

OSD



*consulting & training  
that make a difference*



**2005-2006**

**Training Catalogue**

Organization &  
Staff Development



[www.gov.mb.ca/csc/osd](http://www.gov.mb.ca/csc/osd)

# Check out our new website!

*Here's what you'll find:*

- Online Registration
- Trainer Profiles
- Assessment Tools
- OSD News
- Special Offerings

[www.gov.mb.ca/csc/osd](http://www.gov.mb.ca/csc/osd)





# Welcome

I am pleased to commend to you another year of excellent course offerings and consultation opportunities from Organization & Staff Development. This year's Guide is aligned to the four themes of the Manitoba civil service renewal strategy: Renewal, Sustainability, Diversity and Clarity. As well, it provides information about courses in support of core competencies and a recommended curriculum for managers.

We are fortunate in the Manitoba government to have a high quality organization and development group. Their work is fundamental to our ability to meet the goals of the Renewal strategy and to ensure that all of us are ready to meet the challenges of today and tomorrow in the Manitoba government.

I am proud to work with this energetic and effective group. I encourage you to get to know them better this year through taking a course or seeking their advice as you work through organizational change and development issues.

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

It is with great pride and enthusiasm that we at OSD present the Manitoba government's Guide to Training and Consulting Services. As you read through the Guide you will see a wide variety of workshops and a comprehensive outline of the consulting services that are offered to help you meet the challenges of providing excellent service.

The Manitoba government is focusing on the Renewal goals of, sustainability, diversity, clarity and renewal. We believe that this workforce renewal depends on development: developing core competencies, developing employee potential, developing leadership skills, and developing effective human resource management practices. The new Guide format is designed to help you identify workshops and services to help you and your employees meet these development needs.

We are also very excited about our new website which displays the full array of our services. A brand new feature is an on-line registration capacity. Please take time to visit the site.

As Director, I am looking forward to working with you over this next year.

Edna Dickson  
Director, Chief Operating Officer

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# The OSD Team

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## OSD Facilitators

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

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## The Renewal Team

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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](http://www.gov.mb.ca/csc).



## 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 good 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 now are underway to ensure it will happen. Your department has a Renewal Authority, someone guiding action on the four goals in your workplace. Please visit the Civil Service Commission Intranet site for more and current information on progress and/or contact your Renewal Authority or 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 those services can help you and your work area 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 Renewal-related information sessions, 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 on page 3.



	Training Workshops	Consulting Services	
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Renewal

Leadership development workshops

Managing Organizational Change

Developing Effective Mentoring Skills Relationship Professionals

Renewal Planning

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Developing Mentoring Approaches

Implementing organizational change

Facilitation meetings and working group

Improving work processes and continuous improvement strategies

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Renewal

Sustainability

Strategic planning

Project planning

Reengineering processes

Program Evaluation

Staffing Skills for Managers and HR Practitioners

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Brokering training and consulting services on your behalf

Training trainers

Seconded Trainer Program (TBD)

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Leading planning sessions

Designing organization structures

Government and Human Resource Policy Support

Sustainability

Diversity

Valuing Diversity in the Workplace

Aboriginal People: Building Stronger Relationships

Disability Awareness

Workers with Disabilities

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Development Planning Approaches

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Building respectful workplace climates

Team building and team alignment process

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Diversity

Clarity

Performance Management

Duty to Accommodate: Hiring and Managing Workers with Disabilities

Developing and implementing competency-based human resource management practices

Designing Employees Performance Approaches

Clarity

# Our Services



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

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

**Training:** Our Guide of Training Workshop and Services outlines a schedule of a variety of 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:** We can customize any OSD workshop or design new training to meet your specific needs and bring it in-house to you at a cost saving and increased effectiveness to your work team.

- We will design/re-design and deliver any training workshop “just for you”
- We will deliver at a time suitable to your, during the day, evening, or weekend
- We will deliver at a location suitable for you, inside or outside Winnipeg

**Consulting:** We provide consulting services in the areas of:

- Leading planning sessions
- Implementing organizational change
- Designing organization structures
- Facilitation meetings and working groups
- Team building and team alignment process
- Improving work processes and continuous improvement
- Building respectful workplace climates
- Developing and implementing competency-based human resource management practices
- Brokering training and consulting services on your behalf
- Training trainers
- Employees performance and development planning initiatives
- Government and Human Resource Policy Support

**Diagnosis:** We can assist you to identify your organization and staff development needs and recommend steps you can take to meet those needs.





**HRM**

## Analyzing Performance Problems

### Who Should Attend

**New!**

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 half-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 scenarios that require assessment
- practice describing the situation in behavioural terms to ensure an objective assessment
- apply the assessment tool and checklist to the example to identify root cause
- identify effective strategies to address the situation
- develop a personal plan of action to take back to the workplace

**Date: Sept. 21, 2005 AM**

**Tuition: \$105**

**Facilitator: OSD**

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

## Behaviour Description Interviewing

### 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: Nov. 25, 2005**

**Tuition: \$165**

**Facilitator: Erin Stewart**

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



# Leadership & Management Skills



HRM

## Business Planning

### Who Should Attend

New!

All levels of staff involved in the development of business plans. This workshop can be directly delivered to you and your staff and result in the writing of your business plan.

### Overview of the Workshop

This one-day workshop will identify the process required to align business planning to be a valuable part of organizational management. Learn how to develop your business plan for your department, division, or branch.

### Learning Objectives

- planning process do's and don'ts
- what the components of the business planning process are and effective strategies for moving through them
- how business planning and performance measurement are linked and how both are integrated into day-to-day operations
- how to frame the business plan or how to transfer the information from the planning process into the business plan document
- how to present the plan for approval

**Date: June 16, 2005**

**Tuition: \$175**

**Facilitator: Lesley Lindberg**

## Conducting Effective Orientation

### Who Should Attend

New!

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
- examine and add to a list of "creative" orientation activities

**Dates: Sept. 15, 2005 AM**

**Tuition: \$105**

**Facilitator: OSD**

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



# Leadership & Management Skills

HRM

## Developing a Mentoring Program

### Who Should Attend

Revised

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 participants know what is expected of them
- establish the criteria for evaluating the mentoring agreement between the mentor and mentees

**Date: Oct. 13, 2005 AM**

**Tuition: \$105**

**Facilitator: OSD**

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

HRM

## Developing Core Competencies: Creating a Personal Development Plan

### Who Should Attend

Revised

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

### Overview of the Workshop

This one-day workshop will provide individuals with the tools and a process 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 in these competencies. It will also give individuals a method of tying the organization needs to their individual development needs.

### 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
- identify workplace and other opportunities for developing competencies
- outline a personal plan of action to increase your level of skill in the core competencies.

**Date: Oct. 24, 2005**

**Tuition: \$165**

**Facilitator: OSD**

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



# Leadership & Management Skills



**HRM**

## Developing Effective Mentoring Skills for Managers

### Who Should Attend

**Revised**

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 and 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. 4, 2005 AM**

**Tuition: \$105**

**Facilitator: OSD**

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

## Discipline and Grievance Handling

### Who Should Attend

This workshop will be of value to any supervisor/ 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: Nov. 29, 2005  
Mar. 9, 2006**

**Tuition: \$165**

**Facilitator: Labour Relations**

CSC pays tuition for Manitoba civil servants



## Leadership & Management Skills

### Financial Management for Program Managers

#### 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 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: Oct. 12 & 13, 2005**

**Tuition: \$320**

**Facilitator: Ray Sherwood**

### Essentials of Supervision: Basics

#### Who Should Attend

**New!**

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. 14 & 15, 2005  
May 31 & June 1, 2005 (Brandon)  
Oct. 17 & 18, 2005  
Jan. 19 & 20, 2006**

**Tuition: \$320**

**Facilitator: Edna Dickson**



## Essentials of Supervision: Advanced

### Who Should Attend

**New!**

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
- develop strategies to improve group and team performance
- examine and develop a plan to introduce approaches that stimulate creativity, innovation, empowerment and motivation in the workplace
- create a personal plan to build on supervisory competencies and transfer learning back to the workplace.

**Dates: Nov. 14 & 15, 2005  
Mar. 22 & 23, 2006**

**Tuition: \$320**

**Facilitator: Edna Dickson**

## Making Meetings Work

### Who Should Attend

**New!**

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

**Dates: June 6, 2005 PM (Brandon)  
Dec. 13, 2005 AM**

**Tuition: \$110**

**Facilitator: Maureen Kennedy**



HRM

## Managing Attendance and Absenteeism

### Who Should Attend

**New!**

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. Addressing attendance issues, in a timely and effective way, can contribute to improved quality of work life and retention of staff in the organization.

### 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

**Dates: Nov. 15, 2005**

**Tuition: \$165**

**Facilitator: OSD**

## Managing Under the Collective Agreement

### 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 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: May 25, 2005  
Jan. 6, 2006**

**Tuition: \$165**

**Facilitator: Labour Relations**

CSC pays tuition for Manitoba civil servants



# Leadership & Management Skills

**HRM**

## Managing Organizational Change

### Who Should Attend

**New!**

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

**Date: Oct. 4 & 5, 2005**

**Tuition: \$320**

**Facilitator: Edna Dickson**

## Motivating and Recognizing Employees

### 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

**Date: Feb. 2, 2006**

**Tuition: \$175**

**Facilitator: David Zinger**





**HRM**

## Performance Management: A Comprehensive Approach

### Who Should Attend

**New!**

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 methods
- apply tools to describe performance expectations: Position Profiles, Behaviorally Anchored Rating Scale, Competency Models, analyzing performance problems
- develop skills to provide effective feedback and development coaching
- assess strategies and develop a personal plan for dealing with challenging workplace behaviors

**Date: Nov. 28, 2005**

**Tuition: \$165**

**Facilitator: OSD**

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

## Performance Management: Creating and Sustaining Employee Performance

### Who Should Attend

Anyone in a leadership, supervisory, or managerial position who wants to enhance employee motivation and provide meaningful recognition to strong performers. Individuals who wish to learn techniques for communicating clear job expectations and to improve their confidence when dealing with employees who are not meeting expectations.

### Overview of the Workshop

The one-day interactive workshop will assist individuals in building essential skills and to take employees to levels of superior performance. Using real life examples, participants will develop specific action plans and address real situations that leaders, supervisors and managers face in the workplace.

### Learning Objectives:

- understand the process and steps of effective performance management
- establish trusting and co-operative relationships with employees that will enhance communication, goals setting and employee development
- identify powerful involvement and objective setting techniques to encourage employees to take responsibility for their performance

**Dates: Sept. 29 & 30, 2005  
Feb. 22 & 23, 2006**

**Tuition: \$320**

**Facilitator: Wendy Phaneuf**



# Leadership & Management Skills

## Re-Designing Work Processes

### Who Should Attend

**New!**

Managers and supervisors or team leaders who want to gain knowledge and skills in analyzing and redesigning work processes to improve efficiency.

### Overview of the Workshop

This two-day workshop will introduce the concepts, processes and techniques of business process reengineering and how it applies to government departments and programs.

### Learning Objectives

- define process reengineering
- assess how business process reengineering applies to government
- decide between reengineering and a quality management approach
- identify the characteristics, roles and responsibilities of a design team
- plan to execute the four stages of reengineering: diagnosis, establish ground rules, experimentation stage and implementation
- consider the impact of implementing the change
- identify critical success factors
- assess role of technology and the human resources issues

**Date: Sept. 21 & 22, 2005**

**Tuition: \$320**

**Facilitator: Lesley Lindberg**

## Staffing Skills for Managers and HR Practitioners

### 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 1 & 2, 2005(Dauphin)  
Sept. 7 & 8, 2005  
Nov. 2 & 3, 2005  
Mar. 14 & 15, 2006**

**Tuition: \$310**

**Facilitators: Louise Ulrich/Ken Kowalski**

*CSC pays tuition for Manitoba civil servants*



# Leadership & Management Skills

## Strategic Planning

### 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: Apr. 20, 2005  
Feb. 9, 2006**

**Tuition: \$175**

**Facilitator: Ken Kowalski**

## Coaching Skills

### Who Should Attend

Revised

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: Apr. 26, 2005  
Jan. 27, 2006**

**Tuition: \$175**

**Facilitator: Deri Latimer**



# Leadership & Management Skills

## Valuing Diversity in the Workplace

### 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

- assess the importance of valuing diversity in the workplace
- 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: May 9, 2005  
Sept. 9, 2005  
Feb. 17, 2006**

**Tuition: \$165**

**Facilitator: Tara Maniar**

CSC pays tuition for Manitoba civil servants

## Duty to Accommodate: Hiring and Managing Workers with Disabilities

### 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
- accommodate and supervise workers with disabilities
- understand employer rights and responsibilities including the legal concepts of duty to accommodate; reasonable accommodation; undue hardship and bona fide occupational requirements

**Date: Apr. 11, 2005  
Jan. 18, 2006**

**Facilitator: Marianne Petrachek**

**Tuition: \$165**

CSC pays tuition for Manitoba civil servants



## Communication & Interpersonal Skills

### Aboriginal People: Building Stronger Relationships

#### 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 Option Credit

#### Overview of the Workshop

Facilitators from the Aboriginal community will provide informative presentations and lead group discussion 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: May 3 & 4, 2005**  
**Sept. 28 & 29, 2005**  
**Dec. 8 & 9, 2005**  
**Mar. 20 & 21, 2006**

**Tuition: \$310**

**Facilitator: Louise Chippeway**

CSC pays tuition for Manitoba civil servants

### Assertive Communication Skills

#### Who Should Attend

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

Office Professionals Certificate Core Credit

#### Overview of the Workshop

This interactive workshop gives individuals an opportunity to observe and practice assertive communication behaviours, videos, group problem solving, discussion and various case studies related to work, social and personal situations will be used in practice exercises.

#### 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 level and identify areas for development
- identify and practice specific behaviours of assertive communication using case studies and role-playing

**Dates: Apr. 12, 2005**  
**Sept. 12, 2005**  
**Feb. 6, 2006**

**Tuition: \$175**

**Facilitator: Genella Macintyre**



# Communication & Interpersonal Skills



## Communicating Effectively Over the Telephone

### Who Should Attend

All levels of staff who provide customer service over the telephone.

Office Professionals Certificate Core Credit

### Overview of the Workshop

This highly interactive workshop will assist individuals in developing the essential communication skills and strategies to deal effectively with the unique demands of communicating over the telephone.

### Learning Objectives

- identify the challenges of interacting effectively over the telephone
- discuss the significance of telephone interactions in the work you do
- define the specific skills of "professional telephone behaviour"
- review some tips, tools and techniques for interacting effectively over the telephone
- identify some of the challenging situations you face
- discuss telephone time management

**Dates:** May 27, 2005  
Nov. 30, 2005

**Tuition:** \$175

**Facilitator:** Donna Van Horne

## Communication Skills for Managers

### 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:** May 30, 2005  
Dec. 2, 2005

**Tuition:** \$175

**Facilitator:** Genella Macintyre



# Communication & Interpersonal Skills

## Communication & Conflict Skills

### 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 15 & 16, 2005 (Thompson)  
Sept. 27 & 28, 2005  
Mar. 7 & 8, 2006**

**Tuition: \$320**

**Facilitator: Genella Macintyre**

## Communication Dynamics

### Who Should Attend

All levels of employees or work teams who would like to develop an in-depth understanding of their own and others' personal communication strengths. This workshop goes beyond basic communication skills building and provides advanced communication knowledge and skill development.

Office Professionals Certificate Core Credit

### Overview of the Workshop

This workshop allows individual to assess their communication strengths using the Strengths Deployment Inventory (SDI). The inventory uses a four part model to help individuals identify specific behaviours associated with their strengths. Participants work with the model to develop effective strategies to apply to specific work and team situations.

### Learning Objectives

- self assess communication strengths and recognize behaviours associated with communication preference
- identify strategies to apply strengths in a variety of work and team situations
- develop an understanding and appreciation of others' preferences and strengths and identify situations to employ these differences
- explore how strengths can be used to advantage under "normal" and "stressful" situations

**Dates: May 11, 2005                      Jan. 5, 2006  
Sept. 23, 2005**

**Tuition: \$190**

**Facilitator: Rick Hallson**



# Communication & Interpersonal Skills



## Communication for Front-line Supervisors

### Who Should Attend

**New!**

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

- identify the unique communication situations involved in the supervisory role
- identify needed skills and behaviours for effective communications
- assess personal strengths and identify areas for development using 360 degree feedback and coaching clarification
- develop and plan strategies for applying communication skills to various supervisory situations such as, delegation, providing instruction, coaching and feedback, implementing change and orientation
- develop a personal plan of action for applying communication approaches to enhance effectiveness of supervisory communication

**Date: Oct. 28, 2005**

**Tuition: \$175**

**Facilitator:  
Edna Dickson/Jackie Desrochers**

## Conflict Skills for Managers

### 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. 24, 2005  
Feb. 21, 2006**

**Tuition: \$175**

**Facilitator: Pat Lazaruk**





# Communication & Interpersonal Skills

## Customer Service

### Who Should Attend

**New!**

This workshop is a comprehensive program designed to instil a depth of knowledge, skill, and vision for participants who have contact with customers. The employee's ability to effectively handle a variety of situations is key to ensuring that customers are satisfied in the long term.

Office Professionals Certificate Option Credit

### Overview of the Workshop

- This workshop teaches participants how to identify solutions, deal with difficult or challenging customer service situations, and develop a customer-first culture. Participants experience practice situations through interactive exercises on how to communicate in everyday customer service transactions.

### Learning Objectives

- demonstrate professionalism on the job while building a proactive problem-solving culture
- use essential communication skills in dealings with customers
- recognize characteristics of human behavioural styles and how to adapt to the customer's style
- identify and utilize a structured process/model for conducting customer service transactions
- master strategies for dealing appropriately with different customer situations

**Dates: Apr. 27, 2005  
Jan. 26, 2006**

**Tuition: \$175**

**Facilitator: Rick Hallson**

## Dealing with Upset Customers and the Impact on You

### Who Should Attend

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

Office Professionals Certificate Option 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 public 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: June 3, 2005  
Oct. 31, 2005  
Feb. 20, 2006**

**Tuition: \$175**

**Facilitator: David Zinger**



# Communication & Interpersonal Skills



## Defusing Hostility

### Who Should Attend

People who deal with angry customers or find they need strategies to control their own reactions to difficult situations.

Office Professionals Certificate Option Credit

### Overview of the Workshop

Aggression, anger and ineffective communication are synonymous with hostility. We recognize hostility by the attitude, emotions and communication style conveyed by the hostile person. Dealing with hostile people can be trying and difficult.

### Learning Objectives

- explore the nature and anatomy of hostility
- identify your own triggers and reactions to hostility and techniques to stay unhooked
- develop awareness concerning other's triggers
- practice essential defusing strategies using assertive and effective communication skills

**Dates:** May 26, 2005  
Nov. 18, 2005

**Tuition:** \$175

**Facilitator:** Genella Macintyre

## Differing Work Styles: Applying the Myers Briggs Type Indicator

### Who Should Attend

All levels of employees who would like to develop an in-depth understanding of their own and others' personal communication 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 Option Credit

### Overview of the Workshop

This workshop is an introduction to the work of Myers and Briggs, and 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
- identify characteristics and observable behavior of the four dimensions and recognize these in others

**Date:** Feb. 16, 2006

**Tuition:** \$190

**Facilitator:** Donna Ghidoni



# Communication & Interpersonal Skills

## Email - Think Before You Hit "Send"!

### 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

**Dates: Apr. 19, 2005  
Oct. 6, 2005**

**Tuition: \$175**

**Facilitator: Anne Dunlop**

## Negotiating and Influencing Skills: Dealing with Interpersonal Conflict

### 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 their 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 5 & 6, 2005 (Thompson)  
Oct. 26 & 27, 2005  
Feb. 7 & 8, 2006**

**Tuition: \$320**

**Facilitator: Pat Lazaruk**



# Communication & Interpersonal Skills



## Powerful Listening: The Art & Practice

### 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 make you a more powerful listener and responder in interpersonal communication. It will help you understand the emotions and intentions of people.

### 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:** Apr. 25, 2005  
 May 17, 2005 (The Pas)  
 June 14, 2005 (Brandon)  
 Sept. 16, 2005  
 Feb. 10, 2006

**Tuition:** \$175

**Facilitator:** David Zinger

## The Plain Language Approach to Writing

### 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:** Apr. 28, 2005  
 Dec. 1, 2005

**Tuition:** \$175

**Facilitator:** Anne Dunlop



# Communication & Interpersonal Skills

## The Art of Writing Effective Reports

### 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 Option 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: Nov. 9 & 10, 2005**

**Tuition: \$320**

**Facilitator: Anne Dunlop**

## Writing and Editing Skills: Level I

### 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 19, 2005  
Sept. 13, 2005**

**Jan. 11, 2006**

**Tuition: \$175**

**Facilitator: Anne Dunlop**



# Communication & Interpersonal Skills



## Writing and Editing Skills: Level II

### 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 28, 2005  
Oct. 25, 2005  
Feb. 3, 2006**

**Tuition: \$175**

**Facilitator: Anne Dunlop**

## Writing Effective Minutes

### Who Should Attend

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

Office Professionals Certificate Option 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 31, 2005  
June 7, 2005 (Brandon)  
Jan. 25, 2006**

**Tuition: \$175**

**Facilitator: Maureen Kennedy**



# Communication & Interpersonal Skills

## Writing on Behalf of...

### 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 Option 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. 7 & 8, 2005  
Nov. 22 & 23, 2005**

**Tuition: \$320**

**Facilitator: Anne Dunlop**

## Writing Policies, Guidelines and Procedures

### 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 Option 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: Oct. 19 & 20, 2005  
Feb. 14 & 15, 2006**

**Tuition: \$320**

**Facilitator: Anne Dunlop**



# Communication & Interpersonal Skills



## Writing Treasury Board and Cabinet Submissions

### Who Should Attend

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

Office Professionals Certificate Core Credit

### 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: June 9 & 10, 2005  
Jan. 9 & 10, 2006**

**Tuition: \$320**

**Facilitator: Anne Dunlop**

## Writing with P.O.W.E.R.

### 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: May 10 & 11, 2005  
Sept. 7 & 8, 2005 (Brandon)  
Nov. 16 & 17, 2005  
Feb. 28 & Mar. 1, 2006**

**Tuition: \$320**

**Facilitator: Anne Dunlop**





## Think Strategically with Six Thinking Hats™

### Who Should Attend

**New!**

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: Sept. 20, 2005 - Day 1**  
**Oct. 11, 2005 PM - Day 2**

**Tuition: \$495**

**Facilitator: Nancy Peterson**

## Problem-Solving and Decision Making

### Who Should Attend

**New!**

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
- determining what a good solution must look like
- 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: Dec. 14 & 15, 2005**  
**Mar. 2 & 3, 2006**

**Tuition: \$320**

**Facilitator: Lesley Lindberg**



# Personal & Professional Management Skills



## Accounting - Introduction

### 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 Option 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: June 8 & 9, 2005  
Oct. 20 & 21, 2005**

**Tuition: \$320**

**Facilitator: Ray Sherwood**

## Accounting - Intermediate

### 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. 1, 2005**

**Tuition: \$175**

**Facilitator: Ray Sherwood**



## Personal & Professional Management Skills

### Accounting - Advanced

#### Who Should Attend

All 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: Dec. 19, 2005**

**Tuition: \$175**

**Facilitator: Ray Sherwood**

### Career Planning

#### Who Should Attend

Employees interested in developing skills and confidence when planning for and setting short or long term career goals.

Office Professionals Certificate Core Credit

#### Overview of the Workshop

This two-day workshop will provide participants with a practical approach to planning and achieving career goals. Through pre-class work, self-reflection, clarification exercises, discussion and problem solving, individuals will develop an inventory of skills and accomplishments, and a personal plan for their career growth.

#### Learning Objectives

- complete a self-assessment of skills, work interests, values and aptitudes
- create a personal inventory for future use in career planning, resume writing and interview situations
- review and assess job search strategies to improve job market searches
- identify and evaluate methods of networking and self-presentation to enhance career opportunities
- complete a preliminary personal career plan including short and long term

**Dates: Apr. 5 & 6, 2005  
Nov. 7 & 8, 2005**

**Tuition: \$ 310**

**Facilitator: Shirley Swan**

CSC pays tuition for Manitoba civil servants



# Personal & Professional Management Skills



## Dealing Effectively with Change

### Who Should Attend

**New!**

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

**Dates: May 12, 2005  
Feb. 1, 2006**

**Tuition: \$ 175**

**Facilitator: Karen Meelker**

## Five Steps to Managing Workplace & Personal Stress

### 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 Option 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

**Dates: May 13, 2005  
June 17, 2005 (Thompson)  
Oct. 14, 2005  
Mar. 10, 2006**

**Tuition: \$175**

**Facilitator: Genella Macintyre**



## Personal & Professional Management Skills

### Financial Management for Non-Financial Managers

#### 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 gain the skills and knowledge to understand and interpret financial data which will assist them to make sound financial decision 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: Sept. 19 & 20, 2005**

**Tuition: \$320**

**Facilitator: Ray Sherwood**

### Managing Projects for Results

#### Who Should Attend

Revised

All leaders who must manage a project and lead a project team to meet specific objectives.

Office Professionals Certificate Core Credit

#### Overview of the Workshop

This two-day workshop will provide individuals with advanced techniques and practical skills for planning, coordinating, managing, tracking, controlling and evaluating any project

#### Learning Objectives

- examine the role and responsibilities of the project leader, project team, decision makers and stakeholders
- prepare a comprehensive project plan
- apply strategies to secure and coordinate project support
- apply strategies to influence project decision makers
- identify techniques to resolve project related problems
- develop approaches to motivate and empower team members in a matrix environment
- develop contingency plans
- review approaches for reporting project status and evaluating results

**Dates: May 17 & 18, 2005  
June 23 & 24, 2005 (The Pas)  
Oct. 5 & 6, 2005  
Jan. 17 & 18, 2006**

**Tuition: \$320**

**Facilitator: Lesley Lindberg**



# Personal & Professional Management Skills



## Preparing for the Selection Interview

### Who Should Attend

All employees interested in learning how to present themselves as the “best candidate” in an interview.

### Overview of the Workshop

This one-day workshop will teach you the important stages of an interview and help you to understand the goals of the interviewer.

### Learning Objectives

- review the Manitoba government interview process
- assess various types of questions and strategies to prepare for these questions
- prepare effective responses that highlight personal skills and accomplishments
- practice and receive feedback responding to interview questions
- acquire tools and techniques for building a personal portfolio of accomplishments

**Dates: Oct. 7, 2005**

**Tuition: \$175**

**Facilitator: OSD Partner**

## Pre-Retirement Lifestyle Planning

### 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: Apr. 29, 2005 AM  
June 10, 2005 AM  
Dec. 16, 2005 AM  
Mar. 6, 2006 AM**

**Tuition: \$110**

**Facilitator: Deri Latimer**



## Personal & Professional Management Skills

### Pre-Retirement Planning

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](http://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](mailto:wwilson@cssb.mb.ca)**

### Time Management

#### 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 14, 2005  
Sept. 14, 2005  
Jan. 12, 2006**

**Tuition: \$175**

**Facilitator: Karen Meelker**



# Personal & Professional Management Skills



## Work Life Balance

### Who Should Attend

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

Office Professionals Certificate Option 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 practise positive techniques for creating balance
- discover greater energy and enthusiasm for work and life

**Date: Jan. 13, 2006**

**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 1/2 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 Skills: An Introduction to Group Facilitation

### 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. The workshop will improve your ability to:

- help groups gather information
- assist groups in identifying problems / solutions
- guide teams in the decision making process or
- bring groups to consensus.

### Overview of the Workshop

This two-day workshop will provide participants with two facilitation tools that can be used in most facilitative situations.

### Learning Objectives

- design and facilitate a four-step discussion method - the focused conversation method
- design, facilitate and document a five-step workshop method - the consensus workshop method

**Dates: Apr. 13 & 14, 2005  
Oct. 25 & 26, 2005**

**Tuition: \$450**

**Facilitator: Helen Wythe**

## Presentation Skills

### 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

**Dates: May 3 & 4, 2005  
Sept. 26 & 27, 2005 (Brandon)  
Dec. 6 & 7, 2005**

**Tuition: \$320**

**Facilitator: Drew Henderson**



# Facilitation & Training



## Train the Trainer

### Who Should Attend

**New!**

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 practise 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

**Date: June 21-23, 2005**

**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](http://www.gov.mb.ca/csc/osd)



# SAP Support

## Manitoba Information and Communications Technologies (MICT)

**Website address: [gww.internal/sap](http://gww.internal/sap)**

*(or choose 'SAP Support' from the Intranet splash page)*

Or phone: (204) 945-8634

### 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.

Visit the SAP Support website for scheduling and registration information on all SAP Training.

### Prerequisites:

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

Familiarity with business process and policies related to the course content.

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 of SAP Roles Based on Job Roles (visit website for more detail)

### Human Resource Roles:

H2 - Timekeeping - Course: *Time Management*  
H3 - FTE Administrator - Course: *FTE Administration*  
H4 - Decentralized HR Clerk - Courses: *Recruitment, HR Master Data, and Time Management*  
H6 - HR Consulting - Course: *HR Consulting, Competency-Based Management*  
H7 - Recruitment - Course: *Recruitment*  
H8 - Classification - Course: *Classification*  
H9 - Benefits - Course: *Benefits*  
H10 - HR Master Data - Course: *HR Master Data, Time Management*  
H12 - HR Data for Financial Officers - Course: *HR Reporting*  
H13 - Compensation Analyst - Course: *Classification, HR Reporting*  
H15 - CSC Reporting - Course: *HR Reporting, HR Consulting*  
H24 - Payroll Information - Course: *HR Reporting*  
M1 Manager's Desktop - Course: *Manager's Desktop*

### Procurement Roles:

F3 Requisitioner - Course: *Basic Requisitioning*  
F4 Approver - Course: *Requisition. and Purchase Order Approval*  
F5 Buyers - Courses: *Basic Requisitioning, Purchasing, Procurement Management Reporting*  
F6 Procurement Manager - Course: *Procurement Management Reporting*  
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*  
M1 Manager's Desktop - Course: *Manager's Desktop*

### Reporting:

F2 Financial Reporting - Course: *Financial Reporting (note: content is included in all financial courses*  
'H' roles - Human Resources - Course: *HR Reporting*  
F6 Procurement Manager - Course: *Procurement Management Reporting*  
M1 Manager's Desktop - Course: *Manager's Desktop*

**Note: Role descriptions provided are those relevant to the courses offered.**

## Finance Courses

### **Program Accounting - 3 days** - SAP F1 role and prerequisite for the F10, F11, F12 roles

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.

### **Accounts Payable - 5 days** - SAP F8 role

This course introduces participants to the terminology, concepts and transactions in the Accounts Payable process.

### **Accounts Receivable - 2 days** - SAP F1, F22, F23 roles

This course introduces participants to the terminology, concepts and transactions in the Accounts Receivable process.

*Course dates based on need, call SAP Support for information*

### **Asset Management - 2 days** - SAP F9 role

This course introduces the participants to the policies, terminology, concepts and transactions for the Asset Management process.

### **Intermediate Cost Management - 3 days** - SAP F10, F11, F12 roles

This course introduces participants to terminology, concepts and steps required to understand terms in the controlling module within SAP.

Prerequisite: Program Accounting

*Course dates based on need, call SAP Support for information*

### **Advanced Cost Accounting Funds Management - 2 days** - SAP F11 and F12 roles

This course introduces participants to terminology, concepts and transactions involved in Advanced Cost Accounting and Funds Management.

Prerequisites: Program Accounting, Intermediate Cost Management

*Course dates based on need, call SAP Support for information*

### **GRIR/Freight Clearing Workshop - 1/2 day** - SAP F8 role

This workshop takes an experienced Accounts Payable Administrator, and walks them through the steps in managing the above clearing accounts.

Prerequisites: Account Payable, plus a minimum of 6 months experience dealing with PO-Based transactions.

*Course dates based on need, call SAP Support for information*



## Human Resource Courses

### **HR Consulting - 2 days** - SAP H6, H22 roles

This course introduces the terms, concepts, and procedures for looking up position and employee data, and generating reports related to HR functions.

### **Classification - 1 day** - SAP H6, H13 roles

This course introduces the terms, concepts, and procedures used in classifying positions, maintaining exclusions, and validating employee classifications.

### **FTE Administration - 2 days** - SAP H3 role

This course introduces the terms, concepts and procedures used in FTE control, and maintaining positions, and organizational units in accordance with data standards.

### **HR Master Data - 5 days** - SAP H4 and H10 roles (Beneficial for H6 users).

This course introduces the terms, concepts and procedures used in maintaining employee master data.

This course is a Prerequisite for the Benefits course

### **Benefits - 3 days** - SAP H9 role

This course introduces the terms, concepts and procedures used in enrolling and maintaining employee benefits in SAP.

Prerequisite: HR Master Data

### **Recruitment - 1 day** - SAP H4, H7 roles

This course introduces the terms and concepts of the Recruitment module in SAP. The Recruitment module tracks and reports on government's staffing activity.

### **Time Management - 3 days** - SAP H2 role

(Managing time for shift and non-shift employees)

This course introduces the terms, concepts and procedures used in maintaining employee time data.

### **Time Management "Lite" - 2 days** - SAP H2 roles

(Managing time for non-shift employees only)

This course introduces the terms, concepts, and procedures used in maintaining employee time data using SAP.

### **Time/Payroll Clusters - 3 - 1 day sessions** - H4, H10, H24, H21

This series of workshops will assist end users in assessing evaluation of time entries, payroll results, and master data maintenance in SAP.

*Course dates based on need, call SAP Support for information*

### **Competency-Based Management - 1 day** - H6, H22 roles

This course introduces the terms, concepts, and procedures used in profiling the qualifications of employees and the requirements of positions and roles.

## Procurement

### **Basic Requisitioning - 4 days - SAP F3, F5, and F7 roles**

This course instructs participants in the terms and concepts of the purchasing process. It is intended for users who will create Purchase Requisitions for goods and services, Release Purchase Orders with reference to an Outline Agreement, and receivers who will be responsible for the entry of goods receipts in SAP. This course is a mandatory prerequisite for (F5) Buyers who plan to attend the Purchasing course.

### **Purchasing - 5 days - SAP F5 role**

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. Students attending will already have a strong understanding of the Procurement process within SAP.

Prerequisite: Basic Requisitioning is a mandatory prerequisite

### **Requisition and Purchase Order Approval - 1 day - SAP F4 role**

This course is intended for business and program managers who will be authorizing the expenditure of funds using SAP. It is also intended for those who will obtain off-line authorization for the expenditure of funds and subsequently record that approval in SAP.

### **Informal Buyer - 2 days - F30 role**

This course is intended for Buyers whose job function will include creation of Purchase Order contracts sourced using informal or offline tendering practices for low dollar purchases that cannot be obtained using a Procurement Card. Students attending will already have an understanding of procurement policies.

Prerequisite - Basic Navigation is a mandatory prerequisite.

## Reporting

### **Financial Reporting - 1 day - All financial roles in SAP**

This course is intended to help SAP Financial users familiarize themselves with generating reports.

### **HR Reporting - 1 day - All HR roles in SAP**

This course introduces the terms and concepts of generating HR reports from SAP. Reports can be useful for making management decisions assessing data accuracy, analyzing trends and coordinating workloads. A sampling of useful HR reports will be presented.

### **Procurement Management Reporting - 1 day - SAP F6 role**

This course will review the procurement process and teach students how to extract procurement related information from SAP. The course will introduce basic reporting concepts and enable the Procurement Manager to analyze procurement activity and trends within the business area.

### **Manager's Desktop - 1/2 day - SAP M1 role**

This too offers managers a view of the organizational units, positions, employees, and cost centers they are responsible for. HR Reports on employees and positions, providing information on time, classification, leave balances, employment equity and expiry dates.

*Course dates based on need, call SAP Support for information*



# Office Professionals Certificate Program

(formerly the Administrative Staff Certificate Program)



## Continuing Professional Growth

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.

### Core Workshops

*Choose six of the following:*

- Assertive Communication Skills
- Career Planning (recommended first course of study)
- Communicating Effectively on the Telephone
- Communication & Conflict Skills
- Communication Dynamics
- Email - Think Before You Hit "Send"!
- Managing Projects for Results
- 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.
- Aboriginal People: Building Stronger Relationships
- Accounting - Introduction

### Optional Workshops

*Choose four of the following:*

- Customer Service
- Dealing with Upset Customers and the Impact on You
- Defusing Hostility
- Differing Workstyles: Applying the Myers Briggs Type Indicator
- Five Steps to Managing Workplace & Personal Stress
- The Art of Writing Effective Reports
- Valuing Diversity in the Workplace
- Work Life Balance
- Writing Effective Minutes
- Writing on Behalf Of...
- Writing Policies, Guidelines and Procedures
- Writing Treasury Board and Cabinet Submissions

### How to Register for the Program

To register for the OPCP 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 contact Colleen Ward at 945-3189.





# Our Partnerships

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## Partnership Program with The University of Winnipeg Division of Continuing Education

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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)

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 and the PRDP the maximum articulated credit will be 35 hours, representing five one day Professional Edge Seminars.

For further information on the partnership or on the workshops being offered at OSD please call Karen Meelker at 945-4911.

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## Partnership Program with Assiniboine Community College Continuing Education

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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 (ACU). 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 ACU Continuing Education please call 204-725-8725 or [ContinuingEducation@assiniboine.net](mailto:ContinuingEducation@assiniboine.net) in Brandon, or Karen Meelker at 945-4911 in Winnipeg.



# Three Tier Leadership Development

## Supervisory Level

If you are a supervisor new to the role or new to government you may find the following recommended and optional workshops of particular benefit to you in developing the skills and acquiring the knowledge of policies and expectations unique to your role.

### Recommended Workshops

- \* Communication Skills for Front-line Supervisors
- \* Powerful Listening: The Art & Practice
- \* Valuing Diversity in the Workplace
- \* Essentials of Supervision: Basics
- \* Essentials of Supervision: Advanced
- \* Motivating and Recognizing Others
- \* Managing Projects for Results
- \* Time Management
- \* Five Steps to Managing Workplace & Personal Stress
- \* Managing Under the Collective Agreement
- \* Performance Management: A Comprehensive Approach

### Optional Workshops

- \* Communication Dynamics
- \* Assertive Communication Skills
- \* Aboriginal People: Building Stronger Relationships
- \* Coaching Skills
- \* Creating and Sustaining Employee Performance
- \* Making Meetings Work
- \* Career Planning
- \* Developing Core Competencies
- \* Think Strategically with Six Thinking Hats™
- \* Analyzing Performance Problems
- \* Conducting Effective Orientation
- \* Discipline and Grievance Handling
- \* Managing Attendance and Absenteeism

## Middle Level

As a middle manager/leader you will benefit from workshops which focus on your role and the balance between leadership skills and managing for results practices. You will find the following workshops of benefit to developing the competencies necessary for your role.

### Recommended Workshops

- \* Communication Dynamics
- \* Negotiating and Influencing Skills: Dealing with Interpersonal Conflict
- \* Valuing Diversity in the Workplace
- \* Managing Organizational Change
- \* Managing Projects for Results
- \* Financial Management for Program Managers
- \* Problem Solving and Decision Making
- \* Staffing Skills for Managers and HR Practitioners
- \* Discipline & Grievance Handling

### Optional Workshops

- \* Writing Treasury Board and Cabinet Submissions
- \* Writing with P.O.W.E.R.
- \* Facilitation Skills: An Introduction to Group Facilitation
- \* Aboriginal People: Building Stronger Relationships
- \* Differing Work Styles: Applying the Myers Briggs Type Indicator
- \* Developing Effective Mentoring Skills
- \* Re-Designing Work Processes
- \* Strategic Planning
- \* Performance Management: Creating & Sustaining Employee Performance
- \* Discipline & Grievance Handling



## Three Tier Leadership Development

### Senior and Executive Level

At the senior level, your role requires you to establish the competency frameworks structures and policies to support all other level of staff in their contribution to the Manitoba Government workplace. The following workshops and special interactive sessions may be of benefit in considering the design of these framework and guidelines in your organization.

#### Recommended Workshops

- \* Developing a Mentoring Program
- \* Managing Organizational Change
- \* Strategic Planning
- \* Renewal and HRM Planning
- \* Risk Management
- \* Strategies for Promoting Healthy Living in Organizations
- \* Advanced Problem Solving and Decision Making
- \* HR Strategic Planning

#### Optional Workshops

- \* Facilitation Skills
- \* Building a Respectful Workplace
- \* Building High Performance Teams
- \* Developing Mentoring Skills for Managers
- \* Developing Program Evaluation Skills
- \* Re-Designed Work Processes
- \* Strategic Planning
- \* Transformational Leadership Approach

**For more information  
on the**

### Three Tier Leadership Development

**Please contact**

**Edna Dickson  
at 945-4865**

## Customized and In-House Group Training



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

In addition to scheduled Guide offerings, OSD is pleased to offer these existing workshops on an in-house basis.

- \* Assessing Training Needs: A Step by Step Procedure
- \* Building the Better Workplace
- \* Business Planning
- \* Continuous Learning - Investing in Your Future
- \* Dealing Effectively with Change
- \* Delivery Methods for Trainers: Becoming a Dynamic Trainer
- \* Designing Plain Language Forms
- \* Developing Core Competencies
- \* Developing Surveys and Questionnaires
- \* Disability Awareness
- \* Emergency Level First Aid/CPR
- \* Emotional Intelligence
- \* Engaging Employees: Building Commitment and Contribution
- \* Ethics and the Public Sector Workplace
- \* Facilitative Management
- \* Harassment - An Issue of Respect
- \* How to Design Effective Training Programs
- \* Make Adult Learning Come to Life
- \* Managing Organizational Change
- \* Mediation Skills
- \* Preparing Training Materials: Before, During and After
- \* Presentation Skills - Advanced
- \* Renewal Planning
- \* Supervising the Better Workplace
- \* Writing Successful Proposals

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



## Regional Offerings

OSD will bring any workshop to your region. For further information about arranging a workshop in your region, please call 945-2276. The following is a list of the workshops already scheduled:

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### Brandon:

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Making Meetings Work	June 6, 2005 PM
Writing Effective Minutes	June 7, 2005
Powerful Listening: The Art & Practice	June 14, 2005
Writing with P.O.W.E.R.	Sept. 7 & 8, 2005
Presentation Skills	Sept. 26 & 27, 2005
Essentials of Supervision: Basics	May 31 & June 1, 2005

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### The Pas:

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Powerful Listening: The Art & Practice	May 17, 2005
Managing Projects for Results	June 23 & 24, 2005

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### Thompson:

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Negotiating & Influencing Skills - Dealing with Interpersonal Conflict	May 5 & 6, 2005
Five Steps to Managing Workplace & Personal Stress	June 17, 2005
Communication & Conflict Skills	June 15 & 16, 2005

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### Dauphin:

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Staffing Skills for Managers and HR Practitioners	June 1 & 2, 2005
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## Computer Training

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The recent Desktop Refresh Project introduced new computers and a new operating system to the Desktop Managed Environment. With the move to the Microsoft XP operating system, the office productivity suite was upgraded to Office XP (2002).

As part of the rollout, Manitoba Information and Communications Technologies (MICT) is providing a directory of local providers for desktop training service. The directory is a resource to help departments meet their training requirements. Departments will fund their own training. Departments and employees should contact training providers directly. The overview highlights primarily Office XP (2002), including Word, Excel, PowerPoint, Outlook, and Access. Information on each training provider includes:

- brief course descriptions
- objectives and level (i.e. beginner, intermediate or advanced)
- fees/group rates (as applicable)
- registration information
- local contact information, including name of person, phone number and address.

The directory is posted at

[http://mict.est.internal/est\\_intranet/network\\_services/XP-training.htm](http://mict.est.internal/est_intranet/network_services/XP-training.htm).

If you have any questions or need more information on the directory, please contact Karen Meelker at 945-4911.



# Institute of Public Administration of Canada (IPAC)

## Manitoba Region

IPAC is a leading Canadian organization concerned with the theory and practice of public management. 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 in public management and to discuss policy activities.

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	945-1763	idadds@gov.mb.ca
Pam Sveinson, Membership Chair	986-3605	psveinso@city.winnipeg.mb.ca
Sue Bishop, Regional Director	945-4245	subishop@gov.mb.ca

Or check out our website at [www.ipaciapc.ca/manitoba](http://www.ipaciapc.ca/manitoba)

# Three Convenient Ways to Register



## 1. Go online

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Website: [www.gov.mb.ca/csc/osd](http://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

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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

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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.**





**Provincial Civil Servant  
Workshop Registration Form**

**APPLICANT - Please print and forward to OSD**

NAME LAST: _____ FIRST: _____		PHONE NUMBER:
JOB TITLE: _____ EMPLOYEE # _____		
ORGANIZATION: _____ BA# _____		FAX NUMBER:
BRANCH: _____		
ADDRESS: _____		E-MAIL:
CITY: _____ POSTAL CODE: _____		
<i>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.</i>		
<b>Workshop:</b>		
(One Workshop Title Only)		
<b>Workshop Date:</b>		

<b>Supervisor or Training Coordinator's Name:</b> (please print)
Supervisor's Signature:

**BILLING ADDRESS:**

Please send invoice to:    Employer <input type="checkbox"/> Applicant <input type="checkbox"/> (Please provide applicable address below)		
Department:		
Address:		
To the Attention of:	Telephone:	Fax:

*Invoices will be forwarded to the above address once the 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.*

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**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 fee. Substitutions are allowed.

**PLEASE DUPLICATE THIS FORM TO MEET YOUR NEEDS**





## Broader Public Workshop Registration Form

**APPLICANT** - Please print and forward to OSD

NAME LAST: _____ FIRST: _____	PHONE NUMBER:
JOB TITLE: _____	FAX NUMBER:
ORGANIZATION: _____	
BRANCH: _____	E-MAIL:
ADDRESS: _____	
CITY: _____ POSTAL CODE: _____	

**WORKSHOP**

<b>Workshop Name:</b> _____	
<b>Workshop Date:</b> _____	<b>Tuition Fee: \$</b> _____ <b>+ GST*</b>
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**BILLING ADDRESS:**

Please send invoice to:

Employer       Applicant  (Please provide applicable address below)

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

\*If GST Exempt, please attach exemption letter      Fax: \_\_\_\_\_

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## Broader Public Workshop Registration Form

**APPLICANT** - Please print and forward to OSD

NAME LAST: _____ FIRST: _____	PHONE NUMBER:
JOB TITLE:	FAX NUMBER:
ORGANIZATION:	
BRANCH:	E-MAIL:
ADDRESS:	
CITY: _____	POSTAL CODE: _____

### WORKSHOP

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<b>BILLING ADDRESS:</b>	
Please send invoice to:	
Employer <input type="checkbox"/>	Applicant <input type="checkbox"/> (Please provide applicable address below)
Organization:	
Address:	
Contact:	Telephone:
*If GST Exempt, please attach exemption letter	Fax:

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## Provincial Civil Servant Workshop Registration Form

**APPLICANT** - Please print and forward to OSD

NAME LAST:	FIRST:	PHONE NUMBER:
JOB TITLE:	EMPLOYEE #	
ORGANIZATION:	BA#	FAX NUMBER:
BRANCH:		
ADDRESS:		E-MAIL:
CITY:	POSTAL CODE:	
<i>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.</i>		
<b>Workshop:</b>		
(One Workshop Title Only)		
<b>Workshop Date:</b>		

<b>Supervisor or Training Coordinator's Name:</b> (please print)
Supervisor's Signature:

**BILLING ADDRESS:**

Please send invoice to:    Employer <input type="checkbox"/> Applicant <input type="checkbox"/> (Please provide applicable address below)		
Department:		
Address:		
To the Attention of:	Telephone:	Fax:

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## ***Register Early!***

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- *By Mail*

***Space is limited.***

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