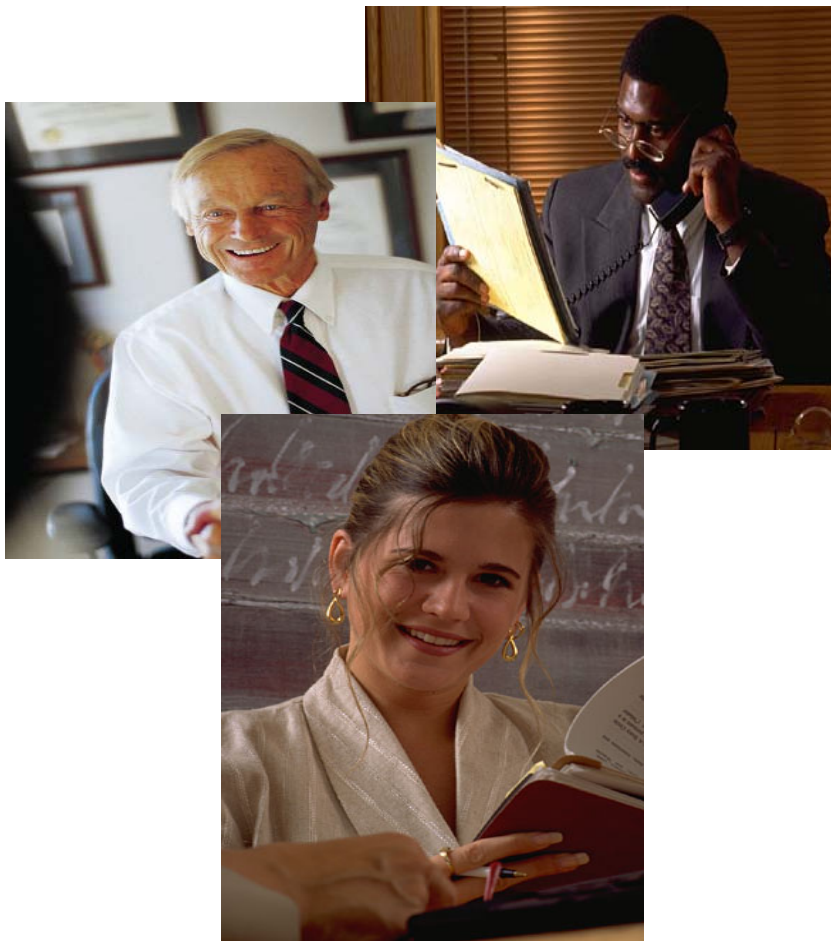


Public Service Commission Corporate Learning Centre

Training Catalogue 2011-2012



***Strategic human resource business partners and leaders,
committed to client service excellence.***



**Public Service Commission
Corporate Learning Centre**

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Our goal is to be a diverse workforce, and we are committed to ensuring all employees have equal opportunities for development. Diversity is a key value of the Nova Scotia Public Service and is reflected by providing accessible learning facilities, resources to meet individual learning needs, learning activities that respect cultural differences, and by maintaining an open and respectful learning environment.

A Message from the Commissioner



The Public Service Commission is committed to supporting the development of a highly skilled and adaptable workforce. Continuous learning and development ensures we maintain our ability to deliver high quality services to Nova Scotians. Providing ongoing development opportunities helps us to retain experienced public servants and also attract new people to the public service.

In this year's Corporate Training Catalogue, you will find a variety of courses and programs focused on building knowledge and developing leadership skills.

Continuous learning is a shared responsibility both organizationally and individually. In discussion with your immediate supervisor, I encourage you to consider the courses in this catalogue and create an individual development plan that meets your career goals.

Thank you for your commitment and contribution to continuous learning.

Kelliann Dean

A Message from the Learning Centre Team

The Learning Centre provides development services in a supportive atmosphere of continuous learning and networking to assist government employees in their career development. The Learning Centre staff is a team of professionals who are committed to providing high-quality development services including: assessment and coaching services, skill building courses, policy-related training, as well as leadership and management development programs.

This catalogue outlines some of the many opportunities that are available to you to support your development. A new addition to our services will be an on-line Career Development Library. This will be available in the fall 2011.

Please browse the catalogue for more details and to register, go to <https://LearnNet.gov.ns.ca> or contact us at (902)424-8384.

Come in and visit us here on the 4th floor of the World Trade and Convention Centre. Let us know how we can support you in your career development.

Learning and Development Team:

Consultants:

- Debbie Thomas, Senior Learning & Development Consultant
- Kenene Doherty Fergusson, Learning & Development Consultant
- Carrie Forbes, Learning & Development Consultant
- Norma Williams, Learning & Development Consultant

Admin:

- Colleen Hartling, Senior Registrar
- Cora Hadley, Administrative Support
- Everlyne Omuyaku, Registrar
- Gail Perry, Registrar

About the Catalogue...

This catalogue highlights the many learning and development opportunities available to help you reach your goals and further develop within your career. Each program listing provides the course detail, format and intended audience. To help you navigate quickly, refer to these icons as a guide:



Classroom



All Employees



Online



Mandatory



Managers

For specific course information, such as dates, times, fees, and locations, please visit LearnNet at <https://LearnNet.gov.ns.ca>. As course information is subject to change at anytime, you will find the most current information directly on LearnNet.

How do I register?

To register, please logon to your LearnNet account at <https://LearnNet.gov.ns.ca>. Select the calendar that says 'Public Service Commission', and you will see a list of subject headings like those listed in the Table of Contents. Once you choose the subject heading, you can select from the list of courses. To register, click the 'Register' button—note that you need supervisor approval prior to registering and, if there is a charge for the course, you will be asked for your division's Cost Centre, Business Area, and G/L numbers.

How do I sign up for a LearnNet Account?

Most employees already have a LearnNet account. Please contact us at RegistrarTraining@gov.ns.ca or call (902)424-8384 to inquire whether you have an account or if you have forgotten your log-in information.

What if I forgot my password?

If you have forgotten your password, enter your LearnNet ID/User Name and, below the box to enter your password, click on 'Remind Me of My Password'. You will be asked a password reminder question that you entered when your account was created. If you successfully answer this question, your password will be provided. If you have any difficulties, please contact us at RegistrarTraining@gov.ns.ca and your login information will be emailed to you.

I've logged in but I can't see anything.

LearnNet uses pop-ups. From your Internet Explorer browser menu, select "Tools", "Pop-up Blocker", "Settings", and add LearnNet to your trusted sites. If you need assistance with this function, you may contact your department's IT CSU or contact us at RegistrarTraining@gov.ns.ca or (902)424-8384.

What if I need help with LearnNet?

You can contact us at RegistrarTraining@gov.ns.ca or (902)424-8384 if you need login assistance, would like a LearnNet tutorial over the phone, have questions regarding courses, would like to arrange training for an in-tact group or team, or any other inquiries about the programs and services we offer.



Mandatory

Mandatory Courses

Courses that have been designated by this symbol are required courses for all government employees.

Courses mandatory across government are:

- Diversity and Employment Equity
- Respectful Workplace for Employees or Leading a Respectful Workplace for Managers and Supervisors
- Introduction to Occupational Health and Safety

Managers and supervisors are required to take the following:

- Leading a Respectful Workplace for Managers and Supervisors
- Occupational Health and Safety for Managers and Supervisors

Please note that your department may have additional mandatory course requirements beyond those listed here. Please speak with your manager/supervisor, Human Resource Division, and your division's Joint Occupational Health and Safety Committee.

How to Prepare for an Interview

Career & Personal Management

An interview is your opportunity to highlight your achievements, past experience, and strengths to the hiring panel, and determine if the job opportunity is the right one for you. However, it is often a challenging experience for job seekers, fraught with anxiety and uncertainty. Learn how to prepare for 'the unknown' and go into the interview with increased confidence. In this workshop, we will also discuss behavioural descriptive interviewing and the government interview process. This is a half-day workshop (1-4 pm).

Content: In this workshop, you will learn:

- the purpose of an interview
- government's interview process
- types of interview questions, including behavioural
- how to prepare for an interview
- how to conduct yourself in the interview
- what happens after the interview

Who Should Attend: All employees wanting to develop effective job interview skills



Classroom



All Employees

Exploring & Planning Your Career

Career & Personal Management

Looking to make a change in your career? Not sure the direction you wish to take? Exploring and planning your career is a process that includes knowing yourself, knowing what's out there, making informed decisions, and creating an action plan. This one-day course will introduce you to all of these steps. You will begin the process of self-reflection and exploring your skills, interests, values and personality traits. You will examine what activities you are drawn to, what keeps you engaged and energized, and what gives you the greatest satisfaction in your work. You will also learn how to conduct research and inform yourself so that you can match your interests and abilities with opportunities. This course will also explain how to create a career plan to guide you in developing the necessary skills, knowledge, experience and competencies to achieve your goals.

Content: In this workshop, you will: Engage in self-exploration activities -- Review self-reported results of activities -- Understand effective ways to explore opportunities -- Learn how to make informed decisions -
- Review the career planning process

Who Should Attend: Any government employee interested in exploring their career goals and developing a plan to achieve those goals



Classroom



All Employees

How to Create an Effective Resume

Career & Personal Management

Your resume is far more than just a record of your employment history and education. It is a vital tool to help communicate the value you bring to work. Learn how to effectively showcase your abilities and achievements, and tailor your resume and cover letter to each job. Increase your chances of capturing the attention of hiring managers and being invited to interview for the positions you target. In this workshop, we will also discuss the government competition process. This is a half-day workshop (9 am-12 pm).

Content: In this workshop, you will learn:

- the purpose of a resume
- government's application and screening process
- important components of a resume
- resume styles/formats
- how to write the content of a resume
- what to include in a cover letter.

Who Should Attend: All employees who want to create a more effective resume.



Classroom



All Employees

Retirement Planning

Career & Personal Management

This two-day seminar is designed for employees of the Government of Nova Scotia who wish to effectively plan for retirement to ensure financial security, maintain a comfortable lifestyle and prepare for a period of adjustment that should not be underestimated. Many retirees may live one third or more of their lives in retirement. Therefore, it's important to understand your options and make informed decisions about your future. This seminar is a "must" for those too busy to think about tomorrow but believe that good planning is the key to a successful retirement.

Content: Experts explain the various pension plans (including, Superannuation, Canada Pension Plan, and Old Age Security), budgeting and investment options, impact on personal income tax, legal aspects of wills, estate planning and powers of attorney, psychological issues/challenges when making the transition to retirement. You will be provided with a list of resources.

Who Should Attend: Recommended for employees from their 30s onward to retirement. Employees are welcome to bring their spouse/partner at no additional charge—provided space is available.



Classroom



All Employees

Basics of Communication

Communication Skills

This two-day course is designed to improve your interactions with people in the workplace and at home. You will have an opportunity to improve the critical communication skills of listening, asking questions, and being aware of non-verbal messages. This course can help you find balance between being overly aggressive and too passive, and help counter the manipulative tactics of difficult people.

Content:

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and be heard
- Enhance your ability to handle difficult situations without being manipulated
- Be more aware of six critical elements of our communication with others

Who Should Attend: People who want to improve their communication style.



Classroom



All Employees

Beyond Conflict

Communication Skills

Most of us deal with problems and conflicts at least some of the time in ways that do not produce optimal results. We believe that it is a learned skill set to achieve better outcomes with short and long term decision making, problem solving, and resolving conflict. This skill set enhances our ability to work well with others and to more easily reach agreement with the people working around you

Content:

- Dramatically reduce the cost of conflict
- Build effective problem solving and conflict resolution skills
- Turn adversarial relationships into partnerships
- Learn about the dynamics of interpersonal relationships, particularly in conflicted situations
- Improve practical problem solving skills
- Gain a better understanding of the elements of building and maintaining long term climates of trust

Who Should Attend: This two-day course is suitable for anyone interested in building effective problem solving and conflict resolution skills.



Classroom



All Employees

Presentation Skills: Speaking with Impact

Communication Skills

Being able to present your ideas verbally to colleagues or the public is a vital skill. But for many, making a presentation or speech is a daunting task. This one-day course will give you strategies and techniques to overcome nerves, polish your performance skills, and make you a confident and credible presenter. By connecting more closely with the audience, you increase the chances of your message being heard, understood, and acted upon.

Content:

- Overcome nerves by discovering your authentic voice
- Learn a technique (TalkitOut™) to help create effective presentations
- Speak with confidence and credibility, and language that is clear and persuasive
- Understand the power of non-verbal communication
- Use stories to make presentations memorable
- Maximize the impact of slide-based presentations such as PowerPoint

Who Should Attend: Anyone wanting to learn more about speaking or improving their presentation skills.



Classroom



All Employees

Writing Short Documents

Communication Skills

This two-day workshop guides participants through the process of writing letters, memos, e-mail, and short documents. With the help of the facilitator, participants discover the pitfalls that make them spend too much time on their writing, and express themselves unclearly on paper. Participants are encouraged to work on a letter or short document that they would typically produce at work. They work with, and take home, a manual that allows them to consolidate and improve on the skills learned while applying them on-the-job. To test their application of the principles on-the-job, participants may send documents to the facilitator for review after the workshop.

Content:

This workshop uses an approach that includes lecture, a variety of practice exercises, and demonstrations. At the end of this workshop, you will be able to:

- Write your first draft,
- Use the “Five Principles of Clarity”,
- Organize your ideas for the best impact,
- Edit and polish your presentation,
- Proofread for accuracy in spelling and grammar

Who Should Attend: This workshop is designed for staff members who write primarily shorter documents such as letters, e-mails and memos. Participants are encouraged to bring a document that they would typically produce at work.



Classroom



All Employees

Diversity & Employment Equity (mandatory)

Diversity

This mandatory, one-day course is an introduction to diversity and employment equity. It explores this topic through a variety of learning activities, including a simulation exercise, video, small group discussion, large group discussion and short presentations. The course is designed to help participants understand typical patterns of behaviour when some people in a workplace are different from the majority. It introduces the language and concepts of diversity, along with strategies for equity and inclusion.

Content:

- Understand typical patterns of behaviour when some people in a workplace are different from the majority
- Understand the language and concepts of diversity
- Explore strategies for equity and inclusion

Who Should Attend: This is a **mandatory** course for all persons within the Government of Nova Scotia



Classroom



All Employees



Mandatory

Diversity for Leaders

Diversity

Diversity management competencies are no longer a nice to have, but instead are now viewed as essential requirements for leaders of the future. Organizations are increasingly realizing that the “one-size fits all model” is no longer reasonable in a dynamic and increasingly diverse labour market. Leaders play a critical role in assisting organizations to achieve diversity and position them to compete in the dynamic global market. Therefore, it is of paramount importance that managers be prepared to adapt to the changes and challenges that are associated with implementing and integrating diversity into their management practices. This interactive session is designed to enhance key leadership competencies for managing an increasingly diverse workforce that will ultimately improve personal, employee, and organizational performance.

Content: Learn about the ‘personal’ and ‘professional’ dynamic of diversity in communities and in the workplace —How to maximize on the benefit of diversity in the workplace —Acquire new perspectives and strategies for working through the complexities of workplace diversity —Give voice to silent diversity issues and identify the internal/external impacts —Identify ways to translate learning into practice

Who Should Attend: Managers, supervisors, and people who lead teams.



Classroom



Managers

Aboriginal Cultural Awareness (e-learning)

Diversity

Aboriginal Cultural Awareness is a four-unit e-learning program designed specifically for non-Aboriginal people who will be working with Aboriginal people. It introduces participants to the concept of cultural awareness and presents participants with a view of Canadian history from an Aboriginal perspective.

Content: Explore cultural awareness in the context of Nova Scotia's Mi'kmaq community — Use a variety of mediums to suit different learning styles and pace

Who Should Attend: Government of Nova Scotia employees who interact with, provide a service to, or want to know more about Aboriginal people.



Online



All Employees

Coaching Skills

Management & Leadership Skills

This two-day course looks at what effective coaching is in the workplace. You will review the different roles a coach may play - trainer, mentor, counselor. The course includes theory, a coaching model, and the opportunity to practice coaching. You will examine and build on the skills that you have in the areas of leadership and communication.

Content:

- Define coaching in the context of today's workplace
- Examine what effective coaching is
- Analyze your own leadership communication style
- Practice core coaching skills
- Formulate an action plan for coaching

Who should Attend: Managers and leaders looking to develop more effective skills in coaching others.



Classroom



Managers

EAP for Managers and Supervisors

Management and Leadership Skills

This half-day course (1-4pm) will be helpful for those who are in the position of receiving requests for EAP assistance from employees or for those who identify the potential need for EAP for an employee. It will provide you with the understanding and tools to constructively approach an employee and explain EAP to them.

Content:

- Outline the key components of EAP
- Discuss resources available to supervisors and managers
- Explain the referral process
- Clarify the roles and responsibilities of those involved
- Show how harmful involvement, depression, and enabling affect the workplace

Who Should Attend: For managers and supervisors who receive requests for EAP assistance; human resource professionals; OH&S specialists.



Classroom



Managers

Financial Management

Management and Leadership Skills

In this one day workshop, you will gain familiarity with the Nova Scotia Government budget and business planning process.

Content:

- Explain components of the provincial budget
- Describe the business planning and budgetary processes
- Discuss challenges in budgeting in the Nova Scotia government
- Learn about the forecast process

Who Should Attend: People who are responsible for budgets or budgeting activities.



Classroom



Managers

Labour Relations

Management and Leadership Skills

This one day course provides an overview of labour relations in government. You will develop an understanding of the role of the manager in a unionized workplace, how to deal with poor performance, and how to interpret the collective agreement.

Content: Gain knowledge of the collective agreement - Understand management rights and responsibilities - Learn the process for managing deficient performance including the disciplinary process

Who Should Attend: This course is designed for human resource professionals and any manager or supervisor in the Government of Nova Scotia who manages employees.



Classroom



Managers

Leadership Skills for Teams

Management & Leadership Skills

Teams need more than theory... they need the 'how-to'. Managers and supervisors have responsibility for working with staff to develop teams. Teams naturally move through stages of development, and being able to recognize at which stage a team is situated will determine the appropriate approach to be taken. Leading teams requires a specific skill set. In this two-day course, you will learn to establish the team, choose the best method of making decisions, develop constructive communication channels, and determine the roles and responsibilities of individuals. Through real-life examples, you will practice team leadership.

Content:

- Understand the stages of team development
- Identify what makes highly effective teams
- Build practical and effective skills in leading teams
- Develop strategies and plans for addressing team conflict and development issues
- Understand the dynamics involved in teamwork and how decisions are made

Who should Attend: Managers, supervisors, or persons who lead a team of individuals in the workplace.



Classroom



Managers

Leading Change

Management and Leadership Skills

Knowing what to change can be easy. More difficult is the ability to lead and implement change in an organization on a sustainable basis. This half-day course provides managers and supervisors with the opportunity to assess and strengthen their leadership skills, while learning best practices for leading change.

Content:

- Understand why organizations fail in implementing and sustaining change
- Learn core principles that are foundational for leading change
- Identify actions and steps to overcome resistance
- Know what resources are available to them to implement a change project

Who Should Attend: Managers and supervisors who would like to gain tools and techniques to implement change within the organization.



Classroom



Managers

Performance Management for Excluded/ Non-Bargaining Unit Employees

Management and Leadership Skills

Performance Management is an overview of the NS Government's Performance Management System, designed to help managers and supervisors acquire the knowledge and skills necessary to implement the system designed for excluded/non-bargaining unit employees. This one-day course focuses on learning how to apply performance management practices to support the growth and development of employees.

Content:

- Learn the benefits of effective performance management
- Understand the roles & responsibilities of manager & employee
- Review the phases of the performance management process
- Learn how to establish performance objectives & standards
- Review coaching skills used to support performance
- Understand the components of a successful performance review

Who should Attend: This course is highly recommended for all excluded/non-bargaining unit employees.



Classroom



Managers

Performance Management: Bargaining Unit Employees

Management and Leadership Skills

Performance Management is an overview of the NS Government's Performance Management System, designed to help managers and supervisors acquire the knowledge and skills necessary to implement the system designed for Bargaining Unit Employees. This one-day course focuses on learning how to apply performance management practices to support the growth and development of employees.

Content:

- Learn the benefits of effective performance management
- Understand the roles & responsibilities of manager & employee
- Review the phases of the performance management process
- Learn how to establish performance objectives & standards
- Review coaching skills used to support performance
- Understand the components of a successful performance review

Who should Attend: This course is highly recommended for bargaining unit employees.



Classroom



All Employees

Policy Formulation and Analysis

Management and Leadership Skills

This 4.5-day workshop is offered each fall. It is targeted to operational managers who require core skills in policy analysis and development, and responds to the need for government to increase its policy capacity. Grounded in the policy development process used in Nova Scotia, this workshop will expose all participants to fundamental dynamics and best practices in analytical processes and techniques. Emphasis will be placed on problem definition, the development of policy options, the management of policy relationships, building a policy framework and communications.

Content: Challenges and tools with respect to policy coherence - Key steps in professional policy making - Strategic policy design-The Architecture of Modern Policy - The DNA of public policy analysis - Problem definition in policy analysis - Choosing Instruments: Developing and Assessing Policy Options - Managing Policy Relationships - Communicating Policy Advice

Who Should Attend: Persons who have not taken an MPA or MPA(M) program or have not taken courses in policy development or analysis. Middle managers or mid-level individual contributors, new executive managers (less than one year); new policy analysts (less than one year), employees who work with - or should be working with - policy on a regular basis, make decisions based on policy analysis, contribute to (but do not necessarily lead) policy development.



Classroom



Managers

Recruitment and Selection

Management and Leadership Skills

This 1.5-day course will provide hiring managers and supervisors with an overview of the recently updated *Fair Hiring Policy* and the *Employment Equity Policy* as they relate to recruitment & selection. Participants will learn the stages and steps involved and how to apply them.

Content:

- Understand how the *Fair Hiring Policy* and the *Employment Equity Policy* relate to recruitment & selection
- Gain a better understanding of the recruitment and selection process
- Understand your accountabilities
- Understand merit, employment equity, and fair hiring

Who Should Attend: Managers and supervisors who have responsibility to hire staff



Classroom



Managers

Emergency First Aid

Occupational Health and Safety

This one-day course provides information on the first aider's role and training on how to respond in an emergency.

Content: Understand the first aider's role - Understand disease transmission - Understand first aid legalities - Learn Emergency Action Principals (EAPs) - Practice airway management (obstructed airway/securing the airway) - React to breathing emergencies (respiratory distress/arrest) - React to cardiovascular emergencies (cardiac arrest, heart attack) - Respond to life threatening bleeding - Respond to shock

Who Should Attend: Anyone wishing to learn how to respond to a first aid emergency.



Classroom



All Employees

Hazard Identification

Occupational Health and Safety

This course will give participants the tools to meet compliance with the OHS Act and Corporate Policy in terms of identifying hazards and controlling them in their respective workplace. It will allow for participants the tools to prepare for inspections and follow-up.

Content: Hazard identification and Inspections provides participants with an understanding of biological, chemical, physical, ergonomic and psycho-social hazards in the workplace. The course will focus on risk assessment related to these hazards and the controls required to eliminate or reduce the hazards and how to prepare an inspection plan to monitor if identified hazards are controlled. Workplace inspection provides the participants with the skills to critically examine equipment, processes, materials, buildings and procedures in the workplace. Workplace inspection will give the participants the skills to identify which workplace hazards may cause illness or injury and to identify where action is necessary to control the hazards.

Who Should Attend: Please refer to your department's or organization's OHS program guidelines to determine whether this course is mandatory for you.



Classroom



All Employees

Incident Investigation

Occupational Health and Safety

This is a one-day course that outlines the responsibilities and activities required in effective OH&S investigations. It also provides the skills to effectively implement these responsibilities in the day-to-day operations of an organization. Provides participants with class-room activities and open discussion during the course.

Content: OH&S legislative responsibilities in investigations - Types of OH&S investigations - Instigative process - Gathering evidence - Plan drawings - Photographing scenes - Interviews and statement taking - Analysis and recommendations - Report writing

Who Should Attend: Please refer to your department's or organization's OHS program guidelines to determine whether this course is mandatory for you. It is highly recommended to take Hazard Identification and Introduction to OHS prior to this course



Classroom



All Employees

Intro to JOHS Committees

Occupational Health and Safety

This course focuses on the roles and responsibilities of Joint Occupational Health and Safety Committee (JOHSC) members, alternates and representatives. In addition, there is a focus on managing effective meetings that gives JOHSC members the opportunity to practice skills that contribute to effective meetings.

Content: Understand the roles and responsibilities of JOHSC members, alternates and representatives - Understand the responsibilities of managers, health and safety professionals, the Department of Environment and Labour and the union in relation to JOHSC - Work with the OHS Act to recognize the rights granted to everyone under the OHS Act and the role that the JOHSC members play in supporting these rights - Learn about and participate in the establishment and maintenance of effective committee meetings for JOHSC members

Who Should Attend: Please refer to your department's or Organization's OHS program to determine whether this course is mandatory for you.



Classroom



All Employees

Intro to Occupational Health & Safety (mandatory)

Occupational Health and Safety

This half-day, mandatory, course introduces staff to the Occupational Health and Safety Act, Regulations, Occupational Health & Safety Corporate Policy, and an overview of their department's Occupational Health & Safety Program.

Content: Examine the content of the NS Government's Occupational Health and Safety Policy, including your rights and the responsibilities of employers and employees - Examine the content of the Occupational Health and Safety Act and learn how it relates to employees, supervisors and health & safety committee members - Learn about the role OHS Division of the Department of Environment and Labour plays in occupational health and safety - Learn the process for having safety concerns or complaints investigated - Learn the process for the Right to Refuse Unsafe Work - Examine the basic subject areas covered by departmental occupational health and safety programs.

Who Should Attend: This course is **mandatory** for all government employees.



Classroom



All Employees



Mandatory

Occupational Safety General Regulations Overview

Occupational Health and Safety

This course provides the participant with an overview of the regulations and how the requirements of these regulations must be applied in the workplace. Many departmental operations are impacted by these regulations and this course will be of particular interest to those who operate, maintain or repair equipment, machines, tools and vehicles.

Content: Individual review/discussion of each of the 15 Parts/Chapters contained in the OSG regulations. Pointing out the highlights in each chapter that may effect your worksite - Practical written question and answer sessions for each Part/Chapter of the regulations - When you are finished the course you will be comfortable when looking up information in these regulations.

Who Should Attend: Please refer to your department or organization regarding whether this course is mandatory for you.



Classroom



All Employees

OHS for Managers & Supervisors (mandatory)

Occupational Health and Safety

Health and safety is a vital part of every leader's job, at every organizational level in the Government. This mandatory course focuses on the roles and responsibilities assigned to managers and supervisors under the *OHS Act* and the *NS OHS Corporate Policy*. It will provide managers and supervisors with basic health and safety knowledge and skills required to do their job effectively.

Content:

- Understand their roles and responsibilities as managers and supervisors
- Understand how the OHS Act and OHS Corporate Policy affects them
- Understand the key components of an effective occupational health and safety program
- Share and discuss OHS issues and concerns with other managers and supervisors

Who Should Attend: This course is **mandatory for managers and supervisors**.



Classroom



Managers



Mandatory

Prepare!

Occupational Health and Safety

The Prepare! training program is a new workplace violence prevention program developed by Crisis Prevention Institute. It replaces "Street Smart from 9 to 5" program. The strategies taught in "Prepare!" have been effective in reducing the frequency and severity of potentially disruptive and unsafe situations. This one-day foundation course aims to increase employee confidence and morale while fostering a culture of respect, service and safety at work. The techniques can assist in strengthening relationships with co-workers, clients, and customers. You will also learn methods to aid in service recovery where there have been problematic relationships.

Content: Recognize early warning signs of anger and hostility - Use communication techniques to relieve tension - Develop methods to maintain professionalism and maximize safety - Learn how to prepare and give bad news - Learn observation, assessment, and responses to prepare for and prevent workplace violence - Practice personal safety techniques - Develop a method to debrief after incidents

Who Should Attend: People who wish to improve their skills in internal and external customer service delivery.



Classroom



All Employees

Workplace Hazardous Material Information System - WHMIS

Occupational Health and Safety

An understanding of the Workplace Hazardous Materials Information System (WHMIS) is mandatory for employees working with, or in close proximity to controlled products specified in regulations under the Hazardous Products Act. This half day course is designed to provide you with the knowledge to interpret and apply product information in order that you may be able to work safely with controlled products. Do you know what your rights and responsibilities are with respect to the use of controlled products in your workplace? Do you know what the symbols on product labels mean? Do you know how to properly store, use and dispose of a controlled product? This training will provide these answers and others so that you can return to the workplace and put into practice what you've learned. In this course, you'll learn the latest legislation pertaining to the use of controlled products and interact with others in discussing the relevance to safety in the workplace and beyond.

Content: Examine the current regulations as they pertain to workplaces in Nova Scotia - Learn about hazard class symbols, product labels and workplace labels - Learn about Material Safety Data Sheets (MSDS) and the information they contain - Learn about the need for worker education programs required to support WHMIS in the workplace - Increase general knowledge and understanding of chemical agents and related hazards - Increase overall awareness of the importance of health and safety both on and off the job

Who Should Attend: Please refer to your department's or organization's OHS program guidelines to determine whether this course is mandatory for you.



Classroom



All Employees

Leading a Respectful Workplace (mandatory)

Respectful Workplace

In the course of their duties, people who manage others can become aware of a workplace incident in which an individual has experienced offensive behaviour. This practical one-day course is designed to help those who manager others deal with difficult situations.

Content:

Please be advised that no Respectful Workplace training is currently being offered as the training courses are being updated. We are hoping to offer updated Respectful Workplace training in early 2012.

Who Should Attend: This course is **mandatory** for managers, supervisors, and human resource professionals in the Government of Nova Scotia. Employees should attend the half-day “Respectful Workplace” (see below).



Classroom



Managers



Mandatory

Respectful Workplace (mandatory)

Respectful Workplace

Every employee is entitled to work in an environment where their co-workers provide them with basic human respect. A respectful workplace is essential in promoting employee productivity and good health. It is also guaranteed under the Province of Nova Scotia’s policies and human rights legislation. This is a half-day course (morning sessions run from 9-12; afternoon from 1-4).

Content:

Please be advised that no Respectful Workplace training is currently being offered as the training courses are being updated. We are hoping to offer updated Respectful Workplace training early 2012.

Who Should Attend: This course is **mandatory for government employees** who do not have direct reports. See also “Leading a Respectful Workplace” (above).



Classroom



All Employees



Mandatory

Investigating Offensive Behaviour

Respectful Workplace

This two-day course reviews the tenets of a thorough workplace investigation focusing on the general principles of an investigation, the principles of natural justice, the importance of documentation, the initial, middle and closing stages of an investigation, interview techniques, and the due diligence and legal issues relating to investigations.

Content:

- Understand principles of investigations
- Review specific types of investigations
- Learn how to write investigation reports
- Practice interviewing and assessment
- Review legislation and policies

Who Should Attend: People who wish to learn how to effectively begin the process of a workplace investigation involving harassment, disrespect, and other offensive workplace behaviours.



Classroom



Managers

Change Management for Employees

Workplace Skill Development

Change is a constant factor in our lives. How you feel about change often predicts your ability to adapt. Do you enthusiastically rush to embrace workforce change or do you take a wait and see attitude? This three-hour course is designed to deliver some important lessons about your ability to adapt to changing workforce situations. Using small and large group discussion and a short video, this lively and interactive course will assist in managing your reaction to change.

Content:

- Awareness of key success factors to individual adaption to workforce change
- Skills to empower employees to accept & embrace change in their current workplace
- Support to the alignment of overall organizational strategic direction

Who Should Attend: Employees who would like to gain more insight and awareness to deal with change within the organization.



Classroom



All Employees

Effective Process Facilitation

Workplace Skill Development

Employees are often asked to “facilitate” rather than “instruct” or “manage” meetings, training sessions, and other small groups. This two-day course is geared to those who find themselves in the position of facilitator in a group session, whether the group is engaged in strategic planning or group meetings. You will learn techniques for having people participate and own the solutions to problems by building consensus. You will learn how to facilitate rather than control group decision-making and interaction. This course will help you make that transition from “instructor” or “leader” to “facilitator”.

Content:

- Distinguish facilitation from instruction
- Understand the facilitation role
- Identify competencies for effective small-group facilitation
- Develop methods for participative problem solving processes
- Demonstrate facilitator competencies through simulations, role-play, critical incidents
- Identify effective techniques for difficult facilitation assignments
- Develop methods for redirecting difficult individual or group dynamics into side-by-side solution finding

Who Should Attend: People who regularly facilitate meetings, group sessions, work with or lead groups.



Classroom



All Employees

Information Management, Privacy, & Security

Workplace Skill Development

This one-day course provides an overview of information management in government. You will develop an understanding of information as a government asset and of information management concepts and practices; access to information law and best practices; privacy law and best practices; and the key elements of information and systems security.

Content:

- Understand the broad principles of information management and the fundamental value of government information as a business asset
- Understand access to information and privacy principles as legal and operational requirements of our work as civil servants
- Gain a greater understanding of security controls as they apply to manager duties

Who Should Attend: This course is designed for managers/supervisors in the Government of Nova Scotia, all of whom should have a working knowledge of information management, access, privacy and security concepts in relation to their operational responsibilities and those of their staff and colleagues.



Classroom



Managers

Introduction to Project Management

Workplace Skill Development

In this highly participative two-day course, you will work as part of a team on a real-life case and develop a project plan. This case study approach is highly effective and ensures that you not only learn about project management, but also have an opportunity to apply these new project management skills to an actual project.

Content:

- Learn to manage an entire project from beginning to end
- Identify project team roles
- Develop a project scope statement
- Develop the work break-down structures
- Develop time lines
- Develop a network diagram to identify project dependencies
- Determine project milestones
- Learn to manage project risks

Who Should Attend: Those who have not completed a project management course in the past or those looking for a refresher, or those new to project/event management.



Classroom



All Employees

Negotiating & Influencing Skills

Workplace Skill Development

Studies show that today's professionals spend up to 25% of their time negotiating and resolving conflicts. Therefore, the success of these professionals and their organizations rests heavily upon developing effective negotiating skills. In this two-day course, you will learn how to more effectively motivate people around you, resolve conflicts, and make sure that the messages you want to get across are the messages received. You will be able to observe every aspect of the negotiation process, from initial contact to closing, and then improve on them.

Content:

- Identify your preferred negotiating style and gain more confidence in knowing when to use it and when not to use it
- Develop greater flexibility in choosing the best negotiating style for each situation
- Gain a better understanding of the other person's needs
- Know when to confront conflict and when to ignore it
- Learn how to get genuine commitment by setting mutually beneficial goals

Who Should Attend: People who want to develop the skills that are necessary to bring solutions to fruition.



Classroom



All Employees

Understanding Yourself to Work Better with Others

Workplace Skill Development

The DISC® assessment is an indispensable tool for pulling work teams together and creating a better understanding of how to take advantage of individual strengths. This one-day course explores the relationship between personality types and team dynamics in the workplace. It is designed to increase self-understanding and appreciation of personal differences in order to improve one-on-one interactions and team success.

Content:

- Recognize personality type differences
- Understand team dynamics from the perspective of personality preferences
- Recognize what must happen to build and maintain effective working relationships

Who Should Attend: Anyone who would like to understand their work preferences and how these preferences affect their working relationships.



Classroom



All Employees

Administrative Professional Skill Development

Program Overview

The Administrative Skill Development program is an eleven day series of modules spread over six months. Registration is required for all 11 modules. The modules are related to the role and duties of current Administrative Professionals within the NS Provincial Government.

Modules:

- Orientation (half-day)
- Discussion Panel (half-day)
- Understanding Yourself and Working Within a Team Environment (1 day)
- Client Service & Dealing with Difficult People (2 days)
- Information Management & FOIPOP (1 day)
- Event/Time Management (1 day)
- Change Management (1 day)
- Business Writing Skills (2 days)
- Speaking with Confidants (1 day)
- Journey to Engagement (half-day)
- Graduation (1.5 hours)

Who Should Attend: Intended for those working within the NS Provincial Government in an administrative role.

Registration: If you are interested in attending this program, have a discussion with your manager/supervisor. Registrations are accepted through a nomination process completed in the spring of each year. Your manager/supervisor would submit your name to your department's human resource division. The number of times the program is offered is dependant on the number of nominations received.



Classroom



All Employees

Leadership Development Programs

Program Overview

The Leadership Development Programs are designed to support the development of the leadership competencies for all levels of leadership: Stepping Up to Frontline Manager, Frontline Manager, Stepping Up to Middle Manager, Middle Manager and Executive. The programs are designed with modules that focus on specific leadership competencies, and address critical issues for leaders in the public service.

During the program, you will:

- Develop leadership competencies and learn strategies that enable you to lead with confidence in a challenging environment
- Network with your peers from other government departments to exchange knowledge and ideas
- Broaden your perspective on leadership through a variety of learning experiences that focus on leading edge leadership practices

Support for Your Sponsor: We understand how challenging it is to transfer the learning to the workplace, so we provide your sponsor with a 'The Role of the Sponsor as Leadership Coach' Program. We also design and provide additional information for sponsors to support them in their role.

Opportunities to Revisit Your Learning: You are invited to a follow-up event after you have completed the program. It is a great opportunity to share insights, challenges, and best practices for your ongoing development.

Participant Eligibility: To be nominated and to be accepted into the Leadership Development Programs, program candidates must meet the following criteria:

- A prepared Career Development Plan that identifies how the program supports their career and development goals
- Consistent performance in meeting expectations of current role
- Commitment to attending all modules and completing pre-course work
- Willingness to participate in a 360 Leadership Competency Assessment (if applicable)

Registration: If you are interested in attending this program, have a discussion with your manager/supervisor. Registrations are accepted through a nomination process completed in the spring of each year. Your manager/supervisor would submit your name to your department's human resource division. The number of times the program is offered is dependant on the number of nominations received.



Classroom



Managers

Stepping Up to Frontline Manager

Leadership Development Program

The Stepping Up to Frontline Manager Leadership Development Program is designed for individuals who have demonstrated high potential and a desire to move into a supervisory role in the near future. The program includes eight modules that focus on development of leadership competencies, enabling leaders to:

- Make sound decisions in ambiguous or risky situations
- Link daily tasks to strategies
- Give support and assistance to develop others
- Create an environment for team effectiveness
- Improve performance to more effectively achieve business results
- Maintain confidence in own capabilities in the face of strong challenges
- Calculate the impact of actions and words for influencing others
- Actively seek relationship building opportunities



Classroom



Managers

Frontline Manager

Leadership Development Program

The Frontline Manager Leadership Development Program is designed for leaders who are responsible for supervising others. This program begins with a 360 Leadership Competency Assessment which enables participants to gather confidential feedback about how others perceive them as a leader in demonstrating the competencies. The program includes eleven modules that focus on development of leadership competencies, enabling leaders to:

- Make sound decisions in ambiguous or risky situations
- Link daily tasks to strategies
- Give support and assistance to develop others
- Create an environment for team effectiveness
- Improve performance to achieve business results
- Maintain confidence in own capabilities in the face of strong challenges
- Calculate the impact of actions and words for influencing others
- Actively seek relationship building opportunities



Classroom



Managers

Stepping Up to Middle Manager

Leadership Development Program

The Stepping Up to Middle Manager Leadership Development Program is designed for leaders who currently manage others and desire to move into a middle management role in the near future. This program begins with a 360 Leadership Competency Assessment which enables participants to gather confidential feedback about how others perceive them as a leader in demonstrating the competencies. The program includes eleven modules that focus on development of leadership competencies, enabling leaders to:

- Make sound decisions in ambiguous or risky situations
- Think in strategic terms
- Give feedback to encourage the ongoing development of others
- Position themselves as the leader within a team or group
- Set and work to meet challenging goals that focus on achieving results
- Maintain confidence in own capabilities in the face of strong challenges
- Calculate the impact of actions and words for influencing others
- Organize the involvement of key players to build relationships



Classroom



Managers

Middle Manager

Leadership Development Program

The Middle Manager Leadership Development Program is designed for individuals in the middle manager role and who have the desire to build confidence and skills in their current position. This program begins with a 360 Leadership Competency Assessment which enables participants to gather confidential feedback about how others perceive them as a leader in demonstrating the competencies. The program includes eleven modules that focus on development of leadership competencies, enabling leaders to:

- Make sound decisions in ambiguous or risky situations
- Think in strategic terms
- Give feedback to encourage the ongoing development of others
- Position themselves as the leader within a team or group
- Set and work to meet challenging goals that focus on achieving results
- Maintain confidence in own capabilities in the face of strong challenges
- Calculate the impact of actions and words for influencing others
- Organize the involvement of key players to build relationships



Classroom



Managers

Executive Development

Leadership Development Program

The Executive Leadership Development Program is a corporate approach to developing senior leadership capacity for organization success. This program begins with a 360 Leadership Competency Assessment and Organization Climate Survey. This assessment process enables participants to gather confidential feedback about how others perceive them as a leader in demonstrating the competencies, and also their impact as a leader on workplace climate. The program includes nine modules that focus on development of leadership competencies, enabling leaders to:

- Make sound decisions based in ambiguous or risky situations
- Think in strategic terms and understand the effect of external factors
- Provide feedback, mentoring and coaching to develop others
- Position self as the leader
- Communicate a long term vision for the team
- Meet challenging goals while balancing limited resources
- Maintain confidence in dealing with extremely challenging situations
- Use indirect influence to persuade others
- Build a network of contacts to gain support and cooperation



Classroom



Managers

The Role of the Sponsor as Leadership Coach

Leadership Development Program

This program focuses on the role of the sponsor as a leadership coach for participants in the Leadership Development Programs. The single most significant factor in the transfer of learning to the workplace is the role of the sponsor. Graduates from past programs consistently speak to this critical role when sharing their success stories in applying new learning to the workplace. Building on what past participants have communicated as key success factors, the Public Service Commission is offering “Role of the Sponsor as Leadership Coach” to support sponsors in meeting the expectations.

This includes:

- The Leadership Competencies and how they impact leadership and organizational success
- Principles for maximizing the return on your training investment
- Coaching skills for developing the Leadership Competencies
- Tips for career conversations using the career development plan

What does the module involve? This one day program begins with a look at the Leadership Competencies and what they mean for leadership in the Public service. It will focus on practical coaching skills specific to Leadership Competency development. It will focus on practical coaching skills that enable you to maximize performance outcomes while your employee is attending the leadership development program, and upon program completion.

Who is the Target Audience? All sponsors of participants in Leadership Development Programs.



Classroom



Managers

Success Through Managers Program

Program Overview

Managers who inspire people and teams to work together can deliver results and services faster, better, and most cost effectively. In this program, you will gain the skills to structure, measure and improve your management performance. Through practical skill building modules, you will learn about the fundamental responsibilities expected and required of you as a manager. You will learn how to become a leader who is knowledgeable, enabling and able to equip your team with the skills and capabilities to optimize productivity and performance.

Program Highlights: The Success through Managers program begins with a 3-day conference, designed to give an overview of government strategy, policy and process. After the conference participants take a selection of modules which cover the processes managers use through the employment lifecycle.

Program consists of a three-day conference and 12 skill-building modules:

- Change Management (half-day)
- Diversity for Leaders (1 day)
- Employee Assistance Program Training (half-day)
- Financial Management (1 day)
- Information Management, Security, & Privacy (1 day)
- Introduction to Project Management (2 days)
- Investigating Offensive Behaviour (2 days)
- Labour Relations (1 day)
- OHS for Managers & Supervisors (1 day)
- Performance Management (1 day)
- Recruitment & Selection for Hiring Managers (1.5 days)
- Leading a Respectful Workplace (*note - this program is not available until January 2012)

Who Should Attend:

- People new to a manager/supervisor role
- People new to government who manager or supervise others
- Managers and supervisors with up to five years experience
- Those who will be assuming management responsibilities within the next year

Registration: If you are interested in attending this program, have a discussion with your manager/supervisor. Registrations are accepted through a nomination process completed in the spring of each year. Your manager/supervisor would submit your name to your department's human resource division. The number of times the program is offered is dependant on the number of nominations received.



Classroom



Managers

More Learning Opportunities...

Acadie at a Glance

Nova Scotia Heritage

Acadie at a Glance is an interactive workshop created to help government employees better understand and appreciate the cultural identity and heritage of the Acadians and francophones of Nova Scotia.

Content: The workshop illustrates how past and present social, economic, and political issues and events have shaped the Acadian and francophone community of Nova Scotia. The workshop also explains the provincial government's commitment toward the preservation and growth of this community. Practical tools are provided to help you contribute to French-language services development and delivery. Session offered in English. A session is also offered in French: Coup d'œil sur l'Acadie.

Who Should Attend: Employees who want a better understanding of the Acadian culture and French-language services in Nova Scotia.



Classroom



All Employees

Coup d'œil sur l'Acadie

Patrimoine de la Nouvelle-Écosse

Coup d'œil sur l'Acadie est un atelier interactif créé pour aider les fonctionnaires à mieux comprendre et apprécier l'identité et le patrimoine culturels des Acadiens et des francophones de la Nouvelle-Écosse.

Contenu : L'atelier explique comment les enjeux et événements sociaux, économiques et politiques passés et actuels ont façonné la communauté acadienne et francophone de la Nouvelle-Écosse. L'atelier précise aussi l'engagement du gouvernement provincial à favoriser la préservation et l'essor de cette communauté. Des outils pratiques sont offerts pour vous aider à contribuer à l'élaboration et à la prestation de services en français. L'atelier est offert en français et s'adresse aux personnes ayant un niveau de français avancé. Un atelier est également offert en anglais, sous le titre « Acadie at a Glance ».

Qui devrait y assister : Employés qui désirent en connaître davantage sur la culture acadienne et les services en français en Nouvelle-Écosse.

Pour des questions au sujet de l'atelier, joindre Gaston Saulnier au 424-5973 ou saulnigr@gov.ns.ca.



Classroom



All Employees

Computer Application Courses

The PSC Corporate Learning Centre offers **classroom-based** computer software training in:

- MS Word—Introduction
- MS Excel—Introduction
- MS PowerPoint—Introduction

Inquiries: Please direct inquiries regarding classroom-based training to RegistrarTraining@gov.ns.ca or call 424-8384

On-line Learning: A wider range of software training (including intermediate and advanced levels of the three listed above) is available through the Chief Information Office's intranet at:

<https://iweb.cio.gov.ns.ca:44301/Resources/Microsoft%20training%20instructions>

Inquiries: Please direct inquiries regarding on-line software training to the Chief Information Office through the intranet site above.

SAP Training is available by contacting the SAP Service Desk at: SAP@gov.ns.ca



Online



Classroom



All Employees

Conference Board of Canada

The Learning Centre has available the Conference Board of Canada's e-Library. This includes electronic access to all Conference Board research (from 1998 forward). The e-Library is a convenient, one-stop source for information with balanced, independent perspectives on economic trends, public policy issues and organizational performance, and insights into the most pressing issues of the day. Additionally, this resource delivers a Canadian perspective on future trends in human resources through regular outlook reports and strategic information on current human resource management challenges.

Formats for Research: Reports, Briefings, Conference e-Proceedings, e-Presentations, and Recorded Webinars

Who Would Benefit: Organizations and top-level leaders, presidents and CEOs of large organizations, whose knowledge needs are broad, and who want to demonstrate leadership and influence key policy issues.

Access: Contact Norma Williams, Learning & Development Consultant, at (902)424-5311.



Online

French Language Courses

French Language Courses / cours de français

French language courses are offered to help public servants build their French language capacity.

Content: Various levels of French are offered across Nova Scotia during the fiscal year, from beginner to advanced levels, to conversation and writing workshops. Please check LearnNet regularly for a list of courses offered or contact Acadian Affairs at 902-424-0497 or bonjour@gov.ns.ca.

Who Should Attend: Employees who work in French-language services development or delivery.

Inquiries: Acadian Affairs at 902-424-0497 or bonjour@gov.ns.ca.



Classroom



All Employees

Cours de français

French Language Courses / cours de français

Des cours de français sont offerts pour aider aux fonctionnaires à renforcer leur capacité linguistique en français.

Contenu : Divers niveaux de français sont offerts à l'échelle de la Nouvelle-Écosse au cours de l'exercice financier, du niveau débutant au niveau avancé en passant par des ateliers de conversation et des ateliers de français écrit. **Veillez consulter LearnNet régulièrement pour la liste de cours offerts ou communiquez avec les Affaires acadiennes au 902-424-0497 ou bonjour@gov.ns.ca.**

Qui devrait y assister : Employés qui offrent des services en français ou qui contribuent à l'élaboration de ces services.



Classroom



All Employees

It's All Good! An Introduction to Strategies for Youth

Workplace Skill Development

The purpose of the workshops is to increase awareness about the benefits of youth engagement, and introduce strategies to implement and deepen youth engagement in Nova Scotia.

Content:

- Explore and better understand the benefits of youth engagement
- Explore the potential for youth engagement to address some current social problems in NS communities
- Introduce basic youth engagement strategies
- Create opportunities for new idea to emerge in your work by practicing youth engagement

Who Should Attend: Anyone who works with or designs programs and services for young Nova Scotians, or who with community agencies and organizations that serve youth. It will be of interest to policy makers and researchers who seek to reflect youth perspectives in their research and recommendations.

Inquires: Linda Atkinson, Director, Child and Youth Strategy, atkinsli@gov.ns.ca or call 424-3780



Classroom



All Employees

Records Management Courses

Records Management

Records Management courses are facilitated and coordinated by the Chief Information Office, Corporate Records Management. Scheduled courses include a two-day Records Management Fundamentals course and a half-day Records Management Overview workshop.

Content: The Records Management courses are designed to provide participants with an understanding of the corporate records management program. They present an overview of records management principles and practices, provide an introduction to the legislation mandating records management in government, the roles and responsibilities of government employees, and the standards and systems for managing records.

Who Should Attend: Suitable for all those who create, maintain, or work with government records.

Inquires: Additional specialized training courses and workshops can be provided by special arrangement by contacting Kerry Mogg at moggkg@gov.ns.ca or 424-3658.



Classroom



All Employees