

Human Services and Professional Development (targeting Managers, Junior Managers, Admin etc.)

All courses are 3 hours in length

Module Title	Brief Description	Deliverables
Career mapping and Succession Planning	Creating strong, loyal staff	Learning to provide relevant and effective career advice and planning to staff to grow and excel within the organization
Effective performance management	Building stronger, more effective staff via performance management	Developing practices that bring the best out of your staff through performance appraisals and practices
Developing Effective Performance Management Tools	Accurately measuring your staff's performance.	How to create the tool as a leader in an organization and how to track and follow your progress as a staff member.
Effective Time Management	Building efficient workplaces	Learning tools and tricks to focus your energy on the right things at the right time
Managing Traumatic Events	Understanding empathy within organizations during Traumatic Events.	Discussing healthy practices for organizations to approach and deal with traumatic events that impact staff and those around them.
Operating Unionized Environments (Barb, Rhonda)	Understanding how to function successfully within a Unionized environment.	Learning the differences between Unionized/Non-Unionized workplaces Different expectations, different reporting, difference processes. Being able to bridge those gaps into cohesive organizations on the same page from management to staff
Effective Communication	Building a stronger, and more cohesive organization through effective communication.	Learning do's and don'ts of communication <ul style="list-style-type: none"> Perceived messaging vs intended messaging Creating environments where respectful communications flow both ways.
Post incident Stress Debriefing	Conceptual and practice model of CISD, low impact debriefing, creating internal CISD capacity	Critical Incident Stress Debriefing in high stress environments (CISD)
Post Pandemic Support Building Back Better	BE better to build back better	<ul style="list-style-type: none"> Who is at the table? Where are we now? What does better look like? How to get from here to there Keeping better "better" – how to stay the course Knowing when to course correct.
Strength-based Management	Getting the most out of your staff while strengthening those relationships.	For managers, juniors and those wanting to improve their position within an organization. How to play to your strengths, how to recognize the strengths of your staff.
Work-Life Balance	Being the best "You" for yourself and those in your life.	<ul style="list-style-type: none"> Recognizing balance issues The benefits of balance/ the downsides to a lack of balance Understanding how this impacts yourself, your family and those around you. Mental health benefits
Developing your supervisory skills	Creating a better future through better leaders within your organization	Improving the skills of supervisors and preparing staff to be effective supervisors (in coordination with career mapping)