


LEARNING & DEVELOPMENT FALL 2015



*What do you want to
learn today?*

OVERVIEW

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 & 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 & DEVELOPMENT AT HUMBER

LEARNING

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

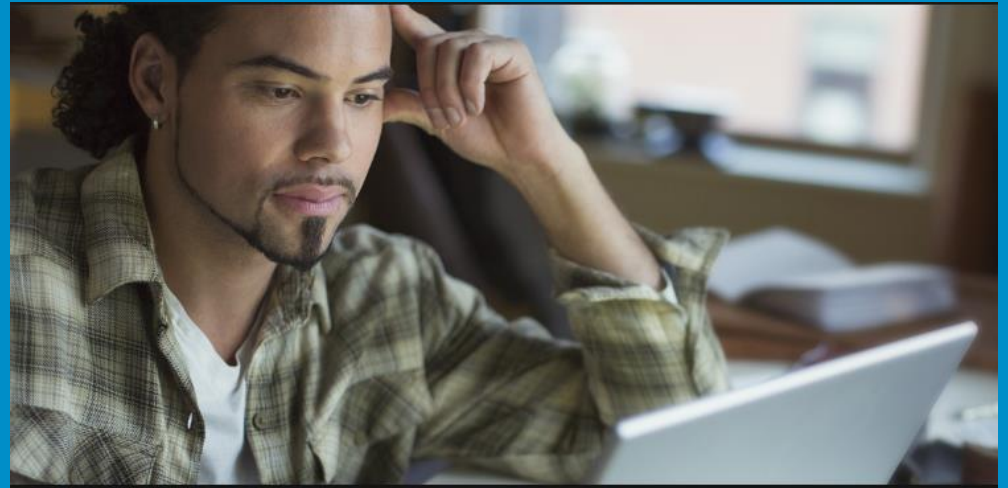
ORGANIZATIONAL DEVELOPMENT

- 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

If you have team and/or department specific training needs, please contact us for assistance.

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

L&D PROGRAMS AT A GLANCE



COMPETENCY: COLLEGE KNOWLEDGE

- MANAGING WITHIN THE COLLECTIVE AGREEMENT:
 - STRATEGIC CONTRACT STAFFING
 - RECRUITMENT & SELECTION
 - TIME AND ATTENDANCE
- MENTAL HEALTH FIRST AID
- BRINGING IN THE BYSTANDER AT HUMBER
- NEW EMPLOYEE ORIENTATION
- OCCUPATIONAL HEALTH & SAFETY TRAINING
- PREPARING FOR YOUR PERFORMANCE REVIEW (SUPPORT STAFF)
- PERFORMANCE REVIEW & EFFECTIVE FEEDBACK (MANAGER)

COMPETENCY: CUSTOMER SERVICE SKILLS

- CUSTOMER SERVICE FUNDAMENTALS
- CUSTOMER SERVICE OVER THE PHONE
- INTERNAL CUSTOMER SERVICE
- IT'S YOUR CALL

COMPETENCY: COMMUNICATION/INTERPERSONAL SKILLS

- ABCs OF EMAIL
- APPLYING CRITICAL THINKING SKILLS
- COMMUNICATING WITH CONFIDENCE
- COMMUNICATING WITH TACT & DIPLOMACY
- COMMUNICATION STRATEGIES
- EMPATHIC LISTENING
- GETTING RESULTS WITHOUT DIRECT AUTHORITY
- LISTENING ESSENTIALS: IMPROVING YOUR LISTENING SKILLS
- MASTERING MINUTES AND NOTE-TAKING
- NEGOTIATION SKILLS
- TARGETING YOUR MESSAGE
- UNDERSTANDING ORGANIZATIONAL CHANGE
- WORKING WITH ASSERTIVE COMMUNICATION



COMPETENCY: ENTREPRENEURIAL SKILLS

- ENHANCING YOUR CREATIVITY

COMPETENCY: COMPUTER/TECHNICAL SKILLS

- MS EXCEL (VARIOUS MODULES)
- MS EXCEL – MACROS INTRODUCTION
- MS OUTLOOK (VARIOUS MODULES)
- MS POWERPOINT (VARIOUS MODULES)
- MS WORD (VARIOUS MODULES)
- MS PROJECT
- PRINCIPLES OF ACCOUNTING & FINANCE

COMPETENCY: TIME/SELF MANAGEMENT SKILLS

- TIME MANAGEMENT

COMPETENCY: PERSONAL DEVELOPMENT

- ASSERTIVENESS & SELF CONFIDENCE
- ATTENTION MANAGEMENT
- EMOTIONAL INTELLIGENCE
- ETHICAL DECISION MAKING
- RESILIENCY (STRESS) MAP ASSESSMENT AND WORKSHOP

COMPETENCY: EMPLOYEE WELLNESS

- CREATING BALANCE IN YOUR LIFE – LUNCH & LEARN

PROGRAMS AT A GLANCE

TEAM EFFECTIVENESS

- **INSIGHTS DISCOVERY**
- **GIVING INSIGHTFUL FEEDBACK**
- **MANAGING CHALLENGING & COURAGEOUS CONVERSATIONS**



MANAGEMENT DEVELOPMENT

- WE ARE HUMBER – AN OVERVIEW
- COLLECTIVE AGREEMENT OVERVIEW
- CRITERIA FOR EXCLUSION (SUPPORT STAFF)
- PERFORMANCE MANAGEMENT OVERVIEW

- MANAGEMENT ESSENTIALS (*ACTIVE LEADERSHIP*) PROGRAM



DEVELOPING LEADERS

- COACHING FOR HIGH PERFORMANCE
- BUILDING RESILIENCE – THRIVING IN A 24/7 WORLD
- ADVANCED LEADERSHIP ACADEMY



L&D PROGRAM DESCRIPTIONS



COLLEGE KNOWLEDGE



DATES	WEDNESDAYS – SEPT. 16, OCT. 28, NOV. 18, DEC. 9
TIME	9:00 AM – 4:00 PM
LOCATION	PRESIDENT'S BOARD ROOM 6104, LRC NORTH CAMPUS
FACILITATORS	NANCEY ADAMSON & TANYA ANDRADE, HR SERVICES

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 the North Campus



Lunch will be provided

STRATEGIC CONTRACT STAFFING

DATE	TBC
TIME	11:30 AM – 1:30 PM
LOCATION	ROOM 6084, LRC, NORTH
FACILITATORS	CHRISTY LIHOU, JENNIFER COSWAY, HR SERVICES

TARGET AUDIENCE *Administrative Staff involved in the recruitment and selection of candidates for contracts, as well as those responsible for completing and/or keying contracts*

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

RECRUITMENT & SELECTION

DATE	TBC
TIME	11:30 AM – 1:30 PM
LOCATION	ROOM 6084, LRC, NORTH CAMPUS
FACILITATORS	CHRISTY LIHOU

TARGET AUDIENCE *Administrative Staff involved in finding and hiring quality staff who will help their department, and Humber, meet key objectives and goals.*

The goal of this workshop is to give managers not only an overview of Humber's current policies and procedures concerning recruitment and selection, but also some key guidance on how to hire successfully.

Steps involved from preparation to post-hire; roles and responsibilities for each member of the recruitment "team"; what documentation needs to be submitted for each type of hire and how it should be completed; and important factors to keep in mind, including key dates when activities need to be done, will be outlined.

Lunch will be provided

MANAGING WITHIN THE COLLECTIVE AGREEMENT - CLASS SESSION

TIME & ATTENDANCE

DATE	TBC
TIME	11:30 AM – 1:30 PM
LOCATION	ROOM 6084, LRC, NORTH CAMPUS
FACILITATORS	CHRISTY LIHOU & JENNIFER COSWAY, HR SERVICES
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; hourly & 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

PREPARING FOR YOUR PERFORMANCE REVIEW - CLASS SESSION

DATE WEDNESDAY, OCTOBER 21, 2015 & TUESDAY, NOVEMBER 3, 2015
TIME 10:00 AM – 12:00 NOON
LOCATION ROOM B106, NORTH CAMPUS
FACILITATOR NANCEY ADAMSON, HR SERVICES

TARGET AUDIENCE *Support Staff*

LEARNING OBJECTIVES

Upon completion of this session, you will be able to:

- List the steps to prepare for a performance appraisal
- Explain ways to keep your attitude directed towards a productive meeting
- Identify ways to reduce defensiveness to feedback
- Specify a goal setting process focused on the future



PERFORMANCE REVIEW & EFFECTIVE FEEDBACK - CLASS SESSION

DATE WEDNESDAY, OCTOBER 28, 2015
TIME 10:00 AM – 12:00 NOON
LOCATION ROOM B106, NORTH CAMPUS
FACILITATOR JULIE PELLEGRINI, HR SERVICES

TARGET AUDIENCE *Managers/Supervisors of Support Staff*

Performance reviews for support staff are approaching soon, and as a manager or supervisor, this workshop will give you valuable tips to ensure the performance appraisal process is positive, productive and supportive.

LEARNING OBJECTIVES

- Prepare and conduct a performance review
- Apply a model for communicating positive feedback
- Apply a model for communicating constructive feedback



CONTRACT STAFFING

This module is designed to assist you with understanding and applying non-full time contracts. Humber has 13 different types of non-full time contract employment opportunities. This module will help those involved in contract administration through the process of practical application. In addition, it will serve as a tool to identify contract types, provide a review of five pay principles and identify essential aspects of the collective agreements.

LEARNING OBJECTIVES

Upon completion of this module, you will be able to identify the different:

- Support Staff Contracts
- Administrative Contracts

It will take approximately 30 minutes to complete this module.

DATE	WEDNESDAY, NOVEMBER 18 & WEDNESDAY, NOVEMBER 25, 2015
TIME	8:30 AM – 4:30 PM (BOTH DAYS)
LOCATION	ROOM B106, NORTH CAMPUS
FACILITATORS	ALESSIA DIVIRGILIO & SHIVON RAGHUNANDAN



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.

LEARNING OBJECTIVES

- 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	TUESDAY, DECEMBER 1 & THURSDAY, DECEMBER 10, 2015
TIME	8:30 AM – 4:30 PM (BOTH DAYS)
LOCATION	COMMUNITY ROOM, NORTH CAMPUS
FACILITATORS	MAUREEN CARNEGIE



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.

LEARNING OBJECTIVES

- 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.

COLLEGE KNOWLEDGE

MENTAL HEALTH FIRST AID - CLASS SESSION

DATE FRIDAY, OCTOBER 30 & FRIDAY, NOVEMBER 6, 2015
TIME 8:30 AM – 4:30 PM (BOTH DAYS)
LOCATION ROOM A170, LAKESHORE CAMPUS
FACILITATORS ANDREW POULOS & RISA HANDLER



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.

LEARNING OBJECTIVES

- 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.

OVERVIEW

The interactive, researched, and evaluated BRINGING IN THE BYSTANDER® curriculum uses a community of responsibility approach. The program teaches bystanders how to safely intervene in instances where an incident may be occurring or where there may be risk. Through discussion of issues and role-playing of common violence scenarios, participants come to understand how they play a part in proactively preventing sexual and relationship violence, how they can help survivors get the help and support they need, and how they contribute to the creation of a campus climate that reflects a commitment to safety for all. The program was developed and evaluated by leading researchers and program practitioners.

For an overview of the BRINGING IN THE BYSTANDER® program, please visit visit <http://cola.unh.edu/prevention-innovations/bystander-overview>

Bystander Intervention training is an important piece in preventing and responding to sexual violence. This program is a component of a Humber's overall strategy of prevention.

BRINGING IN THE BYSTANDER AT HUMBER - CLASS SESSION

Date	September 24, 2015	Time	10:00 am - 12:00 pm	Location	TBC
Date	October 15, 2015	Time	2:00 pm - 4:00 pm	Location	TBC
Date	November 18, 2015	Time	9:00 am - 11:00 am	Location	TBC

We understand that sexual violence is experienced differently and disproportionately based on race, ability, sexual orientation and gender identity. We encourage and seek out collaborations with campus and community partners to better inform our approach and evaluate our programs.

LEARNING OBJECTIVES

Upon completion of this session, participants will:

- become familiar with the concept of bystander intervention
- be able to identify a continuum of inappropriate sexual behavior
- develop empathy for those who have experienced sexual violence
- define their role in bystander intervention and make a commitment to intervene in the case of sexual violence before, during and after an incident
- identify their own barriers to bystander intervention and techniques to overcome them

Please contact kathy.donaldson@humber.ca for registration and information.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

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.

Please email Health & Safety Services at nancy.bryant@humber.ca to register an employee into a session.

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 contact Nancy Bryant, Health & Safety Coordinator by email at nancy.bryant@humber.ca, or call ext. 5021.

TARGET AUDIENCE *All Employees 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.

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 *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

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/safety/training-programs/new-employee-health-safety-training.html>

If you have any questions, please contact Humaira Pirooz, Health & Safety Coordinator by email at humaira.pirooz@humber.ca, or call ext. 4866.

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.

CUSTOMER SERVICE SKILLS





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.

It will take approximately 60 minutes to complete this module.

CUSTOMER SERVICE SKILLS

CUSTOMER SERVICE OVER THE PHONE - ONLINE



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.

LEARNING OBJECTIVES

Upon completion of this course, you will be able to:

- Identify basic telephone etiquette rules
- Match strategies for providing outstanding telephone customer service with examples
- Provide excellent telephone customer service in a scenario

It will take approximately 60 minutes to complete this module.

CUSTOMER SERVICE SKILLS

INTERNAL CUSTOMER SERVICE - ONLINE



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.

LEARNING OBJECTIVES

Upon completion of this course, you will be able to:

- Recognize internal customers and internal customer service providers in a given example
- Recognize the importance of identifying your internal customer service relationships
- Identify a process to deliver on your internal customers' needs
- Identify ways to develop an internal customer service attitude

It will take approximately 60 minutes to complete this module.



This program is designed to help people who deliver customer service on the phone.

LEARNING OBJECTIVES

By the end of this module, you will be able to:

- Identify your own reasons for giving customers remarkable service
- Communicate clearly with customers about what you are doing for them
- Avoid taking tough calls personally
- Identify options for helping customers
- Identify ways to maintain your enthusiasm while working with customers
- Use techniques for managing the stress of your customer service job



It will take approximately 30 minutes to complete this module.

COMMUNICATION/INTERPERSONAL SKILLS





While business email does have much in common with paper based documents, there are distinctions. This technology places certain demands. This module provides an overview of email etiquette.

LEARNING OBJECTIVES

Upon completion of this module, you will be able to:

- Define what constitutes professional email netiquette.



It will take approximately 15 minutes to complete this module.



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

It will take approximately 60 minutes to complete this module.



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

It will take approximately 60 minutes to complete this module.



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

It will take approximately 60 minutes to complete this module.

COMMUNICATION SKILLS

COMMUNICATION STRATEGIES - ONLINE



This module will help participants understand the different methods of communication and how to make the most of each of them.

LEARNING OBJECTIVES

By the end of this module you will be able to:

- Define communication
- Identify barriers to communication
- List ways to listen more effectively

It will take approximately 20 minutes to complete this module.



There are many factors and variables that influence the way we listen. Listening to understand and being able to truly identify what is being said to you is often easier said than done. Internal and external roadblocks can interfere with how we listen and interpret the information communicated to us. In this course, you'll discover how roadblocks such as distractions, emotions, and the way in which we communicate can influence the way we listen and receive messages.

LEARNING OBJECTIVES

- Recognize how to avoid distractions that block effective listening
- Identify examples of distractions that block effective listening
- Determine which aspects of practicing emotional control were dealt with appropriately in a given scenario
- Recognize how emotions can block effective listening, given a scenario
- Identify examples of speech that blocks effective listening

It will take approximately 60 minutes to complete this module.

COMMUNICATION SKILLS

EMPATHIC LISTENING – CLASS SESSION

DATE	WEDNESDAY, DECEMBER 9, 2015
TIME	9:00 AM – 12:00 NOON
LOCATION	COMMUNITY ROOM, NORTH CAMPUS
FACILITATOR	TONY MAYADUNNE

LEARNING OBJECTIVES

- Learn to take control of the "whole" message (vs. the "verbal" message)
- Understand and manage the environment in groups and larger audiences - this expands one-to-one listening, where the participants practice interacting in small groups (e.g. team meetings) and larger groups (e.g. presentations)
- Key objectives include co-creating agendas, constructive feedback (rather than point-scoring), and actionable steps following the meeting or presentation

COMMUNICATION SKILLS

EFFECTIVE LISTENING - ONLINE



LEARNING OBJECTIVES

Upon completion of this module you will be able to:

- Define the difference between hearing and listening
- Describe 7 barriers to effective listening
- Identify 5 different types of listening skills and when to use them
- List the 6 steps to effective listening

It will take approximately 15 minutes to complete this module.



How can you get results if you don't have authority? Cultivating relationships and establishing credibility are necessary, because they allow you to influence others. If you have effective influencing skills, you'll be able to get what you need or want from others – whether it's your boss, a peer, or someone in a completely different department. Effective influencing, however, requires that you know how to build good relationships, and that you have credibility. You won't be able to ask someone for help if you have antagonized that person, or if you haven't followed through on promises you made.

LEARNING OBJECTIVES

- Identify how being able to influence others can benefit you
- Recognize how to cultivate relationships at work in order to increase your ability to get results when you don't have direct authority
- Recognize how to build credibility at work so that you can get the results you need

It will take approximately 60 minutes to complete this module.

COMMUNICATION SKILLS

TARGETING YOUR MESSAGE - ONLINE



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.

It will take approximately 60 minutes to complete this module.

COMMUNICATION SKILLS

MASTERING MINUTES AND NOTE TAKING - CLASS SESSION

DATE	THURSDAY, NOVEMBER 19, 2015
TIME	9:00 AM – 4:00 PM
LOCATION	ROOM L132, NORTH CAMPUS
FACILITATOR	KATHRYN HUGHES

Being able to identify, filter and focus on the relevant information is critical to producing effective minutes or notes. In this intensive, interactive workshop, participants learn strategies for recording productive meeting minutes and notes, including tips for writing business shorthand, and then practice techniques to identify and record the three kinds of information required for meeting minutes.

LEARNING OBJECTIVES

Specifically, participants will be able to:

- Identify and analyze proven note taking techniques
- Identify and apply common shorthand strategies and symbols
- Identify, analyze and use templates appropriate to audience and purpose
- Choose content, structure, tone and language to influence their audience(s)
- Apply revision and editing strategies
- Plan for continuous improvement



COMMUNICATION SKILLS

WORKING WITH ASSERTIVE COMMUNICATION – CLASS SESSION

DATE	THURSDAY, OCTOBER 15, 2015
TIME	9:00 AM – 4:00 PM
LOCATION	ROOM B106, NORTH CAMPUS
FACILITATOR	CAROLINE WILLIAMS, BINA FELDMAN CONSULTING

NEW!

Assertiveness is all about self confidence, self-respect and respect for others. With these principles as the foundation, we learn the best way to interact with others. Assertiveness is a way of thinking, behaving and communicating.

LEARNING OBJECTIVES

- Differentiate assertive, aggressive and non-assertive behaviour
- Understand how assertiveness is linked to self-respect and respect for others
- Monitor your body language to avoid sending mixed messages
- Employ seven communication strategies to use in challenging situations
- Deal with criticism appropriately
- Make requests in a responsible way
- Say “no” assertively
- Limit defensiveness when communicating with others





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

It will take approximately 2 hours to complete this module.

COMMUNICATION SKILLS

NEGOTIATION SKILLS - ONLINE



LEARNING OBJECTIVES

By the end of this module, you will be able to:

- List the basic types of negotiations and the phases of negotiations
- Define the basic negotiating concepts
- Identify what information to share
- State basic bargaining techniques
- Apply the negotiating process to solve everyday problems

It will take approximately 30 minutes to complete this module.



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
- Determine how an organizational change will impact an employee
- Sequence the stages of reacting to change

It will take approximately 60 minutes to complete this module.

TIME/SELF MANAGEMENT SKILLS





LEARNING OBJECTIVES

At the end of this module, you will be able to:

- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily

It will take approximately 15 minutes to complete this module.

ENTREPRENEURIAL SKILLS



ENTREPRENEURIAL SKILLS

ENHANCING YOUR CREATIVITY - ONLINE



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

It will take approximately 60 minutes to complete this module.

COMPUTER/TECHNICAL SKILLS



COMPUTER/TECHNICAL SKILLS

MS EXCEL – MACROS INTRODUCTION – CLASS SESSION

DATE	MONDAY, DECEMBER 7, 2015
TIME	9:00 AM – 4:00 PM
LOCATION	ROOM L132, NORTH CAMPUS
FACILITATOR	LUCY LANGSTAFF, DPA COMMUNICATIONS

NEW!

This course will show you how easily you can record repetitive actions using the Record Macro command and how to modify and create macros using VBA statements.

LEARNING OBJECTIVES

- Record a macro and combine recorded macros
- Create a macro directly in the VBA module
- Debug or fix your macro
- Manage modules
- Store macros



Please Note: You should know how to use the commands shown in the Excel Intermediate and Advanced course plus the Excel Formulas course before attending this Macros course.

Audio available



The following modules cover a number of features of MS Excel:

- 2010 MS EXCEL – SECTION 1
- 2010 MS EXCEL – SECTION 2
- 2010 MS EXCEL – SECTION 3

It will take approximately 60 minutes to complete each module.



COMPUTER/TECHNICAL SKILLS

MS OUTLOOK - ONLINE

Audio available



The following modules cover a number of features of MS Outlook:

- 2010 MS OUTLOOK – SECTION 1
- 2010 MS OUTLOOK – SECTION 2
- 2010 MS OUTLOOK – SECTION 3



It will take approximately 60 minutes to complete each module.

Audio available



The following modules cover a number of features of MS PowerPoint:

- 2010 MS POWERPOINT – SECTION 1
- 2010 MS POWERPOINT – SECTION 2
- 2010 MS POWERPOINT – SECTION 3



It will take approximately 60 minutes to complete each module.

Audio available



The following modules cover a number of features of MS Word:

- 2010 MS WORD – SECTION 1
- 2010 MS WORD – SECTION 2
- 2010 MS WORD – SECTION 3



It will take approximately 60 minutes to complete each module.

2010 MS PROJECT - ONLINE



This program has the information you need to start putting Microsoft Project to work for you right away.

Upon completion of this program, you will be able to:

- Grasp the different types of information you can track for your projects
- Set up your project parameters
- Import tasks from other files such as Excel and Outlook
- Report on the status of your projects



It will take approximately 60 minutes to complete this module.

MICROSOFT OFFICE TRAINING & TUTORIALS

FREE TRAINING COURSES AND TUTORIALS FOR MS OFFICE 2013 AVAILABLE AT:

CLICK



Office 365
Business



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

It will take approximately 60 minutes to complete this module.

PERSONAL DEVELOPMENT





Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced.

LEARNING OBJECTIVES

Upon completion of this module, learners should be able to:

- Define assertiveness and self-confidence
- Describe the types of negative thinking
- Define the importance of goal setting



It will take approximately 20 minutes to complete this module.



Constant access to information and the expectations to do more with less is overwhelming the workforce. People are easily distracted at work. Attention management, however, allows people to increase their productivity as well as their personal job satisfaction.

LEARNING OBJECTIVES

Upon completion of this module, you will be able to:

- Define and understand attention management
- Identify different types of attention
- List methods that focus attention



It will take approximately 20 minutes to complete this module.



How do you go about making the best ethical decision possible? Sometimes there are gray areas between what is right and what is wrong. Do you have the tools necessary to ethically lead you in your work practices? When you are able to recognize areas in which ethical problems occur in the workplace and are aware of the various arguments and justifications that become obstacles to ethical behavior, it is easier to successfully apply ethical standards.

LEARNING OBJECTIVES

- Match common ethical problems to examples of their related behaviors
- Apply strategies for removing obstacles to ethical decision making
- Match obstacles to ethical behavior with corresponding strategies for removing them
- Match perspectives for making ethical decisions with examples
- Use a process for making ethical decisions

It will take approximately 60 minutes to complete this module.



This module is designed to provide you with the opportunity to focus on the *human side of the change*.

LEARNING OBJECTIVES

Upon completion of this module, you will be able to:

- Define change
- Identify the key concepts of change
- Describe two types of change
- Describe the Transition Model and its components



It will take approximately 30 minutes to complete this module.

PERSONAL DEVELOPMENT

EMOTIONAL INTELLIGENCE - ONLINE



LEARNING OBJECTIVES

Upon completion of this module, learners will be able to:

- Define self-management, self-awareness, self-regulation, self-motivation and empathy
- Manage emotions
- Successfully communicate with others in a non-verbal manner
- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace



It will take approximately 30 minutes to complete this module.

RESILIENCY (STRESS) MAP ASSESSMENT & WORKSHOP – CLASS SESSION

DATE	WEDNESDAY, DECEMBER 2, 2015
TIME	9:00 AM – 4:00 PM
LOCATION	COMMUNITY ROOM, NORTH CAMPUS
FACILITATOR	JIM DIXON, DIXON & ASSOCIATES

During this experiential full-day workshop, you will heighten your personal awareness of the signs of stress and the elements of resiliency. Prior to the workshop you will complete a Resiliency (Stress) Map Self Assessment that identifies your personal environmental demands, environmental assets, resiliency beliefs and values, coping capabilities and well-being. Working from this highly individualized base, you will explore sources of stress and your personal responses. The Map and the workshop exercises pinpoint strengths and vulnerabilities, detect performance zones (optimal, balance, strain, caution) and help you chart new strategies for enhancing your personal health and overall work performance.



EMPLOYEE WELLNESS



CREATING BALANCE IN YOUR LIFE – LUNCH & LEARN – CLASS SESSION

DATE	THURSDAY, NOVEMBER 12, 2015
TIME	12:00 NOON – 1:00 PM
LOCATION	ROOM 6084 LRC, NORTH CAMPUS
FACILITATOR	SHEPELL-FGI

In today's environment of competing demands, relentless commitments, and a consistent feeling of shortage of time, balance often does not come easily or naturally. This session will help participants explore how their current choices impact their work-life satisfaction and help them to develop strategies to achieve a greater balance in life.

LEARNING OBJECTIVES

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

- Understand what balance means
- Recognize what they can and cannot control
- Identify priorities in their lives



TEAM EFFECTIVENESS

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



TEAM EFFECTIVENESS

INSIGHTS DISCOVERY FOR TEAM LEADS - CLASS SESSION

TEAM LEAD
DEVELOPMENT

DATE THURSDAY, OCTOBER 22, 2015
TIME 9:00 AM – 4:00 PM
LOCATION COMMUNITY ROOM, NORTH CAMPUS
FACILITATOR PAT SPITERI



TARGET AUDIENCE *Team Leaders (those who lead student workers and/or support staff)*

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

Lunch will be provided

DATE THURSDAY, OCTOBER 29, 2015
TIME 9:00 AM – 12:00 NOON
LOCATION ROOM B106, NORTH CAMPUS
FACILITATOR PAT SPITERI

TARGET AUDIENCE *Team Leaders (those who lead student workers and/or support staff)*
PREREQUISITE INSIGHTS DISCOVERY

LEARNING OBJECTIVES

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



DATE TUESDAY, OCTOBER 20, 2015
TIME 9:00 AM – 4:00 PM
LOCATION ROOM B106, NORTH CAMPUS
FACILITATOR MARY DICARO



TARGET AUDIENCE *Team Leaders (those who lead student workers and/or support staff)*
PREREQUISITE INSIGHTS DISCOVERY

LEARNING OBJECTIVES

- Learn the five conflict management approaches and recognize when to use the most appropriate approach in different circumstances
- Develop confidence to approaching expected and unexpected challenging conversations
- Utilize the ‘understand first’ principle when addressing concerns, problems and conflict
- Learn how to apply a variety of successful assertive practices (strategies & techniques) into everyday interactions and communications through various case studies and role playing activities
- Develop resiliency and composure using ‘respond vs react’ strategies when dealing with provoking or intense interactions

Lunch will be provided



DEPARTMENT/TEAM SPECIFIC TRAINING



DEPARTMENT/TEAM SPECIFIC TRAINING

AVAILABLE UPON REQUEST

Here is a sampling of topics available:

- ACHIEVING SERVICE EXCELLENCE
- FIERCE CONVERSATIONS ®
- STRATEGIC PLANNING WORKSHOP
- STRENGTHSQUEST
- THE 5 DYSFUNCTIONS OF A TEAM



If you require specific training for your team and/or department contact Julie Pellegrini at: julie.pellegrini@humber.ca

DEPARTMENT/TEAM SPECIFIC TRAINING

ACHIEVING SERVICE EXCELLENCE

The key to personal and organizational success lies in the experience each of us provides to those we deliver service to. Whether we are providing service to our external or our internal customers, each and every interaction creates our signature service – one that can seal the reputation and fate of our organization. This enlightening workshop will enable you to your team to realize the impact that your choices, behaviours and actions has on the customer experience, as well as your work environment.

Discover how easy and empowering it is to apply best practices tools, techniques and strategies with your internal and your external customers in helping one another become successful.

Facilitator Mary DiCaro

DEPARTMENT/TEAM SPECIFIC TRAINING

FIERCE CONVERSATIONS ® - CLASS SESSION

This foundational, hands-on workshop is designed to ensure the success of any team or division within your organization working towards a common objective.

Fierce Conversations® teaches attendees how to ignite productive dialogue that interrogates reality, provokes learning, resolves tough challenges and enriches relationships. It's the place to begin, the cornerstone of great leadership, healthy cultures, intelligent strategies and whole-hearted execution.

Fierce Conversations ® is a facilitator-led workshop that provides practical tools and techniques for handling all types of conversations while enriching relationships; team meetings, coaching, delegating or confronting.

DEPARTMENT/TEAM SPECIFIC TRAINING

STRATEGIC PLANNING WORKSHOP - CLASS SESSION

TEAM/DEPT.
SPECIFIC

The idea of planning is simple, straightforward and practical. It makes sense! Strategic Planning is a process in which we are first asked to consider what factors and resources were combined to get us where we are as an organization – “Where have we been?” Then, we must mix this organizational history with a picture of “What is” our current business reality. Having done this, we then ask ourselves, “Where do we want to go?”

LEARNING OBJECTIVES

Participants will learn how to:

- Understand the past and present factors that influence the department/division’s ability to move forward
- Agree on the ‘desired state’ of the department/division
- Identify the critical gaps between current and desired state
- Develop short & long term goals to close the gaps
- Action plan for goal attainment (*optional – can be done post session*)

The Gallup Organization has studied human behavior for more than 70 years with a goal to help organizations and individuals maximize their performance. This resulted in the design of an instrument and accompanying talent development program that is referred to as StrengthsQuest. The testing instrument – Clifton Strengths Finder – consists of 180 paired comparison items that are classified into 34 groupings or themes.

Prior to the session, you will have an opportunity to complete the online Strengths Finder profile survey to discover your top five themes of talent. In the workshop you will explore your results and learn how to recognize and appreciate the unique talents and strengths of others and consider how these can be used in your work.

Come prepared to learn and have some fun!



This workshop is best provided with intact teams as it provides an excellent opportunity for learning and real-time team development.

Prior to the workshop team members complete an online assessment (anonymous) that is compiled with their colleague input to create the report, and they read an 8-page summary of the book by Patrick Lencioni.

Patrick Lencioni is founder and president of The Table Group, a firm dedicated to helping leaders improve their organizations' health since 1997.

Lencioni's dedication to healthy organizations and teams is reflected in his consulting, writing, and speaking. He consults to CEOs and their executive teams, helping them to become more cohesive within the context of their business strategies.

MANAGEMENT DEVELOPMENT

Manager



MANAGEMENT DEVELOPMENT



NEW ONLINE MODULES

- WE ARE HUMBER – AN OVERVIEW
- COLLECTIVE AGREEMENT – OVERVIEW
- PERFORMANCE MANAGEMENT OVERVIEW
- CRITERIA FOR EXCLUSION (*FROM SUPPORT STAFF BARGAINING UNIT*)

To register for any of these modules, contact Julie Pellegrini at: julie.pellegrini@humber.ca



This module provides an overview of Humber Institute of Technology & Advanced Learning including Humber's Strategic Plan. All the information contained in this module can be found in related websites, documents and reports.

LEARNING OBJECTIVES

This module will enable the participant to:

- Define Humber's Vision, Mission & Values
- List Humber's academic schools & services
- Describe Humber's Strategic Plan, priorities & goals
- Articulate Humber's key priorities and areas of focus

It will take approximately 40 minutes to complete this module.

MANAGEMENT DEVELOPMENT

COLLECTIVE AGREEMENT OVERVIEW - ONLINE



This module is designed to provide new managers at Humber a brief overview of Humber's collective agreements and labour relations practices, as well as the manager's role in working with Human Resources on labour relations issues.

In addition, this module will provide information on additional training opportunities and resources where the collective agreements are discussed in greater detail.

It will take approximately 20 minutes to complete this module.



This module is designed to give you a brief overview of performance management best practices, as well as define your role in managing performance.

LEARNING OBJECTIVES

This module will enable the participant to:

- Define performance management
- Define the benefits of performance management
- Accomplish goals setting with your employee and team
- Prepare and use appropriate tools

It will take approximately 20 minutes to complete this module.

CRITERIA FOR EXCLUSION (FROM SUPPORT STAFF BARGAINING UNIT) ONLINE



LEARNING OBJECTIVES

This module will provide an overview of:

- Criteria to determine exclusion from the Support Staff Bargaining Unit
- Criteria to determine “Managerial” positions

It will take approximately 20 minutes to complete this module.

MANAGEMENT DEVELOPMENT

MENTAL HEALTH TRAINING



Below is the link to access Sun Life's e-learning tool for "Manager Mental Health Training". This is made available to us as clients of Sun Life. This is definitely something you should consider for your organization in light of the recent work/training that HRCC has done in the sector on mental health.

<http://healthyreturns.ca/manager-training/>

The modules can be accessed 24/7 and completed all at once or over a period of time. You will also be able to go back and refresh on any of the modules at any time.





This module is designed to assist you with understanding and applying non-full time contracts. Humber has 13 different types of non-full time contract employment opportunities. This module will help those involved in contract administration through the process of practical application. In addition, it will serve as a tool to identify contract types, provide a review of five pay principles and identify essential aspects of the collective agreements.

LEARNING OBJECTIVES

Upon completion of this module, you will be able to identify the different:

- Support staff contacts
- Administrative contracts

It will take approximately 30 minutes to complete this module.

MANAGEMENT DEVELOPMENT

INSIGHTS DISCOVERY - CLASS SESSION

2
Sessions!

DATE OCTOBER 26, 2015 **OR** NOVEMBER 16, 2015
TIME 8:30 AM – 4:00 PM
LOCATION ROOM B106, NORTH CAMPUS – BOTH DATES
FACILITATOR PAT SPITERI

TARGET AUDIENCE *New and existing managers, associate deans and associate directors with direct reports.*

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

Lunch will be provided



MANAGEMENT DEVELOPMENT

MANAGEMENT ESSENTIALS (*ACTIVE LEADERSHIP*) PROGRAM- CLASS SESSION

DATE NOVEMBER 5 & 6, 2015 **OR** NOVEMBER 26 & 27, 2015
TIME 8:30 AM – 4:00 PM
LOCATION ROOM B106, NORTH CAMPUS – BOTH DATES
FACILITATOR GLOBAL KNOWLEDGE

TARGET AUDIENCE *New and existing managers, associate deans and associate directors with direct reports.*

THE MANAGEMENT ESSENTIALS PROGRAM (*ACTIVE LEADERSHIP*) provides the concepts and practices of leadership in a high-impact learning environment to help leaders effectively coach, empower and lead individuals and teams to higher levels of performance. The blended learning format includes pre-session self-study assignments combined with three days of classroom instruction.

PLEASE SEE NEXT SLIDE FOR PROGRAM FORMAT.

MANAGEMENT DEVELOPMENT

MANAGEMENT ESSENTIALS (*ACTIVE LEADERSHIP*) PROGRAM

PART 1 (<i>SELF-PACED</i>)	PART 2 (<i>CLASSROOM SESSION</i>)	PART 3 (<i>SELF-PACED</i>)
<ul style="list-style-type: none"> ▪ INSIGHTS DISCOVERY EVALUATOR ▪ ACTIVE LEADERSHIP PROFILE ▪ PERSONAL NEEDS ASSESSMENT 	<ul style="list-style-type: none"> ▪ INSIGHTS DISCOVERY ▪ THE CONTEXT OF LEADERSHIP ▪ ACTIVE LEADERSHIP MODEL ▪ THE POWER OF COMMUNICATION ▪ COACHING ▪ MOTIVATING OTHERS ▪ COACH'S TOOLKIT 	<ul style="list-style-type: none"> ▪ COMPLETE A PERSONAL DEVELOPMENT PLAN ▪ MEET WITH MANAGER ▪ ACCESS TO CONTINUOUS LEARNING PORTAL

REGISTER

If you would like to register for this program, contact Julie Pellegrini at: julie.pellegrini@humber.ca

DEVELOPING LEADERS



DEVELOPING LEADERS

BUILDING RESILIENCE – THRIVING IN A 24/7 WORLD - CLASS SESSION

DATE	WEDNESDAY, NOVEMBER 4, 2015 * CLASS FULL
TIME	8:30 AM – 4:30 PM
LOCATION	COMMUNITY ROOM, NORTH CAMPUS
FACILITATOR	GARRY WATANABE

Building Resilience – Thriving in a 24/7 World is a personal resilience workshop that helps participants master the mental fitness toolkit used by elite athletes to excel under pressure and recover from setbacks. The program is aimed at giving participants an advantage on the journey from where they are (as laid out in the Resiliency Map) to where they are going (their vision). They learn skills for maintaining an optimistic and healthy perspective through difficult times, methods for managing and sustaining energy for optimal performance, how to access and use mental imagery to enhance resilience and a strategy to remain engaged during challenges. These inner skills transform the stress, pressure and inevitable bumps and potholes inherent in moving forward into a growth experience.

COACHING FOR HIGH PERFORMANCE - CLASS SESSION

DATE	WEDNESDAY, OCTOBER 7 & THURSDAY, OCTOBER 8, 2015
TIME	8:30 AM – 4:30 PM
LOCATION	ROOM B106, NORTH CAMPUS
FACILITATOR	GARRY WATANABE
TARGET AUDIENCE	<i>Management staff in academic & administrative roles</i>

Coaching is a key leadership skill, particularly if we wish to build commitment, engage others, and get results. This is a 2-day program.

LEARNING OBJECTIVES

- Use a clear, concise coaching framework to stimulate high performance in others
- Energize people and give clear, precise direction leading to results
- Confront people who need to change behaviour and/or improve performance
- Develop specific action plans to enhance personal coaching effectiveness.

Lunch will be provided.

If you would like to register for this program, contact Julie Pellegrini at: julie.pellegrini@humber.ca

DEVELOPING LEADERS

ADVANCED LEADERSHIP ACADEMY – CLASS SESSION

The Advanced Leadership Academy Program is a 3-day residential program. It is focused dealing with the enterprise of education. Participants are invited to take a much more global look at education as an industry, examine the many changes that are occurring within and to this industry and reflect on the impact these changes are having on post-secondary education leaders both personally and professionally.

The dialogue, surveys and resources connected to the Advanced Program are geared toward expanding your knowledge and understanding of education as an enterprise, one that is being tasked with adapting to a brave new world, a world where in many communities, educators are being challenged to reaffirm the very value and worth of both the products and the delivery process associated with higher education programs.

PARTICIPATION BY NOMINATION ONLY

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.

HUMBER COLLEGE 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.

HUMBER COLLEGE SUPPORT STAFF COMPETENCIES

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 looks 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.

HUMBER COLLEGE MANAGEMENT COMPETENCIES

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. Understands 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 Recognizes, diagnoses, and corrects 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.

HUMBER COLLEGE MANAGEMENT COMPETENCIES

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)



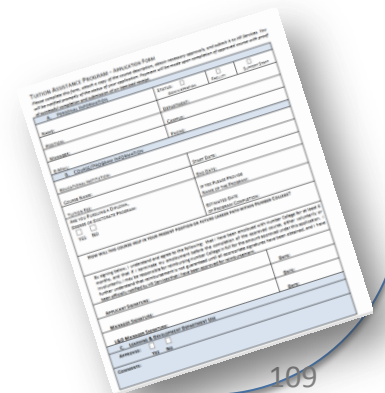
TUITION ASSISTANCE PROGRAM

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

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



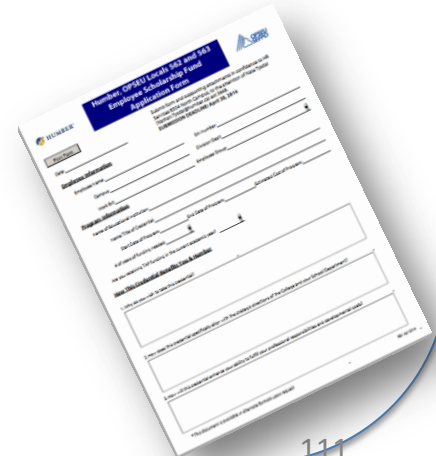
The image shows a sample application form for the Tuition Assistance Program. The form is titled "TUITION ASSISTANCE PROGRAM - APPLICATION FORM" and includes fields for "Employee Name", "Department", "Course Title", "Course Code", "Institution Name", "Course Dates", "Course Description", "Reimbursement Amount", and "Employee Signature". There are also checkboxes for "I am a full-time employee of Humber" and "The course is career-related and congruent with Humber's mission, strategic direction and goals".

EMPLOYEE SCHOLARSHIP FUND (ESF)



HUMBER, OPSEU LOCALS 562 & 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>



REGISTRATION PROCESS

To register for any program, please go to: <http://hrs.humber.ca/learning>



If you have any questions or require more information please contact:

Julie Pellegrini at julie.pellegrini@humber.ca

Maureen Martin-Edey at maureen.martin-edey@humber.ca

LEARNING & DEVELOPMENT

Thank you!

hrs.humber.ca/learning