

LEARNING & DEVELOPMENT TRAINING PACKAGES



Virtual or In-Person Facilitation



Participants: up to 25 participants



Session Length: 1.5 – 2 hours



Must be facilitated within a 6-month timeframe



PACKAGE A:

HUMAN RESOURCES BASICS FOR NEW LEADERS

This interactive three-part training program is designed to equip new managers with essential Human Resources tools and skills including overseeing the employee experience from hiring and onboarding, to managing employee performance, to conducting difficult conversations and offboarding. The sessions will be tailored to align with your organization's unique culture and policies, ensuring relevance and effectiveness for your team. The interactive sessions will include group discussions, role-playing scenarios and case studies to enhance engagement and skill retention. By investing in the development and training of your new managers, your organization can foster a positive work environment, improve employee engagement, and drive overall success.

What You'll Learn

SESSION 1 - RECRUITMENT AND ONBOARDING

Learning Objectives:

- Recruitment Process
 - Job Posting creations with an EDI lens
 - What are the "must have" qualifications
 - Unconscious bias
- Initial Screening
 - AI Technology (if applicable)
- Telephone Screening
- Interview Process
 - Sample questions
 - HR Considerations - Alberta Human Rights Protected Grounds
- Reference Checks
- Attraction, Onboarding & Orientation

SESSION 2 - PERFORMANCE MANAGEMENT

Learning Objectives:

- Why is performance management necessary?
- How can you be an effective coach for your team?
- How best to conduct a Performance Review.
 - Forms
 - Goal Setting - SMART Goal Setting
 - Feedback
 - Follow Up
- Performance Improvement Plans:
 - Dealing with employees who don't respond to coaching
 - Written documentation steps and best practices

SESSION 3 - EFFECTIVE COMMUNICATION STRATEGIES

Learning Objectives:

- How to have difficult conversations
 - Tools to help prepare
 - How to create a safe environment for conversations
 - Building trust
 - Active Listening
- How to receive feedback in a constructive manner
- How to effectively delegate, set and manage expectations, and follow-up
- Understanding different communication styles
- What is emotional intelligence?



PACKAGE B:

COMMUNICATION IN THE WORKPLACE

This interactive three-part training program will enhance your team's communication skills by helping them understand their personality style and how they can develop effective coaching techniques to lead and manage others. In addition, they will learn about conflict, how it should be dealt with, and skills for essential workplace communication. The interactive sessions will include group discussions, role-playing scenarios and case studies to enhance engagement and skill retention. By investing in the development and training of communication in the workplace, your team will communicate with clarity, confidence and empathy which will contribute to the overall success of your organization.

What You'll Learn

SESSION 1 - PERSONALITY PROFILING

Learning Objectives:

- DISC (additional fees applied for DISC reports) or Who's Who in the Zoo
- Introduction to personality style indicators
- Your indicator
- Understanding your indicator & teamwork
- Understanding your team's profiles and how to be an effective coach based on their indicators

SESSION 2 - PERFORMANCE MANAGEMENT

Learning Objectives:

- How to have difficult conversations
 - Tools to help prepare
 - How to create a safe environment for conversations
 - Building trust
 - Active Listening
- How to receive feedback in a constructive manner
- How to effectively delegate, set and manage expectations, and follow-up
- Understanding different communication styles
- What is emotional intelligence?

SESSION 3 - CONFLICT PREVENTION AND MANAGEMENT

Learning Objectives:

- What is conflict and why is it important and necessary to organizations?
- How we respond to conflict
- What are sources of conflict in the workplace?
- Why do we avoid conflict?
- What happens when conflict is not dealt with?
- How we process information
- Preparing for a conversation
- How to create a safe environment when hosting conversations

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PACKAGE C:

RESPECT IN THE WORKPLACE

This interactive three-part training session is focused on fostering a respectful workplace culture. Concentration will be placed on Workplace Harassment and Violence Prevention, DEIB (diversity, equity, inclusion, and belonging) and conflict management, providing your team with a thorough understanding of the necessary elements of respect in the workplace. This training will lead to a positive and connected work environment. The sessions will be highly interactive by including role-playing, groups discussion and scenario-based exercises, which will ensure engagement and practical application of the knowledge learned in the sessions. Benefits of the training include enhanced awareness, compliance and risk mitigation, inclusive culture, and improved conflict resolution.

What You'll Learn

SESSION 1 - WORKPLACE HARASSMENT AND VIOLENCE PREVENTION

Learning Objectives:

- What is Respect in the Workplace?
- Legal framework for a Respectful Workplace
- Identifying Discrimination, Harassment, Bullying and Violence
- Understanding the organization's Respectful Workplace Policy
- Dealing with challenges in the workplace
- Complaints, Investigations, and Consequences
- Resources and Support

SESSION 2 - DEI&B TRAINING

Learning Objectives:

This session is the starting point of building awareness, a baseline that everyone should have. We will aim to open the dialogue in your organization about diversity and inclusion and build our own awareness of our personal unconscious bias.

- Why is it important?
- What is DEIB?
- Business Case Study to show relevance
- Language
- Historical, National Discrimination Discussion
- Microaggressions, Bias & Activities
- What Happens Next?

SESSION 3 - CONFLICT PREVENTION AND MANAGEMENT

Learning Objectives:

- What is conflict and why is it important and necessary to organizations?
- How we respond to conflict
- What are sources of conflict in the workplace?
- Why do we avoid conflict?
- What happens when conflict is not dealt with?
- How we process information
- Preparing for a conversation
- How to create a safe environment when hosting conversations



PACKAGE D:

EMPLOYEE WELL-BEING

Employee well-being is becoming increasingly important to both employees and employers. It is crucial for the success and sustainability of any organization. This three-part training session provides essential knowledge and strategies for promoting employee well-being, developing a well-being strategy, navigating OHS legislation, as it relates to Employee well-being and managing employee stress at work. This interactive approach ensures active engagement and encourages participants to share their insights and experiences, enriching the learning process. By investing in the well-being of your employees, your organization will create a healthier, more engaged and productive workforce, leading to long-term success and a positive organizational culture.

What You'll Learn

SESSION 1 - WELL-BEING STRATEGY

Learning Objectives:

- What is Employee Well-being?
- Employee Well-being and your Organization
- Five Dimensions of Well-being
- Well-being Strategy and your Organization
- Well-being and Health & Safety in the Workplace (introduction)
- Psychosocial Hazards in the Workplace (introduction)

SESSION 2 - PSYCHOLOGICAL HEALTH & SAFETY IN THE WORKPLACE

Learning Objectives:

- Well-being and Health & Safety in the Workplace
- Understanding Psychosocial Hazards in the Workplace
- What are employer and employee obligations under OH&S legislation for a psychologically healthy & safe workplace?
- Strategy to promote mental health in the workplace: Implementing a Mental Health Program)
- Overview of common mental health issues and symptoms and model for intervening to avoid absenteeism or employee termination
- Ways employers can support their employee's mental health

SESSION 3 - MANAGING EMOTIONAL HEALTH AND STRESS AT WORK

Learning Objectives:

- Managing Meetings
- E-mail Best Practices
- Setting Time Aside for Priority Work
- Regularly Setting Clear Expectations