



SUPPORT STAFF PROFESSIONAL DEVELOPMENT

March 9 - 11, 2021

Rumeet Billan, PhD Viewpoint Leadership Inc. (Humber Alumni)

Tuesday, March 9th 10:00 AM - 12:00 PM

Building Resilience in Times of Change

Trust is in a state of crisis and earning trust has never been more imperative. Trust helps to solve problems of risk and is needed for collaboration and innovation. Embracing risk during this time can be challenging, especially when there is greater exposure to uncertainty with potential loss that truly matters. Creating vulnerability loops can aid in earning trust among those we interact and connect with. Resilience and trust go hand in hand, and resilience is a powerful skill that can be developed. It is the ability to bounce back from obstacles and setbacks to achieve higher levels of performance. It requires developing positive adaptation processes to help overcome the challenges that we face, and the use of positive experiences to build confidence in our strengths and abilities. It also involves interventions that support and develop self-trust, objective reasoning, perseverance and possibility thinking. Research shows that these capabilities can be learned, and that trust can be earned.

This workshop focuses on how we can develop strategies to build our resilience by examining the capabilities of psychological capital, and will examine tools and strategies to manage and lead for trust.



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Cindie Flett, MA Third Factor

Tuesday, March 9th 1:00 PM - 3:00 PM

The Human Side of Effective Collaboration

- How mindsets shape behaviour – which in turn drive tangible results, increasing personal effectiveness.
- How to practice being more curious when confronted with situations that do not make sense to them.
- How to practice being more generous when observing behaviour that is different than their own, or their expectation.
- How to be more effective maintaining and managing high expectations while adopting a more flexible approach that allows for uncertainty.

Filled with interactivity, this online session explores the mindsets and behaviours that lead to productive and collaborative interactions, provides strategies to build personal effectiveness and what that means, as well as breaks down how individual interactions set the tone and influence how effectively a group works together.



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Diana Tikasz, MSW, RSW TEND Academy

Wednesday, March 10th 10:00 AM - 11:30 AM

Key Tools to Safeguard Your Well-Being

We spend time and attention ensuring that we protect our clients and the people we serve from harm. We are diligent about physical hygiene, strict about confidentiality and mindful about boundaries. However, as helping professionals, we don't often turn that same level of attention towards our own well-being – particularly when it comes to protecting our emotional and mental health. Research shows that without adequate emotional protection, we risk our health, our relationships and – ultimately - our ability to do this work.

This webinar provides practical and easy-to-implement strategies to help staff and organizations protect themselves from the consequence and challenges of difficult work.

- Hot, Walk & Talk Protocol: How to assist a team member following a distressing or disturbing incident
- Low Impact Debriefing: Strategies for teams to reduce exposure
- The Window of Tolerance Framework: Learn how to re-frame your automatic responses
- The Power of the Pause: Quick strategies to re-center and reset



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Randi-Mae Stanford-Leibold, RSSW Inspired Journeys (Humber Alumni)

Wednesday, March 10th 1:00 PM - 3:00 PM

Mindfulness: Relaxation and Managing Your Stress

- Meditation practice to open session
- Building a safe space as a “classroom” and a community
- Science of mindfulness
- Meditation as an ongoing practice and why it is important for relaxation and managing stress levels
- Self-reflection
- Mindful movement
- Different types of mindfulness practices



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Liz Eustace Morneau Shepell

Thursday, March 11th 10:00 AM - 12:00 PM

Through the Looking Glass: Thriving in the “New Normal”

To explore and prepare for:

- The changes that will result from living through the pandemic
- Best practices for adapting successfully in the wake of this crisis
- Taking care of ourselves, our family and colleagues as the world turns

This will enable us to use specific strategies and tactics to:

- Stay healthy and mentally fit as we adapt to the changes
- Stay productive while caring for loved ones and each other
- Manage the opportunities and challenges that will inevitably come
- Explore coping strategies and resources that support our transition into the ‘new normal’



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Gillian Mandich, PhD Gillian Mandich

Thursday, March 11th 1:00 PM - 3:00 PM

The Happiness Quotient: How to Be Happy, Be Thankful and See Life Positively

Happiness is an essential ingredient in a life well-lived. In addition to making us feel good, studies have found that happiness can improve health, well-being, and longevity.

Happiness is not a one-size-fits-all formula, and Dr. Mandich will share simple, key practices in a fun, innovative way. Participants will leave with the knowledge, confidence, and tools to curb fear and anxiety, build resilience, cultivate happiness, and see life positively.

Learning Objectives:

- Understand the science of happiness and the connection between happiness and health.
- Explore how to overcome barriers and challenges to true and lasting happiness.
- Apply practical, evidence-based solutions and strategies to cultivate confidence, boost optimism and gratitude, generate joy, and thrive.



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