

Learning & Development Spring 2014



hrs.humber.ca/learning

**WE ARE
HUMBER**



Students are the heart of everything we do at Humber College. We are all engaged in supporting, promoting, and delivering an exceptional student experience, directly or indirectly.

The Learning and Development team supports this goal by researching best practices, and designing, developing, and delivering a wide variety of workshops, seminars, and professional development opportunities for all employees.

We strive to ensure that every workshop we offer is job-related, skills-based, and current and delivered in an engaging, learner-centered manner. Workshops are led by either in-house facilitators or external consultants. Topics are modularized so they can be expanded if required to more fully meet the needs of the particular employee group.

Humber's vision for the future is Leadership in Polytechnic Education. We invite you to participate in the professional development and training activities designed to help you be successful in making this vision a reality.

This document is available in an alternate format upon request.

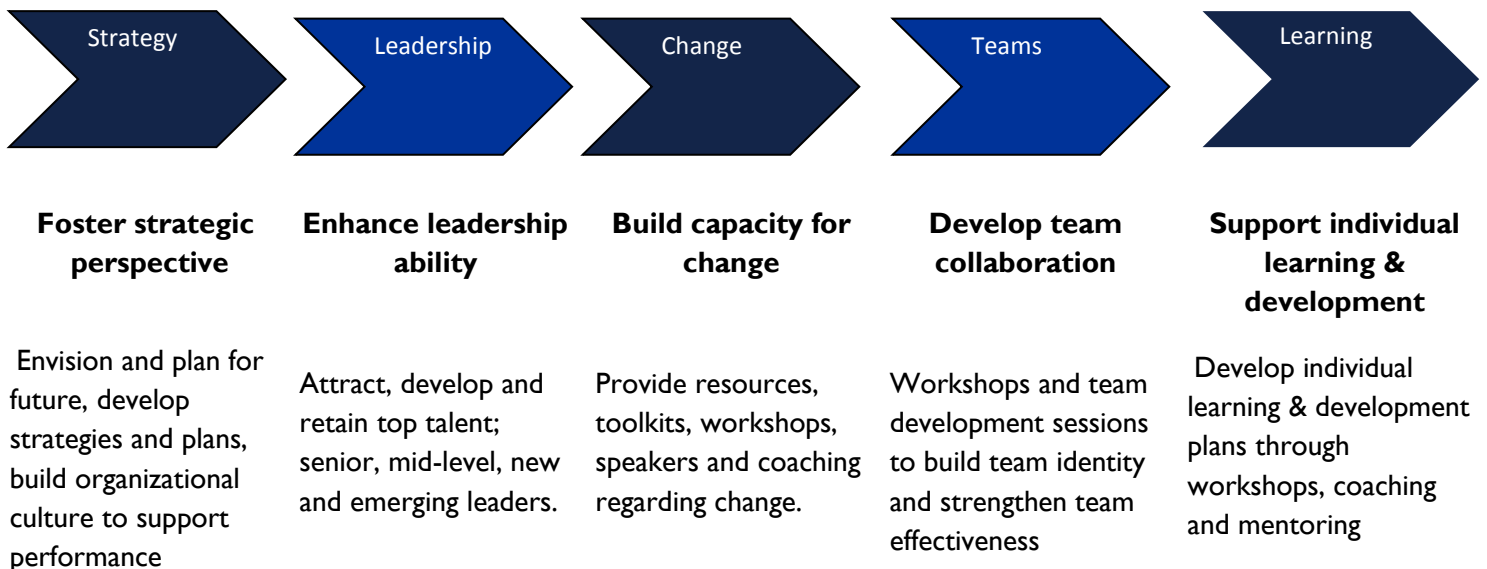
Learning and Development at Humber

Learning

- Developing knowledge, skill and ability
- Supporting individual & team development
- Enhancing productivity & performance

Organization Development

- Building organizational capacity for leadership, change & innovation
- Developing the organization to ensure that it is resilient and vibrant
- Building and maintaining a positive organizational culture and climate
- Ensuring alignment with Humber's strategic priorities

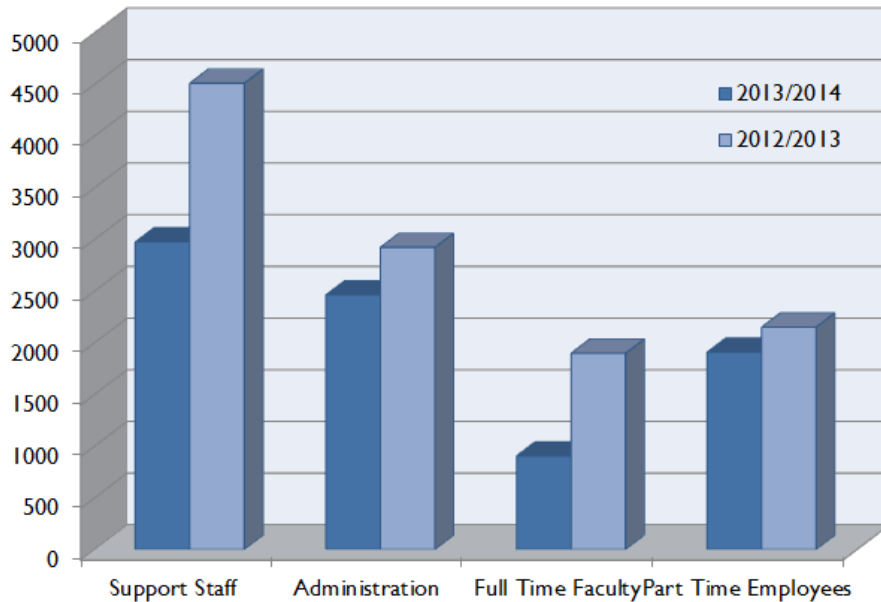


Ray Dyck, Director, Organizational Effectiveness
Julie Pellegrini, Manager, Training & Development
Maureen Martin-Edey, Training Coordinator

Learning & Development

2013/2014 Statistics

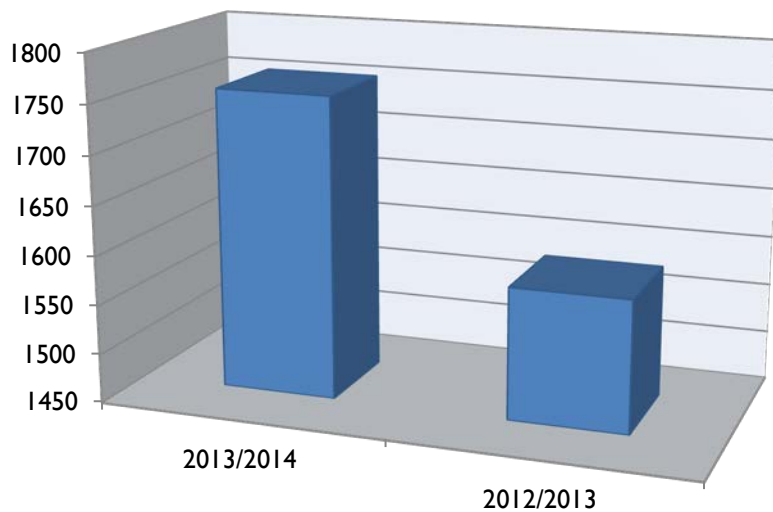
Training & Development Hours



In 2013/2014 total training hours were 9,873.5 with 1,756 participants. Breakdown of the numbers are as follows:

- Support Staff 2,975 hours
- Administrative Staff 251 hours
- Full-Time Faculty 164 hours
- Part-Time Contract Employees 267 hours

Total Number of Participants



In 2013/2014 total number of participants was 1,756.

In 2012/2013 the total number of participants was 1,584.

This is an 11% increase in participation.

Support Staff Appreciation Week

Humber's Annual Support Staff Appreciation Week took place from February 18 – 21, 2014. Humber and Guelph/Humber staff attended a variety of professional development, college knowledge and personal development programs.

If you are interested in joining the SSAW 2015 planning committee, please contact Julie Pellegrini at Julie.Pellegrini@humber.ca.



Tuition Assistance Program

Are you interested in furthering your education?

Working towards a certificate, diploma or degree?

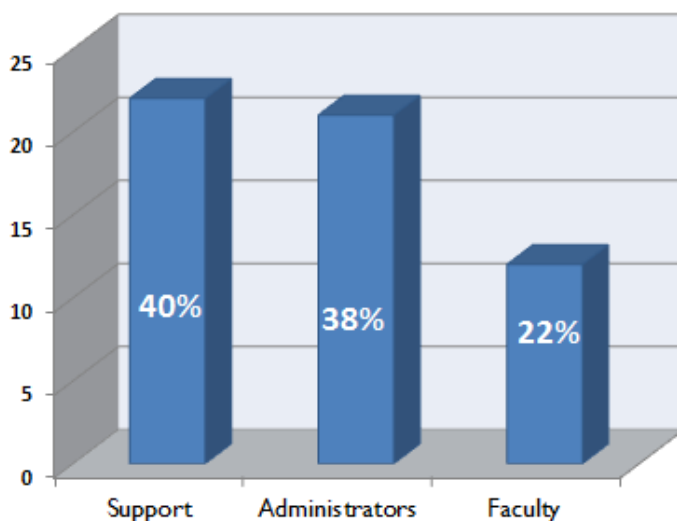
Humber's strongest asset is our employees – talented people who strive to provide a rich learning-centered experience for our students. Many employees, life-long learners themselves, actively engage in opportunities to stay ahead of changes in their field and enhance their knowledge, skills and abilities. To further foster this environment of continuous learning, Humber provides some measure of financial help for those pursuing their professional development goals with this Tuition Assistance Program.

A maximum of **\$1,000** per employee is available **per fiscal year** and is reimbursed for tuition costs only.

Humber provides financial reimbursement of tuition fees if:

- You are a **full-time** employee of Humber: Support, Administrative or Faculty.
- The course is **career-related** and congruent with **Humber's mission, strategic direction and goals**.
- The course is delivered by an **accredited post-secondary institution**.
- You are **successful in completing** the course.

Please go to hrs.humber.ca/learning for further details and application form.



In Fiscal year 2013/2014 55 submissions were approved (Support Staff 22, Administrators 21, Faculty 12) to support the continuing education and development of Humber employees.

E-Learning

Knowledge at your Fingertips - Anytime - Anywhere

E-learning is a developmental tool that you can utilize in your own time and at your own pace. E-learning is not intended to replace instructor-led training courses; it is designed to supplement traditional methods and provide a greater opportunity for your skill development.

All you need to do is register for these programs online at hrs.humber.ca/learning/register to receive your Skillsoft user ID and password.

Below are the e-learning courses currently available:

Professional Communications Certificate

- Managing Your Email
- Targeting Your Message
- Getting Results by Building Relationships
- Enhancing Listening Skills

Customer Service

- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Internal Customer Service
- Customer Service: Dealing With Confrontation and Conflict
- Customer Service: Over the Phone

Business Professional Certificate

- The Process of Negotiation
- Understanding Processes
- Accounting & Finance for Non-Financial Administrators

Team Learning

- Being an Effective Team Member
- Making Ethical Decisions

Please Note: Courses take between 1-3 hours to complete.



Competencies

Competencies are defined as underlying characteristics of individuals that are causally related to superior performance in a job or situation. They describe enduring ways of thinking or behaving, generalized across situations and are based on knowledge, skill, attitudes & values. The management and support staff competencies help identify staff training needs related to job performance.

Management Competencies

Strategic Management

Awareness of the External Environment. Understands educational trends and developments at a local, provincial, national and/or international level; including external customer needs, community demographics, regulatory requirements, labour market and other workforce related issues.

Organizational Awareness. Demonstrates a well-developed understanding of internal college environment, including structure, systems, products and services, administrative requirements, short and longer term directions and internal “customer” needs.

Planning/Program Planning. Establishes directions, objectives and resources needed to respond to short and longer term program needs and opportunities. Ensures others understand, are focused and working towards common goals.

Continuous Improvement. Proactively look for opportunities to improve the way work is done at an individual, team or unit level. Improves programs and services to promote greater efficiency, cost effectiveness, community access. Develops and implements strategies to maximize financial and human resources.

Business Development. Supports College’s ability to maximize current revenue opportunities, find new sources of revenue growth. Reviews action against the strategic plan and promotes new ideas to expand the role of the college. Gathers market intelligence to support business development initiatives.

Financial Accountability. Uses various tools and models to support planning, monitoring and analysis of financial objectives. Implements effective financial management policies, procedures and practices. Takes responsibility for budgeting and expenditure control.

Communication Skills

Communication Skills. Presents information, ideas or concepts in a manner that is responsive to audience considerations and effectively communicates both the current and intent, in verbal and written communications. Uses various questioning techniques to discover answers, stimulate discussion and obtain desirable outcomes.

Listening Skills. Observes and listens in order to grasp both the facts and the feelings. Probes for information/ideas through appropriate questions or by using effective interviewing techniques. Understands/responds to feelings underlying the words to bring about constructive changes.

Management Competencies

Influence Skills

Persuasiveness. Ability to influence, convince or persuade others to act on information or recommendations. Provides arguments or rationale, presentation or negotiation skills to change viewpoints and support course of action in best interests of the college and its clients.

Decision-Influence. Effectively influences decision makers in accepting necessity for taking action involving significant commitments or when success cannot be guaranteed. Uses strategies such as experts or third parties, or builds and solicits informal support with key stakeholders, for ideas and processes to be approved.

People Skills

Relationship Management. Builds and maintains formal and informal networks, relationships/partnership with stakeholders, clients and customers which are important to the achievement of work objectives. Builds trust to ensure effective interactions with clients, and develops contacts that will further the college's interests in the short and long term.

Team Building. Encourages and manages the team to work effectively together for a common purpose. Understand the concepts of group dynamics, applying facilitative and motivational techniques to build upon or integrate individual efforts and strengthen group processes. Promotes joint goal setting and problem solving.

Manage and Develop Human Resources. Manages to maximize and achieve full potential of human resources through effective management and development of staff. Assesses competency gaps, recognizes and leverages talent. Provides constructive feedback, committed to performance management principles including ongoing staff coaching and development.

Conflict Resolution. Recognize, diagnose, and correct the causes of potential dissatisfaction. Examines, investigates, discusses and identifies issues, plans and implements appropriate course of action to resolve disagreements or conflicts using diplomacy.

Creative Problem Solving

Problem Solving. Demonstrates the ability to break down issues or data into component parts to determine their relevance to work requirements. Diagnoses the underlying causes of the problem and seeks practical/workable solutions.

Creativity and Innovation. Creates new ideas or approaches to work related issues or assignments, thinking beyond the boundaries of what is known or proven. Able to work with few or no precedents effectively and to handle related uncertainty and challenges proactively.

Organizational Skills

Demonstrates organizational and planning skills, setting high standards and accountability for own performance. Organizes and plans work to ensure best use of time. Handles multiple concurrent demands, establishes priorities and determines necessary action.

Technical Professional Knowledge

Stays current with, and applies new tools/technologies, methods, techniques and principles that make up a field of work or the technical/professional discipline related to the position.

Support Staff Competencies**College Knowledge**

Knowledge and ability to access and apply specialized knowledge to the job at hand, which results in better service to our customers, students, employees, and enhances productivity. This includes knowing and using information of a legislated nature, college systems, and specific college information that impacts the employee's area of responsibility.

Customer Service Skills

The ability and attitude/desire to help and serve others by meeting or exceeding student/customer expectations. This includes seeking information about the real, underlying needs of the student/customer, providing information, service or advice in a prompt and friendly way; taking personal responsibility for connecting gaps in service delivery promptly and non-defensively, and dealing in a respectful, win/win way with diverse and culturally different people.

Communication /Interpersonal Skills

The ability to present and receive information in the most appropriate, effective and professional manner with a variety of colleagues and customers/students. The knowledge of, and skill in, human relations practices; the ability to establish and maintain good workplace relationships in a respectful way that results in high morale, productivity and student/employee success.

Project Team/ Supervisory Skills

The ability to effectively supervise/influence project team. The knowledge and ability to inspire and maintain high levels of enthusiasm, motivation and commitment, in a productive, effective, and respectful manner. This results in the achievement of a shared vision, goals and superior performance through working with, and influencing others. Includes supervisory skills such as planning, delegating training, problem solving, decision making, conflict management, team building.

Entrepreneurial Skills

The ability to research and identify opportunities, analyze, plan, problem-solve and help develop a service or product in support of departmental objectives and strategies. Involves risk-taking, generating creative solutions, and planning to overcome challenges.

Time/Self-Management

The knowledge and ability to manage one's own time, stress, health, work style, image and career development for peak performance and satisfaction on the job.

Computer/Technical Skills

The demonstrated ability to use a variety of computer software to efficiently and effectively prepare documents, process and convey information. The demonstrated ability to use workplace technology to enhance productivity.



Programs at a Glance

Management Development <i>A revised program will be coming this Fall.</i>	Team Learning Being an Effective Team Member- eLearning 13 Working Successfully with Multi-Generations 13	College Knowledge Managing Within the Collective Agreement – Strategic Contract Staffing 14 Managing Within the Collective Agreement – Time and Attendance 14 Mental Health First Aid Training 15 New Employee Orientation 16 Occupational Health & Safety Preventing Workplace Violence & Harassment Training (Worker) 17 Occupational Health & Safety Preventing Workplace Violence & Harassment Training (Supervisor) 18 Occupational Health & Safety Preventing Workplace Violence & Harassment Training (Student Worker) 19 Occupational Health & Safety Ladder Safety Awareness 20 Tour the Lakeshore Campus 21
Communication Skills Professional Communications Certificate Overview 22 Enhancing Listening Skills – e-Learning 24 Getting Results by Building Relationships – e-Learning 24 Managing Your e-Mail - e-Learning 25 Targeting Your Message - e-Learning 25 From Good Listening To Great 26 Insights Into Communications 26 Writing with Clarity 27	Business Skills MS Excel Intermediate & Advanced 29 MS Publisher Introduction 30 Understanding Processes – e-Learning 31 The Process of Negotiation – e-Learning 31 Efficiency at Work 32 Getting Organized with Outlook 32 iPads and You – Learning the Basics 33	
Customer Service Customer Service Fundamentals - e-Learning 34 Internal Customer Service – e-Learning 34 Customer Service Over the Phone – e-Learning 35 Confrontations and Conflict – e-Learning 35	 WE ARE HUMBER	Employee Wellbeing Office Ergonomics 36 Back Safety/ Manual Materials Handling Awareness 37 De-Stressing During Stressful Times 37 Managing Your Money 38 Nutrition Exercise & Healthy Living 38

Being an Effective Team Member - E-Learning

A truly effective team is equal to more than the sum of its parts, and takes the dedication of every member of the team. Effective team members go beyond themselves and their personal desires and goals. If you want to be an effective team member, your challenge is to put the team first, which means maximizing your contributions to help the team accomplish its purpose.

This course covers strategies and techniques to help you become an effective and valued member of your team. Specifically, you'll explore ways for adopting a positive approach to being on a team, like recognizing the benefits of working on a team and learning to appreciate team member differences. You'll also learn how to work proactively and collaboratively with members of your team as you achieve your team's goals.

To receive a Skillsoft User ID and password, please register and select this course.

Working Successfully with Multi-Generations

Today's diverse workplace can include up to four different generations. They all hold varying beliefs and values regarding work ethic, communication, loyalty, leadership and more. How can you work together towards common goals without friction? What can you do to successfully engage in a multi-generational workforce? In this session you will learn the characteristics and needs of the different generations, how to capitalize on the strengths of different generations and tools to create positive communication amongst the different generations.

To maximize the benefits of this workshop, please enrol with at least one other person from your department.

Date: Thursday, June 12, 2014
Time: 8:30 am - 12:00 noon
Facilitators: Caroline Williams
Location: Room E318, North Campus

Managing Within the Collective Agreement - Strategic Contract Staffing

This lively, participatory session will offer attendees an overview of all 13 different types of non-full time contract employment opportunities currently offered at the College. In addition to reviewing pay principles and some basic aspects of the Collective Agreements, we will review non-full time support, administrative and academic contracts and their features, rates, terms and limitations and what (if any) benefits are offered. Administrative and support staff involved in the recruitment and selection of candidates for contracts, as well as those responsible for completing and/or keying contracts are welcome to attend. Participants will leave with a completed, handy reference guide of features for all non-full time contracts. Lunch will be provided.

Date: Monday, May 26, 2014
Time: 11:30 am - 1:30 pm
Facilitators: Jennifer Cosway, Christa Hinds and Christy Lihou
Location: Room B308

Managing Within the Collective Agreement: Time and Attendance

This session is for Administrators who would like to learn more about Humber's time and attendance procedures and practices. So what's the difference between sick pay and short term disability pay? How can we learn more about sick banks and vacation banks? In this lively lunch and learn session we will review pay principles, benefit principles and hourly and salaried best practices for vacations, holidays, overtime and for absences. We will look at the relevant collective agreement articles for absences. Return to work best practices will also be covered. Lunch will be provided.

Date: Tuesday, June 3, 2014
Time: 11:30 am – 1:30 pm
Facilitators: Jennifer Cosway, Christa Hinds and Christy Lihou
Location: Room B308

Mental Health First Aid Training

Humber is committed to equipping all employees with basic tools to effectively intervene and support students, co-workers, and members of the public who are experiencing mental health problems.

When you attend this two day Mental Health First Aid Training session, you can expect the following:

- Improve your understanding of mental illness.
- Minimize the fear and hesitation to become involved when you think someone is experiencing a mental health problem.
- Develop simple and effective intervention strategies that are relevant to your role in the college.

Date: Monday, May 12 & Tuesday, May 13, 2014

Time: 9:00 am - 4:30 pm

Facilitator: Shaun Carson & Andrew Poulos, SSE

Location: Room BI 18, Lakeshore Campus

Date: Friday, May 23 & Friday, May 30, 2014

Time: 9:00 am - 4:30 pm

Facilitator: Donna Miller & Rose Anthony, SSE

Location: Room E338, North Campus

New Employee Orientation

At Humber we view new employee orientation as an important process that helps you become a successful member of our community. Join us and explore Humber, discovering resources that are available to you and critical information such as benefits, performance appraisals, professional development opportunities and union representation.

This session will help you identify how your role contributes to Humber achieving its vision, mission and objectives, explain the current status of Humber's business plan and describe what the future holds for post-secondary education and how the changes will affect Humber. You will have an opportunity to socialize with other new employees over lunch. Your orientation will conclude with a tour of North campus.

Date: Wednesday, May 14, 2014
Time: 8:30 am – 1:30 pm
Facilitator: Nancey Adamson & Eloise Etcubanez
Location: Room B308

Date: Wednesday, June 11, 2014
Time: 8:30 am – 1:30 pm
Facilitator: Nancey Adamson & Eloise Etcubanez
Location: Room B308

Create.

A Positive Career Move.

Grow.

Innovate.

hrs.humber.ca

Occupational Health and Safety/ Preventing Workplace Violence and Harassment Training

As part of Humber's Health and Safety Program and in keeping with the requirements of the Occupational Health and Safety Act of Ontario, all Humber employees are required to attend health and safety training. Departments will be informed about specific training schedules for the following sessions:

Worker Session (half-day): This training session is intended to increase employees' awareness of health and safety (H&S) in the Humber workplace. Topics covered will include employees' rights and responsibilities, an overview of H&S legislation, types of workplace hazards and the procedures for addressing them, steps for reporting and responding to workplace accidents, an overview of WSIB coverage and the Return to Work process, prevention of workplace violence and harassment, Humber's joint health and safety committee, and internal/external H&S resources.

Date: Thursday, May 15, 2014
Time: 1:00 pm - 4:30 pm
Facilitator: Nancy Bryant
Location: Room L3016, Lakeshore Campus

Date: Tuesday, June 17, 2014
Time: 9:00 am - 12:30 pm
Facilitator: Nancy Bryant
Location: Room B308, North Campus

To register for one of these sessions, please **contact Nancy Bryant**, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

Occupational Health and Safety/ Preventing Workplace Violence and Harassment Training

Supervisor Session (full-day): This training session is intended for Humber managers, supervisors, and employees who manage or supervise employees/students in the course of their work activities. Topics covered will include the role and responsibilities of the manager and other workplace parties, health and safety legislation, the nature of H&S due diligence, types of workplace hazards, steps for managing health and safety, procedures for addressing workplace hazards, steps for reporting and responding to workplace accidents, an overview of WSIB coverage and the Return to Work process, prevention of workplace violence and harassment, Humber's joint health and safety committee, and internal/external H&S resources.

Date: Thursday, May 15, 2014
Time: 9:00 am - 4:00 pm
Facilitator: Margaret Fung
Location: Room B308, North Campus

Date: Friday, June 13, 2014
Time: 9:00 am - 4:00 pm
Facilitator: Margaret Fung
Location: Room B308, North Campus

To register for one of these sessions, please **contact Nancy Bryant**, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

Occupational Health and Safety/ Preventing Workplace Violence and Harassment Training

Student Worker Session (2 hours): All students who work for the college are required to attend a Student Worker Health and Safety Session. These sessions are designed to enhance students' awareness of health and safety in the Humber workplace and to inform them about their rights and responsibilities as an employee. Key topics covered in the session include the duties of the various workplace parties under the Occupational Health and Safety Act, worker rights under the Act, the Workplace Hazardous Materials Information System (WHMIS) overview, health and safety programs at Humber, what to do in the event of a workplace incident or injury, emergency procedures, and preventing workplace violence and harassment.

This training is mandatory for all work study students who work for Humber and the University of Guelph-Humber. Supervisors are responsible for ensuring that all students working for them attend a health and safety awareness session. Records of training are kept on file and a "Certificate of Participation" is issued to each student after they have attended a session.

Facilitator: Humaira Pirooz

Day	Time	Location
Monday May 12, 2014	1:00 pm – 3:00 pm	Lakeshore
Tuesday, May 13, 2014	2:30 pm – 4:30 pm	North
Wednesday May 21, 2014	10:00 am – 12:00 pm	Lakeshore
Monday May 26, 2014	1:00 pm – 3:00 pm	North
Friday Jun 6, 2014	10:00 am – 12:00 pm	North

To Register:

North Campus – Student workers are to sign-up for a session at the **Career Centre, H107** (sign-up sheets will be made available)

Lakeshore Campus – Supervisors are to provide Health and Safety Services, via email to humaira.pirooz@humber.ca, the names of their student workers who will be attending a particular session

Occupational Health and Safety/ Ladder Safety Awareness



The ladder safety awareness session provides guidance on how to properly use portable ladders at work and at home. The main topics covered in this two-hour session include:

- an overview of legislation related to ladder safety
- health and safety hazards associated with using a ladder
- proper ladder selection, and
- how to set-up and use a ladder safely.

Facilitator: Dean Case, Public Services Health and Safety Association

To schedule a training session for your employees, managers can **contact Nancy Bryant**, Health & Safety Coordinator, at nancy.bryant@humber.ca, or call ext. 5021.



Tour the Lakeshore Campus

Whether you are new to Humber or haven't been to the "Lake" for a while, we have a tour for you!

Evolving over the past few years, the Lakeshore Campus has added new buildings, new programs and interesting artifacts that you won't want to miss. This tour will commence with an overview by Wanda Buote, Principal, Lakeshore Campus. Lunch will be provided.

After lunch you will visit:

- Auditorium, Library, HSF, Athletics
- Learning Commons
- Fashion Arts Centre
- The Annex
- The Tunnels

We will arrange for a bus to transport you to and from the North Campus. The bus will leave from the front of the Registration Entrance promptly at 10:30 am and return to the North at 3:30 pm.

Note: Please wear comfortable walking shoes for this tour.

Date:	Thursday, May 15, 2014
Departure Time:	10:30 am (from Registration Entrance – North Campus)
Time:	11:00 am – 3:00 pm
Starting Point:	Blue Room (A170), Lakeshore Campus
Tour Guide:	Tom Haxell

Professional Communications Certificate Overview

The Professional Communications Certificate has been designed to help you build more effective, professional communication skills in the workplace. This certificate provides flexibility and participants can choose among a variety of workshops to customize their certificate. Courses will cover various areas of communication including writing, listening reading and verbal communication skills.

By the end of the certificate, participants will have:

- An enhanced self-awareness and self-understanding, including ‘insights into communication style’.
- An understanding of the communication process.
- Developed effective written communication skills.
- Determined most effective method of communication.
- Increased reading comprehension.
- More effective verbal communication skills.
- Improved communications through improved listening techniques.
- Ability to communicate effectively through difficult and conflict situations

To receive a Certificate of Completion, you must:

- Complete the foundation course, “Insights into Communications”
- Take at least one course from each of the four communication skill areas
- Satisfactorily complete 12 of the 17 courses

Professional Communications Certificate Course

	Listening Skills
Foundation Course: Insights Into Communications	Becoming a Better Listener
Reading Skills	From Good Listening To Great
Power Reading Skills	Mastering Minute and Note Taking
Managing Your Email <i>E-Learning</i>	Enhanced Listening Skills <i>E-Learning</i>
Speaking Skills	Writing Skills
Discover Your Dynamic Voice	Basic Grammar and Proofreading
The Three Circles of Communication	Putting a Positive Spin on Letters and Memos
Effective Feedback Skills	Writing for Clarity
Targeting Your Message <i>E-Learning</i>	Emails@Work
Getting Results by Building Relationships <i>E-Learning</i>	

PCC Courses Offered Spring 2014

- Insights Into Communications
- Managing Your Email
- Targeting Your Message
- From Good Listening to Great
- Enhancing Listening Skills
- Getting Results By Building Relationships
- Writing for Clarity

Professional Communications Certificate: Enhancing Listening Skills - E-Learning

Have you ever been taken by surprise by an unexpected deadline? Have you ever left a meeting unsure about what was decided? Have you ever asked a supervisor for advice, only to later forget what your supervisor told you? You can avoid problems like these by using effective listening skills. Effective listening helps you to know what's going on in your organization, get cooperation from your co-workers, solve problems, and be successful in your work. However, most people don't listen very well.

This course will help you to improve your ability to listen to others. You will learn the skills you need to understand what people say, read their unconscious nonverbal messages, and get others to want to listen to you. You also learn how to apply these skills in a variety of business situations such as interviews, business meetings, and negotiations.

To receive a Skillsoft User ID and password, please register and select this course.

Professional Communications Certificate: Getting Results by Building Relationships - E-Learning

Communicating persuasively is key when you want to get results in situations where you don't have direct authority. To communicate persuasively, it's important to think from the other person's perspective. How and what you ask, and the sincerity of your concern for addressing the other person's interests, will help smooth the way to getting the results you need. This course presents strategies for communicating when you don't have direct authority.

To receive a Skillsoft User ID and password, please register and select this course.

Professional Communications Certificate: Managing Your E-mail - E-Learning

E-mail has had many positive effects on our lives, but it has also increased dramatically the volume of communication and the amount of information that the average office worker needs to process every day. To stay on top of things, you must sort, file, respond to, or delete every e-mail that comes to you in the run of a business day. But how do you balance this time-consuming task with the rest of your responsibilities so that it doesn't overwhelm you?

This course introduces techniques for managing e-mail effectively. Tips for using folders and filters to organize e-mails for increased efficiency are addressed, and guidelines on what e-mails are OK to immediately delete are also covered.

To receive a Skillsoft User ID and password, please register and select this course.

Professional Communications Certificate: Targeting Your Message - E-Learning

This course explores key considerations for planning and delivering targeted messages. It highlights the components involved in communication and describes what to look for when analyzing the needs and wants of your intended audience – even if it is an audience of one.

This course also takes you through the selection of an appropriate medium and context for a given message, and suggests strategies for delivering a well-planned message and eliciting feedback after your message is delivered

To receive a Skillsoft User ID and password, please register and select this course.

Professional Communications Certificate: From Good Listening to Great

In this workshop participants will focus on the personal perspective, the whole message, and environment. The activities are specifically designed to give participants “Aha!” moments of self-discovery and increased self-awareness that make for empathic listening.

In this course participants will:

- Discover how the “Other” perspective shapes the emphasis and meaning of the message in conversation.
- Focus on how to listen for the whole message by being attentive to tone and body language.
- Explore effective listening strategies in all three scenarios by focusing attention on the environment.

Date: Friday, May 16, 2014
Time: 8:45 am – 12:00 noon
Facilitators: Pat Spiteri
Location: Room B308

Professional Communications Certificate: Insights into Communications

The Insights model is built on the extensive body of psychological research that culminates in the seminal work on personality devised by the Swiss psychologist Carl G Jung. As a result of this research, Insights has developed a support system or map, which can be used to enhance a person’s self-awareness and self-understanding, including ‘insights into their communication style’.

This workshop will enable you to:

- Better understand your strengths, weaknesses and “blind spots”.
- Understand the personal style, strengths and weaknesses of others.
- Build on your strengths to improve workplace communication and performance.

Note: To maximize the benefits of this workshop, please enroll with at least one other person from your department or area.

Date: Tuesday, June 10, 2014
Time: 8:45 am – 4:15 pm
Facilitators: Pat Spiteri
Location: Room B308

Professional Communications Certificate: Writing with Clarity

Clear and concise. Plain language. Lean style. These are all descriptors of how we should write. But how do you achieve it? How do you ensure your writing conveys a brief, simple message but still “looks” professional? This workshop offers seven proven techniques to help you tighten your writing and project a positive image. You will learn how business writing differs from academic writing, and you will explore what today’s readers expect in business correspondence. You will also learn how to use your computer’s software to determine the readability level of your own documents.

Note: Bring a sample of business writing of at least 100 words with you to this workshop.

Date: Friday, June 13, 2014
Time: 8:45 am – 12:00 noon
Facilitators: Jane Watson
Location: Community Room

Professional Communications Certificate Overview

The Professional Communications Certificate has been designed to help you build more effective, professional communication skills in the workplace. This certificate provides flexibility and participants can choose among a variety of workshops to customize their certificate. Courses will cover various areas of communication including writing, listening, reading and verbal communication skills.

To receive a Certificate of Completion, you must:

- Complete the foundation course, “Insights into Communications”
- Take at least one course from each of the four communication skill areas
- Satisfactorily complete 12 of the 17 courses

Business Professional Certificate Overview

We have updated this certificate and combined some of the categories, and are now offering 3 separately focused certificates in the areas of Technology, Business Fundamentals and Planning & Organizing Skills. If you have been working previously towards your APC and wish to transfer to the BPC, please contact Maureen Martin-Edey at maureen.martin-edey@humber.ca, and we will work with you to help you complete the certificate or get you started on the new certificates being offered. We will continue to expand our Business Professional Certificate offerings, so please keep an eye out for these new workshops.

**A certificate will be rewarded at the completion of all courses in each area.
Please note in Technology skills each level is a separate certificate.**

Technology Skills		
Level 1	Level 2	Level 3
Getting Acquainted with MS Office	MS Word	MS Excel – Formulas
Internet Basics	MS Excel	Adobe Acrobat
Windows File Management	MS PowerPoint	MS Publisher
Introduction to MS Outlook	MS Access	Device Training

Business Fundamentals	
Finance for Non-Financial Administrators	Writing Reports
Creating Effective Business Plans	Preparing Proposals
Goal Setting	Project Management
Understanding Processes <i>E-Learning</i>	The Process of Negotiation <i>E-Learning</i>

Planning & Organizational Skills	
Time Mastery	Event Planning
Efficiency at Work	Mind Mapping
Organizing Your Workspace	Getting Organized with Outlook

Technology Skills: Microsoft Excel – Intermediate/Advanced

This course is a continuation from the Excel Introduction course. This course will increase your productivity, show you many advanced functions and show you how to manage lists of data in Excel.

Course Content:

Productivity <ul style="list-style-type: none"> • Get acquainted with the Ribbon and Quick Access Toolbar in Office 2007 and 2010. • Create an absolute cell reference. • Use range names to quickly go to a range or use the range name in a formula. • Identify trends in your data using the improved conditional formatting features. • Insert cell comments to make your work easier to review. 	Macros and Templates <ul style="list-style-type: none"> • Create and use a simple Macro which records repetitive tasks in Excel. • Create a template for files you use frequently.
Advanced Functions <ul style="list-style-type: none"> • Use the IF, COUNTIF, SUMIF, ROUND, TODAY and VLOOKUP functions. • Nest functions such as the SUM function with the IF function. 	Charts <ul style="list-style-type: none"> • Show your data with the new enhanced chart layouts and styles to make charts more lively and informative. • Create tiny charts called Sparklines that provide a visual representation of your data in Office 2010.
List Management <ul style="list-style-type: none"> • Analyze your data more efficiently using the improved sorting command • Create a custom sort order list and use it. • Create an automatic Outline to display only subtotals and grand totals. 	Introduction to Pivot Tables <ul style="list-style-type: none"> • Learn how to quickly create a pivot table to summarize, organize, analyze and compare large amounts of data

Dates: Mondays, June 2 & June 9, 2014
 Time: 9:00 am – 4:00 pm
 Facilitator: Lucy Langstaff, DPA Communications
 Location: Room LI32, North Campus

Technology Skills: MS Publisher - Introduction

This hands-on course is designed for the novice Microsoft Publisher user. Upon completion of this course you will be able to create simple flyers, newsletters and other publications – an essential skill in today's workplace. You will also learn to create and professionally format text and to incorporate images with text.

Course Content

- The basic work area
- Setting up a new document
- Working with ruler and layout guides
- Entering and importing text
- Working with text frames
- Formatting text fonts, size, type style
- Working with Format menu
- Linking/unlinking text frames
- Importing, cropping, sizing and rotating pictures
- Working with picture frames
- Working with tables

Date: Tuesday, May 27, 2014
Time: 9:00 am – 4:00 pm
Facilitator: Lucy Langstaff, DPA Communications
Location: Room L132, North Campus

Business Fundamentals: Understanding Processes - E-Learning

This course shows you how to understand different types of processes, break a process down into a sequence of activities, and analyze the sequence for problems.

- Defining the Process
- Mapping the Process
- Participating in the Process
- Analyzing the Process

To receive a Skillsoft User ID and password, please register and select this course.

Business Fundamentals: The Process of Negotiation - E-Learning

The intent of this course is to prepare you to negotiate from a place of strength, not fear. The process and stages of negotiation are explained in a step-by-step, practical way. Investigator, presenter, bargain-hunter, and winner - you'll explore how to assume each of these roles as you learn about the essential aspects of what you need to know and do before, during, and following negotiation. From the beginning, you'll discover how to ask for what you want and how it is possible to achieve a win-win solution in any negotiation situation.

To receive a Skillsoft User ID and password, please register and select this course.

Planning & Organizational Skills Efficiency at Work

This course will help you take control through greater efficiency:

- Create a system that will put you in control of priorities and commitments.
- Learn tools and techniques to quickly identify priorities and take action easily.
- Advance important projects by dividing them into manageable chunks.
- Clear your head by listing all current projects and tasks.
- Make best use of small chunks of time.
- Deal effectively with actions that arise from e-mail.
- Eliminate worry that you'll forget something important.
- Deal quickly and easily with paperwork, documents and filing.

Efficiency at Work combines hands-on exercises, examples and explanation of strategy and tactics. You can immediately apply what you've learned and be on top of your work, making well-informed decisions about what to work on first.

Date: Monday, May 26, 2014
Time: 1:00 pm – 4:00 pm
Facilitator: Susan Gregory
Location: Community Room

Planning & Organizational Skills Getting Organized With Outlook

This half-day course provides a personalized process for you to organize your work and your life, while providing you with the technical details of how to use a very flexible and widely available tool: Microsoft Outlook.

Course Highlights

- An overall method to get organized and stay organized
- How to organize your work so you can quickly see what your projects and priorities are
- Create tasks or appointments from emails in seconds
- Configure Outlook to reduce distraction from incoming email
- Key details for using each feature: Mail, Calendar, Contacts, Tasks, Notes

Date: Monday, May 26, 2014
Time: 9:00 am – 12:00 noon
Facilitator: Susan Gregory
Location: Community Room

Planning & Organizational Skills: Device Training: iPads and You: Learning the Basics



Learn how the iPad can be a powerful tool helping you inside and outside of the workplace. Using free and low-cost apps, participants can turn their tablet into a potent tool loaded with organization/productivity, communication/social, audio/video, utility-oriented and hobby based applications. Join the session and learn how the iPad can be effectively integrated into your everyday daily lives. Note: Participants are asked to bring their iPads. Learn how the iPad can be a powerful tool helping you inside and outside of the workplace. Using free and low-cost apps, participants can turn their tablet into a potent tool loaded with organization/productivity, communication/social, audio/video, utility-oriented and hobby based applications. Join the session and learn how the iPad can be effectively integrated into your everyday daily lives.

Note: Participants are asked to bring their iPads.

Date: Wednesday, May 21, 2014
Time: 1:00 pm – 3:00 pm
Facilitator: Naveed Aqeel
Location: 7th Semester **OR**

Date: Tuesday, June 3, 2014
Time: 1:00 pm – 3:00 pm
Facilitator: Naveed Aqeel
Location: Community Room

BPC Courses Offered Spring 2014

- MS Excel Intermediate/Advanced
- MS Publisher
- Understanding Processes
- The Process of Negotiation
- Efficiency at Work
- Getting Organized with Outlook
- Device Training: iPads and You



Customer Service Fundamentals - E-Learning

Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customer, understanding their situation, and providing an empathetic ear for them to voice their concerns. Building rapport can lead to great customer relationships between individuals as well as the company they represent.

This course covers how to build rapport with customers by being customer-focused. This includes being able to connect with your customers, being positive, paying close attention to the customers' needs, and understanding their feelings by empathizing with them. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

To receive a Skillsoft User ID and password, please register and select this course.

Internal Customer Service - E-Learning

Do you know who your customers are? In a customer-focused company, everyone knows they are responsible for excellent external customer service, but who meets the needs of internal customers? Whether you realize it or not, when you do things to help other people within your company do their jobs better, you are providing internal customer service. Internal customer service occurs every time you or a colleague requires information or a service from someone else within the company, and the quality of that service often has a huge impact on the overall quality of service delivered to external customers.

This course explores who internal customers are, the expectations placed on serving internal customers, and how to treat your coworkers as you would your external customers. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

To receive a Skillsoft User ID and password, please register and select this course.



Customer Service over the Phone - E-Learning

Can you hear a smile over the phone? When you're providing customer service over the phone – without the benefits of face-to-face interaction with your customer – it can be challenging to establish the right relationship for excellent service. Just like for face-to-face customer service, there are many techniques for service over the phone that can help you to consistently deliver the best customer service.

This course covers the basic rules for answering a customer call including greeting the customer and offering your assistance. It includes information on how to make a good impression by listening and using questions to probe for more information, using your tone, and being able to empathize and be sincere with the customer. This course also describes ways of reflecting or adapting to your customer's style. In the end, customer service should focus on how to better serve and benefit the customer. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

To receive a Skillsoft User ID and password, please register and select this course.

Confrontations and Conflict - E-Learning

How do you handle angry and confrontational customers? One of the most challenging, and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques such as letting the customer vent, and expressing empathy towards the customer's situation, you can usually defuse tense situations without incident.

This course explores typical trouble spots in dealing with angry customers, including reasons for customer dissatisfaction and things customer service people should refrain from saying or doing to avoid adding to the customer's frustration. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

To receive a Skillsoft User ID and password, please register and select this course.

Office Ergonomics

Many of us perform much of our work in front of a computer. The human body is generally not designed to sit for extended periods of time or to perform repetitive tasks on the computer. A safe and comfortable workstation is essential in reducing and preventing strain on our muscles and joints.

This session will:

- Introduce the concept of ergonomics.
- Describe the types of risk factors that pertain to an office computer workstation.
- Show you how to set up a safe, healthy and comfortable workstation.
- Provide an overview of good work practices that can prevent or minimize injury and discomfort.

Date: Monday, May 12, 2014
Time: 10:00 am – 12:00 noon
Facilitator: Dean Case
Location: Room L3010, Lakeshore Campus **OR**

Date: Friday, May 23, 2014
Time: 10:00 am – 12:00 noon
Facilitator: Dean Case
Location: Room B308, North Campus

Back Safety/Manual Materials Handling Awareness

This two-hour awareness session will help you to maintain a healthy back by learning to lift and carry materials safely. The main topics covered in this session include:

- an overview of back anatomy
- signs and symptoms of low back injury
- discussion of safe material handling methods
- demonstration of safe lifting techniques



Facilitator: Dean Case

To schedule a training session for your employees, managers can **contact Nancy Bryant**, Health & Safety Coordinator, at nancy.bryant@humber.ca, or call ext. 5021.

De-Stressing During Stressful Times

More often than not, we feel overwhelmed with too much to do, deadlines to meet and it all becomes very stressful. This seminar, presented by Humber's Counseling and Health Centre staff, will explore what stress is, its physiological and psychological impact, and its role in mental illness; we will also look more specifically at workplace stress. Tools for self-care, stress management, and supporting others will be discussed and demonstrated. A brief overview of Mental Health First Aid will be provided at the end of the session.

Date:	Wednesday, May 28, 2014
Time:	1:00 pm - 4:00 pm
Facilitator:	Risa Handler & MT McNabb, Student Success & Engagement
Location:	Room B308



Managing Your Money

Do you feel you are having issues with your finances, or unsure how to manage your money? Come to this enlightening session to learn:

- How to get organized with your money
- The importance of budgeting
- How to budget
- Pros and cons of credit cards
- Housing costs
- Money saving tips

Date: Monday, June 2, 2014
Time: 10:00 am – 11:00 am
Facilitators: John Kaukonen, SunLife Financial
Location: Community Room

Lunch & Learn: Nutrition, Exercise & Healthy Aging

Are chronic illnesses an inevitable part of getting older? Not necessarily - be good to your body and it will be good to you. In our younger years we took everything for granted, thinking we can eat anything and do everything. As we age, we realize our bodies are changing and requiring different nutritional needs and exercise. Come to this enlightening, interactive session where you'll find head-to-toe nutrition and exercise tips to help your body limber, strong, and healthy - and continue to get better as you age.

Date: Tuesday, June 17, 2014
Time: 12:00 noon – 1:00 pm
Facilitators: Leanne Henwood-Adam and Maureen Martin-Edey
Location: Room B308

May 2014

May 2014

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
5	6	7	8	9
12 Mental Health First Aid 9:00 am – 4:30 pm – B118 Lake Office Ergonomics 10:00 am - 12:00 noon - L3010 H&S Training - Student W 1:00 pm – 3:00 pm Lake	13 Mental Health First Aid 9:00 am – 4:30 pm - B118 Lake H&S Training - Student Worker 2:30 pm – 4:30 pm North	14 NEO 8:30 am – 1:30 pm - B308	15 H&S Training - Supervisor 9:00 am – 4:00 pm - B308 Tour of Lakeshore Campus 10:30 am - 1:30 pm A170 H&S Training - Worker 1:00 pm – 4:30 pm - L3016 Lake	16 From Good Listening to Great 8:45 am - 12 noon - B308
19	20	21 H&S Training - Student Worker 10:00 am – 12:00 Lake iPads and You: Learning the Basics 1:00 pm – 3:00 pm 7 th Semester	22	23 Office Ergonomics 10:00 am – 12:00 noon – North B308 Mental Health First Aid 9:00 am – 4:30 pm – North E338
26 Getting Organized with Outlook 9:00 am – 12:00 noon Community Room Managing Within the Collective Agreement - Strategic Contract Staffing 11:30 am – 1:30 pm - B308 H&S Training Student W 1:00 pm – 3:00 pm North Efficiency At Work 1:00 pm – 4:00 pm Community Room	27 MS Publisher 9:00 am – 4:00 pm L132	28 De-Stressing 1:00 pm – 4:00 pm B106	29	30 Mental Health First Aid 9:00 am – 4:30 pm - E338

June 2014

June 2014

Monday	Tuesday	Wednesday	Thursday	Friday
<p>2 Managing Your Money 10:00 am – 11:00 am Community Room MS Excel- Day 1 Intermediate/Advanced 9:00 am – 4:00 pm - L132</p>	<p>3 Managing Within the Collective Agreement - Time & Attendance 11:30 am – 1:30 pm B308 iPads and You: Learning the Basics 1:00 pm – 3:00 pm Community Room</p>	<p>4</p>	<p>5</p>	<p>6 H&S Training Student Worker 10:00 12:00 noon North</p>
<p>9 MS Excel Day 2 Intermediate/Advanced 9:00 am – 4:00 pm - L132</p>	<p>10 Insights Into Communications 8:45 am - 4:15 pm B308</p>	<p>11 NEO 8:30 am – 1:30 pm B308</p>	<p>12 Working with Multi Generations 8:30 am – 12:00 noon E318</p>	<p>13 Writing with Clarity 8:45 am – 12:00 noon Community Room H&S Training – Supervisor 9:00 am – 4:00 pm B308</p>
<p>16</p>	<p>17 H&S Training – Worker 9:00 am – 12:30 B308 Nutrition, Exercise and Healthy Aging 12:00 noon – 1:00 pm B308</p>	<p>18</p>	<p>19</p>	<p>20</p>
<p>23</p>	<p>24</p>	<p>25</p>	<p>26</p>	<p>27</p>
<p>30</p>				



Learning and Organization Development

Spring 2014

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