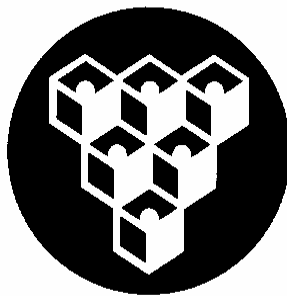


2006 Annual Report



**Organization and Staff Development
Manitoba Civil Service Commission**

consulting & training that make a difference

His Honour
The Honourable John Harvard, P.C., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg, Manitoba
R3C 0V8

May It Please Your Honour

I am pleased to present the Twelfth Annual Report of the Organization and Staff Development Agency for the fiscal year ended March 31, 2006.

Respectfully submitted,

Greg Selinger
Minister Responsible for the Organization
and Staff Development Agency
Civil Service Commission

Manitoba



Civil Service Commission
Office of the Commissioner

935 – 155 Carlton Street
Winnipeg MB R3C 3H8
Fax: (204) 945-1486

Honourable Greg Selinger
Minister Responsible for the Organization
and Staff Development Agency
Civil Service Commission
103 Legislative Building
Winnipeg, Manitoba
R3C 0V8

Dear Mr. Selinger:

I am pleased to submit, for your consideration, the 2006 Annual Report of Organization and Staff Development (OSD) as a Special Operating Agency.

The report covers the period April 1, 2005 to March 31, 2006. During this period, OSD continued to strive to fulfill its obligations as a self-sustaining operation and to achieve its service and financial objectives.

Respectfully submitted,

Debra Woodgate
Civil Service Commissioner
Chair of the Organization
and Staff Development Agency
Advisory Board

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OSD Advisory Board as at March 31, 2006

Chair

Debra Woodgate
Commissioner
Manitoba Civil Service Commission

Agency Management

Edna Dickson
Director
Organization and Staff Development
Manitoba Civil Service Commission

Members

Gisela Rempel
Assistant Deputy Minister
Services for Persons with Disabilities Division
Manitoba Family Services and Housing

John Hosang
Assistant Deputy Minister
Engineering & Operations Division
Department of Transportation & Government
Services

Marcia Thomson
Assistant Deputy Minister
Healthy Living & Health Programs
Manitoba Health

Rose Bear
Human Resource Consultant
Human Resources Services
Department of Justice

Vince Warden
Vice President & Chief Financial Officer
Finance & Administration
Manitoba Hydro

Guy Gordon
A/Assistant Deputy Minister
Service Manitoba

Profile

Purpose

In 1970, the Manitoba Civil Service Commission created a branch to provide training workshops and advisory services that supported what the government wanted to achieve in the area of people and organization development.

In 1994, Organization and Staff Development (OSD) became the third Special Operating Agency of the Manitoba Government. The Special Operating Agency framework emphasizes accountability and end results. This emphasis is consistent with the OSD tradition of putting the service user first and always striving to make a difference.

Organization and Staff Development (OSD) is a program area of the Civil Service Commission. The agency provides consulting and training services. These services:

1. support implementation of government human resource policies and priorities, and
2. assist employees and their managers to solve organization problems, to improve service effectiveness, and to help realize the human potential that exists within organizations.

OSD services are available to central government, to individual departments and to other organizations outside the Manitoba Civil Service.

Commitment

OSD is committed to representing three principles in whatever the agency does.

1. The needs of those who use our service are our concern.

This means we act with the courage necessary to understand our service users and to provide them with real help for real problems.

2. We treat others as friends, no differently than we treat ourselves.

This means we strive to make every contact an experience that benefits our service users, makes them better off for knowing us and leaves them a little wiser.

3. Our work is important work.

This means we serve to the best of our ability. We respect the privilege of helping Manitobans and those who represent them.

Director's Comment

In this report, OSD is introducing new performance measures as approved in the 2004 / 2005 business plan.

The new performance measures will report more accurately on the success of our Guide offerings. When particular workshops are overbooked and/ or wait lists established, these workshops are added to our scheduled workshops as published yearly in our Guide to Training & Consulting. In the past, these added workshops have been included in the Customized / Projects table of our annual reports. They will now be included in the Performance Framework section, Table 1, and reflect a more accurate measure of the success of our Guide offerings.

OSD will also be monitoring the increase in on-line registrations as we move towards an electronic based registration system.

OSD exceeded its target for net earnings. Revenue is up 6%. Net earnings are up 20% over FY 2005. Revenue from Government Departments is up \$93.9 or 10%

OSD has delivered fewer guide workshops but participant numbers are up 18% as well as the average per class which has increased from 14 to 17.

Customized workshops are down but the average per class remains constant at 13.

We have been closely monitoring our rural training to reflect our efforts to increase rural training opportunities. Rural presence is up in both guide and customized workshops. Guide deliveries are up 80% while customized training is up 25%.

Progress towards Goals and Objectives

OSD continues to fulfill its Business Plan commitments. In 2005/06 OSD continued to solidify the position of the agency as a relevant and valued supplier of consulting and training services. OSD achieved its goals and objectives and performance targets.

From 2005 /06 Business Plan:

The goal for 2005/06 is to better coordinate and facilitate more cost-effective delivery of training and development in support of Government human resource priorities, particularly those associated with implementing the Civil Service Renewal Strategy. We will continue to solidify the position of the agency as a primary supplier of consulting and training services. The objectives for 2005/06 are:

1. To re-establish a seconded trainer program within the government to prepare and use expert staff from department in the delivery of training related to corporate policy and other common needs and to develop complete training packages for this training.

OSD offered Train the Trainer workshops to the general civil service during the year. In addition, the CSC sponsored this workshop specifically for the human resource community. This intent was to develop a cadre of potential trainers within the community to enhance the ability of departments to deliver in-house training. Approximately 20 individuals attended.

2. To pursue opportunities to apply the Civil Service Commission model for investing in corporate policy support to other areas within government.

OSD continues to pursue this approach. OSD has been directed to identify a core curriculum of training and recommend delivery strategies for implementation in 2006/07. This curriculum and implementation strategy will be vetted through the Deputy Minister Advisory Committee for approval. This curriculum will recommend essential training for every civil servant .

3. To proactively partner with clients to deliver training services to rural Manitoba. OSD will conduct needs assessments, poll stakeholders and co-ordinate workshops specifically in the Westman Region in 2005/2006 and in the Northern Region in 2005/2006.

OSD delivered 50 customized workshops in rural areas, an increase of 10 workshops from the previous fiscal year. OSD delivered 9 Guide workshops an increase of 4 over 2005. Guide deliveries are up 80% while customized workshops are up by 25%.

4. To partner with the Renewal committee to communicate, provide coordination support and training resources for the learning plan initiative of the Renewal Initiative of the Civil Service Commission.

The implementation of the Learning Policy and Learning Plan was lead by the Leadership and Strategies branch of the Commission. OSD incorporated this policy into the leadership workshops and is supporting the Commission in implementing the policy across government.

5. Continue to develop further partnerships with post-secondary institutions within the province for accreditation for OSD workshops and communicate recognized service to the general civil service.

This objective is ongoing from previous years.

Performance Framework - Part 1

Table 1 – General Training

General training are those workshops scheduled in the OSD *Guide* to training & consulting services
 “Workshops added” are those added in response to high demand of any regularly scheduled workshops

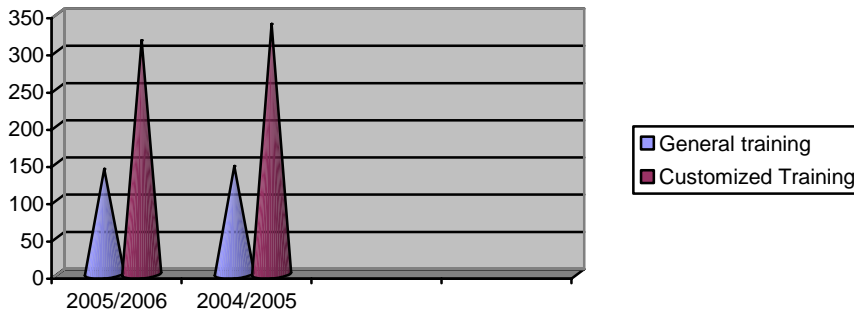
	<i>Workshops</i>	<i>Rural Workshops</i>	<i>Workshops Added</i>	<i>Total</i>	<i>Participants</i>	<i>Average per class</i>
2005/06	108	9	24	141	2432	17
2004/05	124	5	16	145	2057	14

Table 2 – Customized Training

Customized Training is consulting, training or administrative services provided to a specific service user and their organization.

	<i>Winnipeg Workshops</i>	<i>Rural Workshops</i>	<i>Total</i>	<i>Participants</i>	<i>Average per class</i>
2005/06	264	50	314	4038	13
2004/05	296	40	336	4522	13

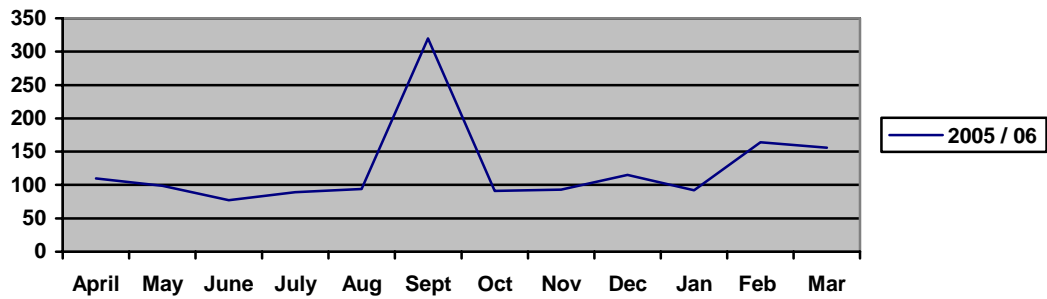
General Training and Customized Training Comparison Chart



Performance Framework - Part 2

As at March 31/06	General Training (# of workshops delivered)		Customized (# of workshops / projects delivered)	
	2005/06	2004/05	2005/06	2004/05
Corporate (CSC sponsored)	28	31	87	84
Departmental / Public Sector	113	114	227	252
Total	141	145	314	336

On-Line Registrations



Apr/05	May/05	June/05	July/05	Aug/05	Sept/05	Oct/05	Nov/05	Dec/05	Jan/06	Feb/06	Mar/06
110	99	77	89	94	320	91	93	115	92	164	156

OSD Reporting Relationships

