

LEARNING & DEVELOPMENT WINTER 2012



Organizational and Employee Effectiveness (OEE) is offering our university-wide learning series for the Winter 2012 semester. These workshops cover a range of topics targeting fundamental skill development to enhance individual success and contribution to organizational goals. These workshops are open to members of all employee groups. For scheduling details and online registration, visit our training calendar at <https://www.runner.hr.ryerson.ca/training/>.

We want to ensure that all participants are comfortable and able to participate fully in these workshops and that all special needs are met. ASL interpretation and attendant care can be provided with a minimum of ten working days notice. If there are any other accommodations needed, please contact oeeadmin@gwemail.ryerson.ca. Refreshments will not be provided at these workshops, but please feel free to bring your own.

Cancellations must be received no later than 48 hours prior to the session or a \$50 cancellation fee will be charged to your department.

Program Inquiries

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UPCOMING WORKSHOPS

Customer Service Zone **Feb 1, 2012**
Facilitated by: Kim Chen 9:00am to 12:00pm

Ryerson has a strong reputation in providing high quality customer service to all members of the Ryerson community. In this practical workshop you will have the opportunity to learn or to refresh yourself on the basics of providing quality customer service, understanding the customer, and adopting skills and techniques for putting great service into practice.

FISH! (Part 1) Philosophy **Feb 14, 2012**
Facilitated by: Kim Takata 9:00am to 12:00pm

This customer service workshop will focus on Seattle's World Famous Pike Place Fish Co., an otherwise ordinary fish market with an extraordinary story. While working at the fish market is hard and the hours are long, employees make a personal choice to bring amazing passion, playfulness, commitment and a positive attitude to work every day. This is the exciting and extremely entertaining basis of the FISH! program. The program teaches a philosophy of customer service based on four principles: be there, play, make their day, and choose your attitude. This is not just a customer service model, but a way of life.

Effective Presentation Skills **Feb 16, 2012**
Facilitated by: Kim Chen 9:00am to 3:30pm

This workshop will provide you with the tools and knowledge to become more competent and comfortable speaking in front of an audience, be it at your departmental meeting or with customers. Within this session, you will be able practice speaking in public.

The 7 Habits of Highly Effective People **Feb 21, 28 & Mar 6, 2012**
May 17, 24 & 31, 2012
Facilitated by:
Leigh Caiger & Kim Chen 8:30am to 4:30pm

The 7 Habits of Highly Effective People Signature Program emphasizes effectiveness in the workplace. Based on the best-selling business book by Dr. Stephen R. Covey by the same name, this three-day program experience provides participants with skills to take initiative, balance key priorities and achieve a more balanced life.

Time Management: The New Time of Your Life **March 13, 2012**
Facilitated by: Kim Chen 1:00pm to 4:00pm

"If you are wasting your time, you are wasting your life."
- Alan Lakein, author of business bestseller *How To Get Control of Your Time and Your Life*. In this session participants learn the importance of time in



their professional and personal lives, and six powerful ways to manage it more effectively.

Making Effective Decisions **Mar 15, 2012**
Facilitated by: Kim Takata 9:00am to 4:00pm

Decisions are never-ending and at some critical moments, they can be difficult, perplexing and nerve racking. In this workshop we will examine the process of decision making, taking into account complexity, risk, and outcomes. We will also consider the hidden traps when making decisions and how we can employ tools to reduce the risks and ensure better outcomes.

Records Management **Mar 21, 2012**
Facilitated by: Illone Harrison 1:00pm to 4:00pm

What are official university records? How long are you required to keep them? What's the best way to create, manage, track, and dispose of your records? Learn the difference between records that you can dispose of on a regular basis and those that may be subject to Ryerson's Archives and Records Management policy, legislation such as FIPPA, and your department's internal practices. Meet with Illone Harrison, Information and Privacy Coordinator, as well as expert administrators to learn policies, legislation, tips, and best practices.

Conflict Resolution **Apr 20, 2012**
Facilitated by: Kim Takata 9:00am to 4:00pm

Let's face it, conflict happens. Recognizing the signs and addressing them can improve collaboration, trust and effectiveness within your team. By attending this workshop, you will gain understanding of the nature of conflict and how to address it. You will learn to identify the stages of conflict and the different approaches to managing conflict. Lastly, you will be able to prepare and practice how to address conflict and effectively come to a resolution.

Meeting Management **Apr 17, 2012**
Facilitated by: Kim Chen 1:00pm to 4:00pm

You may feel like you are inundated with meetings that are not effective and do not assist you in accomplishing your goals. Learn how to most effectively use meeting times to accomplish tasks and reach consensus. Gain tools that can assist you in chairing a smooth meeting and learn how to best utilize everyone's time.

Personality Dimensions **June 5, 2012**
Facilitated by: Kim Takata 9:00am to 12:00pm

Personality Dimensions is a tool based on leading-edge research in human motivation and behaviour. Presented in an informative, interactive, self-discovery format, this session will help you to foster and deepen your understanding of self and others and develop the

ability to communicate with and understand individuals of all temperaments.

Handling Difficult Conversations **June 19, 2012**
Facilitated by: Kim Chen 1:00pm to 4:00pm

Having conversations when stakes are high may be difficult. In this session, learn to navigate difficult conversations while maintaining mutual respect. This program is based on the bestselling book "Crucial Conversations – Tools for Talking when Stakes are High"

The 5 Choices to Extraordinary Productivity **July 5 & 17, 2012**
Facilitated by: Kim Chen 8:30am to 4:30pm

Based upon the time matrix within Steven Covey's 7 Habits of Highly Effective People, The 5 Choices to Extraordinary Productivity teaches you how to achieve extraordinary results. This solution will empower you to achieve outcomes that have previously been outside of your reach. It will enable you to make day-to-day decisions that are focused on your most important outcomes.

WELLNESS SEMINARS

These one-hour lunch time wellness sessions are offered by our Employee Assistance Program (EAP) provider, Shepell.fgi.

Eat Well, Live Well for a Lifetime **Feb 15, 2012**
12:00pm to 1:00pm

It is widely known that healthy eating can make a positive difference in one's health. With results of new scientific studies constantly being released and conflicting with each other, knowing which foods to consume and in what quantities can be quite a challenge. This seminar will discuss dietary risks and will explore how a healthy diet can be one of an individual's best defenses against cancer. In addition, discover some anticancer superfoods that can help reduce your chances of developing this disease.

Heart Smart **Mar 14, 2012**
12:00pm to 1:00pm

Much media attention is paid to the health of individuals nationwide. Terms such as cholesterol, saturated fats, and trans fatty acids are discussed frequently but can be confusing to members of the general public. Getting reliable information on heart health risk factors is essential in order to enable individuals to understand what they mean and how managing them can improve one's health. This seminar will discuss the meanings of these important terms and will provide some superfood selections and practical tips for living a heart healthy life.



Living Well with Stress**Apr 11, 2012**

12:00pm to 1:00pm

Workplace stress can be triggered from many sources, including feeling that there is too much to do with not enough time. Left unaddressed, stress adds to absenteeism and has the potential to turn into a major mental or physical health concern. With a large portion of the population experiencing stress at any given time, it is essential to learn how to manage it effectively for increased health, well-being and workplace productivity.

Boosting Your Positive Outlook**May 23, 2012**

12:00pm to 1:00pm

Consistently focusing on the negative side of an issue can greatly contribute to stress. When thinking this way, physical changes take place in the body's chemistry increasing stress levels and affecting performance and well-being. This session equips participants with tools for understanding the ways in which this seemingly automatic negative thinking occurs, recognizing its typical manifestations and developing a process for tackling these thoughts effectively.

Employee Energizer**June 13, 2012**

12:00pm to 1:00pm

Employees often suffer from neck and shoulder stiffness, lower back tightness and leg fatigue. One's physical environment and daily habits stress the skeletal and muscular systems, creating imbalances and loss of strength. Identifying and reducing repetitive movements and unsafe or unstable body postures and heightening their awareness of their body signals will allow employees to improve posture and spinal alignment while reducing the risks of repetitive strain.

