshop

This two-day workshop will equip new supervisors with a basic knowledge and appreciation of their role, responsibilities, changed relationships and competency requirements within the Manitoba government. The workshop will identify various human resource policies and responsibilities impacting the supervisory role.

Learning Objectives

- identify role, responsibilities and core competencies for the supervisory role
- review various policies and practices of human resource management that impact the supervisor
- discuss the challenges of moving from "doing the job" to "overseeing the job"
- develop a personal training and development plan and identify options for acquiring the competencies for effective supervision

Dates: Apr. 11 & 12, 2006
Apr. 27 & 28, 2006 (Brandon)
Sept. 13 & 14, 2006
Jan. 16 & 17, 2007 (Thompson)
Feb. 26 & 27, 2007

Tuition: $320

Facilitator: OSD Partner

Essentials of Supervision: Module Two
(SUP002)

Revised

Who Should Attend

All levels of supervisors/managers who have attended Essentials of Supervision: Basics and who want to build on the skills, knowledge and competencies needed in the supervisory role.

Overview of the Workshop

This two-day workshop will allow participants to develop an advanced working level of skills and knowledge needed to apply competencies and processes to the specific supervisory activities of coaching, managing change, team building and building a positive workplace climate.

Learning Objectives

- identify and apply a performance model that compliments the policies and expected practices of performance management in the Manitoba government
- identify and practice communications and coaching strategies
- create a personal plan to build on supervisory competencies and transfer learning back to the workplace
- apply improved documentation framework
- develop skills in identifying and resolving performance problems

Dates: May 30 & 31, 2006 (The Pas)
**   Oct. 17 & 18, 2006 (Brandon)**
**   Nov. 21 & 22, 2006**
**   Feb. 1 & 2, 2007**

Tuition: $320

Facilitator: Edna Dickson

Essentials of Supervision: Module Three
(SUP003)

New!

Who Should Attend

All levels of supervisors/managers who have attended Essentials of Supervision: Module Two and who want to build on the skills, knowledge and competencies needed in the supervisory role.

Overview of the Workshop

Module Three will provide participants with the necessary skills and applied strategies for creating a respectful work environment with a focus on interpersonal communication and conflict resolution skills and appreciating diversity in the workplace.

Learning Objectives

- identify workplace situations unique to the supervisory role that require effective communication skills
- assess personal communication styles and preferred approaches and examine methods of identifying these in others to improve relationships
- identify and practice building blocks of checking assumptions, effective listening, questioning techniques and clarifying
- understand how to improve interpersonal communication skills
- practice the skills of effective feedback and identify opportunities to apply these to your own leadership situations through discussion and case studies

Date: Dec. 5 & 6, 2006

Tuition: $320

Facilitator: Edna Dickson

New!

Essentials of Supervision: Module Four
(SUP004)

Who Should Attend

All levels of supervisors/managers who have attended Essentials of Supervision: Module Three and who want to build on the skills, knowledge and competencies needed in the supervisory role.

Overview of the Workshop

Module Four will build participants skills and knowledge for developing a positive, creative and resilient work environment with topics on motivation, empowerment, team building, managing change and creating a learning environment.

Learning Objectives

- identify the fundamentals of workplace satisfiers and make the connection to employee motivation, empowerment, and workplace productivity
- reference Manitoba Civil Service Employee Survey results
- assess the elements needed for encouraging creativity and innovation
- review effective change management strategies and the connection to motivation and empowerment
- assess the characteristics of effective teams and groups and identify strategies and tools for building these characteristics
- identify strategies for developing a "team culture" and "change adept" work environment

Date: Jan. 23 & 24, 2007

Tuition: $320

Facilitator: Edna Dickson

New!

Essentials of Supervision: Module Five
(SUP005)

Who Should Attend

All levels of supervisors/managers who have attended Essentials of Supervision: Module Four and who want to build on the skills, knowledge and competencies needed in the supervisory role.

Overview of the Workshop

Module Five will assist participants in developing skills in the areas of applying emotional intelligence, time management strategies and work life balance approaches. They will apply creative and critical thinking and decision-making strategies and techniques to enhance their personal and professional growth and encourage life-long learning.

Learning Objectives

- integrate strategies of applying "emotional intelligence" skills to improve personal effectiveness and confidence
- examine the conditions that contribute to the root causes of time and stress management difficulties in the workplace and develop approaches to address these conditions
- examine and self-assess the skills and behaviours related to the competencies of time management, change resilience, emotional intelligence and work life balance skills

Dates: Mar. 8 & 9, 2007

Tuition: $320

Facilitator: Edna Dickson

Financial Management for Program Managers
(FIN001)

Who Should Attend

All levels of supervisors/managers who want to better understand government financial management policy and budgeting processes of government.

Overview of the Workshop

This two-day workshop will assist participants to gain the skills and knowledge to make sound budgeting, planning and allocation decisions. The workshop will include topics of financial management, The Financial Administration Act, government regulations and legislation.

Learning Objectives

- develop a clear understanding of financial management
- learn how to prepare proper financial records and analyze accounting information to effectively manage the financial components of your job
- understand policy guidelines of government and public sector financial information
- understand cash flow, forecasting, variance analysis and reporting
- understand the legislative based regulations and related legislations, including the Financial Administration Act

Date: Nov. 1 & 2, 2006

Tuition: $320

Facilitator: Ray Sherwood, C.A.

(formerly Making Meetings Work)

Leading Effective Meetings
(MTG001)

Who Should Attend

Anyone who is required to lead a meeting or who wants to develop the skills to be an effective meeting leader.

Overview of the Workshop

Meetings are at the heart of virtually everything we do in business. They can be a productive tool for stimulating ideas, generating plans of action, generating a sense of team spirit, and resolving issues. Yet, often meetings don't do any of these things and instead become a frustrating waste of time, energy, and money. Learn the methods that can undo the meeting madness and that will turn meetings into productive, efficient events.

This program will help you develop the ability to...

- create a clear statement of purpose and develop effective agendas
- start and end the meeting on time
- keep the discussion focused and achieve the objectives of the meeting
- interact effectively with meeting participants
- deal with difficult issues

Date: June 5, 2006 AM

Tuition: $110

Facilitator: Maureen Kennedy

Managing Attendance and Absenteeism

(HRM007)

Who Should Attend

All levels of supervisors/managers who want to improve their ability and confidence to manage attendance problems in the workplace.

Overview of the Workshop

This one-day workshop will examine the conditions and factors to consider for managing attendance under the collective agreement. Participants will apply strategies to real workplace examples.

Learning Objectives

- gain an understanding of your responsibilities with regard to attendance management
- clarify what you have the right to expect from employees with regard to attendance
- discuss proactive management strategies that support and encourage good attendance
- identify potential attendance problems, and know how to proceed once a problem has been identified
- identify what policies, collective agreement principles and conditions, labour laws and human rights issues to take into consideration when approaching attendance problems

Date: June 14, 2006

Tuition: $165

Facilitator: Deri Latimer

*CSC pays half of the tuition ($82.50)
for Manitoba civil servants*

Managing Organizational Change

(CHA001)

Who Should Attend

Middle and senior managers or team leaders who want to improve their skills, knowledge and confidence in planning and implementing small or large changes in a workplace.

Overview of the Workshop

This two-day workshop will examine the components necessary for effectively implementing any change and mitigating the potential negative impacts of the change.

Learning Objectives

- examine and assess the factors that make organizational change necessary
- recognize the importance and the implication of the communication strategies
- recognize the transitional steps in the process of change and identify the associated challenges and opportunities for effective implementation strategies
- apply a process to assess the potential or actual impact of organizational change and identify customized strategies to mitigate impact
- consider strategies for managers to self-manage their personal response to the change and the impact on staff

Dates: May 9 & 10, 2006

Tuition: $320

Facilitator: David Zinger

Managing Under the Collective Agreement
(LBR001)

Who Should Attend

This workshop will be of value to any supervisor/manager and human resource practitioner either new to their role or to government.

Overview of the Workshop

The one-day interactive workshop will assist individuals to learn the roles and responsibilities of various actors under a collective agreement. Participants will gain familiarity with the structure and elements of a collective agreement and generally understand the framework that governs union management relations. (This workshop is a prerequisite for Discipline and Grievance Handling)

Learning Objectives:

- recognize and uphold management rights
- recognize and honour employee and union rights
- interpret the collective agreement
- administer the collective agreement
- recognize and manage past practices
- manage employees with non-disciplinary problems

Dates: Oct. 11, 2006
Mar. 27, 2007

Tuition: $165

Facilitator: Labour Relations

CSC pays tuition for Manitoba civil servants

Motivating & Recognizing Employees
(MRE001)

Who Should Attend

All levels of supervisors/managers who want to improve their own skills, knowledge and confidence in supporting others and enhance employee potential in the workplace.

Overview of the Workshop

This one-day workshop will look at a contemporary view of workplace motivation with a primary focus on employee recognition.

Learning Objectives

- assess current motivational approaches and their benefits
- link motivation with recognition and values
- apply the principles of effective recognition
- build a repertoire of motivational approaches
- write a plan of action to foster motivation and recognition

Dates: March 13, 2007

Tuition: $175

Facilitator: David Zinger

Performance Management: A Comprehensive Approach
(HRM008)

Who Should Attend

New or experienced first line supervisors who want to improve their skills, knowledge and confidence in applying the General Performance Management Policy of Manitoba Government to provide constructive performance feedback and coaching to staff.

Overview of the Workshop

This one-day workshop will examine the government performance management policy and the various components of a performance review and feedback system.

Learning Objectives

- provide overview of a performance management model and the Manitoba Government General Performance Management Policy
- design a performance management system and examine evaluation approaches
- outline tools and strategies to describe performance expectations
- develop skills to provide effective feedback and development conversations
- identify strategies and develop a personal plan for dealing with challenging workplace behaviors

Dates: Nov. 28, 2006

Tuition: $165

Facilitator: OSD Partner

CSC pays half of the tuition ($82.50) for Manitoba civil servants

Staffing Skills for Managers and HR Practitioners
(HRM001)

Who Should Attend

Supervisors/managers and human resource practitioners to better understand or refresh their understanding of the principles and framework for staffing in the provincial government.

Overview of the Workshop

This two-day workshop will review the principles and framework for the recruitment and staffing process. Participants will also discuss selection criteria and assessment methods.

Learning Objectives

- review the principles and policies of staffing
- make staffing decisions based on the principles reflected in the legislative base, collective agreements and corporate policies
- develop selection criteria that are bona fide occupational requirements
- develop the most effective assessment methods
- reach a hiring decision based on all assessment results

Dates: June 6 & 7, 2006 (Thompson)
        Oct. 4 & 5, 2006
        Feb. 12 & 13, 2007

Tuition: $310

Facilitators: Louise Ulrich

CSC pays tuition for Manitoba civil servants

Strategic Planning
(STP001)

Who Should Attend

Managers and team leaders who want a better understanding of the strategic planning process and a framework for applying the process in the provincial government workplace.

Overview of the Workshop

This one-day workshop will review a five-stage process and compare it to other approaches. Participants will develop a clearer understanding of how to customize the process to their work situation.

Learning Objectives

- review a comprehensive five-stage planning process
- assess different approaches to strategic planning and share experiences with colleagues in the workshop
- examine tips and techniques to improve the effectiveness of the planning exercise and getting buy–in and involvement from stakeholders of the final plan
- assess methods for customizing and streamlining the process
- review a number of assessment/analytical tools to assess your organization/need for and readiness to undertake strategic planning

Dates: Sept. 29, 2006

Tuition: $175

Facilitator: OSD Partner

Valuing Diversity in the Workplace
(DIV001)

Who Should Attend

All levels of staff who want a greater understanding and appreciation of how to build and participate in an inclusive organization that can leverage the talents and ideas of all employees.

Office Professionals Certificate Option Credit

Overview of the Workshop

This one-day workshop will focus on building awareness, identifying concrete strategies for building a diverse workforce and providing a respectful and responsive service to Manitoba's diverse communities.

Learning Objectives

- discuss and recognize how "culture" influences personal values, attitudes and behaviour
- examine the attributes and benefits of diversity and the principles of employment equity
- identify barriers and facilitators to creating an inclusive and respectful workplace
- improve and apply respectful interpersonal communication and client services

Dates: June 8, 2006
          Sept. 13, 2006 (Thompson)
          Nov. 17, 2006
          Mar. 16, 2007

Tuition: $165

Facilitator: OSD Partner

CSC pays tuition for Manitoba civil servants

Aboriginal People: Building Stronger Relationships
(ABP001)

Who Should Attend

All levels of employees who want to improve day to day interactions by increasing their appreciation and understanding of the history and culture of Aboriginal people.

Office Professionals Certificate Elective Credit

Overview of the Workshop

Facilitators from the Aboriginal community will provide informative presentations and lead group discussions on the history and impact of past government policy. They will explain and demonstrate differences that can provide insight and awareness to people who interact with Aboriginal people in their work.

Learning Objectives

- identify terms and definitions used by mainstream society to classify Aboriginal People for the purposes of legal, jurisdictional and political affiliations
- gain insight through facilitator "story telling" and personal experiences to enhance appreciation and understanding of cultural history and the impact on today's workplace and society
- review the "Medicine Wheel" framework and discuss its significance to the Aboriginal culture

Dates: June 22 & 23, 2006 (Brandon)
Sept. 27 & 28, 2006
Jan. 16 & 17, 2007
Mar. 20 & 21, 2007

Tuition: $310

Facilitator: Louise Chippeway

CSC pays tuition for Manitoba civil servants

Assertive Communication Skills
(ACS001)

Who Should Attend

All levels of employees who want to develop or improve their confidence and ability to communication effectively in a variety of situations.

Office Professionals Certificate Core Credit

Overview of the Workshop

This interactive workshop will give individuals the opportunity to observe and practice assertive communication behaviours by using videos, group problem solving, discussions and case studies related to work and social situations.

Learning Objectives

- distinguish between assertive, aggressive and passive communication
- discuss and clarify the connection between self confidence, self-esteem and assertiveness
- assess personal assertiveness competency levels and identify areas for development
- identify and practice specific behaviours of assertive communication using case studies and role-playing
- examine internal thinking patterns that contribute positively or negatively and develop strategies to use these patterns effectively

Dates: May 9, 2006
Oct. 26, 2006
Feb. 28, 2007

Tuition: $175

Facilitator: Genella Macintyre

Communication Skills for Managers
(LSC001)

Who Should Attend

Managers, supervisors or professional staff who must use effective communication skills to accomplish results through the performance of others.

Overview of the Workshop

This workshop will provide the necessary skills and knowledge to act as a coach, give positive and critical feedback, clarify expectations, use effective questioning and open up discussion between you and the staff you supervise.

Learning Objectives

- examine the communication challenges for you as a manager
- develop an understanding of an effective communicator
- examine the impact of communication on a positive work environment
- consider how listening and questioning skills contribute to a manager's success
- give positive and critical feedback
- use coaching to address good and poor performance
- examine motivation and how communication contributes

Dates: April 10, 2006
Dec. 8, 2006

Tuition: $175

Facilitator: Genella Macintyre

Communication & Conflict Skills
(CCS001)

Who Should Attend

All levels of employees who would like to develop or improve their basic communication and conflict management skills.

Office Professionals Certificate Core Credit

Overview of the Workshop

This highly interactive workshop will assist individuals in developing the essential communication skills of effective listening, conveying clear information, providing effective feedback, clarifying perceptions and assumptions, and resolving workplace conflict.

Learning Objectives

- apply a communication model to identify common communication barriers and the factors and conditions that help or hinder effective communication
- self assess personal competency level in listening, questioning, giving and receiving feedback
- identify and apply effective behaviours to personal development areas
- examine a model for resolving conflict and observe strategies for using five conflict resolution approaches
- apply a problem solving model to specific situations in case studies and interactive activities

Dates: June 20 & 21, 2006
Sept. 26 & 27, 2006
Feb. 22 & 23, 2007

Tuition: $320

Facilitator: Marion Kitz

Communication Skills for Frontline Supervisors
(CSF001)

Who Should Attend

Front-line supervisors or professional staff who must use effective communication skills to accomplish results through the performance of others.

Overview of the Workshop

This highly interactive workshop will assist individuals in developing the essential communication skills and strategies to manage the unique communication demands of supervisors. The workshop will focus on specific workplace situations.

Learning Objectives

- clarify the unique situations faced by supervisors that require effective communication skills
- identify building blocks and behaviours for effective communications
- assess personal strengths and identify areas for development using assessment instruments
- develop and plan strategies for applying communication skills to various supervisory situations such as, providing instruction, coaching and feedback, implementing change and orientation, empowering and gaining commitment

Dates: May 12, 2006
              Nov. 8, 2006

Tuition: $175

Facilitator: Marion Kitz

Conflict Skills for Managers
(LSN001)

Who Should Attend

Managers, supervisors or professional staff who must address and deal with conflict among or between those they supervise.

Overview of the Workshop

A manager or supervisor may feel he/she is often "putting out fires" among or between individuals they supervise. Situations involving conflict may range from overall tension and reduced communication among staff members to a break-down in their working relationship. This highly interactive workshop will assist individuals in developing the skills and strategies required to address and deal with conflict.

Learning Objectives

- to examine the negative and positive effects of conflict in the organization
- to more fully understand what happens when communication breaks down among or between staff members
- to encourage productive feedback among or between staff members
- to examine and practice conflict skills to intervene and clarify conflict between team members
- to discipline staff members without punishing them for poor performance

Dates: Nov. 1, 2006

Tuition: $175

Facilitator: David Zinger

Differing Work Styles: Applying the Myers Briggs Type Indicator
(DIF001)

Who Should Attend

All levels of employees who would like to develop an in-depth understanding of their own and others' personal communication strengths and learn how to apply the strengths to specific workplace situations.

Special workshops can be designed and conducted for work units to deal with personality differences and strengthen their ability to work as a highly productive work team.

Office Professionals Certificate Elective Credit

Overview of the Workshop

This workshop is an introduction to the work of Myers and Briggs, and their well-researched and widely recognized instrument, the Myers Briggs Type Indicator (MBTI). This workshop examines the characteristics of 16 different "types and explores the implications of the differences to team communication and work situations.

Learning Objectives

- review the history, research, and use of the Myers-Briggs Type Indicator
- identify personal preferences and "type" through self assessment using the Indicator
- investigate and assess the four dimensions that make up the 16 MBTI type combinations
- identify the strengths of each dimension and the application to work situations

Date: Jan. 12, 2007

Tuition: $190

Facilitator: Donna Ghidoni

Negotiating & Influencing Skills - Dealing with Interpersonal Conflict
(NEG001)

Who Should Attend

This workshop is ideal for anyone who manages people or works on various committees or work teams that need to resolve differences or influence others in making decisions, or improving working relationships.

Overview of the Workshop

A common challenge in the workplace is dealing with others who have different goals, ideas and opinions than our own. This workshop will help participants identify the costs associated with conflict for organizations and individuals, conflict situations and opportunities to influence others. It will cover a process and strategies for resolving differences and negotiating with others.

Learning Objectives

- identify choices and processes for resolving conflict
- determine your own predominant conflict resolution style
- develop proficiency in the use of a model for negotiating and influencing others
- examine tips and strategies for effectively developing win-win solutions

Dates: May 2 & 3, 2006
             Oct. 19 & 20, 2006
             Feb. 8 & 9, 2007

Tuition: $320

Facilitator: Pat Hirst

Powerful Listening: The Art & Practice
(LIS001)

Who Should Attend

All levels of staff who want to improve their communication skills to increase their effectiveness in managing, negotiating, resolving conflicts, providing customer service, and building relationships.

Office Professionals Certificate Core Credit

Overview of the Workshop

This workshop will help you to develop as a more powerful listener and responder in interpersonal communication. It will help you understand the emotions and intentions of others.

Learning Objectives

- build strategies for remaining strong, centered and balanced in all listening encounters
- develop techniques for powerful transitioning in and out of listening situations
- identify and respond effectively to the dynamic mix of another person's content, emotion and intention
- practice generating powerful responses based on the vital skills of caring, influence, and persuasion

Dates: June 6, 2006
Oct. 13, 2006
Jan. 22, 2007

Tuition: $175

Facilitator: David Zinger

Email - Think Before You Hit "Send"!
(WRI001)

Who Should Attend

All levels of employees who would like to improve the quality and professional image of their electronic communication – the email.

Office Professionals Certificate Core Credit

Overview of the Workshop

What does your email style do to your image as a professional? Do your readers smile...or cringe and scratch their heads when they get an email from you? Do you pause and think about the degree to which your message can be forwarded and read by just about anyone? In today's business environment, email is a primary form of communication – but one that is often not handled effectively. This interactive workshop will focus on the key strategies for developing an email image to be proud of.

This program will help you develop the ability to...

- write from your reader's perspective
- focus your message and avoid rambling
- put the right information in the right place
- be aware of the tone of your message
- format for an easy read

Date: June 1, 2006

Tuition: $175

Facilitator: Anne Dunlop

The Plain Language Approach to Writing
(WRI003)

Who Should Attend

All levels of staff who would like to develop effective written communication skills and apply a "plain language" approach to their writing.

Office Professionals Certificate Core Credit

Overview of the Workshop

Language is our system for transporting ideas – for communicating our thoughts to others. But it's only a means to an end, not an end in itself. Communication doesn't take place until the information has been received and clearly understood. Learn the key strategies for talking to your reader using plain language so that your message is easy to read and understand.

This program will help you develop the ability to...

- avoid bulk and jargon that undermine your message
- use plain language to create a personal connection with your reader
- write powerful sentences
- control paragraph length and create effective structure
- format to make your information accessible

Dates: May 18, 2006
**   Jan. 18, 2007**

Tuition: $175

Facilitator: Anne Dunlop

The Art of Writing Effective Reports
(WRI002)

Who Should Attend

All levels of staff who are required to write reports as part of their job requirement or those with limited experience who would like to develop effective report writing skills.

Office Professionals Certificate Elective Credit

Overview of the Workshop

Does your anxiety level increase when you're faced with writing a report? Do you struggle with getting started and then second-guess yourself about structure and format? Eliminate those concerns and roadblocks. Learn to write your reports efficiently and with confidence.

This program will help you develop the ability to...

- gain control over large volumes of information
- use time-saving techniques for planning and organizing the report
- use language strategies that enhance the clarity of the content
- apply formatting techniques that create accessibility of information
- use fast, effective editing techniques

Date: April 26 & 27, 2006

Tuition: $320

Facilitator: Anne Dunlop

Writing & Editing Skills: Level I
(WRI004)

Who Should Attend

No matter what type of writing you do, or at what level, if you want to develop and reinforce essential skills that will ensure correctness in your written communication, this program is a must attend.

All levels of staff who want to develop essential skills and ensure correctness in their written communication.

Office Professionals Certificate Core Credit

Overview of the Workshop

Mistakes in grammar and usage undermine the readability of a document. The readers can become so focused on the errors that they lose their concentration on the message. Also, the negative impression caused by poor grammar and usage can undermine the professional image of the writer. Learn the key strategies and techniques for avoiding these pitfalls.

This program will help you develop the ability to...

- apply editing tricks to correct errors with the apostrophe and pronouns
- choose correct word usage, capitalization and number format
- use the right punctuation in the right place
- avoid common business jargon
- control sentence length

Dates: May 16, 2006
Sept. 7, 2006
Nov. 9, 2006
Feb. 15, 2007

Tuition: $175

Facilitator: Anne Dunlop

Writing & Editing Skills: Level II
(WRI005)

Who Should Attend

All levels of staff who want to move beyond the essential writing skills and develop advanced writing skills.

Office Professionals Certificate Core Credit

Overview of the Workshop

There are subtle qualities in written communication that move it into the category of excellent. Enhance your ability as a powerful and proficient business writer, and build your professional image, by learning the more advanced structural qualities that contribute to powerful business writing.

This program will help you develop the ability to...

- write with parallel structure
- format lists effectively
- create agreement within and between sentences
- use powerful verbs to create impact
- use transition to create flow

Dates: June 19, 2006
Oct. 11, 2006
Jan. 24, 2007

Tuition: $175

Facilitator: Anne Dunlop

Writing Effective Minutes
(WRI006)

Who Should Attend

All levels of staff who are required to take and write minutes for a business meeting.

Office Professionals Certificate Elective Credit

Overview of the Workshop

The minute-taker plays a significant role in a meeting. That individual is responsible for ensuring a complete, accurate, concise record of the business of the meeting. The minutes become the permanent, formal record of discussions and decisions. The effectiveness of the committee members, and future decisions they make, will be impacted directly by the quality of the minutes.

This program will help you develop the ability to...

- take notes efficiently and transpose them into effective minutes
- give the readers the information they need using clear, concise language
- use templates to record and write the minutes faster
- interact with the chair to keep the discussion on track

Dates: May 29, 2006
        Jan. 11, 2007

Tuition: $175

Facilitator: Maureen Kennedy

Writing on Behalf of...
(WRI007)

Who Should Attend

All levels of staff who are required to produce any written communication on behalf of the Minister, Deputy Minister, ADM or Director.

Office Professionals Certificate Elective Credit

Overview of the Workshop

Do you have to write letters for your Minister, DM, ADM, or Director? These can be challenging letters to write. It is essential that they are written with clarity and with a balance between professionalism and a personable tone. If the letters are formal or complex, the readers can often feel intimidated and can be left with the impression that government is distant and impersonal.
In this interactive workshop, you will learn the key strategies for writing effectively on behalf of someone else.

This program will help you develop the ability to...

- target the reader's perspective
- deal with sensitive issues using a positive tone
- write effective openings and closings
- replace bureaucratic jargon with plain language

Dates: Apr. 5 & 6, 2006

Tuition: $320

Facilitator: Anne Dunlop

Writing Policies, Guidelines & Procedures
(WRI008)

Who Should Attend

All levels of staff who are required to produce policy and procedure documents referring to the internal processes of an organization.

Office Professionals Certificate Elective Credit

Overview of the Workshop

Readers frequently turn to policy and procedure documents to understand the internal processes of an organization or department. Yet, those same readers are frequently frustrated because the document is so difficult to comprehend because of poor language, organization and layout. This hands-on workshop focuses on the fundamental strategies for presenting a crystal clear message in policy and procedure writing.

This program will help you develop the ability to...

- determine the content required
- organize for clarity and understanding
- write in a plain language style and create a reader focus
- format to make the document an easy read

**Dates: Nov. 22 & 23, 2006
          Feb. 20 & 21, 2007**

Tuition: $320

Facilitator: Anne Dunlop

Writing Treasury Board Submissions
(WRI009)

Who Should Attend

All levels of staff who are required to write submissions to Treasury Board.

Overview of the Workshop

This program includes key information that Treasury Board Secretariat has provided. This information includes details about the purpose of a Submission, a recommended style and format, the required sections, as well as a comprehensive explanation about what needs to be covered in each section.

This program will help you develop the ability to...

- use planning strategies for controlling volumes of information
- organize the information within sections for readability and impact
- use language techniques that convince the readers of the merits of your points
- write structurally strong text that allows the readers to flow through the information
- format for accessibility of information and eye-appeal

**Dates: Apr. 19 & 20, 2006
          Jan. 30 & 31, 2007**

Tuition: $320

Facilitator: Anne Dunlop

Writing with POWER
(WRI010)

Who Should Attend

All levels of staff who want to build the effectiveness of their writing skills and increase their efficiency in writing under tight time frames.

Office Professionals Certificate Core Credit

Overview of the Workshop

What are the key strategies for creating powerful business correspondence that will capture the reader's attention? What are the techniques for creating a professional document within a tight time frame? Learn the answers to these questions to enhance your professional image and your success as a writer.

This program will help you develop the ability to...

- write a quality document in less time
- target the reader's needs to create impact
- use high energy language
- create good will by using appropriate tone
- write effective letters and memos

Dates: Sept. 19 & 20, 2006
**   Mar. 6 & 7, 2007**

Tuition: $320

Facilitator: Anne Dunlop

You and the Upset Customer: Working Effectively with Challenging Customers and Clients
(DUC001)

Who Should Attend

All levels of staff who need to more effectively deal with difficult customer contacts.

Office Professionals Certificate Elective Credit

Overview of the Workshop

The goal of this workshop is to allow you the opportunity to explore and identify the challenges of dealing with an upset client as well as acquire techniques to deal with the upset customer and manage the impact of the customer's anger.

Learning Objectives

- explore the topics of anger, hostility and conflict
- identify and discuss the challenges of dealing with an upset customer including best practices to deal with an upset customer
- examine techniques to defuse yourself in an encounter with an angry customer
- examine how to help an angry customer, how to communicate when we cannot help, and how to deal with our feelings after an angry customer situation

Dates: May 18, 2006
**   Sept. 15, 2006**
**   Jan. 9, 2007**

Tuition: $175

Facilitator: David Zinger

Thinking Skills

Think Strategically with Six Thinking Hats™
(HAT001)

Who Should Attend

Senior executives, managers, supervisors and team leaders and anyone who leads groups of people in meetings, problem solving and idea generating sessions. When 3-4 people from one department attend Six Hats training, they can support one another's learning and use.

Overview of the Workshop

Based on the system developed by Dr. Edward de Bono, this method employs a six-dimensional framework that separates types of thinking – emotions from facts, positive from negative, critical from creative. People learn to wear each "hat" strategically in a process for solving problems and finding opportunities.

Learning Objectives

- experience the difference between parallel and traditional thinking
- learn the "hats" in detail by thinking through a topical issue
- use the "hats" on both an occasional and systematic basis
- learn and apply a creative thinking technique
- apply the "Six Hats" method to a real-life workplace issue and present the results

Format:
A one-day workshop with a half day follow up in two weeks time.

Dates: Feb. 7, 2007 (Day 1)
**   Feb. 28, 2007 AM (Day 2)**

Tuition: $495

Facilitator: Nancy Peterson

Revised

Effective Thinking Skills
(PSD001)

Who Should Attend

All levels of supervisors/managers or team leaders who want to gain essential knowledge and skills in applying methods and tools to improve their own or team problem solving and decision making approaches.

Overview of the Workshop

This two-day workshop will provide participants with practical skills and tools for identifying, resolving and preventing problems, and making sound business decisions in a team environment.

Learning Objectives

- identify actual work problems on which to apply the theory
- gather information about the problem
- sort problem information
- analyze and determine causes
- generate, weigh and select solutions
- translate the solution into a plan of action
- anticipate implementation problems
- solve the problem at all levels
- problem-solving as a team

Dates: Nov. 15 & 16, 2006

Tuition: $320

Facilitator: Marion Kitz

Accounting - Introduction
(ACC001)

Who Should Attend

All levels of staff involved in any financial and/or accounting duties. This workshop is highly recommended as a prerequisite or in conjunction with SAP training.

Office Professionals Certificate Elective Credit

Overview of the Workshop

This two-day workshop will provide participants with the fundamental tools and language of accounting, key definitions, basic steps of the accounting cycle, the budgets and estimates process and the commitment accounting concept.

Learning Objectives

- explain the fundamental accounting equation and double entry recording
- define common financial terms: assets, liabilities, owner's equity revenues and expenses
- explain the use and benefits of the balance sheet and income statement
- explain the purpose of the general ledger, chart of accounts, journal entries and posting
- define fixed assets and apply the concept of depreciation
- apply the nine steps of the accounting cycle
- explain the budgets and estimates process

Dates: May 31 & June 1, 2006
**   Oct. 18 & 19, 2006**

Tuition: $320

Facilitator: Ray Sherwood, C.A.

Accounting - Intermediate
(ACC002)

Who Should Attend

All levels of staff involved in any financial and/or accounting duties. This workshop is highly recommended as a prerequisite or in conjunction with SAP training.

Overview of the Workshop

This one-day workshop will expand on the fundamental accounting concepts and how they pertain to the public sector. Accounting concepts are analyzed in more detail.

Learning Objectives

- explain the purpose and benefits of subsidiary ledgers
- explain the importance of accrual accounting
- calculate an allowance for bad debts
- reconcile bank statements
- explain payroll implications
- apply cost shared agreements concepts
- utilize managerial account tools
- apply cost account concepts to decision making

Date: Nov. 3, 2006

Tuition: $175

Facilitator: Ray Sherwood, C.A.

Personal & Professional Management Skills

Accounting - Advanced
(ACC003)

Who Should Attend

All levels of staff involved in high level financial and/or accounting duties. This workshop is highly recommended as a prerequisite or in conjunction with SAP training.

Overview of the Workshop

This one-day workshop will teach you to apply the accounting concepts and standards to complete three primary financial statements: the income statement, the balance sheet and the statement of changes in financial position.

Learning Objectives

- identify and analyze the three primary financial statements
- understand and apply major accounting standards
- define fixed assets and apply the concept of depreciation
- apply and explain the accrual accounting concepts
- explain the need for period closing

Date: May 26, 2006

Tuition: $175

Facilitator: Ray Sherwood, C.A.

Career Planning
(CAR001)

Who Should Attend

Employees interested in learning the process of career planning or choosing a new career direction and developing a plan of action to move forward in their career.

Office Professionals Certificate Core Credit

Overview of the Workshop

This two-day workshop will provide participants with a practical approach to explore career options and strategies. Through pre-class work, self-reflection, clarification exercises and discussions individuals will develop an inventory of competencies and accomplishments and a personal plan for their career growth.

Learning Objectives

- complete a self-assessment of skills, work interests and values
- create a personal inventory for future use in career planning, resume writing and interview situations
- review and assess development options and strategies to assist with managing your career
- complete a preliminary personal career plan including short and long term goals

Dates: Apr. 18 & 19, 2006
        Sept. 12 & 13, 2006 (Brandon)
        Oct. 23 & 24, 2006

Tuition: $ 310

Facilitator: Shirley Swan

CSC pays half tuition ($155)
for Manitoba civil servants

Dealing Effectively with Change
(CHA002)

Who Should Attend

All employees who want to develop personal skills to deal positively and effectively with the effects of workplace change.

Overview of the Workshop

The one-day interactive workshop will assist individuals in developing skills and practical strategies to deal with the impact of large and small change that occurs routinely in the workplace.

Learning Objectives

- assess past experience with change and identify useful strategies to deal with current change situations
- identify common coping responses that impact individuals and teams and assess the benefits and drawbacks to these common responses
- work through four predictable stages commonly experienced during a change situation
- identify and practice specific techniques to help mitigate the negative effects of change
- plan personal strategies to take back to the workplace to enhance your abilities to cope effectively with change

Date: Oct. 16, 2006

Tuition: $ 175

Facilitator: David Zinger

Developing Emotional Intelligence
(EIN001)

Who Should Attend

All employees who want to learn how emotional intelligence influences a person's success in achieving their goals.

Overview of the Workshop

This highly interactive one-day workshop will demonstrate how emotional intelligence affects the workplace and helps to build more effective relationships.

Learning Objectives

- understand the dimensions of emotional intelligence, which include three personal competencies and two social competencies
- explore how developing better self-awareness will allow you to more accurately assess your own strengths and areas for development
- understand how emotional self-control will impact your ability to handle stress and overcome obstacles as you pursue your goals
- utilize communication and influence skills to build more effective working relationships

Dates: June 7, 2006
            Dec. 7, 2006
            Mar. 5, 2007

Tuition: $175

Facilitator: Deri Latimer

Five Steps to Managing Workplace & Personal Stress
(STS001)

Who Should Attend

All employees interested in developing basic skills, knowledge and confidence to manage symptoms of stress in both personal and workplace situations.

Office Professionals Certificate Elective Credit

Overview of the Workshop

This one-day workshop will provide basic information and strategies to assist individuals in developing effective approaches to managing reactions to stressful situations. Individuals will examine five specific strategies to move from understanding what stress is to developing a personal plan to handle stress.

Learning Objectives

- examine the physiological characteristics of stress and the physical, emotional and mental reactions that can occur
- assess personal reactions to specific stressful events and focus on improved constructive strategies to deal with the event
- apply techniques designed to effectively and positively manage physical and emotional responses to stress
- develop a practical individualized plan to apply skills and knowledge to work and personal circumstance

Dates: May 8, 2006
Sept. 11, 2006
Dec. 4, 2006
Mar. 22, 2007

Tuition: $175

Facilitator: Genella Macintyre

Financial Management for Non-Financial Managers
(FIN002)

Who Should Attend

All levels of supervisors/managers who want to better understand financial management and budgeting processes.

Overview of the Workshop

This two-day workshop will assist participants to gain the skills and knowledge to understand and interpret financial data which will assist them to make sound financial decisions. The workshop will include topics of financial statements, variance analysis, financial ratios, cost volume and profit analysis, present and future values, cash budgets and pro-forma statements.

Learning Objectives

- develop a clear understanding of financial management
- learn how to analyze accounting information effectively
- learn how to interpret financial statements
- understand variance analysis
- understand financial ratios
- learn how to analyze cost volume and profit scenarios
- learn how to calculate cost of capital
- understand net present and future values
- understand and develop cash budgets and pro-forma statements

Date: May 17 & 18, 2006

Tuition: $320

Facilitator: Ray Sherwood, C.A.

Pre-Retirement Lifestyle Planning
(RET001)

Who Should Attend

All individuals interested in proactive, productive planning to make the most of retiring from the workforce.

Overview of the Workshop

This half-day workshop will provide an opportunity for individuals to reflect and consider effective approaches to make a planned transition out of the paid workforce into retirement.

Learning Objectives

- identify strategies to balance a lifestyle that does not include regular working hours
- understand the key needs to meet during retirement
- assess a new paradigm for success that does not include contribution in a workplace
- develop a preliminary "plan for leisure" and a less structured lifestyle

Dates: Sept. 25, 2006 AM
             Jan. 10, 2007 AM

Tuition: $110

Facilitator: Deri Latimer

Pre-Retirement Planning

Civil Service Superannuation Board

This seminar is designed for employees who are approximately 5 to 10 years from retirement. Seminars are presented in major centres throughout Manitoba. Spouse/common-law partners are welcome to attend.

Seminar topics include:

- Pension and insurance benefits offered through the Board
- Information regarding Federal benefits such as Canada Pension and Old Age Security presented by an Outreach Officer from Social Development Canada

Length: 1 day

Tuition: No Charge

For a current listing of the seminar dates please see our website at

www.cssb.mb.ca
under "for more specific topics"

or call:

Civil Service Superannuation Board
at 957-8722 or
toll-free at 1-800-432-5134

Wanda (ext. 216)
wwilson@cssb.mb.ca

Revised

Project Management
(PRJ003)

Who Should Attend

All individuals who manage or work on complex activities, operate in cross-functional, multi-disciplinary or matrix environments, and work in or guide teams to the successful completion of defined project goals.

Office Professionals Certificate Core Credit

Overview of the Workshop

Through the formulation of a complete project plan, this two-day workshop will assist participants in understanding and gaining practical skills in initiating, planning, executing and controlling a project.

Learning Objectives:

- investigate the functions of the project management stakeholders
- describe the components of and formulate accurate project terms of reference
- consider the various elements of planning including financial, timescale and contingency activities
- determine the team and material resources required
- build and maintain a committed and well-functioning team
- identify strategies for delegating and controlling project performance
- report and evaluate project progress

Dates: June 15 & 16, 2006 (Brandon)
Sept. 14 & 15, 2006 (Thompson)
Oct. 24 & 25, 2006
Dec. 12 & 13, 2006
Feb. 6 & 7, 2007

Tuition: $320

Facilitator: Marion Kitz

Time Management
(TIM001)

Who Should Attend

All employees wanting to improve their approach to managing their time and balance competing priorities effectively.

Office Professionals Certificate Core Credit

Overview of the Workshop

This one-day workshop will allow participants to assess their current time demands and time management practices and identify strategies and techniques to improve their approach.

Learning Objectives

- identify personal and professional time wasters
- verify the benefits of investing time toward balancing personal and professional priorities and goals
- identify and select solutions to time challenges
- identify effective techniques to manage many workplace time wasters
- develop a personal plan of action to apply to personal and work situations

Dates: June 13, 2006
Oct. 27, 2006
Nov. 29, 2006 (Brandon)
Feb. 14, 2007

Tuition: $175

Facilitator: OSD Partner

Work Life Balance
(WLB001)

Who Should Attend

Individuals who want to improve the quality of their personal and professional lives.

Office Professionals Certificate Elective Credit

Overview of the Workshop

As the pace of life picks up, it is becoming more difficult to create balance in our lives. Work, family, community and our own expectations compete for our time. Life balance is possible, but it requires a conscious choice. Prepare to relax and rejuvenate during this hands-on, personalized day of well being. You will learn the keys to coping with stress, prioritization skills and balancing work and life.

Learning Objectives

- identify the personal values that are most important in your life and better manage multiple responsibilities
- recognize the sources and symptoms of stress in your life and practice positive techniques for creating balance
- discover greater energy and enthusiasm for work and life

Date: Jan. 19, 2007

Tuition: $175

Facilitator: Erin Stewart

Employee Assistance Program

Employee Assistance Program (EAP) staff will provide information sessions explaining the program to work groups upon request. This free presentation takes approximately 1 ½ hours.

EAP will explain the purpose of the program, including how to use EAP confidentiality, types of problems dealt with, how people's personal difficulty affects the workplace and what people can expect in the way of counselling from EAP. Special services geared towards resolving difficulties (eg. harassment, conflict in the workplace) and dealing with trauma will also be described.

For more information please contact EAP at 945-5786 or toll free at 1-866-669-4916.

Facilitation & Training

Revised

Facilitation Skills: An Introduction to Group Facilitation
(FSF001)

Who Should Attend

All levels of staff who may be required to facilitate groups or meetings or bring about change in communities, workplaces or work teams. Some understanding of adult learning principles would be an asset.

Overview of the Workshop

This two-day workshop is for individuals wanting to improve their training and facilitation skills. As well, participants would benefit from having an opportunity to apply the skills soon after the session. The session will help individuals understand what facilitation is and is not; guide participants through a facilitated design; present and demonstrate a variety of facilitation processes and activities that can be applied back in the workplace.

Learning Objectives

- discuss and describe how facilitation differs from training, coaching and teaching
- identify effective facilitator competencies
- identify specific facilitation tools and processes and develop the skills to apply these in individual applications
- practice the skill of facilitation during the workshop and receive feedback on the practice
- review the facilitated session to develop an individual learning plan to improve facilitation skills

Date: June 8 & 9, 2006

Tuition: $450

Facilitator: Drew Henderson

Presentation Skills
(PRS001)

Who Should Attend

Anyone who wishes to develop oral communication skills. For those who occasionally must prepare and deliver oral presentations such as simple briefings to colleagues and clients or more formal speeches to other audiences.

Overview of the Workshop

Develop your presentation planning and delivery skills to increase the impact and dynamics of your next staff meeting or presentation. During the workshop, there will be many opportunities to present and practice. Some preparatory work is necessary prior to the workshop, as well as some homework at the end of the first day.

Learning Objectives

- the key ingredients for an effective presentation
- learn to identify and overcome the barriers that may get in the way of your success
- learn to plan and structure your presentation for maximum impact for participants
- learn to control your nerves and turn your energy into a positive force
- learn to receive constructive feedback from peers and the facilitator within a friendly environment

Date: Oct. 30 & 31, 2006

Tuition: $320

Facilitator: Drew Henderson

Train the Trainer
(TRT001)

Who Should Attend

This workshop is intended for staff or others who are asked to design and deliver learning programs within their business or association.

Overview of the Workshop

This three-day workshop covers the basics of how adults learn, and how to design and develop instruction that is accurate, active and effective for the learners. The course provides you with tools and techniques for incorporating vital adult learning principles in your courses. You will have the opportunity to practice new skills by planning and delivering a lesson to others on Day 3.

Learning Objectives

- distinguish between learning, training, facilitating and presenting
- describe how adults learn, and what enhances or interferes with their learning
- identify four basic learning styles and determine your own preferred style
- design a brief unit of instruction (20–30 minutes), incorporating steps to increase learning and overcome common barriers
- practice common instructional techniques such as questioning, discussion groups, and preparing effective flip charts and overhead acetates

Dates: June 14-16, 2006
    Jan. 23-25, 2007

Tuition: $495

Facilitator: Drew Henderson

For a profile

on any OSD

facilitator or trainer

please visit

our website at

www.gov.mb.ca/csc/osd

SAP Support

Manitoba Information Communications and Technologies (MICT)
SAP Courses

*These training courses provided by SAP Support address
specific skills required to use functionality within SAP.*

Contact:

> **For SAP Specific Inquiries General Office 945-8634**
> **For Registration complete an OSD registration form and fax to 948-2165**

Website for SAP Support - gww.internal/sap

Prerequisites:

For new users attending classroom training, the following knowledge prerequisites apply:

- Familiarity with business process and policies related to the course content.
- For all SAP courses, completion of the Basic Navigation, computer-based training tutorial. This tutorial is available via the SAP Support website.

Note: The content and pace of classroom instruction will assume compliance by all attendees with specific prerequisite study.

Tuition:

Tuition for Province of Manitoba SAP End User training is sponsored by SAP Support.

SAP Support Goal:

To create and sustain a learning environment that optimizes SAP end user capability.

SAP Support Commitment:

To develop and implement quality learning strategies and tools that will enable end users at the Province of Manitoba to develop the SAP knowledge and skills they need to operate at peak performance.

Supplemental to scheduled classroom training, customized workshops tailored to specific departmental needs are available. Please contact Rick Heuchert (945-1667) to discuss arrangements.

Quick Reference - SAP Roles Based on Job Roles:
(Please visit our website for more detail)

Human Resource Roles:

H2 Timekeeping - Course: Time Management

H3 FTE Control - Course: Organizational Management

H4 Decentralized HR Clerk - Courses: Recruitment, HR Master Data, and Time Management

H7 Recruitment - Course: Recruitment

H8 Classification - Course: Organizational Management

H9 Benefits - Course: Benefits

H10 HR Master Data - Course: HR Master Data, Time Management

H13 Compensation Analyst - Course: Organizational Management

H6 HR Consulting - Course: HR Reporting

H12 Reports for Financial Officers - Course: HR Reporting

H15 CSC Reporting - Course: HR Reporting

H24 Payroll Information - Course: HR Reporting

These roles view HR data for different purposes via infotypes and reporting:

- H6 and H15 report on HR Functions; HR planning, staffing classification, FTE control, exclusions, pay administration; workforce adjustment, time management and HR Master Data.
- H12 reports on position utilization and salary costs for purposes of financial planning.
- H24 reports on HR Master Data to answer employee questions and manager's inquiries.

Procurement Roles:

F3 Requisitioner - Course: Basic Requisitioning

F4 Approver - Course: Requisitioning and PO Approval

F5 Buyers-Line & Corporate - Courses: Basic Requisitioning, Purchasing

F7 Receiver - Course: Basic Requisitioning

F30 Informal Buyer - Course: Informal Buyer

Finance Roles:

F1 Branch/Program Accounting Administration - Course: Program Accounting

F8 Accounts Payable Administration - Course: Accounts Payable

F9 Asset Management - Course: Asset Management

F10 Financial Management - Courses: Program Accounting, Intermediate Cost Management

F11 Senior Financial/Budget Management - Courses: Program Accounting, Intermediate Cost Management, and Advanced Cost Accounting Fund Management.

F12 EFO (Executive) Accounting/Senior Departmental Accountant - Courses: Program, Accounting, Intermediate Cost Management, and Advanced Cost Accounting Funds Management

SAP Support

Reporting:

F2 Financial Reporting - Course: Financial Reporting (note: content of this course is included in all Financial courses)

Human Resources - Course: HR Reporting

F6 Procurement Manager - Course: Procurement Management Reporting

M1 Manager's Desktop - Course: Manager's Desktop

Finance Courses

Program Accounting - 3 days
This course introduces participants to the terminology, concepts and transactions needed to post General Ledger documents/journal vouchers; to display and report on cost centers, orders, funds and fund centers. Identification of relevant roles: SAP F1 role and prerequisite for the F10, F11, F12 roles

Accounts Payable - 5 days
This course introduces participants to the terminology, concepts and transactions in the Accounts Payable process. Identification of relevant roles: SAP F8 role

Accounts Receivable - 2 days
This course introduces participants to the terminology, concepts and transactions in the Accounts Receivable process. Identification of relevant roles: SAP F1, F22, F23 roles

Advanced Cost Accounting Funds Management - 2 days
This course introduces participants to terminology, concepts and transactions involved in Advanced Cost Accounting and Funds Management. Prerequisites: Program Accounting, Intermediate Cost Management. Identification of relevant roles: SAP F11 and F12 roles

Asset Management - 2 days
This course introduces the participants to the policies, terminology, concepts and transactions for the Asset Management process. Identification of relevant roles: SAP F9 role

Intermediate Cost Management - 3 days
This course introduces participants to terminology, concepts and steps required to understand terms in the controlling module within SAP. Prerequisite: Program Accounting
Identification of relevant roles: SAP F10, F11, F12 roles

Internal Orders Workshop - 1 day
This course is an extension of the Intermediate Cost Management (ICM) course offered by ESM. Identification of relevant roles: All 'F' Roles in departments using Internal Orders will benefit from this training. (The primary roles for this training are F10, F11, and F12). This course is not a substitution for the Intermediate Cost Management (ICM) course.

GRIR/Freight Clearing Workshop - ½ day
This course guides participants through the procurement and accounts payable worlds involving the Purchase Order processes. Identification of relevant roles: SAP F8 role

Human Resource Courses

HR Consulting - 2 days
The objective of this course is to make SAP a tool of work for HR Consultants. The focus is on look-ups and analytical reporting that is directly related to the following HR functions: staffing, classification, employment equity, labour relations, and employee development. Relevant role: H6

Classification - 1 day
This course introduces the terms, concepts and reports relative to the following HR functions: FTE and position control, organizational design, classification, exclusions, staffing. Identification of relevant roles: SAP H6, H8 and H13 roles

FTE Control - 2 days
This course introduces the terms, concepts and procedures used in maintaining organizations and positions using SAP. This course is designed for transactional users who maintain positions and organizational units in accordance with the TBS/CSC data standards. Identification of relevant roles: SAP H3 and H8 roles

HR Master Data - 5 days
This course introduces the terms, concepts and procedures used in maintaining employee master data in SAP. Identification of relevant roles: SAP H4 and H10 roles. Beneficial for H6 users. This course is a Prerequisite for the Benefits course

Benefits - 3 days
This course introduces the terms, concepts and procedures used in enrolling and maintaining employee benefits in SAP. Identification of relevant roles: SAP H9 role. Prerequisite: HR Master Data

Recruitment - 1 day
This course introduces the terms and concepts of the Recruitment module in SAP. The Recruitment module tracks and reports on government's staffing activity. Identification of relevant roles: SAP H4, H7 roles

Time Management - Shift - 3 days (Managing time for shift employees)
This course introduces the terms, concepts and procedures used in maintaining employee time data using SAP. Identification of relevant roles: SAP H2 role

Time Management – Non-Shift - 2 days (Managing time for non-shift employees only)
This course introduces the terms, concepts, and procedures used in maintaining employee time data using SAP. Identification of relevant roles: SAP H2 roles

Time/Payroll Clusters - Three 1-day sessions
This series of workshops will assist end users in assessing evaluation of time entries, payroll results, and master data maintenance in SAP. Identification of Roles Involved: H2, H4, H10, H24, H21.

SAP Support

Competency Based Management - 1 day

This course introduces the terms, concepts and reports relative to competency based management. The course is designed for HR consultants who need to create and report on competency data related to roles, positions and employees. Identification of relevant roles H6

Procurement

Basic Requisitioning - 5 days

This course instructs participants in the terms and concepts of the purchasing process. Identification of relevant roles: SAP F3 and F7 roles. This course is a prerequisite for the F5 role

Purchasing - 5 days

This course is intended for the advancement of an experienced SAP Requisitioner whose job function will include the management of the formal tendering process and the creation and management of long term contracts using SAP. Identification of relevant roles: SAP F5, F4, F6 roles. Prerequisite: Basic Requisitioning is a mandatory prerequisite

Requisition and Purchase Order Approval - 1 day

This course is intended for business and program managers who will be authorizing the expenditure of funds using SAP. Identification of relevant roles: SAP F4, F3 and F5 roles

Informal Buying - 2 days

This course is intended for Buyers whose job function will include creation of Purchase Order contracts sourced using informal or offline tendering practices, or for low dollar purchases that cannot be obtained using a Procurement Card. Identification of relevant roles - F30 role. Prerequisite - Basic Navigation is a mandatory prerequisite.

Reporting

Financial Reporting - 1 day

This course is intended to help SAP Financial users familiarize themselves with generating reports. Identification of relevant roles: All financial roles in SAP

HR Reporting- 1 day

This course introduces the terms and concepts of generating HR reports from SAP. A sampling of useful HR reports will be presented. Identification of relevant roles: All HR roles in SAP

Procurement Management Reporting - 1 day

This course is intended to teach students the procurement process and how to extract procurement related information from SAP. Identification of relevant roles: All Procurement roles in SAP. Prerequisite - Basic Navigation is a mandatory prerequisite

Manager's Desktop - 1/2 day

Manager's Desktop offers managers a view of the organizational units, positions, and cost centers they are responsible for, along with the ability to run several reports on employees and positions. Identification of relevant roles: SAP M1 role

Visit the SAP Support website for more details - gww.internal/sap

In-house training is a convenient and cost effective method to train groups of staff in your workplace at a time convenient to you.

In addition to scheduled Guide offerings, OSD is pleased to offer these workshops on request:

Leadership and Management Skills

Business Planning
Continuous Learning – Investing in Your Future
Developing a Mentoring Program
Disability Awareness
Engaging Employees: Building Commitment and Contribution
Managing Organizational Change
Mediation Skills
Motivating and Recognizing Employees
Performance Management: Creating and Sustaining Employee Performance
Re-Designing Work Processes
Renewal Planning
Supervising the Better Workplace

Communication & Interpersonal Skills

Communication Dynamics
Communicating Effectively on the Telephone
Defusing Hostility
Designing Plain Language Forms
Developing Surveys and Questionnaires
Writing Successful Proposals

Thinking Skills

Think Strategically with Six Thinking Hats™

Facilitation & Training

Presentation Skills - Advanced

For further details on how we can tailor any OSD workshop
to your specific needs, please call us at 945-2276.

Office Professionals Certificate Program

(formerly the Administrative Staff Certificate Program)

Continuing Professional Growth

Are you ready to face the challenges of your role in the future workplace?

Today, administrative professionals have increased responsibilities, accountability and authority to make decisions and solve problems.

Join the many provincial employees who are making a commitment to their personal and professional development through the Office Professionals Certificate Program (OPCP).

Who Should Enroll

This program will be of interest to all levels of support staff in the Manitoba civil service and the public sector.

Program Objectives

This program will assist you in developing the employability skills necessary to meet the demands of today's work environment. You will enhance your value in the workplace by increasing your self-management skills, communicating with clarity and confidence, solving problems more effectively and becoming a high performance team member.

Program Requirements

Participants are required to attend **10 days of training** and pass the corresponding assignment for each workshop.

Complete workshop descriptions are available on our website at http://www.gov.mb.ca/csc/osd and can be taken at a time that is convenient to you.

Hint: Design your elective workshops to meet your unique departmental needs!

Office Professionals Certificate Program

Core Workshops

Choose **six days** *of the following:*

Assertive Communication Skills
Career Planning **(2 days)
Communication & Conflict Skills **(2 days)**
Email – Think Before You Hit "Send"!
Project Management **(2 days)**
Powerful Listening: The Art & Practice
The Plain Language Approach to Writing
Time Management
Writing & Editing Skills: Level I
Writing & Editing Skills: Level II
Writing with P.O.W.E.R. **(2 days)**

Elective Workshops

Choose **four days** *of the following:*

*Aboriginal People: Building Stronger Relationships **(2 days)**
Accounting – Introduction **(2 days)**
Differing Workstyles: Applying the Myers Briggs Type Indicator
Five Steps to Managing Workplace & Personal Stress
The Art of Writing Effective Reports **(2 days)**
*Valuing Diversity in the Workplace
Work Life Balance
Writing Effective Minutes **(2 days)**
Writing on Behalf Of… **(2 days)**
Writing Policies, Guidelines and Procedures **(2 days)**
Writing Treasury Board and Cabinet Submissions **(2 days)**
You and the Upset Customer: Working Effectively with Challenging Customers and Clients

*CSC pays tuition for Manitoba civil servants
**CSC pays half tuition for Manitoba civil servants

Graduation

A graduation ceremony luncheon is held every year to recognize the achievements of graduates in the Office Professionals Certificate Program.

How to Register for the Program

Please complete an OSD registration form indicating "Office Professionals Certificate Program" as the workshop title. A one-time administration fee of $100 will be applied at the time of registration.

Contact Information

For further information about the program please call Colleen Ward at 945-3189 or email cward@gov.mb.ca.

Essentials of Supervision Program (ESP)

This program is for existing first line supervisors or for those people aspiring to a supervisory role within the Manitoba government. The core program consists of **five 2-day Modules** of skill-based training that will assist individuals to develop the core competencies and apply relevant Human Resource policies of the Manitoba government.

Participants can expect to complete a pre-work assignment for each of the modules. There will be transfer of learning activities built in which may include take away assignments. The workshops are supported with relevant videos, case studies, role plays and work related action plans, transfer of learning strategies, bibliographies and additional related training and resources.

*Each of the modules is a stand-alone workshop with connection to the other modules. *It is recommended, although not essential, that participants take the modules in sequence as each compliments the other modules.*

Module One addresses the unique role and responsibilities of first line supervisors. Related government policies, agreements, regulations, and requirements that impact the role are covered.

Learning Objectives:
- Clarify your role, responsibilities and relationships as a leader in the MB Government
- Review the various policies and agreements that provide the framework for the HR role
- Examine characteristics and practices of effective leaders
- Learn to identify and make the most of your leadership style,
- Examine the skills and behaviours that are the Core Competencies of the supervisory role in the Manitoba government and review the pre-work assessment

Module Two focusses on the HR policies, procedures and recommended practices of comprehensive performance management within the Manitoba public sector environment. Participants will practice and apply the skills of coaching, documenting, handling problem performance, performance feedback, and development planning.

Learning Objectives:
- Examine a PM framework and existing HR policies that underpin an effective performance management process and become aware of existing tools and supports
- Consider the role of effective coaching in managing performance and essential competencies and practices for effectiveness.
- Practice skills to provide effective coaching and developmental feedback for employees
- Develop strategies for encouraging employee growth and development

Module Three provides participants with the necessary skills and applied strategies for creating a respectful work environment. The focus is on interpersonal communication, conflict resolution skills, and appreciating diversity in the workplace.

Learning Objectives:
- Identify workplace situations unique to the supervisory role that require effective communication skills and assessment of personal communication styles
- Identify and practice building blocks of checking assumptions, effective listening, questioning techniques and clarifying understanding to improve interpersonal communication skills
- Practice the skills of effective feedback and identify opportunities to apply these to your own leadership situations through discussion and case studies

Module Four builds participants skills and knowledge for developing a positive, creative and resilient work environment with topics on motivation, empowerment, team building, managing change and creating a learning environment.

Learning Objectives:
- Identify the fundamentals of workplace satisfiers and make the connection to employee motivation, empowerment, and workplace productivity
- Reference Manitoba Civil Service Employee Survey results
- Assess the elements needed for encouraging creativity and innovation and how to create these in the workplace
- Review effective change management strategies and the connection to motivation and empowerment and identify workplace opportunities for applying these strategies

Module Five assists participants in developing skills in the areas of applying emotional intelligence, time management strategies and work life balance approaches. They will apply creative and critical thinking and decision- making strategies and techniques to enhance their personal and professional growth and encourage life-long learning.

Learning Objectives:
- Integrate strategies of applying "emotional intelligence" skills to improve personal effectiveness and confidence
- Identify and practice creative and critical thinking skills to enhance your personal and professional effectiveness
- Examine the conditions that contribute to the root causes of time and stress management difficulties in the workplace and develop approaches to address these conditions

Core Competencies for Supervisors

1. Communicates Interpersonally (Module 3)	2. Respects Others/Builds Trust (Modules 2, 3, 4)	3. Team Player (Module 4)
4. Coaches for Competency (Module 2)	5. Creates and Innovates (Module 4)	6. Leads People (Modules 1, 2, 4)
7. Values Diversity (Module 3)	8. Achieves Quality Results (Modules 4 & 5)	9. Manages Change (Modules 4 & 5)
10. Plans, Organizes and Follows-Up (Modules 4 & 5)	11. Manages Stress (Modules 4 & 5)	12. Analyzes (Module 4)

Essentials of Supervision Program

Special Events

2006 Symposium for Office Professionals

Shaping the Future: Developing the Leader in You

Plan to attend:

Wednesday, May 24, 2006

Winnipeg Convention Centre

Join us for a motivational day that combines dynamic speakers and valuable topics to help you learn to lead at every level. Take advantage of this opportunity to enhance your skills and network with office professionals within the provincial government.

Registration fee: $195 (includes continental breakfast and lunch)

***For more details and registration information please visit
our website at http://www.gov.mb.ca/csc/osd or call 945-2276.***

OSD Information Sessions

Here's your chance to see what OSD has to offer you!

Drop by to learn about our website, speak with OSD training consultants, tour our training facility, and discover the latest government training trends and initiatives.

Choose from one of the three dates below:

When: April 25, 2006
Time: 10:00 AM – 12:00 NOON
OR
When: Sept. 7, 2006
Time: 12:00 NOON – 2:00 PM (B.Y.O.L.)
OR
When: Feb. 16, 2007
Time: 2:00 PM – 3:00 PM

Where: Place Louis Riel All-Suite Hotel
              190 Smith Street

How: Register online at http://www.gov.mb.ca/csc/osd/register/index.html
              or fill out the attached registration form on page 55.

Partnership Program with
The University of Winnipeg Division of Continuing Education

Do you want to work on a certificate, diploma or degree at the university level? Now, it's easier than ever before. Did you know that you can transfer almost any course you took at OSD to the University of Winnipeg?

In September, 2003 OSD and the University of Winnipeg negotiated an articulation for credit agreement whereby OSD courses are now eligible for credit toward the following programs in the Professional Studies Program Area:

> The Management Certificate Program (MCP)
> The Human Resource Management Diploma Program (HRMDP)
> The Public Relations Diploma Program (PRDP)
> The Marketing Management Diploma Program (MMDP)

For the MCP the articulated credit will be a maximum of 72 hours, representing one 36 hour course within the elective area of the MCP and five one day Professional Edge Seminars or two 36 hour courses within the elective area. In the case of the HRMDP, PRDP, and MMDP the maximum articulated credit will be 35 hours, representing five one day Professional Edge Seminars.

New! Current registrants and graduates of the Office Professionals Certificate Program will receive a 10% discount on part-time courses/seminars in the Professional Studies Program Area.

For further information on the partnership or on the workshops being offered at OSD please call Colleen Ward at 945-3189.

Partnership Program with
Assiniboine Community College Continuing Education

OSD is pleased to announce our partnership with Assiniboine Community College Continuing Education Department. Select OSD workshops will be offered in Brandon at Assiniboine Community College (ACC). OSD workshops may be used for credit in the following programs at ACU:

> Human Resource Management Certificate of Achievement
> Management Skills Certificate of Achievement
> Computer Studies Certificate of Achievement

For further information on the partnership or on courses being offered at ACC Continuing Education please call 204-725-8725 or coned@assiniboine.net in Brandon, or 945-3189 in Winnipeg.

Institute of Public Administration of Canada

(IPAC)

Manitoba Region

IPAC is a leading Canadian organization concerned with the theory and practice of public administration. It enables public servants from all spheres of government, university and college, teachers, staff, students as well as others interested in public administration to exchange ideas, practices, and innovations related to public management and policy.

The Manitoba Regional Group provides excellent opportunities for learning and networking through an active program of events, including conferences, presentations and workshops. These events are free or priced at reduced cost for members.

We are developing a growing network of linkages and partnerships and are currently focusing on recruiting new professionals to our group. If you are a new professional, joining the IPAC Manitoba Regional group will provide you with plenty of opportunities to network with established public administration professionals.

Membership in IPAC also gives you subscriptions to Canadian Public Administration, a renowned quarterly journal, and Public Sector Management, a quarterly magazine.

For information about IPAC Events and Membership, please contact:

Ilana Dadds, Program Chair	945-1469	icdadds@gov.mb.ca
Ray Karasevich, Membership Chair	945-5452	rkarasevic@gov.mb.ca
Lorne Pelletier, Regional Director	948-0837	lorne.pelletier@hrdcc-rhdcc.gc.ca

Or check out our website at http://www.ipac.ca/manitoba/

IPAC Manitoba: Learning, Networking, Recognizing

International Personnel Management Association

Three Convenient Ways to Register

1. Go online

Website: www.gov.mb.ca/csc/osd

How: Go online
Click Register
Fill out the appropriate form

Payment: Participants will be invoiced upon completion of a workshop

2. By Fax

Fax: 948-2165

How: Complete the registration form
Include billing information and for Manitoba Civil Servants, include
your cost centre, BA #, and employee #

Payment: Participants will be invoiced upon completion of a workshop

3. By Mail

Mail to: Organization & Staff Development
935-155 Carlton Street
Winnipeg MB R3C 3H8

Payment: Participants will be invoiced upon completion of a workshop

Please note that we do not accept credit cards.

Only Provincial Government departments are GST exempt.

**OSD will send out an enrollment letter within 5 business days.
If you have not received your enrollment letter, please contact OSD.**

Three weeks prior to a schedule workshop you will receive
a confirmation letter and any pre-work required.

APPLICANT - Please print and forward to OSD

NAME LAST:	FIRST:	PHONE NUMBER:
JOB TITLE:	EMPLOYEE#	
DEPARTMENT:	BA#	FAX NUMBER:
BRANCH:		
ADDRESS:		EMAIL:
CITY:	POSTAL CODE:	

This personal information is voluntary and is being collected under the authority of The Civil Service Act and will be used for OSD registration purposes. It is protected by the Protection of Privacy provisions of The Freedom of Information and Protection of Privacy Act. If you have any questions about the collection, contact OSD at 945-2276.

WORKSHOP: *(One Workshop Title Only)*	**TUITION FEE:**
WORKSHOP DATE:	**$**

Supervisor or Training Coordinator's Name: *(Please print)*
Supervisor's Signature:

BILLING ADDRESS:

Please send invoice to: Employer ☐ Applicant ☐ *(Please provide address below)*		
Department:		Cost Centre #:
Address:		
To the Attention of:	Telephone:	Fax:

Invoices will be forwarded to the above address once course is complete. Once invoice is received it is the department's responsibility to prepare an SAP journal entry to process the transfer of funds. Account number will be identified on the bottom of OSD's invoice.

Organization & Staff Development
935-155 Carlton Street
Winnipeg, Manitoba R3C 3H8
OR register online at www.internal/osd/register

Registrar Phone: 945-2276
Registrar Fax: 948-2165

CANCELLATION POLICY: Registrants who do not cancel 10 working days prior to course start date, or who do not attend, will be charged the full fee. Substitutions are allowed.

PLEASE DUPLICATE THIS FORM TO MEET YOUR NEEDS

Manitoba

Broader Public
Workshop Registration Form

APPLICANT - Please print and forward to OSD

NAME LAST:	FIRST:	PHONE NUMBER:
JOB TITLE:		
ORGANIZATION:		FAX NUMBER:
BRANCH:		
ADDRESS:		EMAIL:
CITY:	POSTAL CODE:	

This personal information is voluntary and is being collected under the authority of The Civil Service Act and will be used for OSD registration purposes. It is protected by the Protection of Privacy provisions of The Freedom of Information and Protection of Privacy Act. If you have any questions about the collection, contact OSD at 945-2276.

WORKSHOP

WORKSHOP NAME:		
WORKSHOP DATE:	**TUITION FEE:**	**+ GST***

BILLING ADDRESS:

Please send invoice to: Employer ☐ Applicant ☐ *(Please provide address below)*		
Department:		
Address:		
Contact:	Telephone:	Fax:
*If GST Exempt, please attach exemption letter		

Organization & Staff Development
935-155 Carlton Street
Winnipeg, Manitoba R3C 3H8
OR register online at www.internal/osd/register

Registrar Phone: 945-2276
Registrar Fax: 948-2165

CANCELLATION POLICY: Registrants who do not cancel 10 working days prior to course start date, or who do not attend, will be charged the full fee. Substitutions are allowed.

PLEASE DUPLICATE THIS FORM TO MEET YOUR NEEDS

Manitoba

Index

Index

Register Early!

Space is limited.

www.gov.mb.ca/csc/osd

Organization & Staff Development
935 - 155 Carlton Street
Winnipeg MB R3C 3H8
T: 204-945-2276
F: 204-948-2165
osd@gov.mb.ca