

# Course catalogue

Spring and Summer 2025

Organizational Development Branch  
Public Service Commission

**Yukon**

## **Welcome to our Spring and Summer learning and development catalogue for 2025.**

The Organizational Development Branch is dedicated to fostering a skilled, engaged, and inclusive public service by providing high-quality learning and development opportunities for Yukon government employees. Through training, career and leadership development, conflict management, and strategic consulting services, we aim to empower you in your role and support your professional growth.

We offer a wide range of learning opportunities through The Learning Development Centre and YG Learn, including courses on leadership and management, interpersonal skills, core competencies, mental health and wellness, and public service values and ethics. We honour our treaty obligations and Truth and Reconciliation commitments by providing learning opportunities around Yukon First Nations history, politics, people and culture, as well as fostering greater inclusion in the workplace, actively supporting anti-racism, equity, and diversity learning initiatives.

This year we welcomed the Conflict Management Services unit into the branch. Through that unit we provide training and support to help employees build conflict resolution skills and navigate workplace challenges through mediation, coaching, and restorative processes.

As we continue to adapt to the evolving needs of the public service, we remain committed to supporting both the Yukon government's People Plan and Breaking Trail Together Operational Plan.

If you have specific learning needs not covered in this catalogue, please contact [odb.reception@yukon.ca](mailto:odb.reception@yukon.ca). We are here to support you and help tailor learning solutions that align with your professional and organizational goals.

**Enjoy the journey!**

**The ODB Team**



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The Organizational Development Branch provides learning events in the following categories:

**Mental health  
and wellness**

**Public sector  
capabilities**

**Interpersonal skills**

**Leadership and  
management**

**Diversity and  
inclusion**

**IEF member  
opportunities**

# Mental health and wellness

## Burn Out – Tending the Inner Fire

“Burnout isn't something that just happens overnight. It's a slow erosion of coping skills and one's ability to adapt to the daily chronic stress that finally overwhelms. Can we see it coming... recognition is everything.” - Jennifer Moss from her book, [The Burnout Pandemic](#)

In this 2-hour session, we will move between the exploration of the defining characteristics of burnout, possible causes of burnout and practical exercises to fuel the inner fire amidst unpredictable outer circumstances. Pull up your camp chair, hit the pause button and take one thing off the to-do list to be present in this conversation.

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**Date:** May 15

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** Bonnie MacDonald,  
Canadian Mental Health Association, Yukon Division

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## Guided Mindfulness Practice

Mindfulness. We have all heard the word, but what actually, is it? Mindfulness is an invitation to step out of the clutter and really focus on what we are doing, thinking, and feeling in this moment. Why might this be important?

Research shows that mindfulness can help improve quality of life and well-being, reduce stress and anxiety, and improve physical health. This workshop will provide an opportunity to try different types of mindfulness practice such as: guided meditation, body scan, mindful walking, awareness practice and how to incorporate mindfulness practice. The six sessions provide an opportunity for practice and reflection.

**Audience:** Individuals interested in learning more about mindfulness.

**Please note:** By enrolling in this course, you are committing for all dates in the series.

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**Date:** April 29, May 6, 13, 20, 27, and June 3

**Time:** 8:45am-9:45am

**Delivery Method:** In-person

**Facilitator:** Bonnie MacDonald,  
Canadian Mental Health Association, Yukon Division

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## Trauma-Informed Care – Building a Culture of Strength

Trauma is prevalent in our world and has an impact on many of the people we interact with, including those who engage with our organizations. Compassionate and trauma-informed care is essential to providing effective support and building sustainable services. Based on our book, *A Little Book About Trauma-Informed Workplaces*, this workshop explores five key principles to integrate a trauma-informed approach throughout the organization. By embracing these principles, participants can better contribute to the positive transformation of individuals and relationships affected by trauma. Becoming trauma-informed creates a sustainable foundation in any setting to promote strength, engagement, and healing.

Topics include:

- ▶ Trauma's Ripple Effect
- ▶ What Is Trauma-Informed Care?
- ▶ Building a Trauma-Informed Culture
- ▶ Understanding Trauma
- ▶ 5 Principles of a Trauma-Informed Approach
- ▶ Promote Awareness
- ▶ Shift Attitudes
- ▶ Provide Choice
- ▶ Foster Safety & Highlight Strengths
- ▶ Post-Traumatic Growth and Resilience

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**Date:** June 26

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Crisis & Trauma Resource Institute

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# Public sector capabilities

## Accommodation and Return to Work Training for Human Resources and Managers

This training provides a practical, in-depth understanding of disability management, accommodation and return to work processes in Yukon Government. This interactive training covers essential topics such as legislation and policy, early identification and intervention, case management, and the duty to accommodate. With tailored advice and real-world scenarios, participants will gain the tools needed to navigate complex situations and support employees effectively.

**This course is designed for new and existing people leaders and human resource professionals to expand on their toolkit of skills.**

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**Date:** May 14

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** Rachel McRorie, Accommodation and Return to Work Services

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## Customer Service & Strategy

Join us for this dynamic workshop, where you'll collaborate and uncover the key elements of exceptional customer service, along with strategic tools you can immediately apply. You'll dive into customer excellence, customer strategy, and the critical role communication plays in driving success. By defining what customer service means to you, you'll gain the insights needed to establish best practices and enhance how you serve customers.

Explore both soft and hard foundational skills that support the ongoing growth of customer service expertise. Participants will also gain a clear understanding of the differences between customer support, customer service, and customer success. This workshop is designed to empower you to elevate your customer service approach and strategically improve customer satisfaction.

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**Date:** May 29

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Rita Koeller

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## Data Literacy Module 1: Foundations of Data Literacy

In today's world, we are asked to make evidence-based decisions and support statements with facts and figures. With the large amount of data available now, there is no way around using it. Why only collect data if we do not use it to gain valuable insights and confirm or reject our gut feelings? Employees are required to access and use data daily.

The latest Information governance policy states that "all employees create, collect, use, and share information resources as part of their daily work and accordingly have a role in effectively managing the information resources under their control." In order to meet those requirements, it is important to be data literate. This course will increase the data literacy of the learners by showing them how to take advantage of data and information in their work.

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**Date:** April 16 or May 14 or June 18

**Time:** 10am-12pm

**Delivery Method:** In-person

**Facilitator:** Anna Moeller

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## Data Literacy Module 2: Introduction to Power BI

**PREREQUISITE:** You must have taken Data Literacy Module 1 before enrolling in this course.

In module 1, learners started their data literacy journey. Now that learners know the terminology and what to consider when accessing and using data, the next step is to move on to a more advanced tool for analyzing data – the dynamic dashboard in Power BI.

The interactivity of dashboards enables users to slice the data and investigate information from different angles. In this module, we will explore how to build a dashboard and how to navigate within a dashboard. Learners will be taken along the path of getting data into Power BI and creating a basic dashboard while learning the base terminology. or PowerPoint.

The content will be delivered in a presentation format. If learners have a laptop and wish to follow along during the presentation, they are encouraged to bring it.

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**Date:** April 23 or May 21 or June 19

**Time:** 9:30am-12:30pm

**Delivery Method:** In-person

**Facilitator:** Anna Moeller

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## Effective Oral Briefings and Presentations

Today's executives and senior managers are increasingly time constrained and pulled in different directions, with multiple issues competing for their attention. As a result, they may only have a few minutes to be briefed by staff. While this can be challenging for staff, successful briefings are possible. This engaging experiential workshop will enhance your ability to deliver an effective oral briefing. In this workshop, participants have multiple opportunities to deliver oral briefings and receive feedback.

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

- ▶ Explain the importance of structure when developing and delivering a short oral briefing
- ▶ Demonstrate effective in-person and virtual communication skills
- ▶ Deliver a structured, two-minute oral briefing

**Participants must have a functional camera and microphone to take this course. To encourage interaction and collaboration, the camera should remain on throughout the session, unless instructed otherwise by the facilitator.**

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**Date:** May 1

**Time:** 9am-4pm

**Delivery Method:** Online

**Facilitator:** Nathan Lockhart

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## Excel 365 Level II

This course is intended to build on participant's Microsoft Excel skill set with the introduction of advanced functions. Level 2 will cover how to create and use advanced formulas, analyze data, organize worksheet data with tables, visualize data with charts, work with graphical objects, and enhance workbooks.

By the end of this workshop, learners will understand how to:

- ▶ Create advanced formulas
- ▶ Analyze data with Logical and Lookup Functions
- ▶ Organize and analyze datasets and tables
- ▶ Visualize data with charts
- ▶ Insert graphical objects
- ▶ Analyze data with PivotTables, Slicers, and PivotCharts
- ▶ Enhance Workbooks using themes and templates

**Please do not sign up for this course if you cannot commit to all five days. Learners will need to have a computer with Excel 365 installed to take this course.**

**Participants must have a functional camera and microphone to take this course. To encourage interaction and collaboration, the camera should remain on throughout the session, unless instructed otherwise by the facilitator.**

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**Date:** Check YGLearn for dates and times.

**Delivery Method:** Online

**Facilitator:** Yukon University

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## Grammar Refresher

A workshop to refresh your basic grammar skills.

Grammar isn't the most important part of writing, but it matters. Readers who stumble over grammar are getting derailed from the content. Grammar aids comprehension and adds meaning, so as writers, it's our job to use grammar to guide our readers.

This two half-day workshop will increase understanding of basic English grammar and boost confidence about the choices we make as we write. We'll refresh our knowledge of parts of speech (such as nouns, adverbs, prepositions) and parts of sentences. We will also focus on useful resources including references and online tools and examine some common grammatical errors. We'll also try to lighten it up, because grammar doesn't have to hurt!

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**Date:** May 6 & 7 or June 10 & 11

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** Teresa Earle

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## Harness Your Productivity

Feeling tired? Good news: that can be the best time for creative problem solving!

In this workshop, we'll examine our natural energy rhythms and discuss how we can make use of both the peaks and valleys. Discover simple strategies to improve productivity and plan your day effectively.

By the end of this workshop, learners will:

- ▶ Explain the role of our bodies' natural energy levels in getting work done
- ▶ Identify the best times of day to work on different tasks
- ▶ Create a personalized plan to manage your time

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**Date:** June 17

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** AURORA Workshops

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## Harness the Power of Strategic Storytelling

Everyone tells stories to colleagues, friends and family. Yet when we want to tell a story professionally, we often freeze up and the Power Point slides come out.

Good leaders use stories. They tell stories that show their organizations as agents of change, rather than just maintaining the status quo. Professional stories are designed to influence and engage your listener in a call to action.

While facts and figures are important, we must embed these in a story to link up the rational side of our brain with the emotional side. Brain research shows that people are more likely to take action when this is done.

Learning objectives:

- ▶ Determine when is the most appropriate time during the change cycle to use story telling
- ▶ Use a framework to structure the content of a compelling change story
- ▶ Identify your existing strengths as a story teller and how to use them professionally
- ▶ Discuss strategies on how to deliver your story to create change
- ▶ Identify how to deliver a professional story without using a script
- ▶ Practice story telling with feedback. Each participant must come prepared to the session with a real world professional issue to use in the course.

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**Date:** June 3

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Gregg Brown

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## Join the Journey: Exploring the People Plan & Breaking Trail Together

The **People Plan** is more than just a strategy — it's a vision for a stronger, more supportive, and engaging workplace. As the Yukon government's corporate HR strategy, the People Plan is focused on recruitment and retention, ensuring we attract, develop, and keep the best talent.

In this interactive session, you'll:

- ▶ Discover the achievements of the 2019-2023 People Plan
- ▶ Explore the bold vision of the 2024-2034 Strategic Plan
- ▶ Learn about the 20 exciting projects in the 2024-2027 Operational Plan

This is your chance to see what's ahead, ask questions, and find out how you can be part of shaping the future.

**Breaking Trail Together: An Inclusive Yukon Public Service** is a Yukon government 10-year strategic plan (2019-2029) to increase Yukon First Nation and Indigenous representation across YG. The plan was crafted with Yukon First Nations governments and focuses on removing recruitment barriers, providing culturally safe workplaces, and investing in the future of Yukon First Nation and Indigenous talent. This course is ideal for Human Resource Consultants, People Leaders, and workplace culture strategists, as it outlines current projects and initiatives.

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**Date:** April 22 or May 12 or June 5

**Time:** In-person 9am-10am

Online: 11am-12pm

**Delivery Method:** In-person

**Facilitator:** Kelly Jiang and Tracy Brandt

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## Machinery of Government

This course will be most beneficial for staff new to working in government and for those who require an understanding of Cabinet decision-making.

The course will also look at Cabinet governance, including the connection between Cabinet and the Yukon public service.

Participants will explore why we do what we do and the parameters within which we work. Specifically, discussion will focus on:

- ▶ The foundations upon which our government was formed.
- ▶ The structure of government and how “the machinery” works together.
- ▶ The responsibilities and accountabilities of Cabinet and the public service, as well as the interface between the two
- ▶ How decisions of Cabinet and Cabinet committees are made.

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**Date:** June 5

**Time:** 8:30am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Andrea Buckley

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## Negotiation Skills

A negotiation can fail for several reasons including confusion over the issues at stake; the absence of a working relationship with the other side; or an inability to manage difficult issues. These and other challenges can be avoided with better preparation, probing, proposing and countering. In this workshop participants gain practical negotiation tools and have an opportunity to apply to real world scenarios.

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

- ▶ Explain different approaches to negotiation
- ▶ Describe important elements in each step of the negotiation process
- ▶ Rank and weigh negotiation items/issues
- ▶ Separate a negotiator’s position(s) from their interest(s)

**Participants must have a functional camera and microphone to take this course. To encourage interaction and collaboration, the camera should remain on throughout the session, unless instructed otherwise by the facilitator.**

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**Date:** April 29

**Time:** 9am-4pm

**Delivery Method:** Online

**Facilitator:** Nathan Lockhart

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## Pop Culture in the Public Service Series:

### Clear Leadership and Expectations – Take a Trip to Barbie Land

Welcome to Part One of our exciting Pop Culture in the Public Service series! This unique session blends the colorful world of Barbie Land with the essential leadership principle of Clear Leadership and Expectations — one of the 13 factors of psychological health and safety.

Join us as we explore how setting clear expectations and fostering transparent leadership can drive team success. Through relatable pop culture examples and insightful strategies, you'll gain practical tools to inspire, motivate, and cultivate a psychologically safe and high-performing workplace.

Get ready to lead with clarity, confidence, and a splash of fun!

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**Date:** April 9

**Time:** 1pm-2:30pm

**Delivery Method:** In-person

**Facilitator:** Jennifer Gibson

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### Civility and Respect – Lessons from Ted Lasso

Welcome to Part Two of our vibrant Pop Culture in the Public Service series! In this session, we step into the heartwarming and hilarious world of Ted Lasso to uncover the transformative leadership principle of Civility and Respect — one of the 13 factors of psychological health and safety.

Discover how small, daily acts of kindness, courtesy, and empathy can drive big improvements in team morale and performance. With inspiring lessons from Ted and practical strategies for fostering civility in the workplace, you'll walk away equipped to create a culture where everyone feels valued, respected, and motivated to succeed.

Get ready to lead with heart, humor, and a commitment to respect!

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**Date:** April 15

**Time:** 1pm-2:30pm

**Delivery Method:** In-person

**Facilitator:** Jennifer Gibson

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## Pension Plan Member Education Session

An overview of the following topics is provided during each session:

- ▶ Pension and Benefits Website
- ▶ Pension Plan Contributions
- ▶ Benefit calculations
- ▶ Benefit options
- ▶ Deductions
- ▶ Indexing
- ▶ Survivor Benefits
- ▶ Leave Without Pay
- ▶ Service Buybacks

We also talk about the following group insurance plans:

- ▶ Supplementary Death Benefit (SDB)
- ▶ Public Service Health Care Plan (PSHCP)
- ▶ Pensioners' Dental Services Plan (PDSP)

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**Date:** May 2 (French) or June 25

**Time:** Please check YGLearn

**Delivery Method:** Online

**Facilitator:** Canada Pension Centre

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## Practical Project Management Concepts

Many of us deal with projects that are of short duration, sometimes less than six months – too big to manage successfully with just a task list on a tablet and too small to benefit from the full array of rigorous, formal project management techniques. This interactive workshop is designed to provide participants with knowledge and practice that provides a manageable level of planning and control without going overboard. Using a relevant case study and working in teams, we will focus on five key areas related to managing projects: initiating, planning, executing, monitoring and controlling as well as closing. This course will focus on key concepts, the thinking that goes into a project, the questions to ask at each stage and simple techniques to build your knowledge and confidence in project management that you can use every day.

Program objectives

- ▶ Manage the five stages of a project
- ▶ Discuss questions to consider when planning for a project
- ▶ Understand what makes a project succeed
- ▶ Determine project constraints and the impact on the project
- ▶ Plan steps to move a project forward
- ▶ Assess how to plan and sequence deliverables
- ▶ Keep a project on track
- ▶ Overview a change control process to manage changes and expectations throughout the project
- ▶ Proactively conduct risk management
- ▶ Bring a project to a close

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**Date:** June 2

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Gregg Brown

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## Train Your Brain for Focus

Our brains evolved to keep us safe by tuning into the world around us. But this same quality can be a real challenge when we need to maintain focus to get something done, especially in the face of technological distractions.

In this workshop, explore the brain science behind attention and distraction. Learn about the different types of attention and the role of emotion in regulating focus. Discover tools to strengthen your attention muscle.

By the end of this workshop, learners will:

- ▶ Identify key parts of the brain that regulate attention
- ▶ Practice strategies to improve attention
- ▶ Discuss connections between emotions and focus

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**Date:** May 27

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** AURORA Workshops

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## Up Your Game – Increase your Impact & Influence

Not everyone aspires to become a manager or supervise others. Yet most competent employees are interested in continued learning and development.

Do you have a keen desire to keep improving yourself and expanding your scope?

### Core Leadership Concepts

Triple Focus Leadership – the hidden driver of excellence. Daniel Goleman describes the triad of focus that every leader needs: inner, other and outer

The Mindsets and Behaviors of Impact Players – Liz Wiseman recently published her research on ‘impact players.’ Impact Players describes employees that make significant contribution individually but who also have an enormously positive effect on the entire team

### YG Competencies – linkages to the leadership concepts

By enrolling in this course, you're committing to attend all three dates of the course.

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**Date:** April 22, April 29 & May 6

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Dr. Lyn Hartley

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## Working Effectively with Yukon First Nations

This session builds participant capacity to work effectively with Yukon First Nations (YFN), bringing current, relevant, and important protocols to light and offers participants the space to ask questions and explore challenging topics in effective engagement with YFNs.

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**Date:** June 12

**Time:** 8:30am-12:30pm

**Delivery Method:** In-person

**Facilitator:** Tosh Southwick & Davida Wood,  
*Inspire Reconciliation Potential Consulting*

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## Writing for the Professional

A workshop to sharpen the tools in your writing toolbox.

Writing on-the-job is more demanding than ever. Scrutiny is high, and tolerance for errors is low. Timelines keep getting shorter, and digital tools and influences affect how we communicate professionally. Not only are employees expected to be experts in their field, they're expected to be able to communicate well to a range of audiences. Many employees are multilingual, which presents both opportunities and challenges in workplace writing.

Professional writing is different than writing for school, for publication, or for creative pursuits. Yet few workers – whether managers, technicians, or front-line staff, receive training on writing in the workplace.

This upbeat, interactive workshop reviews the basics, demystifies the writing process, and offers tips and techniques. Topics include writing resources, a grammar refresher, the writing process and the challenges of institutional writing, with an emphasis on building an editorial team in the workplace.

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**Date:** April 24 or May 13

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Teresa Earle

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# Interpersonal skills

## A Respectful Workplace... What's Conflict got to do With it?

Conflict in the workplace is normal, and when employees have the skills to address conflict in a healthy way, it leads to respectful workplaces and engaged, productive employees! In an engaging and interactive 1-day workshop, participants will learn or refresh themselves on the dynamics of conflict and how their responses to conflict can impact its resolution. Learners will come away with some concrete approaches to workplace situations and an understanding of their responsibilities and opportunities for creating and maintaining healthy, respectful, well-functioning workplaces, even when conflict arises. This is a popular session that many YG workplaces have made mandatory.

This course is delivered both as a full day in-person event and as 2 half-days delivered online. Once completed, a certificate will be issued. It is recommended you consider enrolling and refreshing your toolbox if you have not taken the workshop within the past two years.

By the end of this workshop, learners will know:

- ▶ How you can contribute to making your workplace respectful
- ▶ How conflict can escalate and how your brain reacts to it
- ▶ Increasing awareness of your own responses to conflict
- ▶ How to constructively engage in conflict using different tools

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**Date:** April 24 or June 11

Check YGLearn for additional dates.

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Conflict Management Services Staff

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## Communication Skills: Active Listening 1

Active listening is the foundation for rewarding conversations and is an important communication skill that ensures your colleagues, employees and clients feel supported and understood. Active listening allows you to understand problems and collaborate more effectively in order to develop solutions. In this highly interactive half-day course, participants will explore the elements of active listening and engage in activities to practice the learned skill.

### Learning objectives:

- ▶ What is active listening?
- ▶ How do you listen?
- ▶ Your strengths and opportunities
- ▶ Attending vs. fixing in your conversations
- ▶ Your active listening toolkit: introduce skill-based tools and practice.
  - Tool 1** – the power of questioning: asking open-ended questions
  - Tool 2** – the importance of paraphrasing and summarizing
  - Tool 3** – the power of checking emotions: “I” statements
- ▶ Acknowledging non verbals, practicing non-judgment, exploring self-awareness and allowing for silence and reflection in conversations.
- ▶ Learners will share stories, develop listening and communication skills, practice conversations and test new skills in a safe space.

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**Date:** June 10

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** Rita Koeller

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## Communication Skills: Active Listening 2

**PREREQUISITE:** Learners must have taken **Communication Skills: Active Listening 1** within the previous two years.

It's your chance to practice. Using the skills you learned in Active Listening 1, you will review the fundamental principles of active listening and get many chance to apply practical techniques to engage in meaningful conversations. This workshop will empower you to assess, develop and improve your listening skills. We will practice and learn from real-life experiences, examples and exercises.

### Learning Objectives:

- ▶ Review core principles of active listening skills
- ▶ Active listening skills and competencies: Reflecting, Responding & Giving Feedback
- ▶ Practice, assessment and evaluation — repeat! Learners will share stories, develop listening and communication skills, practice conversations and test new skills in a safe space.

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**Date:** June 12

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** Rita Koeller

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## Communication Styles for Collaboration

Learn strategies for making communication more effective. Discover four different ways of presenting ideas and how to combine them to get your message across.

**By the end of this workshop, learners will:**

- ▶ Identify four different ways that people communicate information
- ▶ Discuss communication preferences and challenges
- ▶ Practice strategies to get your message across.

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**Date:** May 1

**Time:** 9am-12pm

**Delivery Method:** In-person

**Facilitator:** AURORA Workshops

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## Dealing with Difficult Behaviours

Almost every organization has people whose personality, behaviour, attitude, work habits or other characteristics present an occasional or frequent challenge for those around them. This workshop will provide you with practice tools and skills to handle difficult people whether or not you have sufficient positional authority.

In this course, you'll learn to distinguish between various types of difficult behaviour and choose responses that have a high probability of succeeding rather than escalating a difficult situation. Develop analytical skills, specialized communication, confronting skills, interpersonal negotiating, coaching, plus stress and conflict management strategies.

**By the end of this workshop, learners will be able to:**

- ▶ Identify a 'difficult person' and explore reasons why a person is difficult
- ▶ Conduct a feedback meeting
- ▶ Handle your personal anger and that of others
- ▶ Understand aggressive, assertive, and passive behaviours
- ▶ Understand the importance of communication when dealing with a difficult person
- ▶ Negotiate win-win solutions

**Participants must have a functional camera and microphone to take this course. To encourage interaction and collaboration, the camera should remain on throughout the session, unless instructed otherwise by the facilitator.**

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**Date:** June 17-18

**Time:** 9am-4pm

**Delivery Method:** Online

**Facilitator:** Sue Faubert,  
Performance Management Consultants

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## Step Up How You Speak Up

Boost your confidence or test your competency with this dynamic workshop facilitated by skilled presenter Arlin McFarlane. She coaches participants to clarify and strengthen their message for public speaking/presentations, sharing ideas in meetings or working as part of a team. Practical tips for managing presentation, nerves, vocal pitch, rhythm and overall delivery will be covered using video feedback to deconstruct and evaluate how better to improve your message. Smaller class size combined with personalized, respectful and sensitive feedback tailored to a specific idea, issue or proposal that you bring with you to ensure you get the most from this hands-on course.

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**Date:** May 28

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Arlin McFarlane

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## Turning Setbacks into Success

We all meet challenges and we all make mistakes. Why can it be so hard to persist in the face of difficulty? This workshop explores perspectives on mistakes and failures. Learn about neuro plasticity and examine what happens in our brains when we face challenges. Discuss how mindsets can encourage or hinder learning and get practical tips on how to foster a “growth mindset” in yourself and others.

**By the end of this workshop, learners will:**

- ▶ Identify the key parts of the brain involved in learning
  - ▶ Explain how anxiety, stress and failure impact learning
  - ▶ Practice tools to develop a growth mindset
- 

**Date:** May 13

**Time:** 9am-12 pm

**Delivery Method:** In-person

**Facilitator:** AURORA Workshops

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# Leadership and management

## Coaching Skills to Succeed

Coaching others requires us to know that employees have different skills, different concerns, and different levels of motivation. Further, we know that if we ignore these diverse needs, there is a greater chance that our teams will waste their energy moving in the wrong direction, get frustrated with a lack of success, or just disengage from a project or a team.

In this session, participants will:

- ▶ Understand how coaching fits into performance, expectations and accountability.
- ▶ Use the GROW coaching model to have coaching conversations
- ▶ Practice coaching and get feedback

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**Date:** June 6

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Gregg Brown

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## Creating a Learning Culture: Principles of Adult Learning for Leaders

This workshop is dedicated to empowering leaders to cultivate an environment that thrives on psychological safety and continuous learning including the concept of “failing well”. Grounded in the principles of adult learning, this session explores strategies for creating a dynamic and adaptive learning culture within organizations. Participants will delve into understanding adult learning theories, identifying learning styles, and tailoring approaches to suit diverse teams.

Through interactive discussions, case studies, and practical applications, leaders will gain insights into designing impactful learning experiences, fostering a growth mindset, and encouraging knowledge-sharing among team members.

Attendees will leave equipped with actionable techniques to promote a culture of curiosity, experimentation, and continuous improvement, thereby driving innovation and growth.

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**Date:** May 8

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Ryan Sikkes

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## Developing and Implementing Behavioural Change through Continuous Improvement Cycles

This workshop offers leaders a starting point for planning and implementation when new ways of doing things are required from team members. Participants will learn models and methodologies for helping teams do things in a new or different way that remain flexible and adaptive for when the unexpected may occur.

This workshop is a mixture of theoretical and practical approaches for helping individuals and team to change that includes dealing with risk aversion, resistance to change, and the concept of “failing well”.

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**Date:** May 22

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Ryan Sikkes

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## Leading Change Effectively

All of us are required to lead change regardless of our job title and all of our organizations are faced with the reality of having to produce more at a faster pace, with increased complexity and uncertainty. To get people on board with proposed changes, it requires skillful leaders to guide staff from their current state to the desired future.

During this session, we will answer the following questions:

- ▶ What are the practical strategies to inspire others and lead during these times?
- ▶ How to break out of status quo change management thinking to discover peoplecentric approaches that actually work?
- ▶ What are the critical mindset and skills I need to be innovative and engage in change rapidly?
- ▶ How do I influence our teams and our organization to create the future of work to be even better than we are now?

**Participants must have a functional camera and microphone to take this course. To encourage interaction and collaboration, the camera should remain on throughout the session, unless instructed otherwise by the facilitator**

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**Date:** May 7 & 8

**Time:** 10am-1pm

**Delivery Method:** Online

**Facilitator:** Gregg Brown

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## Navigating Onboarding and Leading Performance for Supervisors

### *A Leadership Foundations component*

People leaders have a huge impact in shaping company culture, team dynamics and employee engagement in their workplace.

The goal of this training session is to provide people leaders with an overview of the importance of onboarding and how to support development and navigate performance on your team. We will explore these topics and the important connections to employee productivity and employee engagement. This session will provide people leaders with knowledge, connection, skill building, peer-learning, and success in their leadership journey. The goal is to provide knowledge and practical tools to support the development of our people leaders.

**This course is designed for new and existing people leaders to expand on their toolkit of skills and connect with other leaders in the organization.**

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**Date:** May 20 & 21

**Time:** 8:30am-2:30pm

**Delivery Method:** In-person

**Facilitator:** Rita Koeller and YG staff

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## So You Want to be a Manager / Supervisor

Are you interested in shifting from contributing to managing people and resources? This one-day course will help you self-assess your motivation to manage and develop a learning mindset to help you transition into a managerial paradigm. We will explore what it means to be a public servant and work within the Yukon context. We will also discuss how to best navigate changes in relationships and how to find support for your development.

**This course is intended for emerging people leaders.**

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**Date:** June 18

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Lyn Hartley, PhD

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## Strategic Thinking: Leadership Tools for Innovative Thinking

Dynamic and innovative organizations require leaders at all levels who can think strategically, anticipate issues, solve problems, and make decisions based on new and emerging information while keeping the long-term vision in mind. In this workshop, you will have the opportunity to work with a variety of tools, applying them to an important challenge or opportunity in your own organization. You will develop greater awareness of your own biases and assumptions that may stand in the way of achieving results. You will learn how and when to apply different types of thinking – systems thinking, critical thinking, and creative thinking – to a problem or opportunity and how to work with stakeholders to make and implement decisions.

Participants will:

- ▶ define strategic, systems, creative, and critical thinking
- ▶ identify current issues which require strategic thinking
- ▶ ask questions that stimulate strategic thinking in yourself and others
- ▶ apply strategic thinking tools to an important current issue
- ▶ develop approaches to help stakeholders think and act strategically
- ▶ identify other tools which you can learn to apply in the future.

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**Date:** June 5

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Gregg Brown

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## Leadership Development Programs

Launching in Fall 2025, our leadership development programs will feature a mix of returning favorites and exciting new offerings. Stay tuned for more details on these dynamic opportunities to enhance your leadership skills and professional growth.





# Taking a course with ODB

Together, we create a space where everyone is included and respected. By participating in our training and professional development, you agree to:

- ▶ Be considerate
- ▶ Listen to others
- ▶ Resolve differences constructively
- ▶ Engage in spirited yet respectful dialogue
- ▶ Embrace diverse perspectives
- ▶ Respect boundaries

Thank you for your commitment to these actions.

Harassment and violence will not be tolerated, and anyone exhibiting threatening behaviour will be asked to leave.

## Course Participation & Completion

For online trainings: Participants must have a functional camera and microphone to take online courses. To encourage interaction and collaboration, the camera should remain on throughout the session, unless instructed otherwise by the facilitator.

Please be advised that in order to receive your certificate and completion status, attendance for the full duration of the training is required.

## Attendance Policy

Participating in training is a valuable benefit for Yukon government employees, and many of our courses reach full capacity, often with waitlists. When an employee does not attend a scheduled training, it may take away an opportunity for someone else.

If you are unable to attend a course, please cancel your registration through YGLearn or notify the Organizational Development Branch (ODB) by emailing [yglearn@yukon.ca](mailto:yglearn@yukon.ca). A minimum of **three business days' notice** is required for cancellations. If a cancellation occurs within three business days of the course and we are unable to fill the seat, your department may be charged the cost of your seat or an administrative fee.

If you are unable to attend due to illness, you or your supervisor must notify us **before the course begins**. Failure to inform ODB staff in advance may result in your department being charged for the seat or an administrative fee.

By registering for a course, you are committing to full attendance. Please ensure your schedule is clear for the duration of the training.

# Our Truth & Reconciliation commitments, Yukon First Nations history and ongoing implications of colonialism

The Organizational Development Branch is deeply committed to offering educational opportunities for employees on Yukon First Nations topics to have more knowledge and awareness, in alignment with the Truth and Reconciliation Commission's call to action #57, calling for all levels of government to educate public servants on the: *History of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal–Crown relations.*

An important step to support truth and reconciliation is an increased awareness, knowledge, and understanding of the history, culture, and governance of Yukon First Nations.

By fostering a deeper understanding of Yukon's history, society, and diverse perspectives, we can collectively strengthen our roles as informed and effective public servants, better equipped to support reconciliation in the Yukon.

If you're unsure where to begin, we recommend starting with Yukon First Nations 101: History of Yukon First Nations & Self-Government and Residential School Awareness.

**“ The road we travel is equal in importance to the destination we seek. There are no shortcuts. When it comes to truth and reconciliation, we are all forced to go the distance.”**

*Justice Murray Sinclair, former Chair of the Truth and Reconciliation Commission of Canada.*

## Advancing Reconciliation

This session focuses on clarifying what Reconciliation, Indigenization and Decolonization are, how they are related and what they look like in action. It provides a safe space to explore these complex topics while inspiring participants to move forward on their own reconciliation journey.

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**Date:** May 22

**Time:** 8:30am-12:30pm

**Delivery Method:** In-person

**Facilitator:** Tosh Southwick & Davida Wood, *Inspire Reconciliation Potential Consulting*

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## The Blanket Exercise

In this half-day session, The Blanket Exercise covers over 500 years of history in a 1.5 hour participatory portion followed by a debriefing session in which participants have the opportunity to discuss the experience as a group.

Blanket Exercise participants take on the roles of Indigenous peoples in Canada. Standing on blankets that represent the land, they walk through pre-contact, treaty-making, colonization and resistance. The exercise follows a script read by a narrator and other facilitators play the role of European colonizers. Participants are drawn into the experience by reading scrolls and carrying cards which ultimately determine their outcomes. By engaging on an emotional, physical and intellectual level, the Blanket Exercise effectively educates and increases empathy about the experience of Indigenous people in Canada. This can often raise deep emotions and we strongly encourage you to work with your heart and spirit when participating.

Contact Conflict Management Services to ask about a session for your large team, branch or department (minimum of 40 participants required).

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**Date:** May 28

**Time:** 1pm-4:30pm

**Delivery Method:** In-person

**Facilitator:**

Conflict Management Services Staff and guest facilitators

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## Residential School Awareness

This session opens with a brief overview of Residential Schools in Yukon and introduces you to Residential School Survivors and Intergenerational Survivors. Through personal story telling you will learn about the impacts of that experience, the turning point in their lives and the healing journey they are on today. This session does not follow a set curriculum and the stories will vary based on what the speakers are comfortable with sharing. Residential School Awareness was designed to provide a safe, supportive environment in which people of different backgrounds can openly and respectfully hear, ask and learn about some experiences and impacts from Yukon First Nations people who attended the schools (the Survivors); and from children whose parents attended (Intergenerational Survivors.)

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**Date:** May 14 or June 17

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Northern Institute of Social Justice, Yukon University

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## Yukon First Nations 101

Interested in developing a broader understanding and appreciation for the key moments in Yukon First Nations distant and recent past?

Join us in a day that includes interactive activities, discussions and presentations by staff in the Yukon First Nations Initiative department at Yukon University. The instructors incorporate historical timelines, facts, personal stories, and activities for an engaging look at history and recent developments.

Yukon First Nations 101 was developed to educate participants about the culture and history of the First Nations Peoples of the Yukon, the cultural values shared among Yukon First Nations today, and how to communicate respectfully with First Nation individuals and communities. This course has been vetted by the 14 Yukon First Nations.

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**Date:** June 4

**Time:** 8:30am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Northern Institute of Social Justice, Yukon University

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# Anti-oppression and cultural safety

## 2SLGBTQIA+ Awareness and Inclusion in Services and Practices

This workshop is designed to enable Yukon government employees to gain cultural awareness of 2SLGBTQIA+ identities. Upon completing this in-person workshop, you will build awareness of inequalities that exist, gain tools to create more inclusive services and work environments and empower employees to develop a culture of continuous improvement. This workshop is essential for Yukon government employees seeking to foster a diverse and innovative public service, inclusive of 2SLGBTQIA+ identities, that delivers positive outcomes for all Yukoners.

There is a self-paced version of this course available on YGLearn.

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**Dates:** June 11 or June 12

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Internal YG facilitators and Jennifer Jones-Patulli

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## Anti-Racism in the Workplace

This workshop will offer concrete actions to create an anti-racist culture in the workplace. Using an anti-oppressive framework, participants will learn about various types of racism (anti-Black, anti-Indigenous, anti-racialized and systemic), intersectional identities and how these things manifest in the workplace.

The facilitator will utilize relevant Yukon-contextual examples to propose actions and policies to create a safer workspace for all.

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**Date:** April 30

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Paige Galette

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## Bias – we all have it. Now what?

Whether we like it or not, our unconscious bias (UB) shows up in our thoughts, behaviours and decisions. The good news is that the presence of UB is a normal, human thing. UB is defined as unintentional and subconscious attitudes, behaviors and actions that have impacts in our lives and the lives of others. While it is not possible to completely remove our UBs, we can learn how to recognize them and reduce their impact in our lives.

This workshop is the in-person follow up to the online course, *The Science and Impact of Unconscious Bias*. Whereas the online course focuses on the definition and neuroscience of UB, this course connects the science to interpersonal relations. In this workshop you will learn to self-locate in relation to others and begin to identify where you may have unconscious biases because of your identity and your life experiences. You will be exposed to potential impacts of UB showing up in both internal and external work: from workplace interactions to service delivery, and much more.

After taking this workshop, you will be better equipped to identify your UBs and reduce their impact in your life, your relationships and in the workplace.

**Please remember to take *The Science and Impact of Unconscious Bias* as the prerequisite to this course.**

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**Date:** Check YGLearn for current offerings. This session is advertised and offered several times a year.

**Delivery Method:** In-person

**Facilitator:** ODB staff

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## Bystander Intervention Training

The Bystander Intervention Training is a two-part program designed to help individuals actively address and intervene in instances of racism and discrimination. The training focuses on empowering participants with practical tools to support Black, Indigenous, and People of Colour (BIPOC) in various settings. Bystander intervention is essential for proactively addressing racism and discrimination. It helps prevent harm, supports affected individuals, and promotes a culture of respect and inclusivity. Effective intervention contributes to long-term systemic change, fostering fairness and dignity across various environments.

The training aims to:

- ▶ Enhance understanding of the bystander role
- ▶ Equip participants with effective intervention strategies
- ▶ Foster a more inclusive community by providing practical tools and raising awareness. This training helps individuals build confidence in addressing racism wherever they encounter it

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**Date:** June 3 & 4

**Time:** 9am-11:30am or 1pm-3:30pm

**Delivery Method:** In-person

**Facilitator:** Parker Johnson,  
Inter-Cultural Association of Greater Victoria

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## Introduction to Cultural Safety

This one and a half day experiential staff training workshop will introduce participants to important key concepts of cultural safety, cultural competency, cultural humility, diversity, decolonization, personal or hidden bias towards First Nations peoples and others.

Our intent is to facilitate a workshop that incorporates First Nations values and awareness for cross-cultural awareness and safety in the workspace. Participants should leave the workshop with some basic information around cultural safety, a few new skills around non-judgmental self-awareness and cultural competency that they can use in their everyday lives. They will also take home a workbook full of other helpful tips, tools and resources, including on-line and multi-media learning options in follow up for continued (and hopefully) lifelong learning.

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**Date:** April 30 & May 1 or May 27 & 28  
or June 18 & 19

**Time:** Day 1: 8:45am-4pm  
Day 2: 9am-12pm

**Delivery Method:** In-person

**Facilitator:** Internal YG Employees and Contractor

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## Introduction to GIDA (Gender Inclusive Diversity Analysis)

This is a self-paced online course for anyone working in policy, program or service delivery and takes between 1.5 to 2.5 hours to complete. The content has been created by the Women and Gender Equity Directorate and the Organizational Development Branch, and draws upon trainings from other jurisdictions.

### Learning Objectives

This training is designed to enable Government of Yukon employees to gain knowledge of how to use a Gender Inclusive Diversity Analysis (GIDA) lens when you're developing programs, policies and services. When you complete this training, we hope you can:

- ▶ Identify how personal and systemic biases can impact different stages of decision-making.
- ▶ Implement a GIDA lens during decision-making processes in your work to enhance the inclusivity of Yukon Government programs, policies, and services.
- ▶ Evaluate the different impacts of an initiative and considerations to take into account when addressing how people are impacted.

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**Date:** Self-paced

**Delivery Method:** Online

**Facilitator:** Women and Gender Equity Directorate

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## Lateral Kindness: Transforming lateral violence into lateral kindness within Indigenous communities

Learn what Lateral Violence is, and why it happens in our workplaces and communities. Empower and prepare yourself to become a positive force for transforming Lateral Violence into Lateral Kindness. This workshop focusses on Indigenous communities however it is applicable for anyone who would like to deepen their ability to respond effectively to emotional and lateral violence. The purpose is to build effective intervention skills and preparation to create emotionally safe spaces to foster wellness and effective organizations and communities. It is an important, relevant and effective workshop for anyone living and working in the Yukon and beyond. Marilyn (a member of the Carcross/Tagish First Nation) and Thomas are masterful facilitators bringing research, knowledge and years of experience to their positive, compassionate and energetic delivery.

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**Date:** May 7 & 8

**Time:** 9am-4pm

**Delivery Method:** In-person

**Facilitator:** Marilyn Jensen and Thomas Shepherd, Lateral Kindness Inc.

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## Opening Our Eyes to Anti-oppression

This half-day personal development workshop is designed for individuals who are new to the concepts of equity, privilege, intersectionality, and anti-oppression or who may not have had personal experiences of oppression.

It will introduce participants to the important key concepts of equity, privilege, and intersectionality, within an anti-oppression framework.

Participants should leave the workshop with a basic understanding of privilege, oppression, and disadvantage, and with a few new skills for non-judgmental self-awareness to further their understanding of social justice. You will also take home a worksheet full of helpful tools and resources, including online learning options for continued, and hopefully life-long, learning on the topics introduced.

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**Date:** May 14

**Time:** 8:45am-12pm

**Delivery Method:** In-person

**Facilitator:** Juniper Redvers,  
Gli'aze Wellness Consulting

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# Indigenous Employees Forum member courses

The Organizational Development Branch (ODB) is dedicated to providing learning opportunities that promote a diverse, inclusive, and culturally safe workplace. Our initiatives align with key corporate priorities, including Breaking Trail Together (BTT), the People Plan, and ODB's Anti-Racism and Cultural Safety Strategy. These learning opportunities are designed to foster a supportive and inclusive environment with these priorities at the forefront.

ODB also provides specific workshops tailored to Indigenous employees. These workshops emphasize the importance of learning alongside other Indigenous people and are intentionally held in land-based settings, guided by Elders and Knowledge Keepers. The goal is to build capacity, strengthen networks, and develop a sense of community within the Indigenous Employee Forum (IEF).

## Breaking Trail Together

ODB proudly supports the implementation of Breaking Trail Together (BTT), the Yukon Government's 10-year strategic plan to achieving a representative public service, inclusive of Yukon First Nation and Indigenous people. The work of BTT addresses the Government of Yukon's Final Agreement obligations within Chapter 22, to "attain the goals of a representative public service located in the Yukon."

As outlined in the strategic plan, Breaking Trail Together has three objectives;

- ▶ barrier-free recruitment,
- ▶ culturally safe work environments,
- ▶ training and development opportunities

## Meet Lori Duncan (Sha Geey Aakw Tla)

**Member of the Ta'an Kwach'an Council Crow Clan adopted into the Carcross Tagish First Nation Deishuhíttaan Clan**



In support of achieving Breaking Trail Together's goals, the Diversity and Inclusion Branch has recently launched a pilot Elder in Residence. The Elder in Residence helps create a culturally safe and inclusive workplace across the Yukon government. This role provides guidance and

support to all employees — Yukon First Nations, Indigenous, and non-Indigenous — ensuring a workplace that respects Yukon First Nations traditions and fosters meaningful connections with Indigenous cultures. Meet Lori Duncan (Sha Geey Aakw Tla), a member of the Ta'an Kwach'an Council, Crow Clan, Adopted into the Carcross Tagish First Nation Deishuhíttaan Clan.

Please reach out to [elder@yukon.ca](mailto:elder@yukon.ca) to ask questions or book time with Lori.

To learn more, please visit [yukongovernment.sharepoint.com/sites/Branches-PSC/SitePages/Elder-in-Residence.aspx](https://yukongovernment.sharepoint.com/sites/Branches-PSC/SitePages/Elder-in-Residence.aspx)



## Tapping into our Indigeneity & Pride of Culture

This is an experiential course designed for Indigenous Employee's Forum Members to spend some time near a land-based environment reflecting on resilience, cultural pride, and identity. Supportive facilitation will include circle work, group discussion and time for personal reflection. Come prepared to spend some time outside.

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**Date:** May 8

**Time:** 9am-4:30pm

**Delivery Method:** In-person

**Facilitator:** Juniper Redvers,  
*Gli'aze Wellness Consulting*

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Please note that you must be an IEF member to sign up for and attend these courses. If you are not an IEF member but would like to be, please:

1. Complete the Employee Self-Identification form (found on sharepoint);
2. Check the "Contact me" section on the form; and
3. Send the form to the Public Service Commission

**Mail:** Mark the envelope as confidential and mail to Z-2.

**Email:** Scan the form and email to [diversity.services@Yukon.ca](mailto:diversity.services@Yukon.ca).



# Community visit to Dawson City

The Organizational Development Branch is taking a trip to Dawson City.

We understand that accessing in-person training in Whitehorse can be challenging, and we are committed to bringing training opportunities directly to communities. If there is a specific training that would be valuable to you, please let us know by emailing [yglearn@yukon.ca](mailto:yglearn@yukon.ca).

## Career Advising

Nathalie Ouellet, Career Services Advisor with Yukon government, will be offering workshops and individual sessions in Dawson from May 6 to May 8 for employees of Yukon government and First Nations government employees.

### Interview Workshop

Get ready for a job interview with Yukon government! This session will help you understand how the process works, how to prepare for the interview, how to structure and develop your responses, and increase your confidence. Bring your questions!

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**Date:** May 7

**Time:** 9am-12pm

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### Resume Workshop

Let's get you screened in! This workshop will help you organize your resume, discover your transferable skills, describe your experience and highlight your suitability for the desired position to increase your confidence and likelihood of a successful application. There will be time for questions. Bring your resume, and job postings if applicable!

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**Date:** May 6

**Time:** 9am-12pm

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### Intro to the Enneagram

Participants will be asked to complete an online assessment prior to the session, and will receive a report at the workshop. The enneagram is a way of mapping personality that shows blind spots, habits, emotional addictions, areas of focus, instinctual drives, and more. It provides language to discuss these aspects and can help us make sense of ourselves and others. This workshop is an introduction to this framework; if you are already versed in the enneagram and would like to learn more or discuss your type, you can book time one on one with Nathalie.

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**Date:** May 8

**Time:** 9am-12pm

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### Individual sessions

Book a one on one with Nathalie to work on your career development, including exploring career options and transitions, career related decisions, applying for jobs, developing within your own role, and more.

To book a one on one with Nathalie, please visit [careerservicesYG.as.me/Dawson2025](https://careerservicesYG.as.me/Dawson2025)

## The Blanket Exercise

In this half-day session, The Blanket Exercise covers over 500 years of history in a 1.5 hour participatory portion followed by a debriefing session in which participants have the opportunity to discuss the experience as a group.

Blanket Exercise participants take on the roles of Indigenous peoples in Canada. Standing on blankets that represent the land, they walk through pre-contact, treaty-making, colonization and resistance. The exercise follows a script read by a narrator and other facilitators play the role of European colonizers.

Participants are drawn into the experience by reading scrolls and carrying cards which ultimately determine their outcomes. By engaging on an emotional, physical and intellectual level, the Blanket Exercise effectively educates and increases empathy about the experience of Indigenous people in Canada. This can often raise deep emotions and we strongly encourage you to work with your heart and spirit when participating.

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**Date:** May 7

**Time:** 1pm-4:30pm

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## A Respectful Workplace... What's Conflict got to do With it?

Conflict in the workplace is normal, and when employees have the skills to address conflict in a healthy way, it leads to respectful workplaces and engaged, productive employees! In an engaging and interactive 1-day workshop, participants will learn or refresh themselves on the dynamics of conflict and how their responses to conflict can impact its resolution. Learners will come away with some concrete approaches to workplace situations and an understanding of their responsibilities and opportunities for creating and maintaining healthy, respectful, well-functioning workplaces, even when conflict arises. This is a popular session that many YG workplaces have made mandatory.

This course is delivered both as a full day in-person event and as 2 half-days delivered online. Once completed, a certificate will be issued. It is recommended you consider enrolling and refreshing your toolbox if you have not taken the workshop within the past two years.

By the end of this workshop, learners will know:

- ▶ How you can contribute to making your workplace respectful
- ▶ How conflict can escalate and how your brain reacts to it
- ▶ Increasing awareness of your own responses to conflict
- ▶ How to constructively engage in conflict using different tools

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**Date:** May 8

**Time:** 9am-4pm

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# Online self-directed training

There are multiple different departments now offering online self-directed training. Please see the following information below for a selection of offerings. For additional offerings, Yukon government employees can visit [yglearn.gov.yk.ca](http://yglearn.gov.yk.ca).



## ***Access to Information and Protection of Privacy Act: ATIPP Act Level 1,2,3***

Learn about your responsibilities under the Access to Information and Protection of Privacy Act.

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## **The Science and Impact of Unconscious Bias**

The Science and Impact of Unconscious Bias is an introductory course where you can explore what unconscious biases are, how and why they exist, and how they have an impact in the workplace. Through the two modules, you will be introduced to the science of unconscious biases, common types of unconscious biases, how unconscious biases can impact decision-making and interactions in the workplace, and how unconscious biases connect to stereotypes in a cycle that can lead to prejudice and discrimination. This 30-minute, self-directed course is a step in developing a “spidey sense” for when your own unconscious biases are at play. By understanding what unconscious biases are and where they show up for us, we can start to interrupt the negative impacts they have on ourselves and those around us.

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## **LinkedIn Learning**

Access over 10,000 courses for free on LinkedIn Learning. As a Yukon government employee, you can request access by emailing [ODB.reception@yukon.ca](mailto:ODB.reception@yukon.ca).

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## **Human Resources**

If you use HR systems for your job (such as e-recruitment, PeopleSoft, OrgPlus, Quest, or EPSI) you can find documentation and training videos on the HR Tools Yukonnect website under the HR Systems & Training section.

## **Procurement Academy Courses**

The Procurement support centers offers online training for Yukon government employees and the public on procurement topics as well as how to use the new e-Procurement system for bids and tenders.

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## **Preventing Sexual Harassment in the Workplace**

This is a self-paced online course for anyone working at Yukon Government and takes approximately 30 minutes to complete. This training is designed to support Government of Yukon employees in understanding their responsibility to recognize, prevent and address sexual harassment in the workplace. The content has been coordinated by Conflict Management Services Branch with input from content experts and organizations such as Yukon Employee's Union, Yukon Human Rights Commission and the Workplace Sexual Harassment Legal Clinic.

### **Learning Objectives:**

- ▶ Accurately define and describe workplace sexual harassment and feel confident recognizing sexual harassment if you see it.
  - ▶ Understand that you have a personal responsibility to address sexual harassment in the workplace. Know legal and policy framework that those responsibilities arise from.
  - ▶ Have some tools and ideas for how to intervene when you witness sexual harassment and how to report it.
- 

## **Understanding Finance: Signing Authority Overview**

This is a two-part course on signing authority. Over the two modules participants will learn about the purpose and process of delegating signing authority, your responsibility when exercising signing authority and generally how this contributes to responsible financial management for government. This is a prerequisite for employees who have delegated signing authority and must be completed in advance of receiving signing authority.

## Workplace Hazardous Materials Information System (WHMIS 2015)

Everyone has a responsibility to ensure we work safely with or near hazardous materials. Even in office environments, there can be hazardous materials. Learn the universal labelling system used to describe potential hazards and important handling and storage precautions. This course is to educate YG employees to changes introduced by WHMIS 2015. There is a workplace practical exercise that requires the supervisor to provide specific training on the hazardous products used, stored and disposed of in the workplace.

### YG workers will be introduced to:

- ▶ Pictograms
- ▶ Hazard Classifications
- ▶ Safety Data Sheets
- ▶ Supplier Labels
- ▶ Workplace Labels

### Participants shall upon completion of the classroom education:

- ▶ Complete the Practical Exercise;
- ▶ Tour the workplace with manager/supervisor;
- ▶ Receive training relevant to the Personal Protective Equipment PPE that is available for use while working with hazardous products.

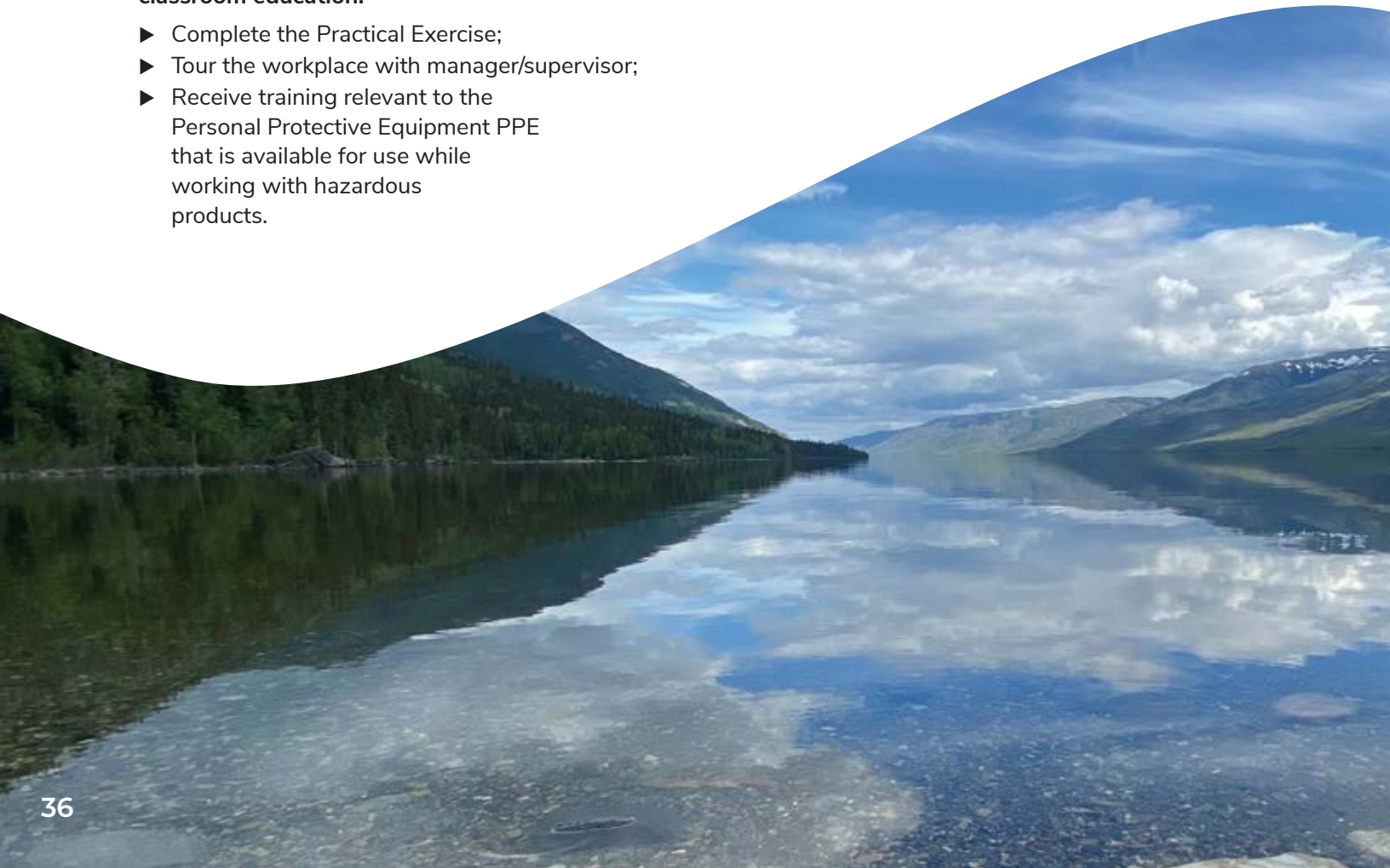
## Your Health and Safety at Work

This course outlines the procedures and systems in Yukon Government used to manage prevention and reporting of health and safety incidents, including psychological health and safety.

Every employee plays a specific role in ensuring safe workplaces.

### YG workers will be introduced to:

- ▶ The Joint Responsibilities for Health and Safety at Work
- ▶ Policies and Procedures in place at Yukon Government
- ▶ What is a Hazard?
- ▶ The new addition of violence and harassment as hazards in the *Yukon Occupational Health and Safety Act*
- ▶ Assessing the Risk of Hazards
- ▶ Introducing Controls to Manage Hazards
- ▶ How to Report Incidents
- ▶ The Investigative Process



## Learn French

The French Language Services Directorate aims to support you in your language learning journey by providing a variety of classes to meet your goals and needs. Empower yourself with our comprehensive courses specifically designed for Yukon Government employees.

### Our offer includes:

- ▶ **Online self-paced classes:** Flexibility to learn at your own pace, anytime and anywhere.
- ▶ **Live online sessions:** Interactive sessions led by one of our dynamic instructors for real-time engagement and learning.
- ▶ **In-person group classes:** Collaborative environment to foster practical skills.

### Explore the full schedule and register today:

For detailed course descriptions, schedules, and registration information, visit FLSD's Department Hub - Training page on Yukonconnect or contact us at [French.training@yukon.ca](mailto:French.training@yukon.ca) for more information.

## Telus Health One App

A confidential interactive platform populated with expert led resources and assessments to help you customize your experience based on your interests or needs.

[app.lifeworks.com](http://app.lifeworks.com)

For first time access, enter the invitation code "Yukon" and click next, then enter your YG email to login. For YESNET users, enter invitation code: YUKEmployee ID (ex. YUK-999996).

For more information, visit the Employee and Family Assistance site on Sharepoint.

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## Respectful Workplaces: Yukon Government's Violence and Harassment Policy

This course is an orientation to the new Respectful Workplace Policy (GAM 3.47), Yukon Government's violence and harassment policy.

Learn about some key parts, about each of our roles and responsibilities, about the Investigations Office, about how to find the policy and how to report serious interpersonal misconduct.

The course takes 20-30 minutes to complete.

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## Understanding the Values and Ethics Code for Government of Yukon Employees

This self-pace learning module provides an orientation for all Yukon Government employees to this Code.

This course takes approximately 30 minutes to complete and is mandatory for YG employees.



# Organizational development programs and services

## Career advising

Career advising is a discovery process. Together, we will consider your competencies, interests, experience, abilities, values, personality and education level. Career Advisor Nathalie Ouellet offers one-on-one career development support for Yukon government employees at any level, with priority access for Indigenous employees.

This program is delivered on a first come, first served basis and uses a client-centered approach.

For more information about career services please contact [Nathalie.Ouellet@yukon.ca](mailto:Nathalie.Ouellet@yukon.ca).

## Leadership development

In YG, we believe leadership as an action – not a position. Everyone can develop their leadership skills, build stronger character and learn more effective behaviors through intentional learning and leadership programs as well as career experiences.

To learn more about our government's Leadership Development Framework and how central services and your home department can help you on your leadership journey, contact [odb.consulting@yukon.ca](mailto:odb.consulting@yukon.ca)

## Learning and Development Fund

The LDF supports employee learning by helping to offset 35% of tuition for study programs, short learning events, conferences, and membership registration fees of \$250 or more. The LDF has a maximum tuition support of \$5000 per employee, per fiscal year.

For more information, please visit our website at [yukonnect.gov.yk.ca/employee-info/Pages/learning-development-fund.aspx](http://yukonnect.gov.yk.ca/employee-info/Pages/learning-development-fund.aspx) or contact [odb.reception@yukon.ca](mailto:odb.reception@yukon.ca).



## Conflict Management Services

Our Conflict Management practitioners are a resource for employees who need support addressing unhealthy conflict and incivility in the workplace. We also provide support to leaders, managers, and supervisors who are responsible for managing the workplace environment.

### Services we provide:

**Consultation** – allows for an initial informal and confidential exploration of your situation and a private discussion of your options.

**Coaching** – a structured process consisting of a series of private and confidential sessions which allow you to proactively develop your self-awareness and your own skills to manage an actual or potential conflict.

**Facilitated conversation** – a neutral third party facilitates a dialogue between two or more employees.

**Mediation** – a structured process in which a neutral third party helps parties negotiate a mutually acceptable solution to their issues. The mediator can help frame issues, explore interests, and reach a documented agreement.

**Team and group engagements** – collaborative processes that surface issues, make sense of the issues, and work through them. This may include group facilitation, coaching and other approaches.

**Workplace restoration** - a collaborative process to support restoring workplaces to a state of health and effectiveness.

### Preventative services

We can raise awareness about conflict management and what it means to have a respectful workplace. Contact us to request:

- ▶ a presentation on respectful workplaces and ways to address unhealthy conflict and incivility in the workplace.
- ▶ training courses and workshops to promote self-awareness and increase conflict management skills; and
- ▶ materials and posters to promote awareness.

Contact us at [CMS@yukon.ca](mailto:CMS@yukon.ca) to find out more about how we might help.

## Organizational development consulting

Organizational development (OD) consultants help teams, groups and leaders develop, to effectively work together and meet their mandates. We use a variety of tools and approaches to create and support a healthy, productive and effective organization. Our work is about building the capacity and understanding of groups for sustainable, long-term change.

### What we do:

We engage with our clients to design custom, participatory processes that help clients meet their business outcomes, identify opportunities to take action, and build their capacity for future needs in the following areas:

- ▶ **Effectiveness:** system or process design, organizational redesign, strategic planning, communication strengthening, expectation setting/norming and management and leadership advising and development
- ▶ **Community Building:** team building sessions and retreats
- ▶ **Shifting Culture:** through team conflict dialogue, organizational diagnosis and dialogue
- ▶ **Develop Curriculum:** to support key learning needs and outcomes
- ▶ **Experience Design:** coaching and creation of facilitation guides

### Our approach:

Our organizational development approach is firmly grounded in being human centred and inclusive. We strive to create healthy, engaged workplaces for everyone. We work with management to make sure we're meeting the objectives of leadership, and we design approaches that meaningfully involve and engage everyone in the group. In our work, clients are the subject matter experts and we are the process experts, bringing knowledge of human dynamics, facilitation, and systems thinking to support healthy and effective groups across government. OD consulting service is an internal consulting service provided free of charge to groups in the public service.

**Contact us at [odb.consulting@yukon.ca](mailto:odb.consulting@yukon.ca) to find out more about how we might help.**



# Staff



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The Organizational Development Branch's Program  
Coordinators support YGlearn.

If you have any questions, please contact [YGlearn@yukon.ca](mailto:YGlearn@yukon.ca)

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