



LEARNING & DEVELOPMENT

FALL 2014 CALENDAR



This document is available in an alternate format upon request.

WE ARE

HUMBER

Welcome!

What's inside...

PROGRAMS AT A
GLANCE

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OVERVIEW

Students are at 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 & Development team supports this goal by researching best practices, and designing, developing, and delivering a wide variety of 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. Sessions are led by either in-house facilitators or external consultants.

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



Learning

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

Organizational 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



COLLEGE KNOWLEDGE

Managing within the Collective Agreement
Strategic Contract Staffing

Managing within the Collective Agreement
Time & Attendance

Mental Health First Aid

New Employee Orientation

Pathways to Human Rights Education & Action

Preparing for Your Performance Review

Occupational Health & Safety Training

Workplace Hazardous Materials Information System
(WHMIS)

Back Safety/Manual Materials Handling Awareness

Ladder Safety Awareness

Office Ergonomics

CUSTOMER SERVICE SKILLS

Customer Service Fundamentals

Internal Customer Service

Customer Service over the Phone

COMMUNICATION/INTERPERSONAL SKILLS

Applying Critical Thinking Skills

Communicating with Confidence

Communicating with Tact & Diplomacy

Enhancing Listening Skills

Getting Results by Building Relationships

Negotiation Essentials: What is Negotiation?

Targeting Your Message

The 3 Circles of Communication

Understanding Organizational Change

PROGRAMS AT A GLANCE

EMPLOYEE
DEVELOPMENT

MANAGEMENT
DEVELOPMENT

PROJECT TEAM/SUPERVISORY SKILLS

The 5 Dysfunctions of a Team
Giving Insightful Feedback

Insights Discovery – The Journey Begins

**New for
Team
Leads!**

ENTREPRENEURIAL SKILLS

Enhancing Your Creativity
Think Smart to Stay Sharp

Unlocking the Right Brain

TIME/SELF MANAGEMENT SKILLS

COMPUTER/TECHNICAL SKILLS

MS Excel – Advanced

Principles of Accounting and Finance for the Non
Financial Administrator

PERSONAL DEVELOPMENT

Aboriginal Awareness Training

EMPLOYEE WELLNESS

Lighten Up Your Day

The Sandwich Generation

NOW AVAILABLE!

**We have
some new
e-Learns!**

- ✓ Applying Critical Thinking Skills
- ✓ Communicating with Confidence
- ✓ Communicating with Tact & Diplomacy
- ✓ Enhancing Your Creativity
- ✓ Negotiation Essentials – What is Negotiation?
- ✓ Understanding Organizational Change



COURSE DESCRIPTIONS

WE ARE
HUMBER

What do you want to learn today?

COLLEGE KNOWLEDGE



SESSION STRATEGIC CONTRACT STAFFING

DATE	OCTOBER 15, 2014
TIME	11:30 AM – 1:30 PM
LOCATION	B106
FACILITATORS	CHRISTY LIHOU, JENNIFER COSWAY
TARGET AUDIENCE	<i>Administrative & Support Staff involved in the recruitment and selection of candidates for contracts, as well as those responsible for completing and/or keying contracts</i>

LEARNING OBJECTIVES

This session will provide an overview of:

- All 13 different types of non-full time contract employment opportunities currently offered at the College
- Pay principles
- Basic aspects of the Collective Agreements including
 - Non-full time support
 - administrative and academic contracts
 - their features, rates, terms and limitations and what (if any) benefits are offered

Lunch will be provided

DATES	SEPTEMBER 29, 2014 OCTOBER 31, 2014	NOVEMBER 20, 2014 DECEMBER 22, 2014
TIME	8:30 AM – 1:30 PM	
LOCATION	B308	
FACILITATOR	NANCEY ADAMSON & TANYA ANDRADE	
TARGET AUDIENCE	New Full-time Employees	

LEARNING OBJECTIVES

This session will provide an overview of:

- Humber College
- Resources available to you
- Information such as benefits, performance appraisals, professional development opportunities and union representation
- How your role contributes to Humber achieving its vision, mission and objectives
- The current status of Humber's business plan
- What the future holds for post-secondary education
- How the changes will affect Humber
- A tour of North campus

Lunch will be provided

SESSION	TIME & ATTENDANCE
DATE	NOVEMBER 11, 2014
TIME	11:30 AM – 1:30 PM
LOCATION	7 TH SEMESTER
FACILITATORS	CHRISTY LIHOU, JENNIFER COSWAY
TARGET AUDIENCE	<i>Administrators who would like to learn more about Humber's time and attendance procedures and practices</i>

LEARNING OBJECTIVES

This session will provide an overview of:

- Difference between sick pay and short term disability pay
- Sick banks and vacation banks
- Pay principles, benefit principles and hourly and salaried best practices for vacations, holidays, overtime and for absences
- Relevant collective agreement articles for absences.
- Return to Work best practices

Lunch will be provided

COLLEGE KNOWLEDGE

MENTAL HEALTH FIRST AID

EMPLOYEE
DEVELOPMENT

MANAGEMENT
DEVELOPMENT

DATE	LOCATION
OCTOBER 17 & 24	DAY 1 PRESIDENT'S BOARDROOM DAY 2 GOVERNOR'S BOARDROOM
OCTOBER 20 & 21	B106
NOVEMBER 3 & 4	B308
NOVEMBER 10 & 11	B308
NOVEMBER 25 & 26	L3002 & L3005 Lakeshore
DECEMBER 11 & 12	T139 IN RESIDENCE
DECEMBER 16 & 17	B308

TIME 8:30 AM – 4:30 PM

FACILITATOR FACILITATORS: STUDENT SUCCESS & ENGAGEMENT FACULTY

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

TARGET AUDIENCE All employees identified by their department/school as being handlers of WHMIS-controlled products, or supervisors of those who handle such products, are required to complete a WHMIS training course.

Health and Safety Services has developed a WHMIS Blackboard training course for Humber employees. This on-line training course covers the generic elements of WHMIS including an explanation of the WHMIS classes and the corresponding WHMIS symbols, the importance of information found on labels and material safety data sheets, control measures and emergency procedures.

Health and Safety administers this course and coordinates the registration process on an on-going basis. If you have any questions about the course please contact Health and Safety Services at extension 5021. Health and Safety Services also offers in-class WHMIS training sessions. Please refer to the schedule below for upcoming training sessions.

Date	Time	Location
Tuesday, September 16	10:00 am – 12:00 pm	North, B308
Thursday, October 23	1:00 pm – 3:00 pm	North, B308
Wednesday, November 26	10:00 am – 12:00 pm	North, B308
Monday, December 15	1:00 pm – 3:00 pm	North, B308

Please email Nancy Bryant, Health & Safety Services at nancy.bryant@humber.ca to register an employee into one of the above sessions.

TARGET AUDIENCE **Managers, Supervisors & Employees who manage employees or students**

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.

LEARNING OBJECTIVES

This session will provide an overview of:

- Role & Responsibilities of the Manager and other workplace parties
- Health and Safety Legislation
- H&S Due Diligence
- Types of Workplace Hazards
- Steps for Managing Health & Safety
- Procedures for addressing Workplace Hazards
- Steps for responding to and reporting Workplace Accidents
- Overview of WSIB Coverage
- Return to Work Process
- Prevention of Workplace Violence and Harassment
- Humber's Joint Health & Safety Committee, and internal/external H&S resources

For more information or to register for this program, please visit

<http://hrs.humber.ca/safety/training-programs/new-employee-health-safety-training.html>

If you have any questions, please Nancy Bryant, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

TARGET AUDIENCE All Employees Worker Session (half-day)

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:

LEARNING OBJECTIVES

This session will increase employees' awareness of health and safety (H&S) in the Humber workplace and provide an overview of:

- Employees' rights and responsibilities
- H&S legislation
- Types of workplace hazards and the procedures for addressing them
- Steps for reporting and responding to workplace accidents
- 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

For more information or to register for this program, please visit

<http://hrs.humber.ca/safety/training-programs/new-employee-health-safety-training.html>

If you have any questions, please contact Nancy Bryant, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

TARGET AUDIENCE **Student Worker Session (2 hours)**

All students who work for the college are required to attend a Student Worker Health and Safety Session

LEARNING OBJECTIVES

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. This session will provide an overview of:

- 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)
- Health and Safety programs at Humber
- What to do in the event of a workplace incident or injury
- Emergency procedures
- Preventing workplace violence and harassment

Records of training are kept on file and a "Certificate of Participation" is issued to each student after they have attended a session.

For more information or to register for this program, please visit

<http://hrs.humber.ca/learning/courses-workshops/student-worker-training.html>

If you have any questions, please contact Humaira, Pirooz, Health and Safety Coordinator by email at

humaira.pirooz@humber.ca or call ext. 4866.

FACILITATOR JANICE GALLANT, PUBLIC SERVICES HEALTH AND SAFETY ASSOCIATION

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

If you have any questions, please contact Nancy Bryant, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

FACILITATOR JANICE GALLANT, PUBLIC SERVICES HEALTH AND SAFETY ASSOCIATION

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
- How to set-up and use a ladder safely

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.

FACILITATOR JANICE GALLANT, PUBLIC SERVICES HEALTH AND SAFETY ASSOCIATION

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

For more information or to register for this program, please visit

<http://hrs.humber.ca/learning/courses-workshops/ergonomics.html>

If you have any questions, please contact Nancy Bryant, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

All Humber employees who have attended Humber's human rights training session prior to August 2008, are required to attend a 'Pathways to Human Rights Education & Action' training session. This includes sessional, contract, part-time, full-time, and work-study employees.

LEARNING OBJECTIVES

Participants at the workshop will:

- Increase their understanding of key Human Rights terms and concepts in order to more effectively prevent, recognize and respond to human rights related allegations;
- Receive resources that will assist in enhancing inclusion at Humber; and
- Receive Humber's Human Rights Policy.

To register for the above sessions email candice.warner-barrow@humber.ca

Fall 2014	
Friday, September 26, 2014 1:30 p.m. to 4:30 p.m. North Campus, B308	Wednesday, October 15, 2014 9:00 a.m. to 12:00 p.m. North Campus, B308
Thursday, October 30, 2014 9:00 a.m. to 12:00 p.m. North Campus, B308	Thursday, November 6, 2014 9:00 a.m. to 12:00 p.m. North Campus, B308
Tuesday, November 25, 2014 9:00 a.m. to 12:00 p.m. North Campus, B308	Monday, December 1, 2014 1:30 p.m. to 4:30 p.m. Lakeshore Campus, L1017

CUSTOMER SERVICE SKILLS



CUSTOMER SERVICE SKILLS

CUSTOMER SERVICE FUNDAMENTALS

EMPLOYEE
DEVELOPMENT



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.

CUSTOMER SERVICE SKILLS

INTERNAL CUSTOMER SERVICE

EMPLOYEE
DEVELOPMENT



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? 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.

CUSTOMER SERVICE SKILLS

CUSTOMER SERVICE OVER THE PHONE

EMPLOYEE
DEVELOPMENT



Can you hear a smile over the phone? 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.

COMMUNICATION/INTERPERSONAL SKILLS



COMMUNICATION SKILLS

APPLYING CRITICAL THINKING SKILLS

EMPLOYEE
DEVELOPMENT



This course explains how critical thinking promotes creative thinking. It also describes the skills required for critical thinking and how to apply critical thinking to decisions, problems or issues in the workplace.

Learning Objectives

After completing this course, you will be able to:

- Categorize examples as either creative thinking or critical thinking
- Identify the value of being able to use critical thinking to complement creative thinking
- Determine which steps in applying critical thinking have been appropriately followed in a given scenario



COMMUNICATION SKILLS

COMMUNICATING WITH CONFIDENCE

EMPLOYEE
DEVELOPMENT



This course shows you how the essential elements of trust, credibility and specific confident communication behaviours bring about confident communication and enhance your influence.

Learning Objectives

After completing this course, you will be able to:

- Identify expressions of the essential elements of confident communication
- Recognize how trust and credibility enhance confidence in interpersonal communication
- Recognize the use and impact of confident communication behaviours in a given communication scenario

NEW!

COMMUNICATION SKILLS

COMMUNICATING WITH TACT & DIPLOMACY

EMPLOYEE
DEVELOPMENT



This course provides techniques you can use to navigate through conversations in a way that shows sensitivity and respect of others.

Learning Objectives

After completing this course, you will be able to:

- Recognize the benefits of being able to communicate with diplomacy and tact
- Assess whether an individual has communicated with tact
- Identify skills that will enable you to communicate with tact
- Recognize examples of guidelines for communicating with diplomacy
- Communicate with diplomacy and tact in a given scenario

NEW!

COMMUNICATION SKILLS

ENHANCING LISTENING SKILLS

EMPLOYEE
DEVELOPMENT



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.

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 subconscious 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.

COMMUNICATION SKILLS

GETTING RESULTS BY BUILDING RELATIONSHIPS

EMPLOYEE
DEVELOPMENT



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.



Negotiation has been described in many ways – getting what you want, reaching an agreement, influencing others, and bargaining. However you think of it, though, negotiation is a process in which two or more parties with different needs and goals work together to find a solution that is acceptable to all. This course defines negotiation and describes actions that can help you negotiate successfully. It also discusses two types of negotiation – distributive and integrative – that you will typically encounter in business.

Learning Objectives

- Recognize actions that can help you negotiate successfully
- Distinguish between characteristics of distributive and integrative negotiation
- Identify the negotiating style used in a given situation

NEW!



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

COMMUNICATION SKILLS

THE 3 CIRCLES OF COMMUNICATION

EMPLOYEE
DEVELOPMENT

DATE	WEDNESDAY, OCTOBER 15, 2014
TIME	1:00 PM – 4:15 PM
LOCATION	B106
FACILITATOR	CATHY SOBOCAN

Everyone has charisma. It's a quality we all have stored in our body and breath. In this workshop you'll find out how to tap into it and speak and listen with attentive energy.

You'll find your presence through a series of simple exercises involving posture, breath, voice, clear thinking and sensory awareness.

LEARNING OBJECTIVES

In this interactive workshop, you will learn to:

- Be fully present with another person
- Understand your body language
- Focus your positive energy
- Improve your sensory awareness
- Open up your voice



This course provides a basic understanding of what it meant by organizational change and typical event that can trigger organizational change. It also outlines the three specific types of organizational change. Finally, the course details common reactions to organizational change, and the stages you can expect to go through when dealing with organizational change.

Learning Objectives

After completing this course, you will be able to:

- Recognize examples of organizational change
- Distinguish between examples of internal and external triggers for organizational change
- Determine how an organizational change will impact an employee
- Sequence the stages of reacting to change



TEAM EFFECTIVENESS

Sessions for Team Leaders (those who lead student workers and/or support staff)



DATE	THURSDAY, NOVEMBER 13, 2014
TIME	8:45 AM – 4:15 PM
LOCATION	GOVERNOR'S BOARDROOM B101
FACILITATOR	PAT SPITERI

This session is for Team Leads (those who lead student workers and/or support staff)

Insights has developed a map, which can be used to enhance a person's self-awareness and self-understanding, including 'insights into their communication style'.

LEARNING OBJECTIVES

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.

TEAM EFFECTIVENESS

THE 5 DYSFUNCTIONS OF A TEAM

TEAM LEAD
DEVELOPMENT

DATE TUESDAY, NOVEMBER 18TH 2014

TIME 9:00 am- 4:30 pm

LOCATION 7TH SEMESTER

FACILITATOR JIM DIXON, DIXON CONSULTING

PREREQUISITE **INSIGHTS DISCOVERY**

This session is for Team Leads (those who lead student workers and/or support staff)

LEARNING OBJECTIVES

- Describe the leader's role in establishing and maintaining trust
- State some strategies for handling conflict in a team
- Describe the leader's role in accountability on a team
- Describe the leader's role in helping a team focus on results
- Make a personal commitment to use what was learned to help improve the team's functioning



NEW!

DATE	WEDNESDAY, DECEMBER 3, 2014
TIME	8:45 am – 12:00 noon
LOCATION	B106
FACILITATOR	PAT SPITERI
PREREQUISITE	INSIGHTS DISCOVERY

This session is for Team Leads (those who lead student workers and/or support staff)

LEARNING OBJECTIVES

- To enable you to master giving and receiving feedback
- To present the 'D4' Insights 'data based feedback' model



NEW!

ENTREPRENEURIAL SKILLS



ENTREPRENEURIAL SKILLS

ENHANCING YOUR CREATIVITY

EMPLOYEE
DEVELOPMENT



This course explores the essential attributes of a creative person. It also describes barriers to creativity and how to overcome these. In addition, it demonstrates how you can enhance your creativity in the workplace.

Learning Objectives

After completing this course, you will be able to:

- Recognize the importance of various personal characteristics of creative people
- Recognize ways to overcome personal barriers to creativity
- Match techniques for enhancing creativity with examples of how to execute them
- Identify the benefits of being creative

NEW!

DATE THURSDAY, OCTOBER 16, 2014

TIME 8:45 AM – 12:00 NOON

LOCATION B106

FACILITATOR MARY DICARO

Why can the typical adult only offer a few suggestions in a brainstorming session while most children can come up with new ideas for hours? Adults tend to shut off their creative side at work, depriving them of one of their most useful resources. Don't fear creativity; let imagination in and choose to do things differently.

LEARNING OBJECTIVES

In this session, you will learn to:

- Discover the potential for innovation around every corner
- Turn everyday challenges into opportunities

ENTREPRENEURIAL SKILLS

THINK SMART TO STAY SHARP

EMPLOYEE
DEVELOPMENT

DATE TUESDAY, NOVEMBER 4, 2014

TIME 8:45 AM – 12:00 NOON

LOCATION COMMUNITY ROOM

FACILITATOR MARY DICARO

Learn how to employ critical thinking techniques that help challenge assumptions and influence others to make well-rounded, better informed decisions. Critical thinking is about exercising sound judgment. Critical thinkers are skilled at quickly evaluating arguments and articulating alternative opinions.

LEARNING OBJECTIVES

In this session, you will learn how to:

- Enhance your critical thinking skills
- Improve methods of reasoning
- Develop stronger arguments
- Problem-solve more effectively
- Communicate convincingly

TIME/SELF MANAGEMENT SKILLS



COMPUTER/TECHNICAL SKILLS





This workshop will take some of the mystery out of finance and accounting to give you practical and relevant financial skills to budget and plan more effectively, and to make better business decisions.

Learning Objectives

After completing this course, you will be able to:

- Budget and plan more effectively
- Make sense of financial statements
- Understand the language of finance
- Control costs and identify improvement opportunities

DATE	DECEMBER 1, 2014
TIME	9:00 am - 4:00 pm
LOCATION	LI32
FACILITATOR	LUCY LANGSTAFF, DPA COMMUNICATIONS

Advanced Functions

- Use the IF, COUNTIF, SUMIF, ROUND, TODAY and VLOOKUP functions
- Nesting functions such as the SUM function with the IF function
- Sorting and creating a custom sort order list
- Filtering

Pivot Tables

- Create a pivot table to summarize, organize, analyze and compare large amounts of data
- Building a pivot table
- Customizing a pivot table
- Pivot table calculations

Macros

- Create and use a simple Macro

PERSONAL DEVELOPMENT



DATE	NOVEMBER 18, 2014
TIME	9:00 am-12:00 pm OR 1:00 - 4:00 pm
LOCATION	NORTH CAMPUS B106
FACILITATOR	BANAKONDA BELL, <i>Professor, Ryerson University, SSW Program Traditional Teacher, Healer</i>

Banakonda has developed a solid reputation for teaching and facilitating strategic approaches to working with and understanding the cultural protocols and distinctive worldview of Aboriginal people and educators. She has built successful healing programs and Aboriginal sensitivity training locally for First Nations Technical Institute (FNTI), Nipissing First Nation, Ryerson University and internationally in Akwesasne, New York, and Indigenous communities in Chile, South America.

LEARNING OBJECTIVES

In this session, the participant will:

- Build awareness of Indigenous history and worldviews

This will help to foster community at Humber and ensure we have a welcoming and respectful place for all Aboriginal peoples.

DATE	NOVEMBER 19, 2014
TIME	9:00 am-12:00 pm OR 1:00 - 4:00 pm
LOCATION	LAKESHORE L1017
FACILITATOR	BANAKONDA BELL, <i>Professor, Ryerson University, SSW Program Traditional Teacher, Healer</i>

Banakonda has developed a solid reputation for teaching and facilitating strategic approaches to working with and understanding the cultural protocols and distinctive worldview of Aboriginal people and educators. She has built successful healing programs and Aboriginal sensitivity training locally for First Nations Technical Institute (FNTI), Nipissing First Nation, Ryerson University and internationally in Akwesasne, New York, and Indigenous communities in Chile, South America.

LEARNING OBJECTIVES

In this session, the participant will:

- Build awareness of Indigenous history and worldviews

This will help to foster community at Humber and ensure we have a welcoming and respectful place for all Aboriginal peoples.

EMPLOYEE WELLNESS



DATE	WEDNESDAY, OCTOBER 8, 2014
TIME	12:00 NOON – 1:00 PM
LOCATION	B106
FACILITATOR	SUZANNE SHERKIN, SHEPELL FGI

This seminar will encourage participants to tune into important considerations in their lives with respect to caring for elderly family members, caring for children and grandchildren, as well as caring for themselves.

LEARNING OBJECTIVES

At the end of this seminar, participants will be able to do the following:

- Understand key concepts related to this phenomena
- Work through challenges
- Implement self-care strategies

DATE WEDNESDAY, NOVEMBER 5, 2014

TIME 12:00 NOON – 1:00 PM

LOCATION COMMUNITY ROOM

FACILITATOR SUZANNE SHERKIN, SHEPELL FGI

Injecting humour both at work and in your personal life is just what the doctor ordered. Laughing does not just feel good, it also has a positive effect on your health by helping to relieve stress, tension, and anxiety and by increasing your heart rate and blood circulation. This seminar will highlight the benefits of adding humour into participants' lives and discuss appropriate ways of incorporating it into the workplace.

LEARNING OBJECTIVES

At the end of this seminar, participants will be able to do the following:

- Understand their sense of humour
- Recognize the physical and psychological benefits of humour
- Develop techniques to professionally communicate using humour

MANAGEMENT DEVELOPMENT

Manager

Coming
soon!



HUMBER COMPETENCIES



HUMBER COLLEGE COMPETENCIES

A competency is a description of a required skill, attribute or behavior for a specific job used to define and measure an individual's effectiveness.

Competencies are arranged into a framework that brings together a number of job roles and the required capabilities that the job holder must possess or acquire in order to perform his job effectively. The management and support staff competencies help identify staff training needs related to job performance.



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 SKILLS

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

HUMBER COLLEGE 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

HUMBER COLLEGE MANAGEMENT COMPETENCIES

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

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.

TUITION ASSISTANCE PROGRAM (TAP)



TUITION ASSISTANCE PROGRAM

Humber's strongest asset is our employees – talented people who strive to provide a rich learning-centered experience for our students. Many employees, actively engage in opportunities to 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:

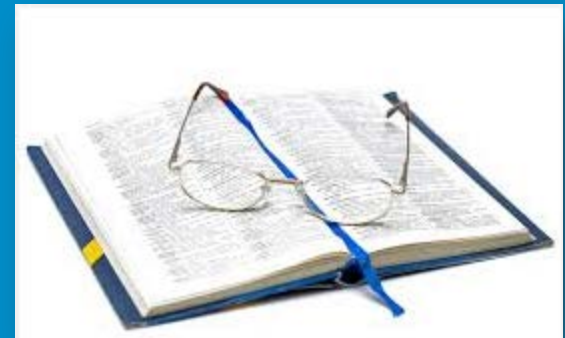
- You are a full-time employee of Humber: Support, Administrative or Faculty.
- The course is career-related and congruent with Humber's mission, strategic direction and goals.
- The course is delivered by an accredited post-secondary institution.
- You are successful in completing the course.



Check out
the new TAP
Form!

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

EMPLOYEE SCHOLARSHIP FUND (ESF)



HUMBER, OPSEU LOCALS 562 AND 563 EMPLOYEE SCHOLARSHIP FUND

- Available to full-time Academic and Support employees who have completed their probationary period.
- Assists employees who wish to pursue employment related degrees or professional accreditation.
- Approved studies are eligible for up to \$5,000 per employee, per year for a maximum of four years.
- Additional information can be found on the HR Services website at <http://hrs.humber.ca/learning.html>
- *Space is limited. Apply now!*

Learning for Life



Learning & Development
Fall 2014
Calendar
hrs.humber.ca/learning

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