

Course catalogue

Fall and Winter 2023/24

Organizational Development Branch
Public Service Commission

**Yukon**

Welcome to our Fall and Winter learning and development catalogue for 2023/24.

The Organizational Development Branch is committed to driving an innovative and inclusive learning approach for Yukon government employees, ensuring relevance and effectiveness across the entire organization. Our goal is to empower you in your role by providing essential training, career and leadership development and consulting services. We are here to inspire you to explore new skill-building opportunities and foster improvement within the public service.

As we navigate through the challenges of the post-pandemic era, our focus remains on equipping public servants with the necessary leadership skills and agility practices to thrive in an ever-changing landscape. We honour our treaty obligations and Truth and Reconciliation commitments in 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 becomes even more important as we see an increasingly representative public service, in line with Breaking Trail Together.

In addition to the existing courses, we offer a diverse range of services, programs, and learning tools to cultivate a strong learning culture within the public service. You can explore these opportunities through our catalogue or on our Sharepoint site. If you have specific learning needs not covered in the course catalogue, please feel free to contact odb.reception@yukon.ca. We are eager to understand your requirements and work collaboratively to find tailored solutions that meet your needs and drive future success.

Enjoy the journey!

The ODB Team

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Core competency based training

Yukon government created the core competency framework as a government-wide commitment to leadership excellence at all levels of the organization.

You can use the symbols guide below to see which training will help you build different competencies. To learn more about the core competencies, Yukon government employees can visit yukonnect.gov.yk.ca/tools/hr/Pages/competencies.aspx. Members of the public can visit yukon.ca/en/core-competenciesleadership-excellence



Taking action



Leading change and innovation



Promoting common values and ethics



Thinking strategically



Cultural competence

Cultural competence is not yet included in the YG Core Competency Framework, but the Organizational Development Branch recognizes it as a distinct and critical competency required for individual and organizational progress. For more information contact Kaitlyn Charlie, Diversity and Inclusion Program Advisor at Kaitlyn.Charlie@yukon.ca.



Demonstrating a client focus



Influencing others



Modelling interpersonal skills and personal responsibility



Developing people

Learning events by category

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

Complexity and Organizational Resilience – Act With Ease When the Only Constant is Change

Over the course of three sessions, you will learn about the emerging and interdisciplinary fields of complexity science, systems and design thinking. Considering this tripod in strategic planning and decision-making will drive innovation and success, i.e., the best outcomes possible in any given situation. This includes making sense of what is and developing engaging shared narratives that will guide public servants at all levels. Trusting our intuition and best practices can be poor guides when everything is constantly shifting. There is no doubt that the new perspectives and skills acquired in this course will come in handy, especially when considering the increasing uncertainty the future holds. Skillfully working with complexity, rather than against it, is a stepping stone for organizational resiliency – unequivocally. Last but not least, the material offered will reconnect you with our common human heritage and a hopeful story about why things are the way they are and how they are evolving.

Key focus areas are:

- ▶ Complexity and systems thinking fundamentals - the study of relationships and feedback loops
- ▶ Parallels between indigenous worldviews and complexity science
- ▶ Systems analysis, including collective systems mapping for sense making and systems archetypes
- ▶ Complexity, organizations and people

By the end of this course, you will have an understanding of:

- ▶ Performing systems analysis and identify blind spots, risks and leverage points within a system;
- ▶ Creating systems-aware ways to lead and work in complex environments;
- ▶ Exploring and depicting complex processes and logic in a visual manner promoting improved working relationships between departments and levels of government; and
- ▶ Have greater cultural competency and humility, which increases your capacity to work in cross-cultural contexts.

We facilitate this workshop using tools and techniques to accommodate the various cognitive learning styles, including short presentations, case studies and stories, experiential exercises and group discussion.

Date: October 31, November 1 & 2 or January 16, 17 & 18

Time: 1pm-4:30pm

Delivery Method: In-person

Facilitator: F&B Consulting

Core competencies:



Growing Through Adversity

Like fireweed, growing through adversity is slow and gradual; it is one day at a time. Our "normal" has been drastically changed and we are being transformed by the experience of living through these times of global pandemic and uncertainties. In this 2-hour session, we will pause and reflect on what being human at work means right now and we will find or strengthen one helpful habit to thrive amidst uncertainty. This course will provide some concrete suggestions and practical tools for building our resilience during challenging times.

Date: September 28 or February 15

Time: 9am-11am

Delivery method: Online / Zoom

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

Core competencies:



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.

Date: September 26, October 3, 10, 17, 24, & 31 or January 9, 16, 23, 30, February 6 & 13

Time: 8:45-9:45 am

Delivery Method: Online / Zoom

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

Core Competencies:





Integrated Resilience

Over three half days, you will learn to empower yourself and others to better cope with the personal, relational, professional and societal challenges that come with uncertain times. Come participate in an intensive process of discovering how you can tune your inner compass to point towards ever-expanding resiliency.

This workshop offers a solid grounding and experience in the theory and practice of resiliency, including basic training in:

- ▶ Historical and philosophical approaches regarding resiliency
- ▶ Personal ecology
- ▶ Personal mastery
- ▶ Building effective relationships, partnerships, teams
- ▶ Emotional intelligence and fundamentals of evolutionary psychology
- ▶ Communication skills
- ▶ Transformational change

Participants will not only be building their resiliency toolbox, but they will also transform their attitude, enabling them to perform at full potential and create change, with less effort, while enjoying more balanced lives. We will provide you with knowledge and skills, based on a blend of western science and Traditional Knowledge from cultures around the world, that are directly relevant to cross-cultural workplaces.

We facilitate the workshop using a range of tools and techniques to accommodate the various cognitive learning styles, including but not limited to presentations, storytelling, conversation, art and music. As such, the workshop will create a fun, comfortable and empowering environment where everyone's skills and abilities are valued.

Date: October 3, 4, & 5 or February 27, 28 & 29

Time: 1pm-4:30pm

Delivery Method: In-person

Facilitator: F&B Consulting

Core Competencies:



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
- ▶ Steps for Implementing Principles

Date: October 17

Delivery Method: In-person

Facilitator: Crisis & Trauma Resource Institute

Core Competencies:



Vicarious Trauma – Strategies for Resilience

Helpers regularly encounter stories and symptoms of trauma in their roles. There is growing evidence that the impact of directly supporting others through experiences of trauma goes beyond burnout or fatigue. The toll of witnessing intense human experiences and emotions can contribute to a negative transformation of a helper's own sense of safety, and of being competent and purposeful. This workshop will provide participants with the opportunity to examine their own experiences and become aware of the signs of both vicarious trauma and vicarious growth. Participants will have the opportunity to develop a personalized plan to repair negative effects as well as accelerate their resilience.

Some of the topics include:

- ▶ Signs of Vicarious Trauma
- ▶ Anchor Points that Keep You Solid and Steady
- ▶ Empathy – A Vicarious Experience
- ▶ Building Self-Awareness of the Impact, of Working with Trauma
- ▶ External Factors Impacting the Effects of Trauma Work
- ▶ Individual Factors Impacting the Effects of Trauma Work
- ▶ Recognize the Sound and Feel of Your Alarm
- ▶ Strategies for Building Empathic Resilience
- ▶ Practicing Vicarious Resilience
- ▶ Building a Personalized Plan

Date: September 14

Delivery Method: In-person

Facilitator: Crisis & Trauma Resource Institute

Core Competencies:



Public sector capabilities

Art and Craft of Policy

Good policy work is an integral component of good governance. When we do our job well, we support decision-makers to develop the best possible solutions to public policy problems. This includes helping identify the most effective, efficient and equitable use of resources to meet the public's needs. We can face many challenges when doing this work, including a lack of time, resources and information. Some of us are also new to policy, new to government or taking on new projects that require a more developed skillset. Taking time to further refine and practice applying our policy skills can help us better navigate this challenging but exciting world of policy making.

This course is for employees beginning their policy careers or looking for a refresher on policy fundamentals.

It will cover:

- ▶ Problem identification – what is the problem we want to solve?
- ▶ Identifying policy objectives – what are our specific goals in solving this problem?
- ▶ Identifying options – what is the full range of options that would help solve the problem?
- ▶ Analyzing options – how can we know if the options will meet our policy objectives?
- ▶ Implementation planning – how can we make sure the options will work in practice?

Date: October 23 & 24 or October 26 & 27 or December 4 & 5 or December 7 & 8

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Taryn Turner, Cabinet Analyst, Executive Council Office

Core Competencies:



Citizens at the Centre: Planning and Implementing Meaningful Public Engagement

Context: As of the public announcement in November 2017, the Government of Yukon is changing the way we do public engagement. We now define public engagement as a process that links public input into a decision using problem-solving or discussions between decision-making bodies and the public. It is not a single event, but instead is a journey that provides an opportunity to build relationships and trust. This new approach means many different ways of thinking about, planning and doing engagement... and we have a Toolkit, companion training, and a variety of other resources to help!

Through this two day workshop we will begin with getting really clear on the “why?” of engagement. Why are we asking the public to engage in decision-making with us? At its heart, what purpose will public engagement serve? We’ll talk about navigating the relationships in your department and with the political level to get clear on these answers to why questions. We’ll explore internal YG processes for all types of engagement – from the broad public engagement (as defined above), to ongoing, topic-specific stakeholder conversations. YG’s Public Engagement Toolkit’s planning steps will be used to walk through a typical engagement design process. You’ll get to try out facilitation techniques as we walk through each step. And, bonus: internal and external guest speakers with Yukon engagement experience share their lessons learned with us over the two days.

Audience: Program area, policy and communications staff or departmental leadership involved in planning and implementing public engagement within or across departments.

Facilitator: Emily Jarvis (OD/LD Consultant) and a whole host of guest presenters

Date: TBD

Core Competencies:



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!

Date: October 12 & 13 or Winter TBD

Time: 9am-12pm

Delivery Method: In-person

Facilitator: Teresa Earle

Core Competencies:



Machinery of Government

This half-day 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; and
- ▶ How decisions of Cabinet and Cabinet committees are made.

Date: September 22

Time: 8:30am-4:30pm

Delivery Method: In-person

Facilitator: Andrea Buckley

Core Competencies:



Negotiations for the Modern Era

Participants of this workshop-driven course will learn, gain and practice the skills and techniques to become effective negotiators. They will learn and apply different styles and techniques for negotiating at work and in life through the negotiation process. They will recognize integrative, distributive and agile negotiation styles. Participants will gain an understanding of the importance of BATNA (Best Alternative to a Negotiation Agreement) and ZOPA (Zone of Possible Agreement) and when, and how, to use them. They be equipped with a negotiation tool set and understand when and how to use different strategies and tools when negotiating.

Date: November 23 or February 15

Time: 9am-12:30pm

Delivery Method: Online

Facilitator: Mussio La Grassa

Core Competencies:



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)

Date: November 2 or January 17

Time: TBD – See YGLearn

Delivery Method: Online / Teams

Facilitator: Canada Pension Centre

Core Competencies:



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, execution, 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.

Date: September 26 or September 28

Time: 9am-4:30pm

Delivery Method: Online

Facilitator: Gregg Brown

Core Competencies:



Two-Minute Briefings

This Two-Minute Briefings course will give participants a step-by-step process for writing and presenting effective messages to their intended audience. Participants will learn the difference between “need to know” and “nice to know” information and apply the briefing iceberg methodology. Participants will also learn to anchor their messages using a four-part structure and how to ascertain the main point of their briefing and write it in one sentence. They will learn to stay on point and communicate accurately, precisely and with ease using plain language. Participants will apply best practices, strategies, techniques and processes in group workshops, individual a partner exercises and engage in peer reviews and interactive discussions to gain confidence. Every participant will write and deliver a two-minute briefing with facilitated, constructive peer and facilitator feedback.

Date: October 12 or January 18

Time: 9am-12:30pm

Delivery Method: Online / Zoom

Facilitator: Mussio La Grassa

Core Competencies:



Write to Be Read

Most organizational communication is written. Good writing influences what's read. And what's read influences decisions and actions and how people think.

But reading patterns challenge writing. Only about 20% of what's written is read. Furthermore, technology has impacted how we read – we don't. We skim.

To add to the challenge, our work relationships are dependent on being able to communicate our intent, as well as build and maintain relationships through the written word.

Only a few people are “born writers” but the good news is good writing skills are easily learned. This course teaches ways to ensure your writing is read, understood, and acted on. It also teaches how to be relational in our writing.

Results you can expect

- ▶ Proven techniques that will enhance readability immediately
- ▶ Practical ways to engage the reader
- ▶ How to draw attention to your key messages
- ▶ How to clearly impart information and ideas
- ▶ How to significantly improve reader comprehension

Key focus areas

- ▶ What readable writing is
- ▶ The impact of technology on reading and writing
- ▶ Different reading styles
- ▶ How to write to ensure important content is read
- ▶ Using tone and plain language
- ▶ Leveraging layout and structure
- ▶ New rules for paragraphs
- ▶ Headings and email subject lines
- ▶ How to write good summaries

Date: November 22

Time: 9am-12:30pm

Delivery Method: Online / Zoom

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Writing for the Professional

A workshop to sharpen the tools in your writing toolbox (6 hours).

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.

Date: October 17 or November 7
or Winter TBD

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Teresa Earle

Core Competencies:



Interpersonal skills

Authentic Communication

Unfortunately, human nature is typically to avoid “speaking one’s truth” when it has the potential to spark open conflict. The inevitable result is misunderstanding, gossip, tension, anger, and in more extreme cases, a breakdown of the team. In contrast, environments that are open and honest yet caring are far more likely to create the conditions for individuals, teams, and organizations to thrive.

This workshop focuses on how to express oneself in an authentic way, while maintaining psychological safety for both parties, with a view to building trusting relationships.

Results you can expect

- ▶ Relationships grounded on trust and respect
- ▶ Reduce fear of speaking your truth
- ▶ Manage limiting beliefs
- ▶ Better control of non-verbal cues
- ▶ Improved psychological safety in communication

Key focus areas

- ▶ Self-awareness of communication tendencies
- ▶ Alignment of message cues so mixed messages are not sent
- ▶ Emotion and feeling management
- ▶ Underlying communication driver(s) and limiting beliefs
- ▶ Hidden agendas and listening blocks
- ▶ Clearing conversations

Date: October 19

Time: 9am-12:30pm

Delivery Method: Online / Zoom

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



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.

Date: September 5

Time: 9am-12pm

Delivery Method: In-person

Facilitator: AURORA Workshops

Core Competencies:



Communication Skills: Active Listening

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 verbal’s, 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.

Date: September 13 or February 7

Time: 8:30am-12:30pm

Delivery Method: In-person

Facilitator: Rita Koeller

Core Competencies:



Conflict Resolution

The ability to resolve workplace conflict is a key differentiator for the ability of any group of individuals to function as a team. Research shows that high performing teams actually experience regular conflict, although conversations remain respectful and solution-orientated. On the other hand, teams that lack a basis for conflict resolution are less likely to hold each other accountable and struggle to achieve high levels of performance.

Fortunately, conflict resolution skills can be readily learned by most people, and the tools can be used effectively even when the other party has no specific conflict resolution skills.

This program focuses intensively on skills practice, so that participants build a high level of confidence in the tools they learn before leaving the room.

Results You Can Expect

- ▶ Stronger relationships with others
- ▶ Greater ability to positively influence others
- ▶ Improved ability to deal with difficult people
- ▶ Negotiated outcomes that are perceived as win-win by all parties
- ▶ Greater accountability on teams
- ▶ A shift from superficial to systemic solutions
- ▶ A more respectful workplace

Date: December 5

Time: 9am-12:30pm

Delivery Method: Online

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Having Difficult Conversations

Great managers can read people. They know that employees have different skills, different concerns, and different levels of motivation. Further, they know that if they ignore these diverse needs, there is a greater chance that their employees 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. Consequently, they've learned to adjust their management style to the employee's style and the needs of the situation. This course is designed to help managers recognize the employee's needs and remove barriers to performance.

Note: This session uses the DiSC framework, NOT the DISC assessment, to help understand differences and adapt our communication styles.

Participants will learn how to:

- ▶ Read the personality style and developmental needs of staff.
- ▶ Understand the goals and fears of their employees to gain commitment
- ▶ How to adapt their communication style so the employee can hear them.

Date: September 29

Time: 9am-12pm

Delivery Method: In-person

Facilitator: Gregg Brown

Core Competencies:



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

Date: October 24

Time: 9am-11am

Delivery Method: In-person

Facilitator: AURORA

Core Competencies:



Step Up How You Speak Up

Arlin's background in theatre, film and communications informs this workshop. She has learned that people often do not really perceive how they are coming across to others, consequently she designed a workshop where people have the opportunity to see themselves objectively, on video.

What is YOUR Message?

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.

Date: October 11

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Arlin McFarlane

Core Competencies:



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

Date: October 11

Time: 9am-12 pm

Delivery Method: In-person

Facilitator: AURORA Workshops

Core Competencies:



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 neuroplasticity 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: September 19

Time: 9am-12pm

Delivery Method: In-person

Facilitator: AURORA Workshops

Core Competencies:



Leadership and management

Being Strategic

Much research has been done into answering the question: “what makes a good leader?”

It turns out that while a number of competencies are needed to successfully lead, the ability to think, plan and orientate oneself strategically emerges as the attribute most highly correlated with leadership effectiveness. The reason is that robust strategic thinking and planning is most likely to align people and resources around the things that will have the biggest organizational impact.

This course teaches participants a methodology that begins with diagnosis, analysis and visioning, culminating in the development of actionable plans. The material covered is brought alive by having participants work on their own case studies throughout.

Results you can expect

- ▶ Follow a structured process that consistently focuses on the long term
- ▶ Orientate the team around a clear vision
- ▶ Make better decisions
- ▶ Improved ability to lead change

Key focus areas

- ▶ Focusing on deep work: organizing oneself strategically
- ▶ Analyzing our current reality / situation
- ▶ Creating a vision
- ▶ Systems thinking

Date: September 21

Delivery Method: In-person, or

Date: January 24

Delivery Method: Online / Zoom

Time: 9am-12:30pm

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Build Your Team

The ability to develop a strong sense of teamwork is a critical skill for any leader that manages a team, and in fact teamwork may be one of the few sustainable advantages that organizations can have in today’s competitive world. This workshop is designed to provide the skills to leaders that help diagnose how their own team is performing and to identify the steps that need to be taken to optimize it. Skills are taught through a hands-on team-based simulation that exposes all of the common pitfalls.

The workshop is a skills-based training version of our popular team optimization facilitation that we typically do with intact teams.

Results participants can expect:

- ▶ Clearer roles and responsibilities.
- ▶ Improved levels of trust and ability to resolve conflict.
- ▶ Guiding principles that have buy-in and are followed.
- ▶ Greater levels of accountability and improved team results.
- ▶ Improved self-awareness about own style when leading teams.

Date: February 20

Time: 9am-12:30pm

Delivery Method: Online

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Coaching for Performance

How does one hold people accountable for results while still motivating them to give their best? The consistent answer is that by far the largest factor is the behavior of the manager and more specifically, coaching behaviors. Engaged employees frequently report that they understand what is expected of them, are empowered to make decisions as their skills improve and receive feedback when they have done a good job and when they have not. Just as importantly, when they face barriers on the job, the manager makes an honest attempt to understand and problem-solve in a constructive way.

This program provides the core management skills that maximize employee performance and engagement. It makes extensive use of skills practice using actual participant case studies in order to ensure relevance and prepare participants for critical conversations back on the job.

Results participants can expect:

- ▶ Higher levels of performance of staff members.
- ▶ Improved accountability with respect to people executing on their prior commitments.
- ▶ Increased opportunities for staff to grow their skills.
- ▶ Higher levels of engagement and improved retention.

Date: September 20

Time: 9am-4pm

Delivery Method: In-person

or

Date: March 7

Time: 9am-12:30pm

Delivery Method: Online / Zoom

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



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

Date: February 29

Time: 10am-1pm

Delivery Method: Online / Zoom

Facilitator: Gregg Brown

Core Competencies:



Getting Teams Engaged: Fostering Independence and Nurturing Talent

We would all like to excel at being a leader or a manager. How do you do that in a world that is constantly changing, and foster accountability and leadership in your teams? Research shows leaders who have a medium to a high level of talent for managing others contribute about 48% more results to their organizations than average managers! (Gallup, April 2015).

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.

Leading and managing others not only requires a unique mindset and the necessary skills, but it requires that we prepare ourselves to foster independence, accountability and self-leadership in others.

In this interactive workshop, we will

- ▶ Identify strategies to build accountability
- ▶ Discuss methods to keep teams engaged
- ▶ Examine ways to motivate and inspire my team to high performance
- ▶ Practice strategies to drive for results and have the difficult conversations
- ▶ Understand how coaching fits into performance, expectations and accountability
- ▶ Use the GROW coaching model to have coaching conversations
- ▶ Practice coaching and get feedback

Date: September 27

Time: 9am-4:30pm

Delivery Method: In-person

or

Date: January 17 & 18

Time: 10am-1pm

Delivery Method: Online / Zoom

Facilitator: Gregg Brown

Core Competencies:



Managing for an Engaged Workplace

Managing an Engaged Workplace is a 10-day leadership development program for supervisors and managers, which happens over seven months. This program helps People Leaders improve their self-awareness and foster leadership growth. It is based on the competencies and proficiencies required for success in the Yukon government.

In this program, People Leaders will:

- ▶ Develop an increased sense of self-awareness by identifying personal strengths and natural working styles necessary to succeed in the workplace;
- ▶ Gain ways to improve interpersonal communication within groups and teams;
- ▶ Explore personal preferences when working through conflict and develop skills to effectively approach difficult conversations; and
- ▶ Investigate how to implement successful change initiatives.

Participants must attend all the modules to successfully complete the program, and the modules must be taken in sequential order.

Participants have already been selected through an impartial lottery process for this year's cohort.

Navigating Onboarding and Leading Performance

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.

Date: August 29 & 30 or December 5 & 6

Time: 8:30am-2:30pm

Delivery Method: In Person

Facilitator: Rita Koeller and YG Staff

Core Competencies:



So You Want to be a Manager / Supervisor

Shifting from contributor to managing people and resources

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.

Date: November 1

Time: 9am-4:30pm

Delivery Method: In-person

Facilitator: Lyn Hartley, PhD

Core Competencies:



Strategic Thinking: Leadership Tools for Innovative Thinking, Problem Solving and Decision Making

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.

Objectives and outcomes, participants will:

- ▶ define strategic, systems, creative, and critical thinking
- ▶ identify aspects of strategic thinking you currently use and those you under-use
- ▶ identify organizational and individual barriers to strategic 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

Date: November 22 & 23

Time: 10am-1pm

Delivery Method: Online / In-person

Facilitator: Greg Brown

Core Competencies:



Strategies for Building Stronger Teams

For new leaders or new to YG leaders, this workshop will cover a lot of ground with leadership theory interspersed with exercises to help you as a leader to manage yourself, get to know your team members, and build stronger team relationships. We'll explore concepts such as team dynamics, creating team agreements, coaching, giving feedback, and holding effective meetings.

Please bring some of your sticky issues or leadership challenges, as we work through the leadership theories and practices!

Date: September 14 & 15 or
September 19 & 20

Time: 9am-3pm

Delivery Method: In-person

Facilitator: Tracey Johnson

Core Competencies:



Leadership Foundations Training Guide



Purpose of the guide

The Leadership Foundations Training Guide is a self-directed online resource for leaders, HR professionals, executive managers, and anyone aspiring to transition into a leadership role within Yukon government in the future. It can be explored at your own pace, based on your professional development interests.

The guide provides leaders with consistent information about training and development resources available, in alignment with the Leadership Development Framework and the Yukon government core competency framework. For more information: ODB.reception@yukon.ca



Using the guide

When to use

- ▶ As a tool during the onboarding process
- ▶ To help aspiring and new leaders identify areas of development on their leadership journey
- ▶ To assist in making decisions around your learning and development as an established leader

How to use

- ▶ Access the guide through **YGLearn**.
- ▶ Complete the optional pre-assessment to identify areas of interest among the six themes of training and resources: **government know-how; leading teams and individuals; self as leader; truth, celebration, and reconciliation; leading the work; and finance and budget management.**
- ▶ Explore the various themes to identify available online courses, in-class sessions, and additional resources. Take the courses you're most interested in, anytime and at your own pace.

For more information:
emma.stinson@yukon.ca



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

This past year we increased our course offerings on Yukon First Nations topics in response to the Truth and Reconciliation Commission's call to action #57, which calls 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.*

Our leaders in government support reconciliation and believe the first step is to increase awareness. They have committed to increasing their knowledge and understanding of Yukon First Nations' history, culture, governance structures and how the public service could support reconciliation in Yukon. This past year, deputy ministers and assistant deputy ministers participated in a series of learning events covering these topics.

Our leaders have also expressed their encouragement for all public servants to enroll in courses on Yukon First Nation topics. By continuing to build awareness and understanding of Yukon's history, society and personal perspectives, we all become better public servants.

If you are unsure of where to start, we recommend beginning with Yukon First Nations 101: History of Yukon First Nations & Self-Government and Residential School Awareness. We are currently reviewing and exploring new courses, so stay tuned for new offerings in fall/winter.

“ 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.

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.)

Date: September 26 or November 28

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Northern Institute of Social Justice, Yukon University

Core Competencies:



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.

Date: November 29

Time: 8:30am-4:30pm

Delivery Method: In-person

or

Date: November 15 & 16

Time: 1pm-4:30pm

Delivery Method: Online

Facilitator: Northern Institute of Social Justice, Yukon University

Core Competencies:



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.

Dates: November 16, December 12, February 1 or March 5

Time: 9am-4pm

Delivery Method:

Facilitator: YG employees

Core Competencies:



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.

Date: November 8 or February 21

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Paige Galette

Core Competencies:



Bias: We All Have It

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.

Date: October 25, January 23 or March 26

Time: 1-4:30pm

Delivery Method: In-person

Facilitator: CD Saint, Emily Jarvis, Sarah Crane

Core Competencies:



Introduction to Cultural Safety

This one-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.

Date: October 26, November 22, January 31 or February 28

Delivery Method: In-person

Facilitator: Internal YG Employees and Contractor

Core Competencies:



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.

Date: Self Paced

Delivery Method: Online

Facilitator: Collyn Lovelace

Core Competencies:



Indigenous Employees Forum member courses

ODB is proud to support the implementation of Breaking Trail Together (our plan for a representative public service). This strategy articulates the importance of forming a more diverse and inclusive workplace and reminds us of our legal obligation in 22.4.0 of each Yukon First Nation Final Agreement. In the words of the strategy: “YG will strive towards recruitment that is responsive a barrier-free; work environments that are culturally safe and supportive; and training and development that support Yukon First Nation employees.”

With Breaking Trail Together’s vision of supportive, inclusive, and culturally safe workplaces in mind, ODB has developed a variety of available courses in Diversity and Inclusion learning for the entire public service. Along with co-developing and delivering this year’s incredibly successful **Kwànn dík’á Indigenous Leadership Conference**, ODB has designed some training opportunities, exclusively for Indigenous Employees Forum members. In line with our objective of training and development that specifically supports Indigenous employees, we are offering two courses this fall: **Tapping into Our Indigeneity, Pride in Culture and Resiliency, and Decolonized Approach to Healing from Trauma**. These courses offer a chance for learning among IEF members in culturally significant subject areas. They are purposefully offered in land-based settings, with Elders, professionals and knowledge keepers to support the participants in a wraparound way.

We are committed to continue to offer learning experiences that foster a diverse and inclusive workplace, connected to corporate priorities like Breaking Trail Together, the People Plan as well as ODB’s own Branch Plan and Anti-Racism and Cultural Safety Strategy. These courses for IEF Members are a way to support this employee resource group (ERG) to develop capacity and community together, and to build strong networks of support in the workplace.

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.

Once processed you will be added to the membership of Indigenous Employees Forum and can sign up for the two courses below through YG Learn.

Tapping into Our Indigeneity, Pride in Culture and Resiliency

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, decolonization of self and personal indigeneity in a contemporary context.

Supportive facilitation will include circle work, group discussion and time for personal reflection. Come prepared to spend some time outside.

This workshop will be hosted at an external land-based venue, thirty minutes north of Whitehorse.

This workshop will be hosted at an external land-based venue, approximately 30 minutes outside of Whitehorse. We encourage carpooling.

Date: September 21

Time: 9am-4:30pm

Delivery Method: In-person

Facilitator and Elder support: Juniper Redvers with Elder Support

Venue: TBD

Core Competencies:



Decolonized Approach to Healing from Trauma

As Indigenous people we face a very long history of colonization and inter-generational trauma. We have either experienced trauma or know someone who has. For most of our people, we continue to cope with this trauma as best we can.

Here is an opportunity for us to learn about where trauma comes from, how to cope in a healthier way and how we can lead an improved lifestyle. We must know where we came from and what we have experienced to understand how to move forward on our healing path.

Using a decolonizing approach means we will be participating in a talking circle, we will have an Elder present and a support person available to participants, we will discuss from a more traditional and culturally relevant way while providing a safe space for us to learn about trauma.

This workshop will be hosted at an external land-based venue, approximately 30 minutes outside of Whitehorse. We encourage carpooling.

Date: October 11

Time: 8am-4:30pm

Delivery Method: In-person

Facilitator and Elder support: Maisie Smith with Elder Support

Venue: TBD

Core Competencies:



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.

Introduction to YG

This workshop is designed to illustrate how our system of government is structured, how decisions get made, and perhaps most important, how this applies to new employees in their roles within YG. These concepts are intended to help new employees navigate their new career. The specific goal of this course is to introduce new employees to the values and drivers of government and orientate employees to certain basic outline of a Westminster style public administration.

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.

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.

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.

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.

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

French language

We offer French classes to learners of all levels, whether you want to start learning the language, brush up your skills from high school, or keep practicing to maintain your knowledge. Our classes will help you develop your French pronunciation, vocabulary and grammar, with a special focus on oral communication. We also offer a written French course for advanced learners. Regular courses run over 12 weeks, in the fall (September to December) and in the winter (January to April), as well as an intensive format in the spring (May and June). Classes are available in the daytime and in the evening. To check out the current schedule and register, go to yukon.ca/learn-french. If you provide services to the public in French, we can also deliver one-on-one or small group linguistic support to help you serve your French-speaking clients. Contact French.training@yukon.ca.

LifeSpeak

LifeSpeak is a digital wellness platform which gives you and your family members instant access to expert advice on many topics. From physical and mental health to relationships and finance – professional development to parenting and elder care... it's all here. You can watch videos, download action plans, and interact with world-class experts in real time. LifeSpeak is available anywhere and anytime and is 100% confidential. You'll find what you need to know so you can do what you want to do.

With LifeSpeak, you get:

1. 240 English and 78 French videos/podcasts on topics that affect your life everyday such as: Building resilience, Debunking nutrition myths, Finances through the life cycle, Understanding and managing anxiety and worry in your child/teen, A practical guide to diversity and inclusion in the workplace, Digital addiction, Mental health in the workplace for managers
2. Online tip sheets with practical tips and advice.
3. Monthly web chats where our leading experts answer your own questions.
4. Delivery mode of choice: video, audio, print.
5. Toggle between categories by using the icons along the top of the page and between English and French.
6. Easily consumed, short video trainings (between 5-8 minutes) for just-in-time learning.
7. Go to yukongov.lifespeak.com and create a personal and confidential account or access the site using the group account password. Please contact safety@yukon.ca if you have any questions.



Other 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.

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.

Get in touch with Emily Jarvis 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. emily.jarvis@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 or contact jamie.taylor@yukon.ca.



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 to find out more about how we might help.



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The Organizational Development Branch's Program Coordinators support YGlearn.
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Organizational Development Branch

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