Learning Sessions for Working in Government

September 2014 to June 2015

Updated February 11, 2015
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How Government Works: Structure and the Budget Process
Length: 3 Hours
Audience: All employees

The provincial public service provides programs and services via legislation, regulations, policies and fiscal management. Understanding how government works helps public service employees to understand the context of their work.

Objectives
• Understand the structure of government and the various government committees
• Learn about the legislative branch of government
• Review the annual budget cycle and process in government

Some applications in the workplace
• Increased commitment to the daily work of government
• Ability to develop, enhance, implement and evaluate programs and services within the framework and schedule of the government’s committees and annual budget processes
• Timely preparation of budget information
• Increased awareness of the work of elected officials

Writing for Government: Executive Council Memos, Treasury Board Memos and Briefing Notes

Length: 3 Hours
Audience: All employees, especially those who may participate in the preparation of government documents

One of the critical success factors for government decision making is the preparation and submission of clear, concise, complete and accurate information that must be presented in a standardized and timely fashion.

Objectives
• Learn the content and form requirements for Executive Council Memos, Treasury Board Memos and Briefing Notes
• Understand the requirements of the government decision making processes
• Recognize the potential impact that Executive Council Memos, Treasury Board Memos and Briefing Notes may have for government and departments

Applications in the workplace
• Collection and documentation of appropriate information for government processes
• Timely submission of documents
• Improved, timely decision making due to availability of accurate, complete and relevant information
**Dynamics of Policy Development in Government**

Length: 3 hours  
Audience: All Employees

This workshop will provide participants with an introduction to the policy process in the Government of PEI. It will examine how the policy agenda is established; describe the annual policy cycle; explain the requirements for various decision-making processes and the resources available; and discuss the elements and characteristics of high quality policy work.

**Objectives**
- Learn how policy issues come onto government’s agenda and where and how they fit in the annual decision making cycle
- Learn the requirements and expectations for decision items coming forward and the processes through which they are considered
- Learn ways to strengthen the quality and relevance of policy work and what resources are available to assist in policy development

**Applications in the workplace**
- The ability to bring issues forward and placed on the policy agenda in a timely fashion
- Develop quality Executive Council Memorandum and other decision materials that meet requirements and promote good decisions
- Build linkages between colleagues doing similar work across departments

**Financial Management in the PEI Government**

Length: 6 Hours  
Audience: Directors and Managers

Managers have a legal obligation to manage public funds effectively and appropriately. This course will give managers the tools to carry out this responsibility. It is designed to provide managers a better understanding of the Province’s financial structure and processes (budgets, financial reporting, policies and procedures, Oracle Financial Information System (FIS), etc). It provides an overview of the accounting cycle of the Government of Prince Edward Island and guidance to assist managers in carrying out their roles in the process.

**Objectives**
- Understand the accounting cycle from budgets to Public Accounts
- Understand the structure and the role of the financial information system
- Understand the Chart of Accounts and its role in ensuring reliable financial information
- Understand the roles and responsibilities of a manager with regards to financial management
- Understand reporting and other resources available to financial managers

**Applications in the workplace**
- Ability to use reporting and inquiry tools to analyze financial data and to identify inconsistencies or errors
- Increased budget and forecasting accuracy based on available financial data
- Increased ability to answer financial inquires
- Increased awareness of the role of managers in areas such as ensuring accuracy in the financial information system, detecting fraud, etc.
**Tips and Tools for Procurement**

Length: 3 Hours  
Audience: All employees

Every day goods and services are purchased for the operation of government. Knowing the tips and tools of procurement will assist you in acquiring the goods and services required in a timely and efficient manner.

Objectives  
- Understand the procurement process  
- Identify the tools of procurement  
- The benefits of efficient procurement within government

Applications in the workplace  
- Understand how procurement works within government  
- How to achieve best value of goods and services for departments  
- Implement time management strategies

**Your Records and You:**  
**Freedom of Information and Protection of Privacy (FOIPP) and Records Management**  
Length: 3 Hours  
Audience: All employees

There are many reasons to practice good records management but the goal of this session is to make your life easier by helping you manage your records throughout their life cycle (creation, active use, and disposition). Records management can help you to decide what to keep, what to throw away. Organize your records so that you can find information more easily and save both time and space.

Objectives  
- Learn about employees’ responsibilities for records management  
- Learn about the Classification Plan and Retention Schedule (CPRS) and how to apply it to your work records  
- Learn about the obligation to protect, correct and provide access to personal information  
- Learn how to contact your Records Management Liaison Officer (RMLO) and your Freedom of Information and Protection of Privacy (FOIPP) Coordinator

Applications in the workplace  
- Creating records to ensure easy access to information  
- Improved efficiency and timeliness for records searches  
- Increased compliance with record retention and disposition schedules
Preparing for the Job Interview
Length 3 Hours
Audience: All employees in the Civil Service or Health PEI

On an individual level, the interview is the gateway to new career opportunities. For the organization, the interview provides a means to increase the capacity of the work unit. Preparation for the interview is the key to success for both the individual and the organization.

Objectives:
• Learn what to expect and practical applications when preparing for an interview
• Understand the interview process
• Practice the interview discussion

Application in the workplace:
• Confident interview candidates
• Increased capacity of the public service
• Employees who know the strengths that they can bring to the workplace

Staffing and Classification: Processes and Practices for Managers
Length: 3 Hours
Audience: Managers and Supervisors in the Civil Service or Health PEI

The provincial staffing and classification processes are the foundation for an equitable public service work force that is able to meet the needs of the citizenry of the province. Understanding these processes will enable managers to do effective organization design, work group structuring and succession planning.

Objectives
• Learn the steps that are involved in the staffing and classification processes
• Understand the roles and responsibilities for the staffing and classification process
• Clear articulation of the objectives of the staffing and classification processes

Application in the workplace
• Organization structures that meet the needs of the department
• Fair position classification and salary for employees
• Effective staffing and classification processes
Leadership and Management

Coaching Skills and Performance Management
Length: Full Day
Audience: Directors, Managers and Supervisors in the Civil Service or Health PEI

It’s time to conduct employee performance reviews. Are you going through the motions ... or are you prepared to do it right? Coaching employees is a systematic approach that helps leaders clarify their expectations and motivate employees to achieve optimal performance levels.

Objectives
• Elevate communication to an art form
• Learn the process of coaching and what it means to be a coach, exploring the parameters of what a coach does and doesn’t do
• Learn the essentials of having a valuable and meaningful performance management conversation
• Learn about coaching as a tool and practice using it for performance management
• Discuss the benefits and key actions in performance management

Applications in the workplace
• Engage and foster employees in taking responsibility for their performance and development in the workplace
• Understand your role in the process is crucial to improving performance management
• Get to know your employees better - their motivators, their focus, and their vision for the organization and their own future

Challenging Conversations in Performance Discussions
Length: 3 hours
Audience: Directors, Managers and Supervisors

This course provides you with practical and effective techniques to conduct and manage challenging conversations with staff.

Objectives:
• Understand why performance conversations can be challenging
• Share tips on how to turn a challenging conversation into a successful one
• Develop confidence in navigating through challenging conversations
• Learn how to develop constructive conversations and manage strong emotions

Application in the workplace
• Use of an effective framework to carry out those challenging conversations
• Improve communication and a supportive team environment
• Enhance relationships in your work unit
• Increased confidence in handling emotional issues, resistance to criticism and poor performance
Team Building is Not a Workshop
Length: 3 hours
Audience: All employees

Team building is an essential workplace health practice rather than a special event. Through this workshop you will learn 6 engagement tools that you and your team can begin to use immediately. This course was developed by the “Federal National Managers Community”.

Objectives
- Mental Models: change, leadership, and practice
- Developing your own “Engagement” practice
- 6 Tools - to engage the individual, the Team and the System

Application in the Workplace
- Improve staff participation in team problem solving and decision making
- Improve the quality of team decisions by using effective group methods that enable participation by all members of the team
- Improve team performance by providing effective feedback

Employee Assistance Program: Supervisor Assisted Referral Training
Length: 3 hours
Audience: Directors, Managers and Supervisors

Supervisor assisted referral training is designed to assist Directors, Managers, Supervisors and Human Resource Managers to initiate an intervention with an employee whose work performance is in decline.

Objectives
- Learn how to do the initial intervention with the employee whose work performance is in decline
- Learn communication strategies regarding work performance
- Learn how to make an offer of assistance through the Employee Assistance Program
- Understand the importance of meeting regularly with the employee to
- Learn the steps involved for the Formal Offer of Assistance to the Employee Assistance Program

Applications in the workplace
- Improved communications concerning work performances
- Knowledge and understanding of Employee Assistance Program services


**Health and Wellness**

### Stress and You
Length: 3 Hours  
Audience: All employees  

Objectives:
- Increased self awareness  
- Increased self confidence  
- Increased ability for self-care  

Applications in the workplace:
- Recognize short term and long term signs & symptoms of stress  
- Understand healthy and unhealthy stress in your life  
- Use of skills and strategies to enhance stress hardiness  

### A Juggling Act: Achieving Work/Life Balance
Length: 3 Hours  
Audience: All employees  

Objectives:
- Identify what is work/life balance  
- Learn statistics/trends that contribute to losing balance  
- Identify strategies for creating work/life balance  

Applications in the workplace:
- Increase self awareness  
- Create definition of balance in the work place  
- Implement new strategies that increase personal work/life balance  

### Mental Health Awareness in the Workplace
Length: 3 Hours  
Audience: All employees  

Mental health issues may impact on the quality of work life for individuals, colleagues and the work place in general. Knowing how to identify possible mental health issues and how to take action are important skills in supporting work colleagues and a healthy work place.

Objectives:
- Increase awareness of the importance of mental health  
- Understand the impact of mental health in the workplace  
- Increased self awareness in terms of mental health issues in the workplace  

Applications in the workplace:
- Identification of possible mental health issues  
- Take appropriate action when a co-worker is struggling at work
Valuing Diversity in the Workplace
Length: 3 Hours
Audience: All employees

Diversity issues impact us in our daily interactions and in the workplace. Knowing the rationale behind our legislative framework, diversity policy, and the *Human Rights Act* helps us to understand why and how we can contribute to a vibrant workplace that values all forms of diversity.

Objectives
- Understand diversity by clarifying definitions and terms
- Discuss the many impacts of diversity
- Appreciate the benefits of workplace diversity

Applications in the workplace:
- Commitment to change and progress by valuing differences
- Take actions to increase diversity in the workplace
- Resolve issues arising from workplace diversity

Civil Service Resources and Tools: How to Find the Information You Need
Length: 3 Hours
Audience: All employees

This session will introduce you to the resources that are available within the civil service to help you access the information that you need to develop, implement and evaluate policies, programs and services.

Objectives:
- Learn about where to find statistical and fiscal information related to government programs and services (eg. labour market analysis, demographics, etc.)
- Learn about services provided by the Government Services Library
- Learn how to use Google and other research engines effectively
- Learn about the webinars, conferences, reports and more resources that are available in the Conference Board of Canada E-learning library

Applications in the workplace:
- Improving decision making based on current and accurate information
- Saving time by using on-line tools to get what you need
- Establishing networks to access information needed to do work
**Family Violence Prevention Training**

Length: 3 Hours  
Audience: All employees

This training is provided by PEI Family Violence Prevention Services, to train participants on the nature of abuse, healthy and unhealthy family dynamics, and the cycle of violence. A portion of the training will be spent providing tools to help people intervene when they know of a friend, family member or coworker in an abusive situation and to develop a foundation for responding to family violence in the workplace.

Objectives:
- Learn forms of abuse and the cycle it often takes
- Learn of the services within our community that respond to violence
- Intervention tools for responding to issues of violence (i.e., safety plan, risk assessment, protocols)

Applications in the workplace:
- Violence impacts someone's wellness, which can affect their work
- Alleviate feelings of helplessness when an individual or someone they work with experiences violence
- Empower workers to have the awareness to respond between peers
- Empower employees with the ability to respond appropriately

**Project Management Basics**

Length: 3 Hours  
Audience: All employees

Project Management is a growing field used by public and private sector organizations of all sizes. Effective project management skills contribute to well-managed project spending and improved project results.

Basic project management skills are useful in all facets of life-work, community, and family events.

Objectives:
- Define and describe project management
- How to improve likelihood of success
- Introduce models of project management
- Introduce project management tools
- Practice new knowledge

Applications in the workplace:
- Improve ability to breakdown work into manageable tasks
- Use tips and tricks useful for effective workload management
- Expand skills and abilities to participate on and/or to lead projects
- Peak interest to learn more about project management
Planning and Accountability

Length: 3 hours
Audience: All employees

Planning is a preparatory step, a process of looking ahead and chalking out future courses of action to be followed. Personal accountability is a willingness to answer for the outcomes resulting from your plans, and it contributes to personal job satisfaction and organizational success. This course will focus on how to improving your planning processes, clearly establishing your priorities to manage your time and demonstrating personal accountability.

Objectives:

- Learn how plans should link from the top to the bottom of an organization.
- Acquire practical tools and techniques for planning, prioritizing and goal setting.
- Develop ways to allocate available and prospective human and physical resources when planning.
- Discover how planning and setting goals can increase personal accountability.

Applications in the Workplace:

- Effective planning processes and using practical planning tools to achieve results.
- Achievement of balance between needs or demands and available resources.
- Demonstration of personal accountability through straightforward reporting practices.
- Consistency between planned actions and the values and priorities of the organization.

Writing with a Point: Crafting a Clear and Professional Message

Length: 6 hours
Audience: All employees

This full-day, interactive workshop gives you strategies to create clear, concise, and professional writing in the workplace.

Objectives

- Learn how to craft a clear point.
- Understand how to convey the proper tone and formality.
- Boost the readability and effectiveness of your work.
- Increase the efficiency of your e-mail.
- Review common errors in grammar and punctuation.
- Improve your ability to revise and edit your work.

Applications in the workplace:

- Send messages that provide the information you want to communicate
- Reduce time responding to question to clarify your correspondence
- Improve working relationships with co-workers and clients
**Workplace Writing: Crafting a Clear Message**
Length: 3 hours  
Audience: All employees

In this interactive workshop, you will gain strategies to create clear and effective writing that is easy to read.

Objectives
- Learn how to craft a clear point.  
- Understand how to convey the proper tone and formality.  
- Boost the readability and effectiveness of your work.

Applications in the workplace
- Send messages that provide the information you want to communicate  
- Reduce time responding to questions to clarify your correspondence  
- Improved working relationships with co-workers and clients

**Workplace Writing: Avoiding Common Errors**
Length: 3 hours  
Audience: All employees

This interactive workshop will help you build your professionalism by avoiding common writing mistakes. You will receive a review of common grammar, punctuation, and e-mail errors and gain strategies for revising and editing your work.

Objectives
- Review common errors in grammar and punctuation.  
- Increase the efficiency of your e-mail.  
- Improve your ability to revise and edit your work.

Applications in the work
- Reduce time needed to revise and correct correspondence  
- Improved quality of correspondence and documents  
- Improved ability to have your message understood by colleagues and clients
How Good is your Time Management?

Length: 3 hours  
Audience: All Employees

This course will provide you with tips on how to organize your time more effectively, increase productivity and improve your prioritization skills.

Objectives

• Learn new techniques to keep yourself organized  
• Learn how to prioritize your work and how to set your daily, weekly and monthly goals

Applications in the workplace

• Daily methods of keeping organized  
• Value your time and understanding multitasking  
• Manage your interruptions  
• Improve your concentration

Career Planning

Length: 3 hours  
Audience: All employees

This course is designed to discover your career interests and discover paths to a new or different career. What are the essential elements that make your work meaningful and satisfying?

Objectives

• Examine barriers  
• Career pathing – start defining your ideal work environment  
• Skills assessment training – your work style and preference profile

Applications in the workplace

• Make career planning an annual event  
• Review career and job trends  
• Explore new education and training opportunities – personal action planner
Collaborative Strategies for Resolving Conflict in the Workplace

Length: 7.5 hours
Audience: All employees

This Course offers tools and strategies for dealing constructively with workplace conflict.

Objectives:

- Examine various conflict resolution styles, with an emphasis on resolving workplace conflict through collaboration and cooperation.
- Examine the basis of interest-based conflict resolution, learning to distinguish between positions and interests or needs.
- Learn to be more culturally aware in dealing with conflict.

Applications in the workplace

- Explore self-awareness, in terms of how they personally think about and respond to conflict.
- Work on active listening skills and learn how to share their own perspective in a way that emphasizes impact, rather than intent.
- Learn to be more culturally aware in dealing with conflict.
Introduction to Consultation and Engagement

Length: 3 Hours
Audience: All employees

This is an ideal way for staff to become familiar with the basics of effective consultation including some recent examples. This session offers an overview of best practices and how to improve your own consultation processes.

Objectives:

• Understand the spectrum of public participation
• Review public participation and consultation methods
• Consider examples of consultation and engagements processes

Applications in the workplace:

• Designed consolation to meet your needs
• Identify some of the considerations in designing effective engagement processes