

Oakville Learn



classroom



online



resources

**Your one-stop access to a variety
of learning opportunities
and features.**

2019



OAKVILLE

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A message from Human Resources

A New Year, a New Look!

The Human Resources team is excited to introduce our newly rebranded learning program called Oakville Learn! Formerly known as LEADS, Oakville Learn provides one-stop access to a variety of learning opportunities, resources and features to enhance your learning.

Building on the launch of our new Learning Management System (LMS) in 2018 that covered scheduling and enables staff to better manage their learning, we are launching a suite of over 100 e-learning courses to support organizational competencies, skills improvement and information system learning needs. Also, based on feedback from focus groups and course evaluations, several new in-class sessions, lunch and learns and online learning resources have been added.

In addition to the corporate suite of program offerings, departments will now be able to create their own learning sections within the LMS to meet department-specific training needs. This ensures that you will be able to access all of your town learning needs through one site.

Lastly, the tuition assistance and conference, seminar and training processes will soon be managed online through the LMS. This will allow you to make and track requests easily online and simplifies the process for approvals. Stay tuned for more information on these exciting additions in the coming months!

Continuous learning is a key responsibility of each staff member in the town. Ensuring that we continue to build on our competencies and skills directly supports the town's ability to achieve its mission to be Canada's most livable community that enhances the natural, cultural, social and economic environments. Supporting this mission drives what we do, how we do it, and what we need to do in the future. Our success depends on a variety of factors, including the development and maintenance of a high performing organization through continuous learning.

Julie Clarke,
Director, Human Resources

Organizational Learning Principles

Learning principles contribute to how we achieve the town's strategic goals. The town relies on a workforce of well-trained, highly dedicated, innovative and competent employees to serve the constantly evolving needs of the public. Our investment in employee learning and development directly benefits the citizens of Oakville in all we do. Recent research and employee surveys point to a very strong link between individual learning and development, and employee engagement and retention.

We recognize that everyone learns in different ways and it's important to offer training opportunities in a variety of formats. By moving to a blended learning model we are able to offer more diverse and flexible opportunities while leveraging new and emerging technologies.

To support this, we need employees and managers to embrace new opportunities for learning through open discussions, documented learning plans and responsible management of learning budgets. Please keep the 70/20/10 learning framework in mind when reviewing your learning and development needs:



The following learning principles have been identified for the organization:

Creating a culture of learning and development

Creating a culture of learning isn't just about offering training; it is about building and sustaining an environment that inspires and supports employees to pursue professional development in a variety of ways.

Assessing and responding flexibly to learning and organizational needs

Workplace, technological and societal changes can create challenges for employee learning and development. Our flexible approach to corporate learning allows us to respond quickly to the changing needs of the organization and to provide employees with timely, targeted, customized courses and programs.

Embracing innovative tools and technologies

By embracing innovative tools and technologies, the town is able to create a culture of learning and development that meets the ever-evolving needs of the individual and the organization.

What's New!

Oakville Learn gives you one-stop access to a variety of learning opportunities, resources and features to enhance your learning!



Classroom: In addition to some returning favourites, we are excited to offer several new in-class sessions including: Fostering LGBTQ2S Inclusive Environments, High Impact Presentation Skills, Introduction to Project Management, Effective Business Writing and more.



Online: We have partnered with Skillsoft, to bring you a suite of over 100 e-learning courses including: Microsoft Office (i.e. Excel, Word, PowerPoint, etc.), emotional intelligence, communication essentials, career development, and more.



Resources: As we move towards a blended learning approach we will continue to offer a variety of other learning opportunities through videos, podcasts, articles, job aids, and much more.

TIPS: Getting the most out of e-learning!

- **Discuss with your Supervisor** – Before enrolling in any course, discuss it with your immediate Supervisor or Manager to ensure that it is appropriate for your development.
- **Develop a schedule** – With most of the modules ranging from 10 to 60 minutes it can sometimes be difficult to find time to complete the training. Make a plan with your Supervisor or Manager to find suitable times to conduct the online training.
- **Be considerate of those around you** – Using earbuds for online training is a great way to ensure you aren't disrupting those around you. Need earbuds? Contact the Oakville Learn team (oakvillelearn@oakville.ca) to get a pair!
- **Test your knowledge** – Many of the e-learning modules have a quiz at the end to review what was covered. Take a few minutes to test your knowledge as it will help you retain the information you learned.
- **Utilize it as a Job Aid** – The great thing about online training is that you can reference back to it any time that you need. If you need a quick refresh on something you can always refer back to that section in the training module.

Inspiring Leaders Series

Have you ever considered moving into a leadership role? We are excited to introduce the Inspiring Leaders Series to support you with this! This training series is designed to support you in making that transition and start building the foundation for you to succeed in a leadership role.

Departmental Training

This year we will be launching department learning sections on the Learning Management System (Oakville Learn), which is learning specifically dedicated to and administered by each department. Some of the features include departmental specific training, policy sign-offs, ability to upload and manage certificates/licenses, and more!

Tuition Assistance / Conference, Seminar and Training Procedures

The approval process for tuition assistance and attending conferences, seminars and training will be moving online later this year! This will allow you to make and track approval requests online. Paper versions will be available to those who do not have computer access.

Stay tuned for more information on these exciting new additions!

Achieving Success

Making the most of your learning experience

Before enrolling in any training (classroom or online), discuss it with your immediate Supervisor or Manager to ensure that it is appropriate for your development. Approval from your Supervisor or Manager is required prior to registering if the training is to be completed during your regular work day. Below are some tips to support your learning and development needs:

- Consider your individual learning style when reviewing training opportunities as Oakville Learn offers training in a variety of formats.
- When enrolling for classroom training please make sure you are available for the entire time allotted and arrive on time.
- Come prepared – ensure you have completed any pre-work required for your training.
- Be engaged – actively participate, ask questions and be ready to share with others.

These are just a few ways that you can make the most of your learning opportunity!

Eligibility for Enrollment

Enrollment is open to all regular full-time employees. Contract and part-time employees will be considered based on recommendations from their Supervisor or Manager.

Category Framework

To better support your learning and development needs courses have been categorized in the following framework:

- Achieve Results
- Collaboration and Partnerships
- Innovative Solutions and Ideas
- People
- Personal Leadership
- Resources and Financial Accountability
- Strategic Thinking
- Information Systems (IS)
- Corporate Health, Safety and Wellness
- Inspiring Leaders Series

Registration Process

Once you have spoken to your Supervisor or Manager about a training opportunity you can register online through the Learning Management System (Oakville Learn). Once your registration has been approved online you will receive an email confirmation of your enrollment.

If you do not have access to a computer but would like to attend a course, please contact the Oakville Learn team at ext. 3245 or visit us at: Town Hall – Human Resources Department, 1225 Trafalgar Road, Oakville, ON.

Regular updates on Portico will be provided highlighting upcoming learning opportunities, as well as print communication for those without computer access.

Course Dates and Locations (Classroom Sessions)

As session dates and locations change throughout the year we ask that you always refer to the Learning Management System (Oakville Learn) for the most up to date information.

Course Evaluations

After attending classroom training you will be emailed a link to the course evaluation. The evaluation is confidential, easy to complete and will help us learn more about your experience. Evaluations ensure the continuation of quality and relevant learning opportunities. As you will see with some of this year's offerings, we pay attention to the feedback you provide us and make changes based on your comments.

Cancellations/No Show Fees

Please provide at least 10 business days' notice if you are unable to attend a classroom session. This allows employees on the wait list the opportunity to attend. Advance notice of cancellations also gives us the option to move/cancel the session without recourse from our vendors.

Departments of participants who register and do not show up for training or cancel with less than two business days' notice will be charged at a rate of \$175 for full-day sessions and \$100 for half-day sessions.

Cancellations can be completed online through the Learning Management System (Oakville Learn) or by contacting Raji Sangha, HR Associate - Learning and Development at ext. 3245 / raji.sangha@oakville.ca. Alternatively, you can contact us at oakvillelearn@oakville.ca.

Wait lists

Is a session that you are interested in full? Request to be placed on the wait list through the Learning Management System (Oakville Learn). This will automatically register you if space becomes available in the session. The wait list works on a first come, first served basis.

Training History

Want to know which courses you have attended or completed in the past? You are able to view your full training record by visiting the Transcript page under the My Learning tab in the Learning Management System. Courses taken prior to 2018 will be listed in Workspaces.

We heard you!

You asked, we listened! Thanks to the feedback we received from course evaluations and focus groups, a number of courses are offered this year that you said were important to your learning and development. These sessions are marked with this stamp ✓ throughout the catalogue.

Fitness option

We are continuing our fitness option again this year. Oakville Learn participants are able to take advantage of the Fitness Centre located at QEPCCC free of charge on the date of their training! So pack your gym bag and take advantage of this facility before or after your training session.

Participants taking advantage of this offer must contact Raji Sangha in Human Resources at raji.sangha@oakville.ca or ext. 3245 to complete the health declaration form prior to their scheduled training date.

Achieve Results

In-Class Training



Conflict Resolution ✓

Is conflict good or bad? Think of where you learned to handle conflict? Have your skills increased through work experience, or are you still using conflict resolution skills that may not be working? This session will discuss the nature of conflict, good and bad; and will focus on conflict at work or at home, conflict with internal and external customers and working in a team environment. Open communication is the foundation for effective conflict resolution.

Date/Location: Wednesday, April 10, 2019, Palermo Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Pat Spiteri, 3D Consulting

Target audience: Open to all employees

NEW! Effective Business Writing ✓

This full-day session will teach participants the key elements and principles involved in writing clearly and concisely. You will learn how to organize your thoughts, determine your purpose, use an appropriate writing style, and prepare professional documents in order to communicate your thoughts and ideas effectively.

Date/Location: Thursday, April 25, 2019, Bronte Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Sue Graham, The Business Enhancement Group

Target audience: Open to all employees

NEW! High Impact Presentation Skills ✓

This interactive workshop will provide participants with a better understanding of the overall presentation process, explore techniques to be better prepared to present and identify best practices to captivate an audience. **This workshop series is delivered over two half-day sessions and participants must be available to attend both days.** The workshop is designed to be informative, interactive and fun! Active participation will be required from those attending as participants will be required to conduct at least two presentations as part of the workshop.

Dates/Locations:

Wednesday, May 1 & May 8, 2019, Palermo Room, Town Hall

Wednesday, October 2 & October 9, 2019, Program Room 3, QEPCCC

Time: 9 a.m. to 12:30 p.m.

Instructor: Dawn Braddock, The Business Enhancement Group

Target audience: Open to all employees

NEW! Introduction to Project Management ✓

This full day workshop will introduce participants to fundamental project management concepts, including the four critical stages of project development: concept, planning, implementation and completion. This workshop will also explore the role of the project manager and the skills required to successfully manage a project.

Dates/Locations: Tuesday, April 9, 2019, Palermo Room, Town Hall
Thursday, November 14, 2019, Bronte Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Pat DeMers, Excel Thru Learning

Target audience: Open to all employees

Making Meetings Pop! ✓

This session is for anyone who wants to make meetings more engaging and dynamic. The focus is on the practical application of tools for improving meeting outcomes. Covering everything from 'icebreaker' exercises, to situational assessments, to techniques for idea generation, action sequencing and solution evaluation. This is a learning/training experience to help anyone who needs to design or facilitate meetings (both internal and external) to make them as productive as possible. This full-day session will help you expand the different tools you can use to make your meetings pop!

Date/Location: Tuesday, October 8, 2019, Palermo Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Glenn Pothier, GLPi

Target audience: Open to all employees

Successful Verbal Communication ✓

In this full day engaging workshop you will learn the fundamentals of successful verbal communication. Identify communication myths, eliminate jargon, isolate commonly confused words, explore the role of perception, practice a proven communication model called L.A.E.R., and discover body language techniques. There is also an opportunity to conduct a personal assessment around preferred communication styles. By the end of the day you will have sound techniques to send a clear and consistent verbal message and improve overall communication.

Date/Location: Wednesday, November 20, 2019, Palermo Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Dawn Braddock, The Business Enhancement Group

Target audience: Open to all employees



Business Writing and Grammar Essentials

Editing and Proofreading Business Documents ✓

Length: 30 minutes

Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? This course describes how to edit and proofread effectively, covering key areas, such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes to watch out for.

Getting the Details Right: Spelling Basics

Length: 30 minutes

Spelling errors are all too common. Knowing the rules, as well as the exceptions, when it comes to details like spelling can help you write clearly without errors. This course explains how to spell words with prefixes and suffixes, and how to form the plural and possessive forms of words. It also covers general rules on how to spell correctly and presents tips to help you become a better speller.

Troublesome Words and Phrases: Common Usage Mistakes in Writing

Length: 30 minutes

The many nuances and conventions in the English language make it diverse and interesting but sometimes difficult too. It's a good idea to familiarize yourself with some of the most common errors of usage. This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. It also covers verbs that are often misused.

Using the Parts of Speech

Length: 30 minutes

The parts of speech are the building blocks of sentences, so learning about them can help you skillfully combine words into meaningful sentences. This course describes the eight parts of speech and shows how to use them effectively and correctly.

Improving Your Personal Productivity

Maximize Your Productivity by Managing Time and Tasks ✓

Length: 20 minutes

The amount of time available to you is constant – you can't buy more and you can't save it for later. What you can do is increase your productivity – the value you produce in the time you have. The better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about managing tasks in a way that maximizes your productivity. You'll discover the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. You'll learn about the process of "chunking" your time and the principles of efficient scheduling. You'll also learn about the different types of to-do lists and how to use them effectively.

Organizing Your E-mail ✓

Length: 30 minutes

E-mail has dramatically increased the volume of communication and the amount of information that the average employee needs to process every day. To keep up, you must sort, file, respond to, or delete every e-mail that comes to you during a business day. This course introduces techniques for managing e-mail effectively. It covers tips on how to use folders and filters to organize e-mails for increased efficiency, as well as guidelines on what e-mails to delete. The course also gives direction on how to recover important information should you lose an e-mail.

Skills for Communication Success

Asserting Yourself in the Workplace

Length: 15 minutes

Asserting yourself at work means more than pursuing your personal agendas. Often, it serves to benefit your project teams and your organization at large. This course explores the fine line between assertiveness, aggression, and passive-aggression.

Making an Impact with Non-verbal Communication ✓

Length: 25 minutes

To our earliest ancestors, non-verbal communication was communication! The primitive parts of our brains are still wired to respond automatically when we're afraid, threatened, disgusted, surprised, or happy. We've come a long way in our development and understanding of our brain's ability to respond and communicate in valuable, non-verbal ways. In this course, you will find out how our attitude, posture, gestures, facial expressions, and tone have great impact on our communication.

Planning an Effective Presentation ✓

Length: 30 minutes

Concern about the impact of a presentation can inspire presenters to raise their game, enabling them to get the desired results. A presentation can be immeasurably improved if the presenter devotes sufficient time and attention to planning. In this course, you'll learn how to define and understand your audience's characteristics, knowledge, needs, and responses. You'll also learn how to organize your presentation's timing, purpose, key points, and approach. Finally, you'll learn about different presentation methods and when they're most effectively used.

Using Active Listening in Workplace Situations ✓

Length: 35 minutes

Active listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener.

Collaboration and Partnerships

In-Class Training

Defusing Difficult Situations ✓

This workshop assists you in responding effectively to the warning signs and various stages of a crisis while demonstrating how important it is for staff to manage their own stress, anxieties and emotions when confronted with these challenges. You'll learn comprehensive and easy-to-apply techniques that will generate the necessary confidence to evaluate risks and deploy defusing strategies applicable to behaviours.

Date/Location: Tuesday, May 7, 2019, Multi-Purpose Room 1, QEPCCC

Time: 9 a.m. to Noon

Instructor: Steve Hall, Safety Consultant Services

Target audience: Open to all employees

Exceptional Customer Service ✓

Customer service skills are important for growth in any organization. Without customers, most of us would not have a job. Some people have personalities that work well with most people while others have to work at developing people skills. Customer service skills are needed to successfully complete any customer interaction whether it is in person, via phone or online. These skills are not directly measurable such as active listening, taking ownership and treating the customer with dignity and respect.

Date/Location: Wednesday, September 11, 2019, Bronte Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Pat Spiteri, 3D Consulting

Target audience: Open to all employees

Public Engagement Lunch & Learn - Tips and Techniques from your Colleagues

Attend this one hour session to hear from a panel of your colleagues about their experiences with public engagement – what worked, what they learned and different techniques they used.

Date/Location: Thursday, March 21, 2019, Trafalgar Room, Town Hall

Time: Noon to 1 p.m.

Instructor: Rebecca Brookes, Supervisor Strategic Initiatives and various internal staff

Target audience: Open to all employees

E-Learning Training



Being an Effective Team Member ✓

Length: 30 minutes

This course covers strategies and techniques to help you become a more effective and valued member of your team. You'll explore ways to adopt a positive mindset and take a proactive role on a team, so that you can make a significant contribution.

Building Blocks of Building Trust

Length: 30 minutes

Can I trust you? This is what others may ask, often silently, when they work and engage with you. It's also what you ask about another person as well. In this course, you'll explore what makes you and others trustworthy, how to demonstrate trustworthiness, and the importance of extending trust to receive trust.

Building the Foundation for an Effective Team ✓

Length: 30 minutes

The way in which a team is built is an important factor in determining team success. In this course, you'll learn about the five stages of team development and strategies for selecting high-performing team members most suited for your project or team. You'll also learn about laying the foundation for a successful team, including setting team goals, assigning roles to individual team members, and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance.

Confronting Your Assumptions

Length: 25 minutes

Assumptions are necessary to help us make sense of our world. This course defines what assumptions are, describes how different kinds of assumptions may be challenged, and covers the importance of seeking out other people's perspectives.

Controlling Conflict, Stress, and Time in a Customer Service Environment ✓

Length: 30 minutes

Working in a customer service environment can be challenging. In this course, you'll learn how to identify and resolve conflict, negotiate with customers, develop strategies to better manage time and stress, and explore how a positive approach and attitude can benefit customer interactions and bring them to a satisfactory conclusion.

Cultivating Relationships with Your Peers

Length: 20 minutes

Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and for your organization. This course explores how you can identify the peers in your organization who are especially important in meeting your goals and how to develop and maintain solid, mutually beneficial relationships with these people.

Effective Team Communication ✓

Length: 30 minutes

It's vital to maintain open, effective communication on a team. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective listening is vital too. So you'll also learn about specific active listening techniques that can help you be a better listener.

Innovative Solutions and Ideas

In-Class Training



Leading Innovation Teams

This session is about helping you and your team/department to unleash innovative thinking and creative potential – whether your challenge is solving problems, exploring opportunities or simply working smarter. This session will help you master productive thinking disciplines that get results, get to the heart of issues and solve the right problems with workable solutions, and apply an expanded repertoire of productive thinking tools and techniques.

Date/Location: Thursday, June 6, 2019, Trafalgar Room, Town Hall

Time: 9 a.m. to 4 p.m.

Instructor: Glenn Pothier, GLPi

Target audience: Open to all employees

Lean 101: Lunch and Learn ✓

Attend this one hour session to receive a basic awareness to Lean and its applicability within municipalities. This session covers Lean principles and benefits, the concepts of value and waste and ways to apply Lean on the job.

Dates/Locations: Wednesday, March 27, 2019, Palermo Room, Town Hall

Wednesday, September 18, 2019, Palermo Room, Town Hall

Time: Noon to 1 p.m.

Instructor: Laura-Lee Branco, Leading Edge Group

Target audience: Open to all employees

Lean White Belt Training ✓

This full day session provides a basic introduction to Lean thinking and how it can be applied within municipalities. This session will cover Lean benefits and key Lean practices including: 5S, visual workplace, standard work, single piece flow and layout improvement. Participants will identify specific processes in their organization where they see an opportunity to implement Lean improvements.

Dates/Locations: Wednesday, May 15, 2019, Palermo Room, Town Hall

Wednesday, October 23, 2019, Program Room 3, QEPCCC

Time: 9 a.m. to 4 p.m.

Instructor: Laura-Lee Branco, Leading Edge Group

Target audience: Open to all employees

The Art of Brainstorming and Facilitation

Are you looking for ways to provide better customer service, solve a problem, improve a process or facilitate a meeting? This workshop encourages creative and outside-the-box thinking. This session will provide participants with a sample of structured approaches to stay focused and on topic, while generating ideas. This session requires active participation and includes a take-away toolkit.

Dates/Locations: Tuesday, March 5, 2019, Trafalgar Room, Town Hall
Thursday, October 17, 2019, Palermo Room, Town Hall

Time: 9 a.m. to Noon

Instructor: Simon Stafford, Organizational Development Consultant

Target audience: Open to all employees

The Art of Great Storytelling ✓

This session is a combination of learning an ideal messaging formula and getting the chance to master it through roleplaying sessions, coaching and feedback. This course is designed for team members at any stage of their careers. What many people do not realize is that any role in an organization will benefit from better communication skills.

Date/Location: Thursday, May 30, 2019, Multi-Purpose Room 1, QEPCCC

Time: 9 a.m. to Noon

Instructor: Danny Pehar, Pehar Consulting

Target audience: Open to all employees

E-Learning Training

Introduction to Lean ✓

Length: 60 minutes

This course provides a high-level introduction to Lean, its core values and benefits. It covers the five Lean principles and explores the concepts of waste, by providing examples of how employee activities can be viewed through the lens of the customer or resident.

Module 1: Introducing Lean	25 minutes
Module 2: Lean Principles	20 minutes
Module 3: Identifying Waste	15 minutes

Unleashing Personal and Team Creativity

Length: 30 minutes

It can be especially difficult for individuals to express themselves freely and interact in teams. This course describes personal barriers to creativity and how to overcome them. It provides strategies for enhancing and promoting creativity in the workplace and explores techniques for fostering creativity in teams, including brainstorming and role playing.

People

In-Class Training



High Functioning Team Engagement ✓

This session will explore the elements needed to build a cohesive high functioning team as well as the ways to getting and keeping teams engaged. It is important to foster a positive, trusting environment for your team and this session will help you develop techniques to ensure this happens.

Date/Location: Wednesday, March 20, 2019, Multi-Purpose Room 1, QEPCCC

Time: 9 a.m. to 4 p.m.

Instructor: Dawn Braddock, The Business Enhancement Group

Target audience: Open to all employees

E-Learning Training



Building Upward Relationships

Length: 15 minutes

Winning the confidence of those more senior to you requires understanding your organization and their expectations and preferences. It also requires forthright communication, authenticity, and respect. This course examines possible strategies for building upward relationships.

Maintaining a Cohesive Multigenerational Workforce

Length: 35 minutes

To manage a multigenerational team, you need to understand the diversity of your employees. If you tap into the potential of this diversity, you'll create a more productive, collaborative, and innovative work environment. In this course, you'll learn about the generational differences in approaches to work and communication.

The Reality of Being a First-Time Manager ✓

Length: 25 minutes

Most new managers don't realize how much their new role differs from that of an individual contributor. This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.

Personal Leadership

In-Class Training



NEW! Fostering LGBTQ2S Inclusive Environments

This is a workshop focused on raising awareness and building knowledge of LGBTQ2S communities and the barriers to full participation that LGBTQ2S people often face. As a participant, you will learn to identify respectful and affirming language as well as to challenge homophobic and transphobic language and behaviour. You will build knowledge of how the Ontario Human Rights Code protects people from discrimination based on gender identity, gender expression, sex and sexual orientation. You will discuss internalized, interpersonal, cultural and systemic discrimination, some of the common barriers faced by LGBTQ2S people and practice effective responses in providing affirming services and programs. Finally, you'll work collaboratively to share ideas and strategies for short-term and longer-term action back in the workplace, making direct use of Creating Authentic Spaces resources and tools.

Dates/Locations: Thursday, April 4, 2019, Palermo Room, Town Hall
Tuesday, September 24, 2019, Trafalgar Room, Town Hall

Time: 1 p.m. to 4 p.m.

Instructor: The 519 – facilitator to be confirmed

Target audience: Open to all employees

NEW! In The Fog of Change ✓

This session cultivates ideas of personal renewal and emphasizes that more often than not we are a product of our choices rather than our circumstances. It helps participants to learn to cope with the surprises in life and work. It also encourages individuals to seek the opportunities in change when they may be disguised as problems and to commit to reinventing themselves in the face of uncertainty and risk.

Date/Location: Thursday, June 20, 2019, Trafalgar Room, Town Hall

Time: 9 a.m. to Noon

Instructor: Sherry Campbell, Sherry Campbell Group

Target audience: Open to all employees

Resume Writing

This session will give you an overview of the different types of resumes (chronological, functional, hybrid) including the advantages and disadvantages of each. You will be able to identify the format that would work best for you. Using a template provided, participants then craft a resume highlighting their key strengths and achievements.

Date/Location: Tuesday, November 26, 2019, Program Room 3, QEPCCC

Time: 9 a.m. to Noon

Instructor: Robert Harris, Robert Harris Resources

Target audience: Open to all employees

Interviewing Skills

This session prepares employees to handle interviews more effectively, including what to do before, during and after the interview. Participants will be able to apply course information to real workplace opportunities. We'll discuss interviewing challenges such as dealing with difficult questions, minimizing nervousness, how to best answer questions, preparing effectively before an interview, and closing the interview.

Date/Location: Tuesday, November 26, 2019, Program Room 3, QEPCCC

Time: 1 p.m. to 4 p.m.

Instructor: Robert Harris, Robert Harris Resources

Target audience: Open to all employees

Managing Workload Stress ✓

This half-day workshop will help participant's better cope with the stressors that are outside of their control (building resilience, energy and engagement). In this session, you'll learn about:

- Building resilience to stress, both physically and emotionally, through recreation and relationships. A practical exercise to create more "me-time".
- Understanding and applying mindfulness techniques.
- Best practices to foster positive energy and reduce negative energy sources.
- Designing a daily reflection exercise that works for you.
- Examining the potential negative effects of too much technology in our lives and options for creating your own "digital detox".
- Reframing and taking the pressure off. Examining the way we put pressure on ourselves (i.e. I should be able to get everything done and make everyone happy). Identifying mind-sets and assumptions that aren't necessarily valid and in fact work against the interests of our customers, our organizations and ourselves.
- One of the root causes of stress is a feeling that "we're not getting anywhere". Examining our personal goals (including self-development) and creating an action plan to get back on track by raising self-esteem, fostering a sense of control in our lives and reducing stress.

Date/Location: Tuesday, June 11, 2019, Palermo Room, Town Hall

Time: 9 a.m. to Noon

Instructor: Doug Heidebrecht, Sun Mountain Self-Management

Target audience: Open to all employees

E-Learning Training



Achieving Emotional Intelligence

Navigating Other People's Emotions

Length: 25 minutes

Organizational and interpersonal dynamics will continually challenge your emotional intelligence. In this course, you'll learn how to recognize emotional awareness, listen to and empathize with others.

Navigating Your Own Emotions

Length: 30 minutes

No one else is responsible for our emotions; we own them, and we must know how to handle them. In this course, you'll learn about the science of emotion and techniques for becoming emotionally self-aware and managing your emotions.

Developing Your Career

Building Your Professional Network

Length: 25 minutes

A key factor in advancing your career is using good communication skills to build strong professional relationships and maintain an effective business network of contacts. This course provides you with the essential communication skills required to establish a business network and includes strategies for building rapport with new contacts during networking opportunities. It also covers best practices for maintaining your network so that business contacts can help you achieve your career goals.

Developing a Plan to Further Your Career ✓

Length: 30 minutes

The whole notion of what a career is has changed. You are now responsible for making your own career choices, and it's not always clear which way offers the straightest path toward your goal. This course guides you through the process of taking inventory of your values, interests, skills, and needs. Then based on these findings, you can determine your strengths. This course also provides tips on how to deal with any weaknesses that are holding you back. You will also learn how to develop and implement your action plan to further your career.

Establishing Self-Confidence in Life ✓

Length: 25 minutes

Healthy self-confidence is critical for success in your life, and not just your personal life, but professional as well. When the people you interact with in daily life sense that you don't feel confident in yourself, they may not feel confident in you either. In this course, you'll learn what's meant by 'self-confidence,' and the behavioural indicators of low and healthy self-confidence levels. You'll also learn how to perform a personal analysis of your current self-confidence levels, so you know which areas to work on. Finally, you'll discover real-world techniques you can use for building and maintaining healthy self-confidence levels.

Take a Deep Breath and Manage Your Stress ✓

Length: 20 minutes

If you find you're constantly adding items to your never ending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. This course explains the physiological, behavioural, and psychological signs and symptoms of stress and where it can come from. The course outlines strategies for dealing with stress and avoiding burnout. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques such as breathing and meditation to help you cope.

Uncovering and Utilizing Your Talents and Skills

Length: 20 minutes

We all have individual talents and skills that make us unique in some way, but you may not be aware of your own skills, or how to use those skills to improve many areas of your life. In this course, you'll learn what is meant by talent and skill, and why it's important to understand what talents you possess. This course also covers techniques for identifying your unique capabilities, and outlines what you should include in a talent action plan to fully utilize and develop your key talents and skills.

Diversity and Inclusion

Bridging the Diversity Gap

Length: 30 minutes

Without diversity in the workplace, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within the organization who carry out the mission of the organization. This course focuses on what diversity is, how to leverage the diversity within the organization, and the barriers that must be overcome to create a diversified working environment.

Gender and Leadership

Length: 20 minutes

While women are very much a minority at the highest levels of leadership, more women hold leadership positions now than ever before in our history. What are the obstacles that women face on their path to leadership? This course will examine the issues facing women leaders and you'll learn about how to change your personal views to help overcome these issues, including why gender still matters. You'll also learn how to develop competence, confidence, and a personal brand.

Understanding Unconscious Bias

Length: 25 minutes

Increasing focus on the importance of diversity in the workplace has shed light on another concept: unconscious bias. Though it's rooted in human nature, it's important to understand what unconscious bias is in order to overcome it and build strong, diverse teams. In this course, you'll learn about the different kinds of unconscious bias and how to recognize them in action. You'll also learn about the importance of addressing unconscious bias in the workplace.

Resources and Financial Accountability

In-Class Training



Budget 101

This course is designed to assist employees in understanding the proper way to prepare a budget and the town's budgeting process. The course focuses on answering three key questions: What is budgeting? Why do we budget at the town? And how do we budget at the town? A budgeting exercise is also included in the course. This course should be taken by all new management and anyone who is involved in the budget process. The course can be customized based on what is relevant for each department or group.

For more information, contact Catherine Hewitson, Manager, Financial Planning and Policy.

Finance 101

This course is designed to assist you in understanding the functions and services available within the Financial Operations and Financial Planning departments. Each department will explain their corporate role and policies and procedures as they relate to financial management, compliance, governing legislation, and roles and responsibilities. We will also explain how we can help support your department and the services you provide. We will review how our centralized processes work, and the inputs which are required from departments. This course can be customized based on what is relevant for each department or group.

For more information, contact Jon van der Heiden, Interim Director, Financial Operations.

Purchasing 101 Compliance

This course is mandatory for any new employee or existing employee who moves into a position which duties require them to make purchases on behalf of the town. This is also a good refresher for existing employees. We will cover the requirements of the purchasing by-law and other trade agreements that are mandated by the provincial and federal governments and discuss the various procurement processes and compliance with the purchasing by-law.

For more information, contact Kathy Wyatt, Manager, Purchasing and Risk Management.

CIS CAM (Capital Asset Management)

This is a hands-on course for those who require skills in creating, planning, approving and purchasing from work order/scheduling/dispatching and completion of a work order. The session includes set-up and understanding of the preventive maintenance module. In addition, training on tablets used in the field is available.

Pre-requisites: CIS System Basics, Purchasing 101 Compliance

For more information, contact Shawn Boast, Manager, Asset Management.

CIS System Basics

This is a hands-on course for those who require skills in navigating and understanding basic functionality of CIS (Corporate Information System) such as adding/deleting favourites, customizing grids, searching for records, exporting and importing data to Excel/Word and working with attachments. There is new functionality with regard to customized queries and watch lists which can be set up as management tools to monitor outstanding orders, work orders, etc. This course is a pre-requisite to other CIS courses.

For more information, contact Agnes Goddard, Application Support Analyst or Tony Villanueva, Application Support Analyst, Information Systems.

CIS General Purchasing

This is a hands-on course for those who require skills in creating, reviewing, revising and receiving purchase orders in CIS (Corporate Information System). This course will also provide an overall understanding of how the purchasing module helps as a tool to assist employees in maintaining compliance to the purchasing by-law, and tracking their commitments in CIS. Included in this session is a 20-minute segment on purchasing compliance requirements which is required before access to CIS is granted.

Pre-requisite: Purchasing 101 Compliance

For more information, contact Agnes Goddard, Application Support Analyst or Tony Villanueva, Application Support Analyst, Information Systems.

CIS Managers Training

This course exposes you to the online tools available through CIS that departments can use to get the information they need to manage their actual charges or revenues, compare budgets to actual spending and provide transactional detail. You will learn how to view variance reports online in various formats to allow you to drill down to transactional detail and invoice copies. This course also offers basic capital project, human resource, accounts payable, accounts receivable, and asset management functionality training. The course has a hands-on training exercise which will be customized to meet employee and departmental needs.

For more information, contact Jon van der Heiden, Interim Director, Financial Operations.

CIS/FMW Capital Project Management

This is a hands-on course for those who manage capital projects. This course will ensure you understand the full life cycle of a capital project, from reviewing asset replacement forecasts, inputting capital budget and forecasts into Financial Managers Workbench (FMW), monitoring variance reporting in CIS, capital project variance reviews, seeking approvals for funding shortfall or overages, project closures and asset capitalization, plus ongoing management of corporate asset inventories for audit.

For more information, contact Mark van Tonder, Capital Project Integrity Analyst or Adam Derewonko, Financial Analyst/Capital.

FMW System Training

This course will provide hands-on training for the FMW budgeting system and various modules. This course will ensure employees understand when and how to input the required budget information into the FMW system by reviewing the operating and capital budget modules, projection views, and reporting.

For more information, contact Catharine Hewitson, Manager, Financial Planning and Policy.

E-Learning Training



Becoming an Accountable Professional

Length: 30 minutes

Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future.

Developing a Personal Accountability Framework

Length: 25 minutes

Taking responsibility for meeting your objectives, including deadlines and work targets, is an important component of good business etiquette and demonstrates your professionalism. While it can be difficult at times, being accountable for delivering on your objectives shows you are reliable, organized, and dedicated to your work. In this course, you'll learn about the importance of personal accountability. You'll also learn strategies for developing a personal accountability framework by setting goals, developing an action plan, managing priorities, and staying focused and energized.

Strategic Thinking

E-Learning Training



Critical Thinking

Length: 15 minutes

Critical thinking is useful for examining an issue or problem logically. This course explores applying the critical thinking process. You will be presented with a scenario for which you will look at various solutions to address the challenges presented in the module.

Managing Goals

Length: 15 minutes

Goal setting provides opportunity for both personal and professional development. This is a course that focuses on creating effective goals for both managers and their employees. You will be presented with a scenario for which you will look at various solutions to address the challenges presented in the module.

Using Strategic Thinking to Consider the Big Picture ✓

Length: 30 minutes

Big-picture thinking stretches beyond the short term and considers how an organization can succeed in the longer term. This course describes how the idea of systems thinking can help you elevate your perspective, become skillful at making sense out of opposites and contradictions, and better understand cause and effect while managing your department. It also explains actions you can take to encourage big-picture thinking and how understanding the organizational value chain can help you connect to the organization's strategy and strategic plans and implement them more effectively.

Information Systems (IS)

E-Learning Training



Online training modules are now available covering several Microsoft Office applications and IT Security. These courses can be accessed from the Information Systems catalogue section on the Learning Management System.

If you require training or support on an application not listed here please contact the Help Desk at ext. 4357.

Microsoft Office 2016: Excel - Beginner

Creating, Editing, and Saving Workbooks	60 minutes
Formatting Data	55 minutes
Data Presentation Strategies	50 minutes
Formulas and Functions	70 minutes
Charts, Tables, and Images	60 minutes

Microsoft Office 2016: Excel - Intermediate

Customizing Views, Styles, and Templates	60 minutes
Creating Custom Visual Effects	55 minutes
Working with Data	60 minutes
Macros and Advanced Queries	70 minutes
PivotTables and Advanced Charts	50 minutes
Share, Review, and Collaborate	60 minutes

Microsoft Office 2016: PowerPoint - Beginner

Introduction to the Interface and Basic Tasks	60 minutes
Modifying and Formatting Slides	60 minutes
Formatting Text Boxes and Working with Graphic Content	55 minutes
Working with Graphic, Audio, and Video Content	60 minutes
Constructing and Modifying Tables and Charts	55 minutes

Microsoft Office 2016: PowerPoint - Intermediate

Creating Photo Albums, Sections, Transitions, and Animations	40 minutes
Using Hyperlinks, Actions, and Comments	50 minutes
Using Slide Show Presentation Tools	45 minutes
Customizing Proofing and Default Options	60 minutes
Sharing and Protecting Presentations	50 minutes
Exporting Presentations and Compressing Media	50 minutes

Microsoft Office 2016: Word - Beginner

Working with the Interface and Performing Basic Tasks	60 minutes
Formatting Text	75 minutes
Customizing Options and Using Document Views	40 minutes
Creating and Formatting Tables	30 minutes
Headers, Footers, Page Numbering, and Layout	40 minutes
Using the Navigation Pane and Creating Lists	30 minutes

Microsoft Office 2016: Word - Intermediate

Using Illustrations, Styles, and Themes	60 minutes
Designing and Formatting Illustrations	55 minutes
Advanced Table Customization	45 minutes
Maintaining, Protecting, and Reviewing Documents	55 minutes
References, Proofing, Mail Merges, and Forms	70 minutes
Sharing and Collaborating on Documents	60 minutes

Microsoft Office 2016: Visio - Beginner

Getting Started with Visio 2016	40 minutes
Creating and Managing Diagrams	55 minutes
Designing and Enhancing Diagrams	50 minutes
Collaborating, Evaluating, and Saving Diagrams	40 minutes

Microsoft Office 2016: New Features

Features in Office 2016, PowerPoint, Excel, Visio, Project and Access, OneNote 90 minutes

New and Improved Features in Office 2016, Word and Outlook 60 minutes

Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content 70 minutes

Configuring Lists, Libraries, E-mail, and Announcements 60 minutes

Managing Templates, Views, and Versioning 60 minutes

Managing Web Parts, Users, and Groups 60 minutes

Using and Configuring Search 60 minutes

Workflows, Collaboration, and Analysis 60 minutes

Microsoft Office 2013: SharePoint for End Users

Navigating, Lists, Libraries, Alerts, and Document Sets 45 minutes

Community Sites, Search, and Office Integration 45 minutes

Security: IT Security for End Users

IT Security Fundamentals 60 minutes

Using Corporate Devices Securely 60 minutes

Desktop GIS

This course is designed for new data editors, as well as a refresher for existing editors. During the class we will review desktop basics, as well as simple editing and more complex editing.

Topics include: Access Data, Data Queries, Symbolizing data, Basic Editing, Advanced Editing.

For more information, contact Frank Goehner, Supervisor of Business Solutions and Analytics, Strategic Business Services.

Introduction to Web Maps

Designed for all staff that need to use our internal web mapping, we will spend time learning how to navigate, search, and find data on our web mapping GIS system.

Topics include: Navigation, Search, Map Themes, Creation of Notifications and mailings, Integration to AMANDA, Integration to FMW.

For more information, contact Frank Goehner, Supervisor of Business Solutions and Analytics, Strategic Business Services.

Electronic Agenda Management System (EAMS)

This hands-on half-day course is intended for employees who prepare reports for Council, Planning and Development Council, Administrative and Community Services Committees, Budget Committee, Heritage Advisory Committee and Site Plan.

For more information, contact Kathy Patrick, Manager, Council and Committee Services for one-on-one training or course dates.

Corporate Health, Safety and Wellness

Health and Safety training dates to be determined – training will be scheduled as required by departments and the various Joint Health and Safety Committees.

Note: Individuals need to contact John Wong at john.wong@oakville.ca or ext. 3246 as soon as possible as these classes fill up quickly.

Health and Safety Certification 1

This is a three-day course and **participants will require approval from their supervisor and/or town's Joint Health and Safety Committee to attend.**

The Occupational Health and Safety Group based out of London, Ontario are the training providers for a large portion of Ontario. The following topics will be discuss:

- IRS
- The Occupational Health and Safety Act
- Due Diligence
- JHSC Responsibilities
- Recognizing, Assessing and Control Restaurant and Food Prep Hazards
- Workplace Inspections
- Accident Investigations

Dates: To be determined.

Health and Safety Certification 2

This is a two-day course and participants will need to have successfully completed Health and Safety Certification 1 to attend. The following topics will be discuss:

- Introduction and Hazard Assessment Review
- Chemical and biological hazards
- Workplace stress and violence
- Ergonomics and material handling
- Slips, trips and falls
- Emergency response
- Confined space
- Traffic, lifting devices and pedestrians
- Noise
- Machine guarding and lockout

Dates: To be determined.

Standard First Aid – CPR (C)+AED

Comprehensive two days of first aid training for workplace staff. Topics include emergency scene management, shock, unconsciousness, fainting, choking, bleeding, wound care, burns, medical conditions and bone/joint injuries. Please note that course enrollment is limited to 20 participants.

Dates: To be determined.

Target audience: Open to all full time employees with supervisor approval or as requirement by your supervisor

Ladder Safety Awareness

This is a one and a half hour session that is mandatory for all staff that use a ladder and have not had ladder safety training before. Topics include:

- Relevant Legislation
- Causes of Ladder Accidents
- Understanding the Hazards of Ladder Use
- Pre Use Inspections
- Safe Work Procedures

Dates: To be determined as required.

Fall Harness Inspection Review

In this two hour training, staff will learn how to do their annual fall equipment review. You will be required to bring your harness to the session.

Dates: To be determined as required.

Confined Space Awareness Training

By the end of this two hour course, participants will be able to:

- Explain the definition of a confined space
- Outline the elements of a confined space program (hazard assessment, entry plan, and permit)
- Identify hazards, controls, and rescue requirements
- Explain the responsibilities of workplace parties
- List the requirements for documentation

The course content is based on the Ministry of Labour Confined Space Guidelines and Ontario Regulation 632/05 Confined Spaces.

Dates: To be determined.

Confined Space Training

This one day course is required for staff that enter confined space to work. It is mainly designed for confined space entry for Roads, Parks, Traffic and Facility staff. This course will cover the following topics:

- Legislation review, including definition of what is a confined space
- Review the procedures required by the Town to assess the confined space condition, the risk and hazards of the confined space, how to monitor the ongoing condition to allow our staff to work in the confined space area.
- Complete the confined space entry plan and the permit
- The equipment required
- The emergency procedure and the rescue plan
- Inspection of all the equipment required and being an competent person in exercising these procedure and using the equipment
- Demonstration the efficiency of using the equipment and the plan in entering, working and exiting the confined space area.

Note: Staff must be assigned to a confined space entry team and have approval from their supervisor to register for this training.

Date/Location: Friday, April 26, 2019, Large Boardroom, Central Operations

Time: 8:30 a.m. to 4:30 p.m.

Working at Heights Training

Our fall protection training program will provide participants with an understanding of their responsibilities when working in areas where fall hazards exist. This one day course covers controls necessary to reduce the risk of a fall and instruction regarding the use and inspection, and donning and doffing, of harnesses. By the end of this course, participants will be able to:

- Identify rights and responsibilities
- Identification of the hazards of working at heights
- Eliminating or controlling the hazards of working at heights
- Ladders and similar equipment
- Warning methods and physical barriers
- Personal fall protection equipment

Dates: To be determined.

Working at Heights – Refresher Training

This half-day course is required for staff that have completed their one day *Working at Heights* training. This course will include the following:

- Review of any legislative changes in the past three years
- Review of Physical Barriers, PPE, Anchors and Anchor Points, Rescue Plans

Dates: May / June 2019

Supervisor Competency Training

Ontario employers have to ensure that all workers and supervisors have completed a basic occupational health and safety awareness training program. The first of its kind in North America, the regulation mandates basic safety awareness training for all workers and supervisors.

Expectations placed on supervisors are always high. This short and to the point workshop breaks down the responsibilities outlined in the Occupational Health and Safety Act and how those responsibilities directly relate to the health and safety of the workers they supervise.

Our content aligns with the requirements outlined in the Ministry of Labour supervisor awareness workbook.

By the end of this course, participants will be able to:

- Identify the importance of the supervisor's role
- Discuss the duties and responsibilities of the employer, worker, and supervisor
- Discuss the role of the health and safety rep and the JHSC member
- Recognize the importance of working as a team
- Identify how the supervisor fits in the Internal Responsibility System
- Explain the role of the WSIB and Ministry of Labour
- Support the rights of workers
- Explain how to recognize, assess, control and evaluate hazards
- Handle health and safety concerns
- Recognize how to obtain health and safety assistance
- Identify health and safety resource
- Motivate employees to work safely

Dates: To be determined.

Target audience: Supervisors, Managers and Directors

Shepell EAP Lunch & Learn: Mental Health Awareness

Individuals suffering from mental illness often feel distant from friends and loved ones and can find it difficult to perform to their maximum productivity in the workplace. In fact, mental health issues are growing at a faster rate than any other kind of disability in today's workplace (Canadian Mental Health Association). This situation is exacerbated by the stigma that still exists around mental illness and the reluctance to discuss it openly at home or at work. The facilitator will encourage participants to shatter popular myths and misconceptions about mental health and to increase their understanding of the causes and symptoms of mental illness. At the end of this seminar, participants will be able to do the following:

- Understand the impact of mental illness on the employee
- Comprehend the importance of support from the workplace
- Develop strategies for helping themselves or others who are suffering from a mental illness

Dates/Locations: Tuesday, May 14, 2019, Palermo Room, Town Hall
Tuesday, November 5, 2019, Palermo Room, Town Hall

Time: Noon to 1 p.m.

Instructor: Shepell

Target audience: Open to all employees

Shepell EAP Lunch & Learn: Welcoming Change into Your Life

Change is a natural part of life. While some changes can affect the very structure of your life, other changes can have subtle impacts on your day-to-day activities. Sometimes you may be aware that a change is imminent but are uncertain about what it will involve and how it will affect your life. Situations like these can create ambiguity, worry, or a sense of loss and sadness. This session will address the emotional reactions that participants may experience when confronted with change, taking into account their personality and strength, and provide coping skills to enable them to manage change more effectively. At the end of this seminar, participants will be able to do the following:

- Understand the four different types of change
- Develop strategies for managing change effectively
- View change in a more positive manner

Date/Location: TBD

Time: Noon to 1 p.m.

Instructor: Shepell

Target audience: Open to all employees

Shepell EAP Lunch & Learn: The Art of Managing Conflict

Conflict is a common part of life, a natural result of people having different points of view, values, and beliefs. When left unaddressed, workplace conflict can lead to increased absenteeism and reduced productivity. When well managed, conflict can enhance your relationships, deepen your understanding of yourself and others, and stimulate change and growth. This seminar will provide participants with a framework for assessing the types of conflict common in the workplace and propose strategies for their resolution. At the end of this seminar, participants will be able to do the following:

- Recognize the nature and impact of conflict
- Understand the effects of unresolved conflict
- Apply practical strategies for resolving conflict

Date/Location: TBD

Time: Noon to 1 p.m.

Instructor: Shepell

Target audience: Open to all employees

Shepell EAP Lunch & Learn: Conflict Resolution in the Workplace

In the workplace, unresolved conflict can negatively impact the individuals involved, other team members, and the organization as a whole by effecting productivity and morale. The approach you take to managing conflict determines whether stress or opportunities for growth will be created. This seminar will examine various types of conflict and provide participants with a model for successfully resolving conflict at work. At the end of this seminar, participants will be able to do the following:

- Define the nature of conflict, including its cause and effect
- Understand the different conflict management styles and when each one is most effective
- Resolve conflict through negotiation

Date/Location: TBD

Time: Noon to 1 p.m.

Instructor: Shepell

Target audience: Open to all employees

Inspiring Leaders Series

Have you ever considered moving into a leadership role? This new training series is designed to support you with your development goals. Additional training resources will continue to be added to this series throughout the year so check back regularly!

Transitioning into Management ✓



Ever wondered what skills are needed to become a successful Supervisor or Manager? This course provides advice for those looking to move into management and is broken down into the following three modules:

Making the Transition from Peer to Manager – “Traps and Tips”

- This module will focus on the sometimes difficult aspect of managing employees who previously were peers. This also includes ensuring a balanced and fair approach, especially in dealing with generational differences or colleagues who were unsuccessful in the competition you were successful in. We will also focus on the shift all new managers must make from “doing” the work to working through others, including a reasonable focus on what still needs to be done personally versus what can be delegated.

Keys to the First 90 Days

- As the saying goes, “You never get a second chance to make a first impression”. In this module, you will explore the actions that are important especially in the first three months. These include: (i) meeting with your team individually to have conversations that deepen understanding, (ii) meeting with the team as a group to talk about expectations and approach, and (iii) being clear on your values and approach when it comes to managing others.

Managing Situationally

- You will learn about the influencing “toolkit” and then get the opportunity to apply these seven communication skills to actual workplace situations you would likely encounter as new supervisors/managers. Participants are given scenarios and determine how they would respond. Finally, you will learn some foundational pieces about how to lead change.

Date/Location: Tuesday, June 18, 2019, Multi-Purpose Room 3, QEPCCC

Time: 9 a.m. to Noon

Instructor: Robert Harris, Robert Harris Resources

Target audience: Employees interested in, or looking to become, a supervisor or manager.

Assessing Your Organization's Risks



Length: 30 minutes

Risk is a fact of life for businesses and as a manager, you must know how to manage it. But before you can do that, you need to assess the risk in order to create a strategy to avoid or mitigate it. In this course, you will learn common techniques to assess risk, including opportunity assessment, and threat assessment using FMEA - failure mode and effects analysis.

Developing Employees through Delegation



Length: 15 minutes

Skillful delegation creates a true win-win situation. It allows managers to leverage their strengths and focus on strategy while giving team members opportunity to learn and grow. This course focuses on how to best develop employees through the practice of delegation.

How to Manage Difficult Conversations ✓



Length: 30 minutes

Approaching a difficult conversation – whether it's with a direct report, colleague, or manager – can be immensely stressful. In this course, you'll learn some basic guidelines about when and where to initiate a difficult conversation, and useful steps for managing the associated stress. You'll learn how to prepare for a difficult conversation using a four-step process, so that you're confident and able to manage the conversation constructively. Finally, you'll learn how to demonstrate that you have the right mindset during the conversation so that it has the best possible outcome.

Leveraging Emotional Intelligence



Length: 30 minutes

Leaders with a strong mixture of emotional awareness, self-management, and social skills navigate relationships more effectively and are more likely to be successful in their personal and professional lives. This course provides you with an understanding of why emotional intelligence abilities are important to you as a leader. It also provides you with practical, positive techniques for promoting and improving emotional intelligence as a leader within your business environment.

Making the Move into Management ✓



Length: 15 minutes

Transitioning into a management position can be both exciting and overwhelming. The shift from individual contributor to leader requires confidence, solid communication, and a clearly defined plan of action. This course explores the benefits of drafting a transition strategy.

Motivating Your Employees



Length: 25 minutes

Motivation is what drives people to accomplish things. Without motivation, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your organization. This course provides you with an understanding of why motivating strategies are important as a leader. It also provides you with practical techniques for encouraging motivation among employees in your organization.

Running Meetings in Better Directions ✓



Length: 20 minutes

Have you ever attended a meeting that left you feeling frustrated? Perhaps the meeting was too long, unfocused, or dominated by arguments and disagreements. Not all meetings have to be like this. Meetings can be very productive; many issues can be resolved, and participants can feel grateful they attended. This course covers the skills and lessons that will help you to fulfill the key responsibilities of a meeting leader at each stage of a business meeting.

Taking Action to Empower Employees



Length: 20 minutes

Empowering employees involves giving them what they need to do the best possible work. This course will cover practical ways you can empower employees so they reach their full potential, boosting job satisfaction and organizational success.

Thinking Strategically as a Manager ✓



Length: 30 minutes

It's important that all professionals in an organization learn how to think strategically in order to help them in their management tasks. This course explores the characteristics of strategic thinking as well as the traits you need to be an effective strategic thinker. It also covers how to develop your capacity for thinking strategically through being creative, being prepared to deal with complexity, and being aware of what's going on inside and outside your organization.

Contact us

If you have any comments or suggestions about current or future learning and development opportunities, please email us at oakvillelearn@oakville.ca or contact us directly:

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