

Training Catalogue

Organization & Staff Development



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www.gov.mb.ca/csc/osd



W e l c o m e

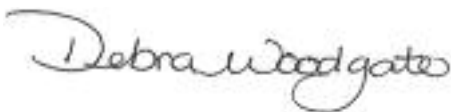
I am delighted to announce the developments and expansions that Organization and Staff Development (OSD) is experiencing this year. Responding to the demographic shifts throughout government, OSD and the Manitoba Civil Service Renewal Strategy are working together towards creating and sustaining a diverse and dynamic workplace.

The Renewal Strategy has four main goals – renewal, sustainability, diversity and clarity. And OSD is leading the way to help achieve these goals through the delivery of the Renewal Development Programs.

As you read through the new 2008 – 2009 Training Catalogue, you will see an expanded list of workshops, programs and consulting services designed and developed to ensure consistency with department and government-wide priorities and goals, particularly those of our Civil Service Renewal Strategy.

OSD continues to be a high quality organization with over 14 years of experience and success as a Special Operating Agency. After working closely with the staff of OSD over the past two years, I can say with confidence that we are fortunate in Manitoba to have such an organization available to us. The services they provide are fundamental to our ability to continue meeting the workplace challenges of today and tomorrow.

I encourage you discover what OSD can do for you. Contact OSD today and learn how you can participate in and benefit from OSD's programs, workshops, and consulting services.



Debra Woodgate
Civil Service Commissioner

In an age when the only constant is change, our skills and knowledge are our most important tools. Organization and Staff Development exists to help you keep those tools sharp and polished. It therefore gives me great pleasure to introduce the workshop and program offerings available to you in 2008-09. Whether you are new to the civil service and seeking a better understanding of the workings of government, or a seasoned senior manager looking to hone your leadership skills, there are learning options for you.

Renewal continues to be a key priority for OSD. Workshops and certificate programs are designed not only to benefit the individual learner, but also to develop an engaging workplace that attracts and retains employees. Workshops that focus on creating a diverse and respectful workplace, on effective communication, on work-life balance, all contribute to a stronger civil service.

Of course none of this is possible without you. It is thanks to your continued support that OSD continues to bring you these opportunities. I look forward to meeting many of you in the year to come—in the classroom, and through your calls and e-mails—as I embark on my own learning journey with OSD.



Anna Schmidt Beauchamp
Director, Chief Operating Officer



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Our Goal: To provide development, training, consulting and facilitation services that make a difference.

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

Development Programs:

Organization and Staff Development (OSD) and the Manitoba Civil Service Renewal Strategy are working together towards a common end - the creation of a diverse and dynamic workplace where people are engaged in meaningful work that draws on their strengths and interests as they work towards achieving department goals. To a large extent, our success depends on an ongoing commitment to continuous learning in the workplace and our ability as a central training agency to provide the right training at the right time. OSD's training and development services contribute to the Renewal Strategy and its four primary goals; renewal, sustainability, diversity & clarity.

All OSD workshops, programs and consulting services reflect the spirit and intent of these four goals. To learn more about how OSD can help you to renew your workplace practices, enhance diversity and build leadership capacity, consider one or more of the workshops and services detailed throughout this catalogue or contact Organization and Staff Development at 945-2276 or www.gov.mb.ca/csc/osd for more information.

Training:

Our catalogue offers a variety of scheduled workshops in the areas of Leadership and Management Skill development, Interpersonal Skills, Oral and Written Communication Skills, and Personal Development Skills. We offer these workshops throughout Winnipeg and regional areas.

Customized Training Services:

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

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

Consulting:

We provide consulting and facilitation services in the areas of...

- Leading planning sessions
- Implementing organizational change
- Designing organization structures
- Facilitating meetings for working groups or committees
- Building teams
- Improving work processes
- Building respectful workplace culture
- Brokering training and consulting services on your behalf



- Training trainers
- Planning employee performance feedback and development planning initiatives'
- Supporting Government and Human Resource Policy
- Conflict Mediation and workplace restoration

Assessment:

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

To learn more about how OSD can help you renew your workplace practices, enhance diversity and build leadership capacity, contact us at 945-2276 or visit www.gov.mb.ca/csc/osd.

Manitoba Civil Service Learning Policy

The Government of Manitoba is committed to supporting the continuous learning of all employees and to creating an environment that encourages and recognizes the value of both informal and formal learning.

The Learning Policy Goals are to...

- create an environment that promotes learning, innovation and the transference of knowledge
- connect learning to both department goals and career aspirations, thereby ensuring continuous service improvement and ongoing professional excellence
- provide departments and employees with a process and model for creating learning plans



New for 2008

Workshops

Creative Thinking & Problem Solving
Effective Communication Strategies for Difficult Conversations
Overview of Budgeting

Programs

Essentials of Supervision Certificate Program
Leadership @ All Levels Program
Manitoba Civil Service Corporate Orientation
Public Sector Management Certificate Program
Women's Leadership Program – Northern



Renewal Development Programs





Renewal Development Programs – Introduction

OSD's mandate has been expanded to include the delivery of learning and development programs that support the Civil Service Renewal Strategy. These programs provide sustainability and renewal in the workplace by supporting leadership development and our ongoing commitment to continuous learning.

While all of the learning opportunities offered by OSD contribute to renewal in the broad sense, this section provides an overview of programs that are specifically focused on the goals of the Renewal Strategy. We welcome you to read through the program details and feel free to contact OSD at 945-2276 or visit www.gov.mb.ca/csc/osd for more information.

The four goals of the Manitoba Renewal Strategy are:

1. **Renewal** – Working for the Province of Manitoba should be a rewarding experience for current employees and an attractive option for potential employees. Renewal means employees look forward to coming to work and doing something meaningful on behalf of the community of citizens with whom they live.
2. **Sustainability** – Citizens depend on our services. Retirements, or any other turnover, should not impact on the delivery of those services. Sustainability means that departments feel that their services are less vulnerable to turnover because they have taken steps to reduce the likelihood of any negative effects.
3. **Diversity** – A representative Civil Service, one that looks like the people it serves, is good policy and is fair. Diversity means that the make up of departments, in all kinds of jobs, is more reflective of the provincial population.
4. **Clarity** – Recognition and accountability are important if renewal is to happen. Clarity means managers, employees and human resource people know just who is responsible for what when it comes to leading and developing the workplace.



NEW!

Manitoba Civil Service Corporate Orientation

The Civil Service Commission is pleased to offer as part of its common training initiative a Corporate Orientation for new employees. The session is open to new regular employees at all levels in all departments. Ideally participants should attend this session within their first year with government; however, registrations will be accepted for employees with up to three years of service. The half day orientation session will be delivered on a regular basis accommodating up to 50 participants per session.

Program Purpose

The Corporate Orientation has been designed to give new employees an interactive and positive orientation to the Manitoba Civil Service, including information and opportunities to discuss, question and reflect.

Program Objectives

- To welcome new employees and communicate what is expected of them as civil servants and what they can expect from their employer
- To contribute to creating a positive work environment
- To provide a overview of the Manitoba government structurally and operationally
- To create opportunities for new employees to meet and communicate with senior government representatives
- To encourage and support commitment to a career with the Manitoba Civil Service

Program Assumptions

Prior to attending the Corporate Orientation, each new employee should have:

- Completed a department orientation, including compensation and benefits

- Computer access and understanding of confidentiality requirements
- Attended, or be scheduled to attend, the half-day Security Awareness workshop
- Explored the on-line Corporate Orientation program and be familiar with human resource policies and guides
- Reviewed the corporate Respectful Workplace Policy and Values and Ethics Guide available on-line at <http://www.internal/csc/grouplinks/renewlink.html>

Cost

The Civil Service Commission pays tuition for civil servants.

Registration

To register, please complete and return an OSD registration form or register online at www.internal/osd/calendar/corporate_orientation.html

Additional Information

Please call The Registrar at 945-2276.

Dates:

April 30, 2008 AM; June 25, 2008 PM; October 1, 2008 AM; January 28, 2009 PM



NEW!

The Leadership @ All Levels Program (L@AL)

Program Purpose

The L@AL is designed to develop leadership talent at all levels in the Manitoba Civil Service. The L@AL helps departments, through the implementation of learning plans, ensure that all learning and development is strategically aligned with organizational goals and priorities, as well as with individual strengths and interests.

Learning at all levels in the organization will assist departments develop a pool of leadership talent available to meet future succession needs.

Target Audience

The L@AL is suitable to all individuals who have an interest in their own professional development. Because the program assists those wanting to develop or strengthen leadership competencies for their current or future work, and also supports the implementation of learning plans, interested employees from all levels of the organization are encouraged to participate. Factors that could predict an individual's successful participation are:

- Participants are self-directed with positive attitudes.
- Their supervisors provide meaningful and ongoing support and are available to discuss experiences, challenges and successes with the participant.
- Opportunities are found to apply new learning on the job.

Program Structure

The L@AL Program, a six-month program offered twice a year, is a development program guided by *Leadership @ All Levels: A Guide to Developing Leaders in the Manitoba Civil Service*, a comprehensive resource which provides the details for developing learning plans.

Participants receive information and guidance throughout the program to help them successfully develop and implement learning plans and to determine appropriate learning activities and projects to strengthen their skills and meet their learning plan goals. Managers work together with participants by assisting in implementing learning plans, providing development opportunities for all members of the team, and strengthening the collective skills and knowledge within their department.

The L@AL Program complements other government development programs such as the Women's Leadership Program, the Essentials of Supervision Certificate Program and departments' own internal staff development.

The L@AL Guide is also available on-line for employees wishing to use a self-directed approach to learning. All employees are encouraged to use the Guide as a resource when developing their own learning plans.

The Leadership @ All Levels Program is scheduled to begin March 2008.

Program Content:

- Orientation sessions
- Development session for managers – half-day workshop to enhance the knowledge, skills and attitudes that underlie the role of the manager in supporting learning
- Discussion groups – for all participants in the program; to guide and assist with learning plan development, provide opportunities to share experiences and discuss and resolve challenges
- On-line learning/guide (self-directed approach)
- Ongoing coaching, facilitation and support from the L@AL program manager throughout the program (as required)



Program Cost:

A one-time \$250 administrative fee applied at the time of registration covers all of the program content with the exception of individual training events related to participants' learning plan goals.

Further Information:

For further information, please contact your Human Resource Director or Shirley Swan, OSD Development Consultant at 945-1824 or Shirley.Swan@gov.mb.ca.

For a profile on any
OSD facilitator or trainer,
please visit our website at
www.gov.mb.ca/csc/osd



Leadership Development Initiative (LDI)

Program Purpose:

The Leadership Initiative aims to develop and retain high potential leaders for succession purposes in the Civil Service – an important response to filling the gap expected to exist with the retirement of a significant number of managers in the next five to ten years.

Target Audience:

Senior executives (those who report to a deputy and/or sit on an executive management committee) and to the next level of management.

Program Structure:

The Leadership Development Initiative is offered approximately two times a year with a maximum of 32 participants in each session.

Departments collaborate with their Renewal Authority and Human Resource Director to determine the selection process to ensure transparency. The following selection criteria is recommended:

- The person will meet a succession need.
- Enhance competencies important to the department.
- Enhance the department's ability to be more diverse at senior levels.
- Promote cross-department planning.
- Consider candidates in all units, agencies and locations of the department.

Program Content:

The program begins with the Manitoba Strategy/Leadership Program, a one-week in-residence program facilitated by Queen's School of Business. The program includes:

- transformational leadership
- team building

- strategy planning
- change management

Approximately six months following the Queen's program, participants have the opportunity to meet with a Deputy Minister Career Advisory Panel to receive career development advice.

Participants become part of a growing group of Leadership Development Initiative candidates that take part in various executive briefings and learning and networking events.

In exchange for this opportunity, participants share their learning with others in their department and corporately across government as part of a Service-in-Return Obligation, which could include:

- sharing learning in a way that will be meaningful to the department
- providing mentoring and coaching as called upon
- volunteering to be a speaker in areas of expertise
- assisting the department or branch with the development of learning plans
- sitting on a Career Advisory Panel for one of the other Renewal Programs

Program Costs:

Total for each participant: \$3000

Program Information:

For registration and program information, please contact your Department Renewal Authority, Human Resource Director, or OSD at 945-2276.



NEW!

The Public Sector Management Certificate Program

Program Purpose:

In partnership with the University of Manitoba, the Public Sector Management Certificate Program (PSM) provides a development program for mid-managers who often bring technical skills to their managerial role but have had little opportunity to cultivate and enhance their management skills. The PSM provides managers an opportunity to build management skills with a specific focus on public policy, including current issues and trends facing the civil service.

Target Audience:

The PSM is a one-year pilot program that is exclusive to Manitoba Civil Service, with a limit of 30 participants.

The PSM complements the Leadership Development Initiative (LDI) and the Essentials of Supervision Certificate Program. It provides the opportunity to acquire post-secondary credentials and transferable credits towards a university degree.

Program Structure:

The PSM begins April 10, 2008.

The PSM is a one year program based on part-time study and will be piloted in a blended-learning format integrating both face-to-face sessions with on-line learning. The program will consist of 5 required courses (180 hrs) through the University of Manitoba and 36 hrs of Organization & Development (OSD) electives. The required university courses will be held on Thursday evening (4 hrs), all day Friday (7 hrs) and an on-line learning format on Saturday (7 hrs). These sessions will be scheduled twice a month with one

required course completed each month. The required university courses will be scheduled every other month commencing April 2008, with no courses scheduled in July or August. The 36 hrs of OSD elective courses and corresponding assignments are in addition to the five required university courses.

This scheduling format demonstrates a commitment by both the participant and the department and enables the participants to complete the program within the one year requirement.

Program Content:

Required Courses (180 hrs - University of Manitoba)

Organizational Behaviour - Explores, from a management perspective, how people act within the context of a specific organization. Participants will gain an understanding of the factors that shape behaviour within an organization in the context of individual, intra-group and inter-group behaviours.

Politics and Public Policy - Provides a strong political studies orientation to help understand how the political process works. Participants will learn how programs are developed, passing from public aspirations, through development of legislation to administration of the program.

Public Finance and Budgeting - Explains the general theory of finance, budget development and financial control and provides practical applications of how budgets are developed and administered in government.

Current Issues in Public Sector Management - Focuses on the specific challenges and issues of managing in the public sector. Participants will critically assess the relevance of issues and generate strategies and methods for working with these issues.



Renewal Development Programs

Case Studies in Public Sector Management - Integrates earlier learning in the field of public sector management. Participants will do case studies that model real-life situations faced by public sector managers.

Elective Courses (36 hrs – Organizational & Staff Development)

Participants may select 36 elective course hours from the following OSD Workshops:

Leadership & Management Skills

- Creating and Sustaining a Respectful Workplace 6 hrs
- Managing Organizational Change 6 hrs
- Managing under the Collective Agreement 6 hrs
- Staffing Skills for Managers and HR Practitioners 12 hrs
- The Art & Craft of Policy Making 12 hrs

Communication & Interpersonal Skills

- The Art of Writing Effective Reports 12 hrs
- Writing Treasury Board Submissions 12 hrs
- Presentation Skills 12 hrs
- Facilitation Skills: An Introduction to Group Facilitation 12 hrs

Thinking Skills

- Creative Thinking and Problem Solving 12 hrs

Personal and Professional Management Skills

- Project Management 12 hrs

At the end of each workshop the participant receives an assignment for completion to demonstrate their knowledge and application of the workshop content.

Credit for the workshop is received after the participant has attended the workshop and passed the corresponding assignment.

Estimated Program Costs:

Administration Fee	\$ 100
University of Manitoba courses:	
\$390/course x 5 courses	\$1950
Course Materials:	\$ 550
OSD Workshops (6 hrs each):	
\$175 x 6 (36 hrs required)	<u>\$1050</u>
Total for each participant:	\$3650

Participants pay for the university courses and required course material in advance. Upon successful completion of each course, they will be reimbursed by their department.

Program Information:

For registration or program information, please contact your Human Resource Director or Linda Rubell, OSD Training and Development Consultant, at 945-4911.



The Women's Leadership Program

Program Purpose

The Women's Leadership Program (WLP), which replaces the former Executive Development Program for Women, provides leadership and career development opportunities for women at the mid-career level. The WLP can be of benefit to departments' diversity efforts to achieve greater representation of women at the senior level in government.

Target Audience

The WLP was designed to meet the leadership development needs of women who are at the mid-level stage of their careers in administration, professional or technical roles. Women at other levels in the organization, except those in senior management/executive roles, may be eligible if they have been identified by their department as having strong leadership potential and demonstrate a commitment to their own professional development.

Program Structure

The Women's Leadership is a one-year program with 32 participants per intake representing all government departments. The WLP is offered once each year, either in Winnipeg or in regional Manitoba.

The start date for the WLP is April of each year.

Program Content:

Orientation Sessions are offered at the start of the Program to ensure participants understand program components and activities they will be involved in throughout the program.

The program begins with a one week intensive Networking and Teambuilding event during which participants connect and begin to build the foundation for their development in the upcoming year.

Development activities include in-class learning and formal and informal networking activities which would include WLP members from all intakes as well as participants from other corporate leadership development programs. WLP participants are given the opportunity to experience formal mentoring from executive level government managers through Career Advisory Panels, to develop a professional portfolio and a learning plan directed toward their own and their departments' goals. Participants will also be expected to attend a minimum of four training events to meet the learning goals set out in their learning plans.

Program Cost:

The one-time \$750 fee covers all of the program content with the exception of the four training events. Cost for these four events will be the responsibility of the department.

Program Information:

For registration and program information, please contact your Human Resource Director or Shirley Swan, OSD Development Consultant at 945-1824 or Shirley.Swan@gov.mb.ca.



Renewal Development Programs

NEW!

The Essentials of Supervision Certificate Program

Program Purpose:

In partnership with the University of Winnipeg, the Essentials of Supervision Certificate Program (ESCP) assists current front-line supervisors to cultivate new skills, attitudes and knowledge in response to the increasing demands of their roles as supervisors.

Target Audience:

The ESCP is for front-line supervisors and complements both the Public Sector Management Certificate Program and the Office Professionals Certificate Program. It provides supervisors the opportunity to hone their management skills while acquiring transferable credits towards a university certificate.

Program Structure:

The ESCP is modeled on the current Essentials of Supervision Program, which consists of five 2-day modules of skill-based training. Each module is a stand-alone workshop. It is recommended, although not essential, that participants take the modules in sequence as each model builds upon the next. At the end of each module, the participants receive an assignment that demonstrates their knowledge and application of the module content. Participants receive credit for each module after they have attended the workshop and passed the corresponding assignment.

The modules are offered several times a year through OSD and may be delivered in-house on request.

The Essentials of Supervision Program is scheduled to begin April 2008.

Program Content:

The five 2-day modules are:

Module One – *The Basic Foundation*

- roles, responsibilities and expectations of the supervisor
- human resource management policies and practices

Module Two – *Performance Management*

- documenting, coaching & performance feedback
- analyzing potential causes of poor performance

Module Three – *Communication & Conflict Management*

- communication styles and communication skills
- assertive communication skills and their application

Module Four – *Developing the Work Environment*

- creating a positive work environment
- building empowerment and high performance teams

Module Five – *Developing Self Management Skills*

- application of emotional intelligence
- time and stress management

Program Costs:

Administrative fee:	\$100
Each 2-day module:	<u>\$320 - \$335</u>
Total for each participant:	\$1730

Each module is paid for separately.

Program Information:

For registration or program information, please contact your Human Resource Director or Linda Rubell, OSD Training and Development Consultant, at 945-4911.



The Office Professionals Certificate Program

Program Purpose:

- The Office Professionals Certificate Program (OPCP) is for office support and administrative staff to respond to their increased responsibilities and accountability in the ever-changing and fast paced office environment. This program is designed to enhance their self-management skills; increase communication proficiency and enable participants to resolve problems more effectively to become high performance team members.

Target Audience:

- This Certificate Program is for administrative and support staff to provide them with the skills and competencies to increase their confidence and contribution to the workplace while acquiring post-secondary credentials and transferable credits towards a university diploma.

Program Structure:

- The OPCS consists of a series of identified Core and Elective Organizational & Staff Development (OSD) workshops.
- At the end of each OPCS workshop, the participant receives an assignment for completion to demonstrate their knowledge and application of the workshop content.
- Credit for the workshop is received after the participant has attended the workshop and passed the corresponding assignment.
- Workshop credits can be transferred to post secondary institutions in Manitoba.
- Participants have five years from the time of registration to complete the Office Professional Certificate Program.

Program Content:

- The OPCS consists of ten days of training; six days of identified Core OSD workshops and four days of identified Elective OSD workshops.

Core OSD Workshops

Choose six days of the following:

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

Elective Workshops

Choose four days of the following:

- Aboriginal People: Building Stronger Relationships (2 days)
- Accounting – Introduction (2 days)
- Differing Workstyles: Applying the Myers Briggs Type Indicator
- Five Steps to Managing Workplace & Personal Stress
- Preparing for the Behaviour Based Interview
- Resume Writing
- The Art of Writing Effective Reports (2 days)
- Valuing Diversity in the Workplace
- Work Life Balance
- Writing Effective Minutes (2 days)
- Writing on Behalf Of... (2 days)
- Writing Policies, Guidelines and Procedures (2 days)



Program Costs:

- Administrative fee: \$ 100
- 1-Day OSD Workshops: \$175 x 10 req'd = \$1750

Total per Participant: \$1850

- Payable on a course by course basis

Program Information:

For registration or program information, please contact your Human Resource Director or Linda Rubell, OSD Training and Development Consultant at 945-4911.

Join us at the
2008 Office Professionals
Symposium
May 28, 2008
Visit our website for
more details at
www.gov.mb.ca/csc/osd



Workshops





Workshops – Introduction

OSD offers a comprehensive program of skill-building training workshops that contribute to improving individual and organizational effectiveness in government and in the other organizations that access our services.

OSD works with the finest group of trainers and consultants in Manitoba. These trainers are dedicated to providing you with the most current information in their field, and providing it in ways that makes learning exciting.

This section provides an overview of all the workshops available in Winnipeg as well as in other regions throughout Manitoba. We welcome you to read through the workshop details to see which workshops will help you achieve your professional development goals.

For additional information on the Renewal Development Programs, contact us at 945-2276 or visit www.gov.mb.ca/csc/osd.



Regional Workshops

The following workshops are coming to your region in 2008-2009:

Brandon:

Essentials of Supervision: Module One	Apr. 9 & 10/08
Writing Effective Minutes	May 8/08
Essentials of Supervision: Module Two	Oct. 1 & 2/08

Thompson:

Essentials of Supervision: Module Five	Apr. 28 & 29/08
Time Management	Sept. 25/08
Essentials of Supervision: Module Four	Oct. 21 & 22/08

The Pas:

Writing & Editing Skills: Level I	April 16/08
Staffing Skills for Managers & HR Practitioners	June 24 & 25/08
HR Policy Information Session	June 26 AM & PM/08
Personal Financial Management	Oct. 2/08 AM
Communication & Conflict Skills	Nov. 19 & 20/08

OSD will also bring any workshop to your region. For further information about arranging a workshop in your region, please call 945-2276.



Corporate Workshops for 2008 – 2009

The following workshops are sponsored by the Civil Service Commission for Manitoba civil servants:

***Aboriginal People: Building Stronger Relationships (2 days)**

Please see page 21

****Creating & Sustaining the Respectful Workplace (1 day)**

Please see page 25

****Discipline & Grievance Handling (1 day)**

Please see page 28

****Duty to Accommodate (1 day)**

Please see page 28

****HR Policy Information Sessions (1/2 day)**

Please see page 35

****Managing Under the Collective Agreement (1 day)**

Please see page 37

****Manitoba Civil Service Corporate Orientation (1/2 day)**

Please see page 7

****Staffing Skills for Managers & HR Practitioners (2 days)**

Please see page 44

***Valuing Diversity in the Workplace (1 day)**

Please see page 46

*50% sponsored by the Civil Service Commission

**Fully sponsored by the Civil Service Commission



Aboriginal People: Building Stronger Relationships

(ABP001)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

Facilitators from the Aboriginal community will provide informative presentations and lead group 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: June 3 & 4, 2008
Sept. 24 & 25, 2008
Nov. 27 & 28, 2008
March 9 & 10, 2009

Tuition: \$310

Facilitator: OSD Partner

CSC pays 50% tuition for Manitoba civil servants for this workshop

Accounting – Introduction

(ACC001)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

Learning Objectives

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

Dates: May 1 & 2, 2008
Oct. 7 & 8, 2008

Tuition: \$320

Facilitator: Ray Sherwood, C.A.



Workshops

Accounting – Intermediate

(ACC002)

Who Should Attend

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

Overview of the Workshop

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

Learning Objectives

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

Date: Nov. 7, 2008

Tuition: \$175

Facilitator: Ray Sherwood, C.A.

Accounting – Advanced

(ACC003)

Who Should Attend

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

Prerequisites: Accounting Intermediate is highly recommended.

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: Nov. 21, 2008

Tuition: \$175

Facilitator: Ray Sherwood, C.A.



Assertive Communication Skills

(ACS001)

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
- examine internal thinking patterns that contribute positively or negatively and develop strategies to use these patterns effectively
- develop a personal plan for improving assertive skills

Dates: May 22, 2008
Sept. 16, 2008
Feb. 13, 2009

Tuition: \$190

Facilitator: Genella Macintyre

Behaviour Description Interviewing

(BDI001)

Who Should Attend

Human resource professionals, managers and supervisors and individuals who are preparing to conduct an interview.

Overview of the Workshop

This one-day workshop is designed to help participants develop skills 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. 18, 2008

Tuition: \$175

Facilitator: Erin Stewart



Workshops

Career Planning

(CAR001)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

Learning Objectives

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

Dates: Apr. 10 & 11, 2008
Oct. 8 & 9, 2008

Tuition: \$335

Facilitator: Donna Ghidoni

Communication & Conflict Skills

(CCS001)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

Learning Objectives

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

Dates: June 9 & 10, 2008
Oct. 29 & 30, 2008
Nov. 19 & 20, 2008 (The Pas)
Feb. 25 & 26, 2009

Tuition: \$335

Facilitator: Marion Kitz



Creating and Sustaining the Respectful Workplace

(BRW001)

Who Should Attend

Supervisors and managers will benefit from this workshop. Participants will review the Respectful Workplace Policy that sets out the expectations of the Manitoba government. Individuals will clarify the roles, responsibilities and expectations outlined in the policy and come away with the strategies to address and correct inappropriate behaviours.

Overview of the Workshop

This one-day workshop will provide supervisors with the skills and confidence to coach staff to participate in, build and maintain a positive and respectful workplace in accordance with the Manitoba Government Respectful Workplace Policy.

Learning Objectives:

- review the government's Respectful Workplace Policy and clarify the relevant roles, responsibilities and expectations under the policy
- analyze staff behaviour and apply appropriate solution strategies
- select and apply feedback skills to correct inappropriate behaviours
- identify and apply strategies to remove barriers to a respectful workplace
- confidently challenge behaviour and assumptions that run contrary to a respectful workplace
- identify and assertively resolve individual and group conflict
- coach team members to select culturally appropriate behaviour
- apply a framework to debrief critical incidents in a timely manner
- consistently document incidents and corrective

conversations in a specific, factual and objective manner

- identify strategies for transferring learning to the workplace

Dates: Apr. 22, 2008
June 12, 2008
Nov. 14, 2008
Mar. 11, 2009

Tuition: \$165

Facilitator: Marion Kitz

CSC pays tuition for Manitoba civil servants for this workshop



NEW!

Creative Thinking and Problem Solving (CCT001)

Who Should Attend

All levels of employees who would like to develop creative thinking skills to solve problems and develop new ideas and processes.

Overview of the Workshop

This seminar is intended to help learners develop creative thinking skills as tools to solve problems in a complex and evolving work environment. Participants will be introduced to creative thinking tools such as Mindmapping, Random Word Selection, and Wheeling Out. This interactive seminar will help individuals break free from traditional thinking and discover new methods that can be applied both professionally and personally. The following topics are included: traits of creativity, barriers to creativity, using autosuggestion, brain hemisphere characteristics, the creative process, critical thinking, assessing risk, crisis decision simulation, problem-solving in the workplace.

Learning Objectives

- apply tools and techniques to generate creative and innovative ideas
- evaluate the risks and benefits of a new idea and decide on the most appropriate action
- develop your own process for enhancing creative thinking

Dates: Dec. 4, 2008
Mar. 5, 2009

Tuition: \$175

Facilitator: Erin Stewart

Developing Emotional Intelligence (EIN001)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

Learning Objectives

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

Dates: Sept. 15, 2008
Mar. 6, 2009

Tuition: \$175

Facilitator: Deri Latimer



Differing Work Styles: Applying the Myers-Briggs Type Indicator

(DIF001)

Who Should Attend

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

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

Learning Objectives

- review the history, research, and use of the Myers-Briggs Type Indicator
- identify personal preferences and "type" through self assessment using the Indicator
- investigate and assess the four dimensions that make up the 16 MBTI type combinations
- identify the strengths of each dimension and the application to work situations
- identify characteristics and observable behaviour of the four dimensions and recognize these in others
- develop strategies for applying the knowledge back in the workplace and team situations

Date: Oct. 28, 2008
Jan. 21, 2009

Tuition: \$190

Facilitator: Donna Ghidoni



Workshops

Discipline and Grievance Handling

(LBR002)

Who Should Attend

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

Overview of the Workshop

This 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: June 10, 2008
Oct. 14, 2008
Feb. 10, 2009

Tuition: \$165

Facilitator: Labour Relations

CSC pays tuition for Manitoba civil servants for this workshop

Duty to Accommodate: Hiring and Managing Workers with Disabilities

(DIV003)

Who Should Attend

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

Overview of the Workshop

This one-day workshop addresses the benefits of building a diverse workforce while focusing on hiring practices, legal considerations and accommodation of workers with disabilities.

Attitudinal awareness, legal considerations and practical opportunities to discuss disability, accommodation and performance are provided.

Learning Objectives

- value diversity with an appreciation of the changing labour market
- identify barriers of stereotypes, biases and myths about disabilities
- increase confidence conducting interviews and job performance
- 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: Jan. 29, 2009

Tuition: \$165

Facilitator: Marianne Petrachek

CSC pays tuition for Manitoba civil servants for this workshop



NEW!

Effective Communication Strategies for Difficult Conversations

(COD002)

Who Should Attend

All levels of participants who would like to gain knowledge and skills for engaging in conversations when they are frustrated at circumstances or with people, concerned about how their message is being received, or when approaching a sensitive topic.

Overview of the Workshop

This one-day workshop will assist participants with practical skills for engaging in difficult conversations. Participants will gain information on self-regulation skills.

Learning Objectives

- to understand the nature of a difficult conversation
- to choose how to give feedback in a difficult conversation
- to understand the connection between self-regulation and the stress response
- to consider their skill level in self-regulation and determine if they are responding or reacting in a difficult conversation
- to identify individual elements they bring to a difficult conversation (adult response or child reaction)
- to identify individual triggers
- to consider strategies that will clarify information in a difficult conversation

Dates: Apr. 21, 2008
Oct. 7, 2008

Tuition: \$190

Facilitator: Genella Macintyre

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

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

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

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

Dates: Apr. 23, 2008
Nov. 13, 2008

Tuition: \$175

Facilitator: Eclectic Communications



Essentials of Supervision: Module One

The Basic Foundation
(SUP001)

Who Should Attend

All levels of supervisors and managers who want to enhance their HR management competencies. Participants may choose to attend one or all modules. Those who choose to attend more than one module will build on their previous learning.

Overview of the Workshop

This two-day workshop will equip managers and supervisors with a basic knowledge and appreciation of their role, responsibilities, changed relationships and competency requirements within the Manitoba government.

Learning Objectives

- identify the responsibilities and expectations of managers and supervisors
- recognize and discuss the challenges of moving from 'doing the job' to 'overseeing the work of others'
- review key human resource management policies and practices that impact the role
- identify core leadership competencies of the supervisory role
- evaluate best practices in leadership
- determine your leadership style and your approach to supervision
- develop your personal learning plan for becoming a more effective supervisor

Dates: Apr. 9 & 10, 2008 (Brandon)
Apr. 23 & 24, 2008
June 5 & 6, 2008
Sept. 23 & 24, 2008
Nov. 25 & 26, 2008
Jan. 15 & 16, 2009
Mar. 3 & 4, 2009

Tuition: \$335

Facilitator: OSD Partner

See page 14 for more
information on the
Essentials of Supervision
Certificate Program.



Essentials of Supervision: Module Two

Performance Management
(SUP002)

Who Should Attend

All levels of supervisors and managers who want to enhance their HR management competencies. Participants may choose to attend one or all modules. Those who choose to attend more than one module will build on their previous learning.

Overview of the Workshop

This two-day workshop will offer participants the opportunity to develop and strengthen competencies in performance management to build positive working relationships. Learning activities include documenting, coaching and performance feedback.

Learning Objectives

- examine existing HR Manitoba Government policies that support effective performance management
- analyze potential causes of poor performance management
- learn strategies for observing, documenting, and correcting performance issues
- identify methods of conducting effective feedback meetings with your staff
- understand the importance of learning in the workplace

Dates: May 6 & 7, 2008
Oct. 1 & 2, 2008 (Brandon)
Dec. 9 & 10, 2008
Jan. 27 & 28, 2009

Tuition: \$320

Facilitator: OSD Partner

Essentials of Supervision: Module Three

Communication and Conflict Management
(SUP003)

Who Should Attend

All levels of supervisors and managers who want to build on the skills, knowledge and competencies needed in the supervisory role. Participants who have attended the other modules of the Essentials of Supervision program will benefit through adding to the skills and information previously learned.

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

- practice the essential communication skills of listening, questioning and giving and receiving feedback
- examine four communication styles and the pattern of behaviours for each style
- assess the impact these styles have on your own communication and of others
- discuss and develop assertive communication skills and their application for improved relationships
- consider how to best use your personal communication style to effectively resolve conflict

Dates: Apr. 17 & 18, 2008
June 19 & 20, 2008
Oct. 21 & 22, 2008
Feb. 19 & 20, 2009

Tuition: \$335

Facilitator: OSD Partner



Essentials of Supervision: Module Four

Developing the Work Environment
(SUP004)

Who Should Attend

All levels of supervisors and managers who want to enhance their HR management competencies. Participants may choose to attend one or all modules. Those who choose to attend more than one module will build on their previous learning.

Overview of the Workshop

This two-day workshop is designed to help participants recognize and understand how to create the kind of working environment that retains and attracts employees and promotes productivity. Topics covered include motivation, job satisfaction, empowerment and how to use this knowledge to create high performance teams.

Learning Objectives

- understand what it takes to create a positive and motivating work environment
- learn why empowerment is important and what you can do to empower and support employees
- recognize the difference between teams and groups
- learn how to create high performance teams and greater job satisfaction for yourself and others

Dates: June 11 & 12, 2008
Oct. 21 & 22, 2008 (Thompson)
Dec. 2 & 3, 2008
Feb. 3 & 4, 2009

Tuition: \$320

Facilitator: OSD Partner

Essentials of Supervision: Module Five

Developing Self Management Skills
(SUP005)

Who Should Attend

All levels of supervisors and managers who want to build on their self management and personal leadership skills, knowledge and behaviours. Participants who have attended the other modules of the Essentials of Supervision program will benefit through adding to the skills and information previously learned.

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 components of emotional intelligence and learn how to integrate them in your work to improve personal and professional effectiveness
- examine the root causes of time management and stress management problems
- assess how you currently use your time
- develop strategies for changing workplace behaviours to manage time and stress more effectively

Dates: Apr. 28 & 29, 2008 (Thompson)
Nov. 4 & 5, 2008
Jan. 7 & 8, 2009
Mar. 10 & 11, 2009

Tuition: \$320

Facilitator: OSD Partner



Facilitation Skills: An Introduction to Group Facilitation

(FSF001)

Who Should Attend

All levels of staff who may be required to facilitate groups, organize meetings or bring about change through group interaction on behalf of work teams, workplaces or associations. Some understanding of group dynamics would be an asset.

Overview of the Workshop

This two-day workshop is for individuals wanting to improve their skills in planning and designing an effective meeting, one that achieves the desired outcomes. The session will help individuals understand what facilitation is and is not. It will guide participants through important preparatory considerations. It will identify facilitation tools and demonstrate selected techniques that can be applied back in the workplace. Participants will learn that by balancing content (i.e., agenda) with process considerations results in a more effective meeting. As well, participants will be able to benefit from having the opportunity to design and receive feedback on a meeting that each could facilitate soon after the session. Some preparatory work is necessary prior to the workshop.

Learning Objectives

- describe the facilitation process and explain how facilitation differs from training, coaching, or presenting
- explain characteristics and levels of group development, and how the facilitator can assist at each stage
- identify a few common facilitation tools and how to link them to the identification or resolution of the issue at hand
- discuss conflict or resistance in groups and how to respond to annoying or difficult participant behaviours

- identify important considerations in designing and planning a facilitated session
- demonstrate steps in a facilitated practice session during the workshop and receive feedback on the practice
- review the facilitated session to develop an individual learning plan to improve facilitation skills back in the workplace

Dates: Apr. 24 & 25, 2008
Sept. 18 & 19, 2008

Tuition: \$320

Facilitator: Drew Henderson



Workshops

Financial Management for Non-Financial Managers

(FIN002)

Who Should Attend

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

Overview of the Workshop

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

Date: May 26 & 27, 2008
Oct. 16 & 17, 2008

Tuition: \$320

Facilitator: Ray Sherwood, C.A.

Financial Management for Program Managers

(FIN001)

Who Should Attend

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

Overview of the Workshop

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

Learning Objectives

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

Dates: Nov. 13 & 14, 2008

Tuition: \$320

Facilitator: Ray Sherwood, C.A.



Five Steps to Managing Workplace & Personal Stress

(STS001)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

Learning Objectives

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

Dates: May 1, 2008
Sept. 9, 2008
Dec. 11, 2008
Feb. 24, 2009

Tuition: \$175

Facilitator: Genella Macintyre

HR Policy Information Session

(MIS001)

Who Should Attend

This is a mandatory session for all managers and supervisors.

Overview of the Workshop

In the half day session you will gain an understanding of the Values and Ethics Guide, the Respectful Workplace Policy and the Public Interest Disclosure (Whistleblower Protection) Act, by discussing the content of each document and walking through step by step processes. You will also receive a manager's tool kit, which will provide additional references and supports to use in your workplace.

Dates: May 23, 2008 PM
June 26, 2008 AM and PM (The Pas)
Nov. 19, 2008 AM
Feb. 6, 2009 PM

Facilitator: OSD Partner

CSC pays the tuition for civil servants for this workshop



Workshops

Leading Effective Meetings

(MTG001)

Who Should Attend

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

Overview of the Workshop

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

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

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

Dates: June 13, 2008 AM
Oct. 15, 2008 AM

Tuition: \$110

Facilitator: Marie Antaya

Managing Attendance and Absenteeism

(HRM007)

Who Should Attend

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

Overview of the Workshop

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

Learning Objectives

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

Dates: May 15, 2008
Oct. 16, 2008

Tuition: \$175

Facilitator: Deri Latimer



Managing Organizational Change (CHA001)

Who Should Attend

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

Overview of the Workshop

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

Learning Objectives

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

Dates: May 14, 2008
Oct. 21, 2008

Tuition: \$175

Facilitator: David Zinger

Managing Under the Collective Agreement (LBR001)

Who Should Attend

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

Overview of the Workshop

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

Learning Objectives:

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

Dates: May 13, 2008
Sept. 23, 2008
Jan. 20, 2009

Tuition: \$165

Facilitator: Labour Relations

CSC pays tuition for Manitoba civil servants for this workshop



NEW!

Overview of Budgeting

(FIN003)

Who Should Attend

All levels of staff who review, administer or are involved in the preparation of budgets.

Overview of the Workshop

This one day workshop will provide participants with the fundamental tools, guidelines and processes that are necessary to prepare and monitor a budget.

Learning Objectives

- explain the essential features of why budgets should be implemented
- define key terms: government fiscal year, balanced budget legislation, estimates process
- review basic concepts for accrual concept, historical data, starting base, increases/decreases
- explain new initiatives, target reductions, forecasting tools, planning
- define capital expenditures and cash flow
- explain controls: financial analysis (horizontal and vertical), variance and ratio analysis

Dates: May 16, 2008

Tuition: \$175

Facilitator: Ray Sherwood, C.A.

Performance Management: A Comprehensive Approach

(HRM008)

Who Should Attend

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

Overview of the Workshop

This one-day workshop will add to your experience with performance management and identify how your efforts can be strengthened and made more consistent. You will examine the government performance management policy and the various components of a performance review and feedback system.

Learning Objectives

- understand the purpose of performance management, the performance management model and the Manitoba Government General Performance Management Policy
- examine a framework for managing individual performance that ties to organization performance
- outline tools and strategies to describe performance expectations
- develop skills and effective strategies of providing on-going feedback, observing and documenting, addressing performance issues, conducting performance review meetings and development conversations
- identify strategies and develop a personal plan for dealing with challenging workplace behaviours, e.g. absenteeism

Dates: Nov. 20, 2008

Tuition: \$175

Facilitator: Donna Ghidoni



Personal Financial Management – Planning for the Future

(PMM001)

Who Should Attend

All individuals who are interested in pro-actively managing their personal finances.

Overview of the Workshop

This half-day workshop will allow participants to establish financial goals and a plan of action to accomplish them.

Learning Objectives

- setting financial goals
- calculate current net worth (assets and liabilities)
- develop and manage a personal budget
- understanding and managing debt
- eliminate debt and your mortgage
- minimize taxes
- saving and investing for your financial goals and retirement

Dates: June 17, 2008 AM
Oct. 2, 2008 AM (The Pas)
Nov. 12, 2008 AM

Tuition: \$110

Facilitator: Ray Sherwood, C.A.

Powerful Listening: The Art & Practice

(LIS001)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

This workshop will 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: May 13, 2008
Sept. 22, 2008
Jan. 27, 2009

Tuition: \$175

Facilitator: David Zinger



Pre-Retirement Lifestyle Planning

(RET001)

Who Should Attend

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

(For pension and insurance information, please refer to the Civil Service Superannuation Board workshop.)

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: June 5, 2008 AM
Jan. 13, 2009 AM

Tuition: \$110

Facilitator: Deri Latimer

Pre-Retirement Planning

Civil Service Superannuation Board

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

Seminar topics include:

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

Length: 1 day

Tuition: No Charge

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

www.cssb.mb.ca
under “Employee” and then “Seminars”

or contact:

Civil Service Superannuation Board
Seminar Co-ordinator: Gillian
946-3239 or gc@cssb.mb.ca or
toll-free at 1-800-432-5134



Preparing for the Behaviour Based Interview

(BDI001)

Who Should Attend:

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

Office Professionals Certificate Core Credit

Overview of the Workshop:

This one-day workshop will teach you the important stages of a behaviour based interview and provide you with skill practice in answering questions effectively.

Learning Objectives:

Following full attendance and participation in this workshop, you will:

- be familiar with the selection process
- understand the goals of the interviewer and interviewee
- know how to find out more information about the job you are being interviewed for
- know the important stages of the interview
- be able to identify current skills, core competencies and accomplishments to highlight in the interview
- identify the characteristics of behaviour based interview questions and organize your responses using the S.T.A.R. approach
- know how to prepare for all types of traditional and tough interview questions
- answer at least six questions you expect to be asked in your next interview situation
- practice then give and receive feedback on your self presentation skills in a safe environment

Dates: May 21, 2008

Nov. 7, 2008

Tuition: \$175

Facilitator: Donna Ghidoni

Presentation Skills

(PRS001)

Who Should Attend

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

Overview of the Workshop

This workshop will develop your presentation planning and delivery skills to increase the impact and dynamics of your next staff meeting or presentation. Participants will be challenged to consider their purpose or objective for speaking, the characteristics of their audience, and how they can motivate others to listen to their message. During the workshop, there will be many opportunities to present and practice. Each participant will be expected to prepare and deliver a ten-minute work-related presentation. Therefore, some preparatory work is necessary prior to the workshop, as well as some homework at the end of the first day.

Learning Objectives

- explain the key ingredients for an effective presentation
- learn to identify and overcome the barriers that may get in the way of your successful presentation
- follow a developmental plan, learn to structure your presentation for maximum impact for participants
- learn to control your nerves and turn your energy into a positive force
- provide four opportunities to practice speaking and to polish delivery skills
- learn to receive constructive feedback from peers and the facilitator within a friendly environment



Dates: May 8 & 9, 2008
Oct. 23 & 24, 2008
Jan. 27 & 28, 2009

Tuition: \$335

Facilitator: Drew Henderson

Project Management: An Introduction

(PRJ003)

Who Should Attend

Entry level workshop for individuals who will be managing a project and leading a project team to meet specific objectives. This workshop will introduce participants to the theory and practical skills of project management.

Office Professionals Certificate Core Credit

Overview of the Workshop

The approach of this workshop is practical. Initiating and planning techniques are practiced on work-based projects. A wrap-up exercise applies all the techniques taught, including controlling the project and close-out.

The workshop is based on the Project Management Body of Knowledge guide from the Project Management Institute. It covers both the technical side of schedules and budgets, and the people side of communication and team management. The emphasis is on getting a good start and overcoming challenges.

Learning Objectives:

- understand the fundamental project management principles
- recognize the many balancing acts in projects
- use three key tools: Terms of Reference, Change Request, Status Report
- learn the essentials of planning: WBS, scheduling and risk assessment
- develop skills in project communication, working with people, and taking action to keep the project in control through to completion



Dates: May 5 & 6, 2008
Sept. 18 & 19, 2008
Nov. 5 & 6, 2008
Feb. 26 & 27, 2009

Tuition: \$320

Facilitator: Allison Atkey

Resume Writing

(CAR003)

Who Should Attend

All levels of staff who would like to learn the resume process.

Office Professionals Certificate Core Credit

Overview of the Workshop

If you don't make the "short list", you don't get the interview. You need a resume that works.

Learning Objectives:

Following full attendance and participation in this workshop, you will:

- understand the importance of the resume
- be aware of the selection process
- know how to gather facts and research the job prior to starting your resume
- know how to read a job advertisement
- know how to focus and write a job objective
- be able to identify your own competencies relevant to the job
- write competency-based achievement statements
- know what your resume should contain and how it should look
- be able to choose the "best" resume style to present yourself
- know how to complete the cover letter and the application form

Dates: Apr. 28, 2008

Tuition: \$175

Facilitator: Donna Ghidoni



Staffing Skills for Managers and HR Practitioners

(HRM001)

Who Should Attend

Supervisors/managers and human resource practitioners will learn 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: Apr. 29 & 30, 2008
 June 24 & 25, 2008 (The Pas)
 Sept. 10 & 11, 2008
 Feb. 11 & 12, 2009

Tuition: \$310

Facilitators: Alisa Ramrattan & Rose Bear

CSC pays tuition for Manitoba civil servants for this workshop

The Art of Writing Effective Reports

(WRI001)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

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

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

Date: May 21 & 22, 2008
 Nov. 26 & 27, 2008

Tuition: \$320

Facilitator: Eclectic Communications



The Plain Language Approach to Writing

(WRI003)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

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

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

Dates: Sept. 10, 2008
Feb. 18, 2009

Tuition: \$175

Facilitator: Eclectic Communications

Time Management

(TIM001)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

Learning Objectives

- identify personal and professional time wasters
- verify the benefits of investing time towards 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: Sept. 12, 2008
Sept. 25, 2008 (Thompson)
Nov. 24, 2008
Feb. 25, 2009

Tuition: \$175

Facilitator: Jackie Schwark



Train the Trainer

(TRT001)

Who Should Attend

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

Overview of the Workshop

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

Learning Objectives

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

Dates: Apr. 15, 16, 17, 2008
June 17, 18, 19, 2008
Jan. 13, 14, 15, 2009

Tuition: \$525

Facilitator: Drew Henderson

Valuing Diversity in the Workplace

(DIV001)

Who Should Attend

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

Office Professionals Certificate Option Credit

Overview of the Workshop

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

Learning Objectives

- 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 to creating an inclusive and respectful workplace
- improve and apply respectful interpersonal communication and client services

Dates: June 23, 2008
Sept. 26, 2008
Nov. 3, 2008
Jan. 12, 2009
Mar. 13, 2009

Tuition: \$165

Facilitator: OSD Partner

CSC pays 50% tuition for Manitoba civil servants for this workshop



Work Life Balance

(WLB001)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

Learning Objectives

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

Date: June 11, 2008
Jan. 30, 2009

Tuition: \$175

Facilitator: Erin Stewart

Writing and Editing Skills: Level I

(WRI004)

Who Should Attend

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

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

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

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

Dates: Apr. 16, 2008 (The Pas)
May 14, 2008
Sept. 17, 2008
Dec. 10, 2008
Feb. 4, 2009

Tuition: \$175

Facilitator: Eclectic Communications



Writing and Editing Skills: Level II (WRI005)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

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

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

Dates: June 4, 2008
Oct. 9, 2008
Jan. 14, 2009

Tuition: \$175

Facilitator: Eclectic Communications

Writing Effective Minutes (WRI006)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

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

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

Dates: Apr. 30, 2008
May 8, 2008 (Brandon)
Sept. 30, 2008
Jan. 29, 2009

Tuition: \$175

Facilitator: Eclectic Communications



Writing on Behalf of...

(WRI007)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

Do you have to write letters for your Minister, DM, ADM, or Director? These can be challenging letters to write. It is essential that they are written with clarity and with a balance between professionalism and a personable tone. If the letters are formal or complex, the readers can often feel intimidated and can be left with the impression that government is distant and impersonal.

In this interactive workshop, you will learn the key strategies for writing effectively on behalf of someone else.

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

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

Dates: Apr. 9 & 10, 2008
Oct. 22 & 23, 2008

Tuition: \$320

Facilitator: Eclectic Communications

Writing Policy and Procedure Manuals

(WRI008)

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

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

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

Dates: Oct. 1 & 2, 2008
Feb. 11 & 12, 2009

Tuition: \$320

Facilitator: Eclectic Communications



Workshops

Writing Treasury Board Submissions

(WRI009)

Who Should Attend

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

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 11 & 12, 2008
Sept. 24 & 25, 2008
Jan. 21 & 22, 2009

Tuition: \$320

Facilitator: Eclectic Communications

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

(WRI010)

Who Should Attend

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

Office Professionals Certificate Core Credit

Overview of the Workshop

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

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

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

Dates: June 18 & 19, 2008
Dec. 3 & 4, 2008
Mar. 4 & 5, 2009

Tuition: \$320

Facilitator: Eclectic Communications



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

Who Should Attend

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

Office Professionals Certificate Elective Credit

Overview of the Workshop

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

Learning Objectives

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

Dates: May 12, 2008
Oct. 20, 2008
Jan. 26, 2009

Tuition: \$175

Facilitator: David Zinger

Please see
page 67 for
Registration Information



Renewal Strategy Goals:

- Renewal
- Sustainability
- Diversity
- Clarity



SAP Training





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SAP Training

SAP Training Services

SAP Training is managed and delivered by members of ICT Services Manitoba, which is mandated to provide ICT services in support of program delivery.

ICT Services Manitoba is committed to developing and implementing quality learning strategies and tools that will enable end-users to develop the SAP knowledge and skills needed to operate at peak performance. Its objective is to create and sustain a learning environment that optimizes SAP end-user capability.

SAP training and general support services information is also available at the SAP Support website located at gww.internal/sap.

Who Should Attend SAP Training:

All levels of supervisors/managers, and employees who hold SAP roles and/or are required to enter, view, report or understand data maintained in SAP.

Learning Objectives for SAP Training:

To develop the skills and knowledge to effectively navigate, apply and harvest the functionality contained within the SAP enterprise application.

Prerequisites:

All attendees must have:

- familiarity with the business processes and policies that relate to the course content, and
- completed the Basic Navigation online tutorial available via the SAP Support website (gww.internal/sap, choose 'Training' from the menu, then click the "Basic Navigation" button). Attendees who do not meet the prerequisite requirements may experience significant difficulties keeping up with the course and may not acquire all of the knowledge and skills required. The course content and pace of instruction cannot be adjusted to accommodate for significant prerequisite shortfalls.

Tuition:

Sponsored by ICT Services Manitoba

Facilitator:

ICT Services Manitoba

Course Dates:

Course delivery dates may be viewed at the SAP Support website (gww.internal/sap, choose Training, and then click the "Course Schedule" button). Not all courses have regularly scheduled dates and will not appear on the site calendar. For these courses, interest must be expressed to OSD for delivery dates to be established based on enrollment numbers.



Customized Courses:

Customized courses tailored to specific departmental needs are available from ICT Services Manitoba upon request at 945-0290.

Course Content Inquiries:

Call ICT Services Manitoba, 945-0290.

Registration:

Complete the OSD registration process online, by fax or mail.

SAP Roles and Recommended Course(s)

The following lists the SAP defined roles for the finance, human resources, procurement and reporting functionality within SAP, and identifies the course(s) that are recommended to fully develop the knowledge and skills required to fulfill the requirements of each role. A summary of all the SAP Roles can be accessed at gww.internal/sap. (Choose Training, and then click “SAP Roles”.)

Finance

<i>Role</i>	<i>Name</i>	<i>Course(s)</i>
FI – Program Accounting	Branch/Program Accounting Administration	Program Accounting
AP – Departmental and other Accounts Payable	Accounts Payable Administration	Accounts Payable GRIR/Freight Clearing (as required)
AM – Departmental Management	Asset Management	Asset Management
FI – Regional Finance	Financial Management	Program Accounting Intermediate Cost Management Internal Orders (as required)
FI – Departmental Finance and Admin.	Senior Financial/Budget Management	Program Accounting Intermediate Cost Management Advanced Cost Accounting & Funds Management Internal Orders (as required)
AR – Departmental Processor	Accounts Receivable	Accounts Receivable
AR – Departmental Supervisor	Departmental Accounts Receivable Management	Accounts Receivable



Human Resource

<i>Role</i>	<i>Name</i>	<i>Course(s)</i>
TIM	Timekeeper	Time Management (shift/Non-shift)
FTE	FTE Administrator	FTE Control
DHC	Decentralized HR Clerk	Recruitment HR Master Data
DSP SCT	Sector Display Sector Administration (The courses taken should match the duties of the employee. Example: Recruitment Administrators should take the Recruitment course).	Classification FTE Control Recruitment HR Master Data Time Management (shift/non-shift) HR Consulting Competency Based Management HR Reporting
CLR	Corporate Labour Relations	Classification FTE Control
CSC	Corporate – Civil Service Commission	HR Reporting
PDA	Payroll information for Decentralized Administrators	HR Reporting

These roles view HR data for different purposes via infotypes and reporting
 DSP, CSC, and CLR report on HR functions; HR planning, staffing classification, FTE control, exclusions, pay administration; workforce adjustment, time management and HR master data.
 PDA reports on HR master data to answer employee questions and manager’s inquiries.

Procurement

<i>Role</i>	<i>Name</i>	<i>Course(s)</i>
PR – Departmental Requisitioner	Requisitioner	Basic Requisitioning
PR - Approver	Approver	Requisitioning and PO Approval
PR – Corporate Buyer	Buyers – Line & Corporate	Basic Requisitioning Purchasing
PR - Receiver	Receiver	Basic Requisitioning
PR – Departmental Limited Buyer	Departmental Limited Buyer	Limited Buyer



Reporting

<i>Role</i>	<i>Name</i>	<i>Course(s)</i>
FI - Display	Financial Reporting	Financial Reporting (this content is included in all financial courses)
All	HR Roles	HR Reporting
MDT	Manager's Desktop	Manager's Desktop Competency-Based Management

Courses

This section provides a detailed description for all SAP courses, identifies the specific prerequisite requirements for each course, and identifies the SAP role(s) that are relevant and related to this learning. The courses are presented in order by functionality (i.e. finance, human resources, procurement and reporting).

Finance

Program Accounting - 3 days

This course introduces participants to the terminology, concepts and transactions needed to post General Ledger documents/journal vouchers; to display and report on cost centers, orders, funds and fund centers. Relevant SAP roles: FI, AM, AR Roles.

Accounts Payable - 5 days

This course introduces participants to the terminology, concepts and transactions in the Accounts Payable process. Relevant SAP role: AP.

Accounts Receivable - 3 days

This course introduces participants to the terminology, concepts and transactions in the Accounts Receivable process. Relevant SAP roles: FI – Program Accounting, AR.

Advanced Cost Accounting Funds Management* - 2 days

This course introduces participants to terminology, concepts and transactions involved in Advanced Cost Accounting & Funds Management. Prerequisites: Program Accounting, Intermediate Cost Management. Relevant SAP roles: FI – Regional Finance and Administration, FI – Departmental Finance and Administration.

Asset Management - 2 days

This course introduces the participants to the policies, terminology, concepts and transactions for the Asset Management process. Relevant SAP role: AM.



Intermediate Cost Management* - 3 days

This course introduces participants to terminology, concepts and steps required to understand terms in the controlling module within SAP. Prerequisite: Program Accounting. Relevant SAP roles: FI – Regional Finance and Administration, FI – Departmental Finance and Administration.

Internal Orders* - 1 day

This course is an extension of the Intermediate Cost Management (ICM) course and covers related topics of importance as identified by attendees. Relevant SAP roles: All 'FI' Roles in departments using Internal Orders will benefit from this training. The primary roles for this training are FI – Regional Finance and Administration, FI – Departmental Finance and Administration. This course is not a substitution for the Intermediate Cost Management (ICM) course, it is more of a refresher.

GRIR/Freight Clearing* - 1/2 day

This course guides participants through the procurement and accounts payable functions involving the Purchase Order processes and cross-trains attendees in the relationships between them. Relevant SAP role: AP.

*This course is not regularly scheduled. Your interest must be expressed to OSD for a delivery date to be established.

Human Resource

HR Consulting - 2 days

The objective of this course is to make SAP a tool of work for HR Consultants. The focus is on look-ups and analytical reporting that is directly related to the following HR functions: staffing, classification, employment equity, labour relations, and employee development. The emphasis is on analyzing reports for compliance with HR policies, legislation and collective agreements. This course is designed for HR Consultants in their day-to-day work. Relevant SAP role: DSP alone or in combination with SCT.

Classification - 1 day

This course introduces the terms, concepts and reports related to organizational units, positions, classification, and exclusions. This course is designed for transactional users who record classification activity in accordance with the TBS/CSC Data Standards. Relevant SAP roles: DSP/SCT using classification transactions.

FTE Control - 2 days

This course introduces the terms, concepts and procedures related to organizational management and is designed for transactional users who maintain organizational units and positions in accordance with the TBS/CSC Data Standards. Additional topics include fiscal year-end processing, staffing and vacancy management, and reporting. Relevant SAP role: FTE/DSP/SCT using FTE transactions.



HR Master Data - 5 days

This is not an introductory course. It is designed to instruct payroll clerks in the procedures used in maintaining employee master data in SAP. It is recommended that trainees have had prior experience working with a pay and benefits administrator. Relevant SAP roles: DSP/SCT/DHC using pay and benefits transactions. This course is a prerequisite for the Benefits course.

Benefits - 3 days

This course introduces the terms, concepts and procedures used in enrolling and maintaining employee benefits in SAP. Relevant SAP role: DSP/SCT using pay and benefit transactions. Prerequisite: HR Master Data.

Recruitment - 1 day

This course introduces the terms and concepts of the Recruitment module in SAP. The Recruitment module, which tracks and reports on government's staffing activity. The course is designed for transactional users who record Recruitment activity in accordance with the CSC Recruitment Data Standards. Relevant SAP roles: DSP/SCT/DHC using recruitment transactions.

Time Management - Shift - 3 days (Managing time for shift employees)

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

Time Management – Non-Shift - 3 days (Managing time for non-shift employees only)

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

Competency Based Management - 1 day

This course introduces the terms, concepts and reports relative to competency-based management. The course is designed for HR consultants who need to create and report on competency data related to roles, positions and employees. Relevant SAP role: DSP/SCT using CBM transactions.

Procurement

Basic Requisitioning - 5 days

This course instructs participants in the terms and concepts of the purchasing process. Relevant SAP roles: PR – Requisitioner, PR - Receiver. This course is also a prerequisite for the PR – Buyer roles.

Purchasing - 5 days

This course is intended for procurement users 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. Relevant SAP role: PR - Buyer. Prerequisite: Basic Requisitioning.

Requisition and Purchase Order Approval - 1 day

This course is intended for business and program managers who will be authorizing the expenditure of funds using SAP. Relevant SAP roles: PR – Approver, PR – Buyer.

Limited Buyer - 2 days

This course is intended for Buyers whose job function will include creation of Purchase Orders sourced using informal or offline tendering practices, or for low dollar purchases that cannot be obtained using a Procurement Card. Students attending will already have an understanding of procurement policies. Relevant SAP role: PR – Limited Buyer.

*This course is not regularly scheduled. Your interest must be expressed to OSD for a delivery date to be established.

Reporting

Financial Reporting - 1 day

This course is intended to help SAP Financial users familiarize themselves with generating reports. Relevant SAP roles: All financial roles in SAP. Note: the content of this course is included in all Finance courses.

HR Reporting- 1 day

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. Relevant SAP roles: All HR roles in SAP.

Manager's Desktop* - 1/2 day

Manager's Desktop offers managers a view of the organizational units, positions and cost centers/orders they are responsible for, along with the ability to run several reports on employees and positions. There are restrictions in obtaining this role, consult with SAP Support for more information. Relevant SAP role: MDT.

For more details on SAP training services and support, visit gww.internal/sap

*This course is not regularly scheduled. Your interest must be expressed to OSD for a delivery date to be established.



Please visit
our website for
current workshop dates at
www.gov.mb.ca/csc/osd



Services





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 hour.

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.



Our Partnerships

Partnership Program with The University of Winnipeg Division of Continuing Education

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

Since September 2003, OSD and the University of Winnipeg have partnered in an articulation for credit agreement whereby most OSD courses are eligible for credit toward the following programs in the Professional Studies Program Area:

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

For the MCP and HRMDP programs, the articulated credit will be a maximum of 72 hours, representing one 36 hour course within the elective area of the respective program and five one day Professional Edge Seminars or two 36 hour courses within the elective area. In the case of the PRDP, MMDP, and PMDP, 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 945-4911.

Partnership Program with The University of Manitoba, Extended Education

As an adult education organization, The University of Manitoba, Extended Education is also committed to supporting OSD in recognizing previous learning. Extended Education has partnered with OSD in the delivery of the new Public Sector Management Certificate Program (PSM) being piloted in April 2008 where core courses are delivered through the university and electives through OSD.

Workshop credits that have been gained through Organization and Staff Development training may be eligible for transfer of seminar credits in other certificate, diploma and degree programs at the University of Manitoba.

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

Partnership Program with Assiniboine Community College Continuing Education

OSD is pleased to partner with Assiniboine Community College Continuing Education Department. Select OSD workshops may be used for credit in various programs at ACC.

For further information on the partnership or on courses being offered at ACC Continuing Education please call 204-725-8725 or coned@assiniboine.net in Brandon, or 945-2276 in Winnipeg.



IPAC is a leading Canadian organization concerned with the theory and practice of public management. Its scope covers public administration and governance from the local to the global level. IPAC enables public servants from all spheres of government, university and college teachers, staff, students, and others interested in public sector management to exchange ideas on trends, practices and innovations in public administration.

IPAC Manitoba, currently the 4th largest of the 17 regional groups across the country, is a network of professionals who share a passion for high performance public sector management in Manitoba. Providing the public administration sector in Manitoba with excellent professional and personal development opportunities is a main focus of IPAC Manitoba's activities. An active calendar of events, conferences, presentations, workshops and communication materials ensures that public sector professionals have growth opportunities that complement other training and skill-building initiatives.

IPAC Manitoba is a growing network providing linkages and partnerships of benefit to established and new public administration professionals. By becoming actively involved in IPAC you can strengthen your leadership skills, increase your knowledge of the profession, and receive peer recognition for your contributions.

Membership in IPAC also provides you insight into emerging issues through subscriptions to Canadian Public Administration, a renowned quarterly journal, and Public Sector Management, a quarterly magazine, ImPACT – Manitoba's quarterly e-newsletter and access to monographs, case studies, research publications, and major books.

2007 is an exciting year for IPAC Manitoba! The IPAC National Conference, under the theme Making Connections: People – Policy – Progress will be hosted in Manitoba August 26-29, 2007 at the Winnipeg Convention Centre. Mark your calendars, get up to date information at <http://www.2007winnipegipac.ca/> and register to be part of this dynamic event which will reflect the interconnectivity, professionalism, commitment and adaptability of the public service around the country.

For more information about IPAC Manitoba Events, Membership, and volunteer opportunities please contact:

Matt Wiebe, Program Chair	945-2334	matthew.wiebe@gov.mb.ca
Monica Dominguez, Membership Chair	945-1106	monica.dominguez@gov.mb.ca
Christina Weise, Chair	945-7860	christina.weise@gov.mb.ca

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

IPAC Manitoba: Building Networks, Sharing Knowledge, Celebrating Excellence.



Three Convenient Ways to Register

Go online

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

How: Go online
Click Register
Fill out the appropriate form

Payment: Participants will be invoiced upon completion of a workshop

By Fax

Fax: 948-2165

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

Payment: Participants will be invoiced upon completion of a workshop

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.



For a list of customized and in-house
group training workshops
please visit our website at
www.gov.mb.ca/csc/osd



Provincial Civil Servant Workshop Registration Form

APPLICANT - Please print and forward to OSD

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

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

WORKSHOP: <i>(One Workshop Title Only)</i>	TUITION FEE:
WORKSHOP DATE:	\$

Supervisor or Training Coordinator's Name: <i>(Please print)</i>
Supervisor's Signature:

BILLING ADDRESS:

Please send invoice to: Employer <input type="checkbox"/> Applicant <input type="checkbox"/> <i>(Please provide address below)</i>		
Department:	Cost Centre #:	
Email Address:		
Address:		
To the Attention of:	Telephone:	Fax:
<i>Invoices will be forwarded to the above address once course is complete. Once invoice is received it is the department's responsibility to prepare an SAP journal entry to process the transfer of funds. Account number will be identified on the bottom of OSD's invoice.</i>		

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

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

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

PLEASE DUPLICATE THIS FORM TO MEET YOUR NEEDS

Broader Public Workshop Registration Form



APPLICANT - Please print and forward to OSD

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

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

WORKSHOP

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

BILLING ADDRESS:

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

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JOB TITLE:	EMPLOYEE#	
DEPARTMENT:	BA#	FAX NUMBER:
BRANCH:		
ADDRESS:		EMAIL:
CITY:	POSTAL CODE:	

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Did you know that your learning plan can offer you the opportunity to:

- Develop your competencies.
- Grow in your current and future work in the Manitoba Civil Service.
- Meet your department's goals and priorities.

Please see www.internal/csc

www.gov.mb.ca/csc/osd

Organization & Staff Development

Manitoba Civil Service Commission

Phone: (204) 945-2276

Fax: (204) 948-2165

Email: osd@gov.mb.ca

