

Course catalogue

Fall and Winter 2022/23



Organizational Development Branch
Public Service Commission


Yukon

Landscape photography by Annie Lehnart





The Organizational Development Branch is pleased to present learning opportunities for Yukon government employees in the fall and winter of 2022/23.

In this coming fall and winter, we are excited to welcome people back in person at the Learning and Development Centre in downtown Whitehorse. We continue to offer online versions of several courses as we know this makes learning more accessible.



Sarah Crane

Director

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The public service finds itself in an interesting time – a time that can be both exciting and challenging. After two long years of working through the pandemic and other crises and emergencies, we are returning to ‘regular’ business in a context that feels profoundly different. Within this shifting context, we have opportunities to make changes and innovate. The Organizational Development Branch hopes our learning events can provide the skills and confidence needed to act on those opportunities, and to support you to survive and thrive in a quickly changing post-pandemic world.

In this catalogue you will see a variety of learning opportunities to support your growth in critical areas that are relevant across the entire organization. This includes leadership, management and interpersonal competencies, reconciliation and Yukon First Nations knowledge, and awareness of mental health and wellness concepts.

You will also continue to see a focus on equity and inclusion in our course offerings. The public service has an important responsibility to address inequities in our service delivery and within our workplaces. We are excited to offer two new workshops: Introduction to Cultural Safety and LGBTQ2S+ Awareness & Inclusion in Services and Practices. These workshops can present very challenging concepts and topics for some but we encourage everyone to embrace learning.



Emma Stinson

Corporate Training Advisor

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Currently on leave until March 2023.

As a Yukon government employee, you are encouraged to take the lead on your own learning and development. We help support that by providing a range of learning opportunities throughout the year. We also support development through mentorship programs, leadership development programs, one-on-one consultations with our Career Advisor or team consultations with our OD consultants. Whether you're facing new challenges in your current job or you are taking on a new responsibility or position, it's always the right time to invest in your development.

If you are looking for specific training that is not in the course catalogue, please contact ODB.reception@yukon.ca, we would be happy to hear more about your interests and we may be able to help you find something to meet your needs.

We wish you happy learning.



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Program management



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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 yukonconnect.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**

**Leadership
programs**

**Yukon First Nations
and reconciliation**

Mental health and wellness

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: January 19, 2023

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 27 & October 4, 11, 18, 25 & November 1, 2022 **or** January 10, 17, 24, 31 & February 7, 14, 2023

Time: 8:45am-9:45am

Delivery Method: Online

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

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: November 16, 2022 or January 11, 2023

Time: 9am-4pm

Delivery Method: In-person

Facilitator: CTRI

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 6, 2022 or February 16, 2023

Time: 9am-4pm

Delivery Method: In-person

Facilitator: CTRI

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 24 & 25, 2022 **or**
October 27 & 28, 2022 **or**
January 16 & 17, 2023 **or**
January 19 & 20, 2023

Time: 9am-4:30pm

Delivery Method: In-person

Facilitator: Taryn Turner, Cabinet Analyst,
Executive Council Office

Core Competencies:



Briefing Up: Guidance on Oral Briefings

The focus of this course will be on leading or supporting oral briefings. This half-day course will be most beneficial for senior managers and those who occasionally brief a minister on a specific initiative, for example program managers, technical experts, project leads, etc. The course will explore the objective of briefings, preparation and key considerations associated with delivery. Participants will apply what they learn during a mock ministerial briefing.

Date: October 20, 2022
(more dates TBD)

Time: 8:30am-12:30pm

Delivery Method: In-person

Facilitator: Executive Council
Office Officials

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: November 8 & 9, 2022

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: October 19, 2022

Time: 8:30am-12:30pm (more dates TBD)

Delivery Method: In-person

Facilitator: Executive Council Office Officials

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 21 & 22, 2022

Time: 10am-1pm

Delivery Method: Online

Facilitator: Gregg Brown

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: October 13, 2022 or February 2, 2023

Time: 8:30am-12pm

Delivery Method: Online

Facilitator: Canada Pension Centre

Core Competencies:



Strategic Human Resource Management I

Discover how a strong foundation in Strategic Human Resource Management can help you maximize the success of your organization. Learn strategic human resource business planning techniques, the roles and functions of an HR department, and how the understanding of organizational structures, workplace motivation and position descriptions will boost the effectiveness of every workplace. Explore complex topics such as conflict management, risk management and change management.

Please Note: By enrolling in this course, you are committing to all dates listed.

Date: September 27, 29 & October 4, 2022

Time: September 27: 9am-4pm (In-person)
September 29: 1pm-4:30pm (Online)
October 4: 9am-4pm (In-person)

Facilitator: Rita Koeller, Yukon University

Core Competencies:



Strategic Human Resource Management II

Explore the elements that make up a successful human resource strategy – including people, performance, and culture. Understand the challenges and dilemmas that senior human resource leaders face in their complex roles as strategists, change agents, integrators, problem solvers, advocates, and leaders.

Please Note: By enrolling in this course, you are committing to all dates listed.

Pre-Req: Strategic Human Resource Management

Date: November 22, 24 & 29, 2022

Time: November 22: 9am-4pm (In-person)
November 24: 1pm-4:30pm (Online)
November 29: 9am-4pm (In-person)

Facilitator: Rita Koeller, Yukon University

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: September 19, 2022 or
November 10, 2022
(winter date TBD)

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Teresa Earle

Core Competencies:



Interpersonal skills

20 Brain-Based Tips for Better Online Meetings

We've all been there – the awful virtual meeting we can't wait to leave. If YOU are hosting a meeting, what can you do to make sure it's as effective and engaging as possible? In this workshop, you'll get 20 simple brain-based strategies that foster great meetings for both the facilitators and the participants.

(Please note this is NOT an introduction to Zoom and is focused on facilitation skills.)

By the end of this workshop, participants will:

- ▶ Identify 20 strategies to increase engagement over Zoom
- ▶ Discuss how to incorporate strategies into your meetings
- ▶ Practice specific Zoom tools, like annotate and breakout rooms

Date: October 26, 2022 & November 1, 2022

Time: 9am-12pm

Delivery Method: Online

Facilitator: AURORA Workshops

Core Competencies:



Bias: We All Have it. Now What?

An exploratory course that builds on the introductory content of online, self-directed course The Science and Impact of Unconscious Bias. In this course, we briefly revisit what biases are and the impact they can have, before venturing into exploring how to interrupt unconscious biases at the individual, workplace, and organizational level. Through shared content, discussion-based activities, and exploration of scenarios, this course provides the opportunity to identify practical actions that you can take to interrupt unconscious bias and the impacts it can have.

This half-day workshop is a further step in developing a “spidey sense” for when unconscious bias is at play, that takes you into mitigating or addressing biases and the negative impacts they can have on ourselves and those around us. It is strongly recommended that you complete the online, self-directed course The Science and Impact of Unconscious Bias before attending this workshop, as it provides an essential foundation for the discussions in the session.”

Fall and Winter dates to be announced.

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 14, 2022 or November 8, 2022 or January 24, 2023

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 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, 2022 or February 8, 2023

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: September 6, 2022

Time: 9am-12:30pm

Delivery Method: Online

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Critical Conversations

Critical conversations can be very challenging, but when they happen, it is often out of necessity. They arise out of situations where information needs to be shared about sensitive, emotional and risky topics, which is why our approach to these conversations need to be skillful and performed with confidence. It is very important that these conversations are effective, honest, healthy, and most importantly, respectful. When we use the proper method concerning a critical conversation, we ensure that the information can be shared effectively and ultimately benefit BOTH individuals who participate in the conversation. Avoiding one of these conversations may lead to greater negative consequences in a given situation, so let's tackle them confidently with honesty, positivity and respect! This 1-day workshop will teach you how to navigate critical conversations while keeping the interest of both parties and the organization at heart!

Date: October 14, 2022

Time: 9am-4pm

Delivery Method: Online

Facilitator: Phoenix PMC Inc.

Core Competencies:



Critical Thinking & Problem Solving

They say that “all of today’s problems were caused by yesterday’s solutions”. The modern business environment is characterized by rapid change and adaptation, requiring effective problem solving at all levels. However, deficiencies in the problem-solving process can produce varying results, from “fixes” that have little effect to others that generate even bigger problems down the road or flounder through lack of stakeholder buy-in. Fortunately, there are best practices that if learned and used by key decision makers, will improve your organization for the long term.

Date: October 20, 2022

Time: 9am-12:30pm

Delivery Method: Online

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Emotional Intelligence

As we already know, there are several different types of intelligence. Perhaps the most important type of intelligence that we require in a team setting or a workplace environment is emotional intelligence. When we understand the way that a person behaves or the way that a person feels, we are able to adjust our own behaviour in order to better relate to a certain individual. That is what we call emotional intelligence. Being able to accurately identify how someone is feeling is a skill which takes practice as well as a very good understanding of the basics of psychology theory. This course will walk you through some of the more basic psychological models in order to explore the personalities, the motivations and the values of the people around you. This is a 2-day workshop which will explore the topic of emotional intelligence using psychological theory and behaviour models.

Date: December 7 & 8, 2022

Time: 9am-4pm

Delivery Method: Online

Facilitator: Phoenix PMC Inc.

Core Competencies:



Having Difficult Conversations

(Half day session) 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: January 19, 2023

Time: 10am-1pm

Delivery Method: Online

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: December 6, 2022

Time: 9am-12pm

Delivery Method: In-person

Facilitator: AURORA Workshops

Core Competencies:



LGBTQ2s+ Awareness and Inclusion in Services and Practices

This workshop is designed to enable Yukon government employees to gain cultural awareness of LGBTQ2S+ 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 LGBTQ2S+ identities, that delivers positive outcomes for all Yukoners.

Yukon government employees can access the training at yglearn.gov.yk.ca.

Tentative Dates: October 12, 2022: 12:30pm-4:30pm
November 15, 2022: 8:30am-12:30pm
February 9, 2023: 12:30-4:30pm
March 9, 2023: 12:30-4:30pm

Alternate Date: February 15, 2023: 8:30am-12:30pm

Delivery Method: In-person

Facilitator: YG Employees

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 18, 2022

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Arlin McFarlane

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 28, 2022 or
November 15, 2022 or
January 31, 2023

Time: 9am-12pm

Delivery Method: In-person

Facilitator: AURORA Workshops

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 13, 2022 or
November 30, 2022 or
February 27, 2023

Time: 9am-12pm

Delivery Method: In-person

Facilitator: AURORA Workshops

Core Competencies:



Transforming Lateral Violence Into Lateral Kindness

Lateral violence is a real issue impacting everyone including: governments, First Nation communities, leadership councils, and families on a profound level. It is the vision of many First Nation governments to provide pathways to true and meaningful healing and betterment for their citizens. Lateral violence is a major obstacle that is impeding progress on these pathways. The goal is to help to bring awareness and strategies so that communities can deal with lateral violence and move beyond it to realize their true potential and vision.

Date: TBD

Time: 9am-4:30pm

Delivery Method: In-person

Facilitator: Marilyn Yaduŋtin Jensen
and Thomas Shepard,
Social Innovation Consulting

Core Competencies:



Leadership and management

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: September 21, 2022

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: November 1, 2022

Time: 9am-12:30pm

Delivery Method: Online

Facilitator: Kwela Leadership & Talent Management

Core Competencies:



Daring to Lead

Based on the research of Dr. Brené Brown, Dare to Lead™ you will learn: Part 1 Rumbling with Vulnerability - How we react to fear and choosing to lean into risk, uncertainty and emotional exposure. The first module explores and dispels myths. “We need to trust to be vulnerable, and we need to be vulnerable in order to build trust.” Brene Brown. Part 2 Living into Our Values - Clarity on our values and the gap between our desired values and our behaviour. The second module is about our Call to Courage. We all use armor to protect ourselves, but that armor is heavy and prevents us from growing, being seen, and being in connection with others. When we’re in fear or emotion is driving self-protection, there’s a fairly predictable pattern of how we assemble our armor, piece by piece. Part 3 Braving Trust - How trust is built and destroyed in organizations. The third module is braving trust. Participants discovered how to build meaningful and authentic connections with their teams, colleagues, and customers so they can work together from a foundation of trust. Part 4 Learning to Rise – Resilience; failing forward (learning whilst failing). The fourth module is learning to rise. Participants became aware of their emotions and stories to learn how to show up and lead with courage – even when faced with failure, disappointment, and setbacks.

Date: November 22 & 23, 2022

Time: 9am-4pm

Delivery Method: Online

Facilitator: Phoenix PMC Inc.

Core Competencies:



Emotional Intelligent Leadership

In this fast-paced workshop, you will build and strengthen your own emotional intelligence to improve your leadership and relationship management skills. We explore how emotional intelligence gives leaders a competitive advantage and how it can encourage innovation, accountability, and exceptional client service in your organization. Registration includes a personalized, confidential EQ-i Leadership self-assessment.

Not only does the incredibly in-depth EQi2.0 assessment analyze all 15 key EQ characteristics, but it also offers insight into how to improve them. As well, we explore the EQ characteristics linked to key leadership competencies and those that can be leadership derailers.

Learning Objectives

This workshop focuses on...

- ▶ describing and giving examples of emotional intelligence in the workplace
- ▶ identifying the EQ scales and the leadership competencies they measure
- ▶ demonstrating how emotional intelligence is important for great leadership
- ▶ applying emotional intelligence to attract (and retain) the best talent
- ▶ prioritizing the EQ scales that best predict leadership potential
- ▶ interpreting your own EQ skills through self-assessment
- ▶ examining which areas would be most helpful to your leadership success
- ▶ adapting your own emotional intelligence and EQ skills to staff and workplace

Date: February 8, 2023

Time: 8:30am-4:30pm

Delivery Method: Online

Facilitator: Padraig Coaching and Consulting

Core Competencies:



Developing Productive Conflict

Workplace conflict is inevitable. It may not be visible, but you have no doubt experienced it. It might be a feeling you have with a colleague or some tension with a peer or someone whose role interacts with yours. Perhaps you feel like someone has a conflict with you, but they're not acknowledging it, and you don't know how to raise it – and it's becoming a problem.

This program helps you improve self-awareness around conflict behaviors (your own and those you see in others) and learn how to deal with it. Rather than focus on a step-by-step process for conflict resolution, you'll learn to curb destructive behaviour so that conflict can become more productive, ultimately improving workplace results and relationships.

This workshop helps you effectively respond to the uncomfortable and unavoidable challenges of workplace conflict. By focusing on self-awareness of destructive thoughts and behaviour, you'll develop more productive responses.

Learning Objectives

This workshop focuses on...

- ▶ identifying how your style of handling conflict affects the people around you
- ▶ learning how to “catch” yourself when going down a destructive conflict path
- ▶ discovering how to reframe a conflict situation and choose more productive behaviours
- ▶ developing language that helps manage and realign interpersonal conflict to allow you to succeed

Date: March 2 , 2023

Time: 8:30am-4:30pm

Delivery Method: Online

Facilitator: Padraig Coaching and Consulting

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 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: November 15 & 16, 2022

Time: 10am-1pm

Delivery Method: Online

Facilitator: Gregg Brown

Core Competencies:



Practical Time and Workload Management

Almost everyone encounters overwork and the pressure of time constraints – even the most organized person can sometimes feel overwhelmed and frustrated. This workshop will introduce you to practical ‘how-to’ techniques to help you achieve better results, both at work and in your personal life. You will learn how to organize your time effectively and utilize self-management habits that lead to increased productivity both on and off the job. You’ll complete a 21-point self-assessment that will help you understand your personal style of time management, learn how to make that style work for you rather than against you, and work more productively with people who manage their time differently.

Date: October 31 & November 1, 2022

Time: 9am-4pm

Delivery Method: Online

Facilitator: Phoenix PMC Inc.

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: October 26, 2022 or February 10, 2023

Time: 9am-4:30pm

Delivery Method: In-person

Facilitator: Dr. Lyn Hartley

Core Competencies:



Training on Yukon First Nations

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.

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 9, 2022 or
February 22, 2023

Time: 9am-4pm

Delivery Method: In-person

Facilitator: Paige Galette

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: September 28, 2022 or
October 26, 2022 or
March 9, 2023

Time: 8:45am-4pm

Delivery Method: In-person

Facilitator: Internal YG
Employees and Contractor

Core Competencies:



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: October 25, 2022 or
November 29, 2022
(more dates TBD)

Time: 9am-3:30pm

Delivery Method: In-person

Facilitator: Northern Institute of
Social Justice, Yukon University

Core Competencies:



YFN101: History of Yukon First Nations and Self-government

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.

This offering is 2 half-day zoom sessions. Enrolling in this course you are committing to both dates below.

Date: September 22, 2022 or
November 3, 2022
(in-person): 8:30am-4:30pm
or November 30, 2022 &
December 1, 2022 (online):
1pm-4:30pm

Facilitator: Yukon University

Core Competencies:



Leadership programs

Leadership Foundations

Leadership Foundations is a collection of new resources and training offerings that are intended to support new supervisors/managers across the organization. Leadership Foundations includes an online training guide, as well as a number of in-person training offerings for new supervisors/managers. These new resources and supports aim to:

- ▶ Provide a consistent approach to professional development for supervisors/managers
- ▶ Provide sufficient access to information and resources for new supervisors/managers
- ▶ Ensure supervisors/managers feel supported as they transition into new leadership roles.

Enrolment into this program is intended to be automatic for new supervisors and managers through the HR process.

Please stay tuned for more information on Leadership Foundations as we prepare for a launch in Fall 2022.

Leadership Pathways

Leadership Pathways is a competency-based program that identifies and develops People Leaders from across the organization. The work contributes to a flourishing and diverse leadership culture for the Yukon government.

Successful graduates from Leadership Pathways gain:

- ▶ Critical insights about themselves as leaders.
- ▶ The opportunity and ability to take on new challenges, more advanced roles and larger scopes of work.
- ▶ A trusted network of leaders from across the organization to lean on as they grow and develop.

Leadership Pathways is an application-based program, the most up-to-date information can be found at yukonnect.gov.yk.ca/employee-info/Pages/leadership-pathways.aspx, or you can contact Kailey.LeMoel@yukon.ca.



Carley Brady
Strategic Projects

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.

Managing for an Engaged Workplace will run from September 2022 to March 2023.

There is high demand for this program and in order to uphold a fair and transparent process, the Organizational Development Branch will be using a lottery for the 2022-23 fiscal year. Further details can be found here: yukonnect.gov.yk.ca/employee-info/Pages/Managing-for-an-Engaged-Workplace.aspx.

Mentorship Circles

Mentorship Circles is an 8-day leadership development program for new people leaders (first time supervisors/managers) or aspiring leaders, which happens over seven months. This program is for leaders who are interested in developing self-awareness, government know-how, leadership skills and networking across the Yukon government.

Participants will learn:

- ▶ Personal leadership strengths;
- ▶ How to develop a strong peer network;
- ▶ The value of coaching and mentoring;
- ▶ Navigating the public service, as a leader; and
- ▶ How to develop and maintain mentoring relationships.

Participants must attend all the modules to successfully complete the program, and the modules must be taken in sequential order. Mentorship Circles will run from September 2022 to May 2023.

Mentorship Circles is an application-based program. For the most up-to-date information, please contact Nathalie.Ouellet@yukon.ca.

Other Leadership Development Supports

For all other leadership development services and supports, please visit the new Yukonnect site from the Organizational Development Branch: yukonnect.gov.yk.ca/employee-info/Pages/Leadership-development-in-YG.aspx

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.

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.

Yukon government employees can access the training at yglearn.gov.yk.ca.

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

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. Yukon government employees can access the training at 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. Yukon government employees can access the training at 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. Yukon government employees can access the training at yglearn.gov.yk.ca.

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. Yukon government employees can access the training at yglearn.gov.yk.ca

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.

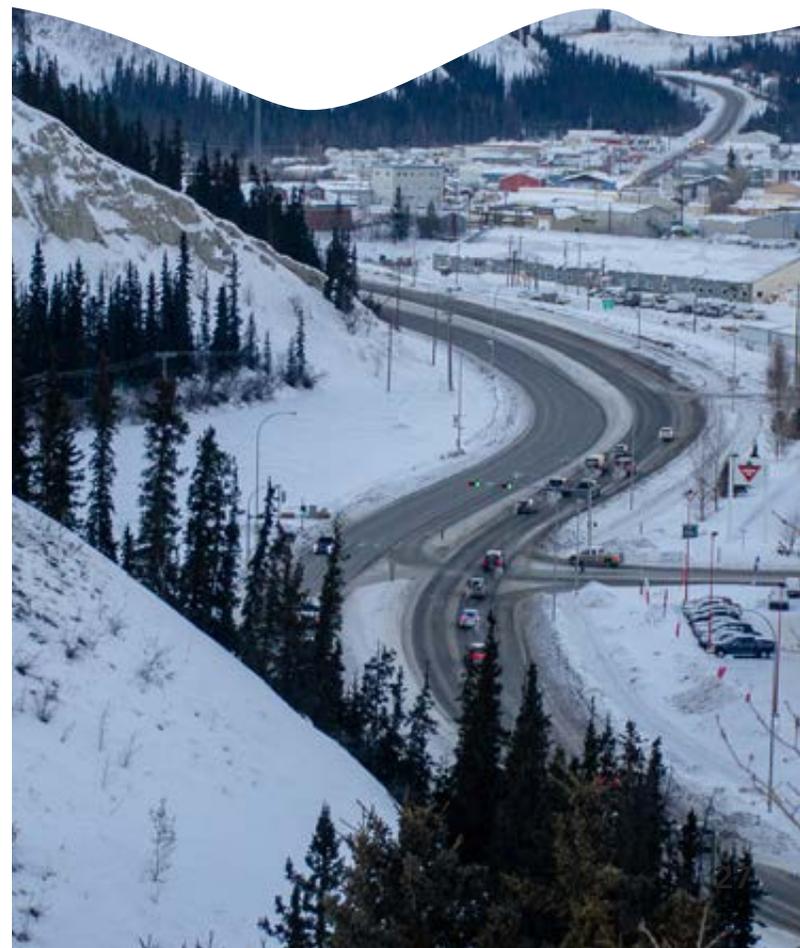
Your Health and Safety at Work

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



Verbal De-escalation in the Workplace

This training covers the skills to identify and mitigate risk associated with disruptive individuals for personal safety as well as in the office environment and in the field. It includes verbal and non-verbal techniques to de-escalate disruptive behaviors.

Provided by ARETE Training, participants will observe and study methods of de-escalating heightened interactions that have the potential for anxiety or harm. It covers scenarios such as outside-of-work situations, frontline counter interactions, manager support, one-on-one meetings, clients advancing into workspaces, volatile clients approaching a worker in a public space, and forms of disengagement.

Participants learn

- ▶ Individual behaviors during the continuum of conflict
- ▶ Factors associated with escalating behaviors
- ▶ Non verbal posture for effective communication (stance, use of barriers, boundary setting)
- ▶ Non-verbal signs of anxiety (including serious warning signs)
- ▶ Verbal Skills including de-escalation best practices, co-worker support and safe disengagement
- ▶ Verbal Intervention
- ▶ Decision Making; making safe and effective communication choices in response to quickly changing, dynamic interactions
- ▶ Post Intervention and Follow up

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.

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.

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.



Organizational development consulting services

Leadership development

Leadership is 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 and career experiences.



Kailey LeMoel
Leadership Development
Consultant
Kailey.Lemoel@yukon.ca

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.



Nathalie Ouellet
Career Advisor
Nathalie.Ouellet@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.

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.



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