Here comes the sun!
(doo-doo, doo-doo)

What’s inside?
Summer Living. Light Learning.
Music in the Workplace
Calendar of Events
Ahh...summer! Glorious days of sunshine, vacations, trips to the beach or cabin, family, casual wear and casual thinking. Summer is a time to embrace longer days and enjoy our time working outside. Tasks that seemed like chores in the dreary months of winter are easily tackled in the light of a longer evening or a warmer weekend.

Summer gets me thinking of lighter meals, healthier eating and more exercise. My husband is a fabulous gardener and there is nothing better than a salad made with our own lettuce, herbs, delicious tomatoes and other vegetables freshly picked! Given the remote location of our province and the impact to the environment to bring fresh goods to us, it is great to be able to produce our own food. If that is not an option, consider buying locally and supporting the people of our province that work hard to provide sustainable businesses, whether it is produce grown in the ground, raised livestock or seafood fished from our shores.

Outdoor activities are readily available in this province. We boast several Provincial Parks with endless shorelines, hiking and biking trails, boating and sightseeing tours, historical sites, and much more. When we are out in the sunshine we soak up valuable Vitamin D from the sun which improves our immune system. Living in such a northern climate, we tend to suffer from a lack of this vitamin in our long winter months. Be sure to apply an appropriate sunscreen to prevent harm to your skin, and don’t forget a hat!

Summer brings tourists, family and friends to our shores. Cook-ups, BBQs, campfire sing-a-longs and other events help us connect with one another and give us a sense of well-being through laughter, fun, excitement and sometimes, even tears of joy. How can we apply that sense of energy and lightness into our work habits as well? Creating a work-life balance is essential to overall well-being. For some areas of Government, summer can provide time for work planning, reviewing successes from the previous year and anticipating change for the upcoming months. For some, it is busy field season, working the plans generated earlier in the year, achieving a sense of accomplishment.

The Centre for Learning and Development is pleased to be able to offer a wide variety of learning opportunities to enable employees a chance to re-motivate by learning new skills. If informal learning is more your style in the summer months, consider picking up a book about a topic that interests you to read at the beach or while relaxing in the backyard or, if you are planning on driving somewhere this summer, try listening to an audio book while in the car. One thing that works for me is that I have a standing one hour appointment in my calendar every Monday set aside for research and e-learning. It reminds me to make the time to learn rather than wait to find it!

Taking care of ourselves both physically and emotionally can help keep us energized and focused on our tasks at hand. I encourage everyone to get out there this summer! Have fun, rejuvenate, connect with family and friends and enjoy the simple pleasures that summer can bring. Now where is that sunscreen?

Carole Spicer
The Centre for Learning & Development provides leadership in learning and development opportunities that support the priorities of Government and its overall human resource management strategies. In partnership with central agencies and departments, the Centre supports employee and organizational effectiveness throughout the Public Service.

**what do we do?**

The role of the Centre is to:

- Provide leadership in learning and development to support the strategic priorities of Government and its overall human resource management strategies
- Support strategies to build organizational effectiveness, in partnership with central agencies and departments
- Provide corporate-wide learning opportunities and consultative services to promote visionary leadership, responsible management and optimum performance

Our areas of focus include:

- Executive Development
- Leadership and Management Development
- Technology Based Learning and Development
- Strategic and Consultative Services
- Change Leadership
- Partnerships

If you are interested in more information regarding learning and development opportunities please contact the Centre for Learning and Development at (709) 729-3653 or visit us online at: [www.exec.gov.nl.ca/exec/pss/learning_and_development/index.html](http://www.exec.gov.nl.ca/exec/pss/learning_and_development/index.html)
Who doesn’t love a good tune? While it is widely accepted that music has the power to affect our mood (think: high energy workout tunes on your iPod or softer music on the living room CD player during a relaxing dinner), research shows that listening to music can enhance people’s learning, memory, creativity, productivity, and performance.

Staff at the Centre for Learning and Development have been exploring this concept and have begun using music during the workday. In the past several months, visitors participating in training sessions at the CLD have been greeted with the sounds of music before the start of their sessions. To support this initiative, the CLD has purchased a license through the Society of Composers, Authors and Music Publishers of Canada (SOCAN), allowing the department to play copyrighted music for the benefit of our staff and visitors to the Centre.

A project of interest

The CLD’s project of interest started with a conversation around how organizations can connect with the interests and ideas of their employees. Marilyn Field, Assistant Deputy Minister of the PSS, challenged all participants at a Branch Planning Day to think about this idea and to bring forward their own projects of interest. Some employees from the CLD followed up on this challenge and came forward with a project: ‘Music at Work’.

Why music at work?

For your memory and learning

There has been much research on the “Mozart Effect” and its effects on the brain. When listening to Mozart’s music, the brain responds to the 60 beats per minute pattern in a unique way. Both the left and right sides of the brain activate simultaneously, enhancing the ability of people to understand and memorize new information. Learning potential and memory can be increased a minimum of five times using this 60 beats per minute music.
In his book, Music and Learning (1995), Chris Brewer explains how music can help people learn. Music can:

- establish a positive learning state
- create a desired atmosphere
- energize learning activities
- focus concentration
- increase attention
- improve memory
- facilitate a multi-sensory learning experience
- enhance imagination
- provide inspiration and motivation
- add an element of fun

For relaxation and well-being

Evidence from neuroscience research suggests that music facilitates relaxation and a sense of well-being in people. Music that we enjoy activates the reward centers of the brain, releasing dopamine, so that music gives us the same sense of happiness that we would get from other pleasurable activities such as eating chocolate or going for a hike. Music can be used, therefore, to reduce stress that we accumulate through our daily routines and activities. Listening to music at work, in the classroom, or any other place can help put our minds at ease, elevate our moods, and improve our cognitive ability.

For enhanced performance

Studies on the effects of music on higher brain functions suggest that listening to music can increase the potential for enhanced performance and productivity. Listening to music can increase concentration and attention, resulting in a positive work experience that enhances overall satisfaction with the activity or task being performed. These factors can help in better recognizing and understanding the interconnected relationships associated with certain activities, improving our ability to find quick and creative solutions to problems and tasks.

Some interesting links

CBC Radio- The Current- “Working for a Song” pod cast
This is a compelling CBC radio pod cast exploring the connections between music and work, including how listening to music while working can improve efficiency, relieve stress and promote happiness.

Laboratory for Music Perception, Cognition and Expertise, McGill University
www.psych.mcgill.ca/labs/levitin/about.htm
You can access research, media files, and much more on this site. Much of the research, although technical, supports the use of music to enhance memory, learning, creativity and innovation. Check out the media files, including some great interviews and media clips from W5, Discover Magazine, The Hour, and The Nature of Things.

Dr. Daniel Letivin
www.Daniellevitin.com
Dr. Daniel Letivin is a Professor of Psychology and Neuroscience at McGill University and also a musician and recording artist. He is the author of The World in Six Songs and This is Your Brain on Music. His site is quite fun with interesting links and provides a lot of information on the topic.

Oliver Sacks
www.oliversacks.com/
Oliver Sacks is a physician, best-selling author, and professor of neurology and psychiatry at Columbia University Medical Center. He is the author of ten books, including the New York Times bestseller, Musicophilia - Tales of Music and the Brain, in which he investigates the power of music to move us, to heal and to haunt us. His site includes links to documentaries, interviews, and research related to music and the mind.
When was the last time you sat back and reflected on where you learn the most while on-the-job? How much of your knowledge has been learned from those you work with and the resources in your work environment? Studies have shown that up to 70% of what employees learn on-the-job is learned informally — natural, unplanned, and unstructured learning that results from daily interactions with the people and places around us. What people learn informally can include any type of knowledge - skills, tips, tricks, or best practices that help us do our work more effectively. Chatting with a coworker, for example, can result in gaining new insights or “ways of doing things” that were not known before. People can also learn informally on their own through common daily activities and routines, such as researching information on the web, using ‘trial-and-error’ approaches at work or consulting resources such as manuals and guides.

The above examples of informal learning differ from more formalized learning environments and practices, such as classroom training with structured and planned learning objectives and goals. When people engage in formal learning activities, the learning is intentional since learners are aware that the purpose is to acquire knowledge and enhance understanding of the subject matter in question.

An increased awareness of informal learning in the workplace can help people capture and clarify useful knowledge and apply it to their own work, resulting in increased job productivity.

Over the past year, I have reflected on some of my experiences with informal learning at work, they include:

- Participating in group activities, such as staff meetings, brainstorming sessions, and team-based projects has revealed to me people’s corporate knowledge, opinions, experiences, and outlooks, increasing my understanding of the organization’s goals, challenges, strategic vision and culture.

- Working daily alongside coworkers has allowed me to observe, listen and ask questions to gain new and useful insights, methods, and tools, reducing the time spent on learning new tasks and procedures, resulting in greater productivity and job performance.

- Exploring various information resources, such as online aids, web portals, white pages/expert directories, e-libraries, databases, reference materials and various internal and external publications (i.e. newsletters, books, manuals, guides, journals) has provided quick and easy access to expert knowledge, advice and organizational information that can be consulted back on-the-job when needed.

“Personally, I’m always ready to learn, although I don’t always like being taught.” - Winston Churchill
What informal learning experiences have you encountered in your place of work? What was it that you learned?

To get the most out of informal learning, consider these tips:

- Identify both the people and the resources that you consult the most when seeking out answers and solutions at work
- Interact with others – ask questions, get involved in discussions, and be mindful of the information and knowledge being exchanged
- Ask people to share their knowledge, experiences and expertise with others in the organization
- Raise awareness of informal learning by discussing knowledge sharing tips at team meetings or in casual conversations
- Find new ways to record and pass on the information being exchanged through informal learning
- Use informal learning as a way to complement formal training and career development activities

Introducing Informal Learning – Marcia Conner
http://marciaconner.com/intros/informal.html#research

A brief introduction to informal learning, including examples of informal learning in the workplace, organizational tips, and additional learning resources.

Informal Learning – The Encyclopedia of Informal Education (INFED)
http://www.infed.org/biblio/inf-lrn.htm

Explores the theory and practice of informal learning, discussing non-formal learning, tacit knowledge, situated learning, self-education and informal education.

Informal Learning Blog – Jay Cross
http://www.informl.com/

Covers informal learning and learner-centric issues, with discussions, articles, and online webinars on informal learning.

NALL – The Research Network on New Approaches to Lifelong Learning
http://www.oise.utoronto.ca/depts/sese/csew/nall/

An online resource funded by the Social Sciences and Humanities Research Council (SSHRC), documenting current relations and research between informal learning and formal/non-formal education in Canada.
Enhanced focus on Leadership and Management Development

During the last fiscal year, the Centre for Learning and Development (CLD) has introduced a number of in-house courses to support leadership and management competency development, including courses in project management, group facilitation, time management, and critical thinking skills. In addition, the CLD has purchased curriculum for a new leadership and management development program that can be delivered in-house.

The Achieve Global Genuine Leadership program has a series of learning modules that address the competencies required to develop effective leaders throughout the Public Service. The leadership modules contain relevant research-based content that enables participants to return to their jobs with a greater commitment to organizational success, returning with the skills, strategies, attitudes, and behaviours needed to achieve results and effectively drive their organizations. The program addresses key business issues affecting leaders in today’s organizations, reflecting the learning and development priorities of the CLD’s Leadership and Management Development Strategy.

The Achieve Global WorkSkills: Steps to Your Success program is a series of learning modules that focus on the specific needs of today’s new hires as well as existing employees. It includes critical skills training necessary to cope with today’s changing work environment, overcome obstacles, and solve problems in a way that leads to positive outcomes for employees and for the organization.

The priority for the delivery of these modules will be based on need identified through the learning plan process and dialogue with your managers.

For additional information on these programs and course offerings, please contact the Centre for Learning and Development or visit us on our website http://www.exec.gov.nl.ca/exec/pss/learning_and_development/index.html
The Gardiner Centre has developed and delivered the Public Sector Leadership and Management Development Program since 2001 to meet specific needs of the Government of Newfoundland and Labrador and the Federal Public Service within the province. The program provides the opportunity for provincial and federal managers and leaders to develop the competencies required to build a professional Public Service, and to address leadership and management interests relevant to all Government departments while providing a forum for professional exchange and learning.

The Public Sector Leadership and Management Development Program offers course work in current leadership and management theory, practice and public sector application. It is comprised of eight core modules, including the entry requirement and a choice of two other elective modules.

During the next month, the CLD will be accepting applications from Deputy Ministers for employees involved in a succession planning and management process to complete the PSLMD Program at the Gardiner Centre. In the application, the Department should identify the process that has been developed for the specific employee and provide justification as to why this is a priority for the Department. The Centre will be accepting applications up to July 30, 2010. Successful applicants will be supported by the CLD to participate in the PSLMD Program, and will be notified by August 20, 2010.

If you have any questions regarding this process, please contact Maria Ronayne, Senior Manager, Centre for Learning and Development at 729-1864 or mariaronayne@gov.nl.ca. Please find a copy of the application for this initiative on our website at: http://www.exec.gov.nl.ca/exec/pss/forms/index.html
As part of the Leadership and Management Development Strategy, the Centre for Learning and Development offers both internal and external courses to develop the critical knowledge and skills needed to improve organizational and individual effectiveness and performance. This includes learning plan development through competency-based models in which employees assess their personal strengths and areas for improvement in their role as a leader and/or manager.

The nine core competencies for leaders and/or managers in the Public Service include service delivery, decision making, communication, ethics and professionalism, creativity and innovation, strategic focus, relationship building, self management and resource management.

For additional information on the Leadership and Management Development Strategy, visit the Centre for Learning and Development website at www.exec.gov.nl.ca/exec/pss/learning_and_development/index.html


**Leadership Program**

The Centre for Learning and Development fosters and promotes corporate cultural change and strategic leadership within the Government of Newfoundland and Labrador through the Leadership and Management Development Strategy. The CLD has introduced a leadership program that will address the competencies required to effectively drive the organization.

Achieve Global leadership products have highly relevant research-based content which enables participants to return to their jobs with a greater commitment to organizational success by leveraging the tools and methods learned to deliver on that commitment.

Most organizations achieve desired results when employees are equipped with the appropriate knowledge and skill sets to effectively lead the organization. The following modules are offered through this program:

- The Principals and Qualities of Genuine Leadership
- Managing the Performance of Others
- Coaching Others for Top Performance
- Accelerating Team Productivity
- Maximizing Your Supervisory Potential
- Problem-Solving Results: Solutions, Improvements, and Innovations

**The Principals and Qualities of Genuine Leadership**

**Purpose:**
The purpose of this module is to help you achieve results in your job by applying the principles and developing the qualities of genuine leadership. During the course, participants complete a variety of individual and group activities that explore key business issues, the Qualities of Genuine Leadership, the Basic Principles, application of the principles and qualities, and action planning.

**Learning objectives:**
Upon completion, participants will be able to:
- Discuss five critical leadership qualities that contribute to both organizational and personal success
- Discuss six principles that help leaders develop effective working relationships
- Evaluate how often they apply The Basic Principles in their daily behaviours
- Use The Basic Principles to address organizational problems and develop The Qualities of Genuine Leadership
- Explain how applying The Basic Principles can help leaders develop The Qualities of Genuine Leadership

**Who should attend?**
This is the foundation module for the Achieve Global Leadership Program. Priority will be given to those individuals working in teams and workgroups where communication is essential to organizational success.
Accelerating Team Productivity
Module 1: Building Team Pride & Purpose

Purpose:
In a fast-moving environment, shared objectives can keep people grounded, focused, and energized. By providing a purpose for the team’s collective efforts, you can establish a sense of team identity, responsibility, and commitment to producing results. This module provides team leaders with the principles and skills that instill high degrees of pride and purpose in their teams.

Learning objectives:
Upon completion, participants will be able to:

- Recognize the roles team pride and purpose play in accelerating team productivity
- Identify actions that build pride within individuals and groups
- Demonstrate a set of key actions for building a sense of purpose within a team
- Communicate team goals in a compelling way to inspire commitment

Who should attend?
This course is intended for anyone who leads and motivates teams. Priority will be given to those who identified team-building as a learning need in their individual learning plan.

Prerequisites:
The Principles and Qualities of Genuine Leadership

Dates and location:
St. John’s ............................................. September 15

Course length:
1/2 day ........................................... 9:00am – 12:30pm

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.
WorkSkills: Steps to Your Success

The group of modules in this skill area addresses the specific needs of today’s line and staff support employees, new hires as well as established employees. Critical skills are necessary to cope with today’s changing work environment, overcome obstacles and solve problems in a way that leads to positive outcomes for you and the organization. The seven modules offered through this program include:

- What It Takes to Succeed: The Basic Principles
- Getting the Information You Need
- Speaking with Confidence
- Positive Responses to Change
- Defusing Emotionally Charged Situations
- Helping Your Team Work
- Managing Life Outside Work: Handling Emergencies and Resisting Temptations

Module 1: What It Takes to Succeed: The Basic Principles

Purpose:
This module addresses the basics of success in the workplace: minimal expectations (including appropriate dress, regular attendance, and other aspects of a strong work ethic) as well as broad guidelines for day-to-day interactions with others.

Learning objectives:
Upon completion, participants will be able to:
- Explore behaviours that prevent people from being successful at work
- Identify behaviours that help people succeed at work
- Identify two keys to success: how you present yourself and how you interact with others
- Learn basic principles to improve interactions with others

Who should attend?
Priority will be given to those who identified fundamental business and interpersonal skills as a learning need in their individual learning plans or as part of the administrative competency development group.

Dates and location:
St. John’s: July 7, 20
August 17, 24
Corner Brook: July 8
August 11
Marystown: September 28
Clarenville: September 29

Course length:
2 hours. For specific times, check course posters on CLD website

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.

Module 2: Getting the Information You Need

Purpose:
This module focuses on a process participants can use to identify gaps in knowledge, ask focused questions, encourage others to share information and verify understanding of what they hear.

Learning objectives:
Upon completion, participants will be able to:
- Learn why actively seeking information is essential to job success
- Explore the types of information you need
- Discover how to encourage others to share information
- Learn to ask a mix of open and closed questions

Who should attend?
Priority will be given to those who identified fundamental business and interpersonal skills as a learning need in their individual learning plans or as part of the administrative competency development group.

Prerequisites:
Module 1: What It Takes to Succeed: The Basic Principles
### Module 4: Positive Responses to Change

**Purpose:**
This module explores a process for making the most of change, rather than resisting or merely enduring it. It helps participants come to grips with their own resistance, weigh their options, find positive responses and encourage others to do the same.

**Learning objectives:**
Upon completion, participants will be able to:
- Explore several reasons why people resist change
- Learn about the change dilemma: people naturally resist change, yet organizations need flexible people
- Learn a wide variety of behaviours they can use to respond positively to change

**Who should attend?**
Priority will be given to those who identified fundamental business and interpersonal skills as a learning need in their individual learning plans.

**Prerequisites:**
Module 1: What it Takes to Succeed: The Basic Principles

**Dates and location:**
- St. John’s: September 20
- Marystown: September 16
- Corner Brook: September 28
- Clarenville: September 29

**Course length:**
2 hours... For specific times, check course posters on CLD website

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.
Module 5: Diffusing Emotionally Charged Situations

Purpose:
This module examines the consequences of allowing emotions to negatively affect our actions. After identifying individual “hot buttons”, participants develop appropriate coping strategies, learn guidelines for handling others who are emotionally out of control, and develop skills for moving conversations into calm, rational problem-solving discussions.

Learning objectives:
Upon completion, participants will be able to:
- List their own “hot buttons”
- Learn the two keys to defusing emotionally charged situations
- Learn coping strategies to cool themselves down when their emotions are high

Who should attend?
Priority will be given to those who identified fundamental business and interpersonal skills as a learning need in their individual learning plans.

Prerequisites:
Module 1: What it Takes to Succeed: The Basic Principles

Dates and location:
St. John’s ................................................................. September 24
Course length:
2 hours ................................................................. 9:00am – 11:00am

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.

OTHER COMPETENCY-BASED COURSES

Business Writing

Purpose:
To develop skills in the writing of business communication.

Learning objectives:
Upon completion, participants will be able to:
- Demonstrate knowledge of grammar and punctuation rules
- Use writing communication tools (correspondence and email)
- Identify common errors in writing
- Develop best practices in business communication
- Identify their areas of strength and improvement through pre and post writing analyses

Who should attend?
Priority will be given to those employees who identified writing skills development in their individual learning plans or their departmental learning plans.

Dates and location:
St. John’s ................................................................. September 22
Course length:
1 day ................................................................. 9:00am – 4:30pm

For further information, contact Kim MacPherson, Manager, Corporate Organizational Development, at 729-2701 (kimmacpherson@gov.nl.ca). Registration is limited.

Technical Report Writing - Writing Dynamics

Purpose:
To develop advanced writing and editing skills.

Learning objectives:
Upon completion, participants will be able to:
- Demonstrate technical report writing skills
- Develop a report writing system
- Use editing techniques
- Identify their areas of strength and improvement through pre and post writing analyses
Who should attend?
Priority will be given to those who identified report writing as a learning need in their individual learning plans. Those who have 3 – 5 years of experience in report writing have reported maximum benefit from this workshop.

Dates and location:
St. John’s ....................................................... September 21 – 23

Course length:
3 days ............................................................... 9:00am – 4:30pm

For further information, contact Carole Spicer, Manager, Corporate Organizational Development, at 637-6501 (carolespicer@gov.nl.ca). Registration is limited.

Group Facilitation Skills

Purpose:
The purpose of this course is to provide participants with the basic skills and techniques required to facilitate groups. The skills are used to develop plans, solve problems, make decisions, redefine goals, conduct consultations, and assist groups in meeting their own objectives.

Learning objectives:
Upon completion, participants will be able to:
 ▶ Explore items that need clarification before undertaking a facilitation process
 ▶ Use communication skills applicable to group processes
 ▶ Identify techniques for handling challenges with individuals/groups
 ▶ Demonstrate at least one of the following process techniques for handling group issues: fishbone diagram, pro and con list, brainstorming, nominal group technique, and planning charts

Who should attend?
This course is intended for employees who guide groups in developing plans, analyzing issues, and solving problems. Priority will be given to those who identified group facilitation skills as a learning need in their individual learning plans.

Dates and location:
St. John’s ....................................................... September 28 – 30

Course length:
3 days ............................................................... 8:30 am – 4:30 pm

For further information, contact Kim MacPherson, Manager, Corporate Organizational Development, at 729-2701 (kimmacpherson@gov.nl.ca). Registration is limited.
Purpose:
This course will give you the skills to create, edit, format, and print basic worksheets and workbooks in Microsoft Office Excel 2003.

Course content:
- Getting Started with Excel
- Modifying a Worksheet
- Performing Calculations
- Formatting a Worksheet
- Developing a Workbook
- Printing Workbook Contents
- Customizing Layout

Participates will be able to:
- Create a basic worksheet by entering text and values
- Work with cells and cell data by using a variety of moving and copying techniques
- Perform calculations on data by using formulas, including functions
- Change the appearance of worksheet data by using a variety of formatting techniques
- Work with multiple worksheets by formatting, repositioning, copying and moving, and adding and deleting worksheets within a workbook
- Print the contents of a workbook
- Customize the layout of the Excel window

Prerequisites:
Participants should understand the basics of Microsoft Windows and know how to use a mouse and keyboard.

Resources:
Each participant will be given a workbook for use during the course only. Workbooks are available for purchase under a standing offer agreement with Element K; please follow normal departmental purchasing procedures. (Microsoft Excel 2003-Level 1, book part number 084260)

Dates and location:
St. John’s ......................................................... September 15, 23

Course length:
1 day ................................................. 9:00am – 4:30pm

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.

Purpose:
Microsoft PowerPoint 2003 is a feature-rich, easy-to-use program that enables you to create presentation slides that combine text, clip art, drawings, tables, charts, and graphs. You will learn how to create, modify, and run a basic PowerPoint presentation.

Course content:
- An Orientation to PowerPoint
- Presentation Basics
- Formatting Text Slides
- Adding Tables to a Presentation
- Charting Data
- Modifying Objects
- Adding Images to a Presentation
- Preparing to Deliver a Presentation

Participates will be able to:
- Manipulate an existing PowerPoint presentation
- Begin creating a presentation
- Format text slides
- Add tables to a presentation
- Chart data in a presentation
- Modify objects on slides
- Add images to a presentation
- Prepare to deliver a presentation

Prerequisites:
Participants should understand the basics of the Microsoft Windows operating system and know how to use a mouse and keyboard.

Resources:
Each participant will be given a workbook for use during the course only. Workbooks are available for purchase under a standing offer agreement with Element K; please follow normal purchasing procedures. (Microsoft PowerPoint 2003: Level 1, book part number 084870)

Dates and location:
St. John’s .......................................................... September 17, 30

Course length:
1 day ................................................. 9:00am – 4:30pm

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.
Activating Organizational Change

Is your team experiencing change now or in the future? If so, the Centre for Learning and Development will work with your team to provide a comprehensive, multi-level approach to organizational change while providing a range of critical skills vital to change capability and organizational success.

If you are interested in our services, please contact Maria Ronayne, Senior Manager (Acting), at 729-1864 or mariaronayne@gov.nl.ca

French Language Training

The Office of French Services offers French language training to government employees in order to facilitate the delivery of services in French. The program is comprised of various levels from beginner to advanced. A training officer will evaluate new applicants to determine the level in which they will be placed.

Classes are available in the daytime or evening. Supplementary educational materials in French are available to participants in the on-site resource room.

Application forms are available on the French Services website: http://www.exec.gov.nl.ca/frenchservices/ english/french_lang_training.html

For further information on French language training, please contact the Office of French Services at 729-0311 or frenchservices@gov.nl.ca

Microsoft Word 2003: Level 1

Purpose:
Participants will learn the basic concepts required to produce common business documents through hands-on practical exercises.

Course content:
- Creating a Basic Document
- Editing a Document
- Formatting Text
- Formatting Paragraphs
- Proofing a Document
- Adding Tables
- Inserting Graphic Elements
- Controlling Page Appearance

Participants will be able to:
- Create a basic document
- Edit documents by locating and modifying text
- Format text
- Format paragraphs
- Use Word tools to make your documents more accurate
- Add tables to a document
- Add graphic elements to a document
- Control a document’s page setup and its overall appearance

Prerequisites:
Participants should understand the basics of the Windows operating system and know how to use a mouse and keyboard.

Resources:
Each participant will be given a workbook for use during the course only. Workbooks are available for purchase under a standing offer agreement with Element K; please follow normal purchasing procedures. (Microsoft Word 2003 - Level 1, book part number 084360)

Dates and location:
St. John’s .................................................. September 16

Course length:
1 day ..................................................... 9:00am – 4:30pm

For further information, contact Peter Ivany, Manager, Corporate Organizational Development, at 729-4210 (pivany@gov.nl.ca). Registration is limited.
what’s happening with onboarding?

Susan Pereira

As explained in the spring CLD Quarterly, onboarding is more than orientation. It is about helping new employees to become productive faster and feel like part of the team. The goal is to develop programs that engage new employees so that working with the Public Service is a positive experience and that they see the potential to build a career with the Government of Newfoundland and Labrador.

On April 15th, 2010 an in person welcome session was held for new Government employees in the Avalon region. Forty-two staff attended from 13 departments, the Office of the Auditor General, the House of Assembly, and the Public Service Commission.

Participants heard from two Deputy Ministers, Brenda Caul from the Public Service Secretariat and Brent Meade from Innovation, Trade and Rural Development. The Deputies welcomed the new staff, spoke about Public Service and their own careers to demonstrate the many opportunities for career growth as part of the Public Service. Ken Hannaford, Elaine Clarke, Christine McLean and Tracy Slaney, all winners of the Public Service Award of Excellence, also spoke about their careers and the importance of public service.

The in person welcome session also provided an opportunity for new employees to be informed about broad Government initiatives, including Rhonda Tulik-Lane’s overview of the Youth Retention and Attraction Strategy.

The day ended with a series of café tables where staff could ask questions and engage in discussions about information management, pensions, benefits, learning and development, the Access to Information and Protection of Privacy Act (ATIPP), and human resource management in Government.

Feedback from the event was very positive. “Great people gave engaging, interesting presentations”, “Great opportunity to attend – answered a lot of questions – would recommend offering in the future”. Of course, with a first time offering there were also many things to adjust and fine tune for the next session.

Over the next few months, further welcome sessions will be held in St. John’s. A regional session is also being developed. An employee handbook is currently available on line at www.exec.gov.nl.ca/exec/pss/working_with_us/orientation/resources.html and work is underway to develop an information book that will be provided to employees upon hiring. There are also plans to offer information sessions for managers about their role in onboarding and orientation.
The demographics of the Public Service, the increasing mobility of the workforce, and labour market supply are factors that have a profound impact on existing business processes, including the products and services we deliver to citizens of the province. These factors make it essential for the Government of Newfoundland and Labrador to ensure that sufficient processes and practices exist to retain critical knowledge within our organization.

To increase awareness of the importance of knowledge management, the Center for Learning and Development will embark on a series of consultations during the summer months. The objective of these sessions is to engage department, secretariat, and agency representatives in dialogue regarding this topic. Our collective ability to effectively manage knowledge will ensure that Government continues to be positioned to achieve objectives related to the delivery of quality programs to the people of the province.

We look forward to these consultations as a means of enhancing awareness and building upon and improving existing activities within Government. The CLD will contact departments, secretariats, and agencies directly and post advertisements to inform employees of the sessions.

For more information, please contact Maria Ronayne at 729-1864 or mariaronayne@gov.nl.ca
I spent last summer on the move, crossing this great province six times from Corner Brook to St. John’s, culminating in my big move to “town.” Three return trips, along with a few days in Happy Valley-Goose Bay, gave me a true appreciation for Newfoundland and Labrador’s diversity of people, communities and geography. It was an exhilarating time adjusting to my new role within government, meeting new people, and exploring new places. AND… it was sunny almost every day!

Last summer we hiked 3 times a week up to Three Pond Barrens with our dogs. I love walking all the different trails and pathways while enjoying the solitude and scenery of the woods on a hot, sunny day. I look forward to doing this again this summer.

Trips to Topsail Beach with family and friends and enjoying the soothing sounds of the ocean on a nice warm day.

For me, summer is all about a campfire at night. When you live in a bustling city like Toronto for 20 years you learn to appreciate clean air, quiet places, and nature. For a number of years my family would head north to a resort on Lake Huron. Campfires were a nightly ritual. The kids roasted wiens, we had the radio on, and there was always a laugh when a raccoon showed up unannounced. In the morning, you could still smell the smoke in your hair… and you didn’t mind one bit.

For anyone who knows me well, they know I love heat! The hotter the better! Summer is a great time for me as I love to walk and sit in the sun for hours. It is the greatest relaxation of all for me.

My friends and I took a trip to Grand Falls in 2005 to attend the Salmon Festival. The Tragically Hip played there that summer and had a great live show. I’ve been to many concerts since then, but none could compare to the experience we had that summer.

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Maria Ronayne
Senior Manager (A)
Corporate Organizational Development
(709) 729-1864
mariaaronayne@gov.nl.ca

David Brown
Manager
Corporate Organizational Development
(709) 729-4251
davidbrown@gov.nl.ca

Steve Walsh
Information Officer
(709) 729-7591
stevenواصل@gov.nl.ca

Kim MacPherson
Manager
Corporate Organizational Development
(709) 729-2701
kimmacpherson@gov.nl.ca

Dean Cutler
Manager
Corporate Organizational Development
(709) 729-4131
deanicutler@gov.nl.ca

Gary Cahill
Co-op Student
(709) 729-3653
garycahill@gov.nl.ca
We asked the CLD staff what their favorite memories of summer are...

Robin Kenny
Manager
Corporate Organizational Development
(709) 729-7666
robin@egov.nl.ca

Sandy Reynolds
Clerk Typist III
(709) 729-3652/3653
sandyreynolds@egov.nl.ca

Keith Whiffen
Manager
Corporate Organizational Development
(709) 729-1461
keith@egov.nl.ca

Roma Bridger
Senior Manager
(on assignment; Career Growth Strategy)
Corporate Organizational Development
(709) 729-5698
rbrider@egov.nl.ca

Diane Blackmore
Administrative Officer
Corporate Organizational Development
(709) 729-3654
dianeb@egov.nl.ca

Peter Ivany
Manager
Corporate Organizational Development
(709) 729-4210
pivany@egov.nl.ca

Carole Spicer
Manager
Corporate Organizational Development, Corner Brook
(709) 637-6501
carolespicer@egov.nl.ca

My favorite summer memories are those made with my family exploring the many walking trails that stretch out across our beautiful province. The trails that offer an opportunity to dip into the water are especially popular with my family... and for my dogs too!

Camping with my family and friends.

Moments of solitude on the Exploits River in search of the mighty Salmo Salar.

Popping into a secluded beach after a day on the ocean! Picking mussels from the ocean and roasting them on an open fire and then eating them one by one as they steam open! Delightful!

Traveling and enjoying time off!

During the summer of 2009, I had the pleasure of having my daughter working at the Confederation Building for a work-term while completing her Bachelor of Commerce degree. We were able to drive back and forth to work together and spend most lunch hours together. It is not often a mother and daughter have the opportunity to spend such quality time together, even if it is only a 20 minute drive or a lunch hour. It is one of my great memories.

Piling the family in the car for a drive with the sunroof open and tunes playing followed up by a picnic and a walk on a beach. We love to skip rocks and look for shells and other interesting items from the ocean.

My favorite summer memories are those made with my family exploring the many walking trails that stretch out across our beautiful province. The trails that offer an opportunity to dip into the water are especially popular with my family... and for my dogs too!

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Did you know?

Supporting Students within the Public Service Secretariat

The Public Service Secretariat hires a number of work-term students from various post-secondary institutions with a hope of building an attachment to our workforce. Over the last number of months we have hired students completing programs in Office Administration, Commerce, Political Science, Applied Social Psychology, and Translation.

These students bring a new dimension to the Public Service and while they are learning from us as an organization, we also learn from them. We hope their experience working with the PSS provides them with a great learning opportunity and we wish them success in their future careers!

The picture below shows the five intern/work-term students that started working with the PSS in May.

From left to right: Marlena Warren (HR Policy and Planning), Julie Kearley (Office of French Services), Sean Lannon (Strategic Initiatives), Gary Cahill (Centre for Learning and Development), and Lucy Coombs (Centre for Learning and Development).

CLD by the numbers

The Centre for Learning and Development had a busy year in 2009-10, including the addition of several new staff members. You might be interested in knowing how many deliverables were produced at the CLD since last year.

- Sessions offered: 185
- Total days: 194
- Outside venues booked: 108
- Participants in learning: 3900
- Learning plans processed: 367
- Tuition assistance applications processed: 248
- Registrants in Resource Management Package: 850
- Registered users of Conference Board of Canada’s e-library: 545

We look forward to continuing to meet your learning and organizational development needs in the future!
Location

The Centre for Learning and Development office is located on the 5th Floor of the West Block, Confederation Building. Located in our office are:

- Training Rooms 1 and 2
- Computer Resource Centre
- Video Conference Room

Drop by our office or visit the Centre for Learning and Development website at: www.exec.gov.nl.ca/exec/pss/learning_and_development/index.html

Parking

The Confederation Building parking lot is accessible from both Allandale Road and the Prince Phillip Drive Parkway. There is 2 hour meter parking available for visitors in addition to free parking areas on a first-come-first-served basis. Parking is available for persons with disabilities right outside the main entrance of the West Block.

Registration/Course Application

If you are interested in attending a learning event, please discuss the content with your immediate supervisor and complete a Registration Form and mail or fax (729-4114) to the Centre for Learning and Development, Public Service Secretariat, 5th Floor, West Block, Confederation Bldg., St. John’s, NL A1B 4J6 at least 15 working days before the start of the course. The Registration Form must be signed by your immediate supervisor.

You can obtain a Registration Form from your Director of Strategic Human Resource Management or Manager of Organizational Development.

Registration Forms can also be found on the Public Service Secretariat’s web site under Forms and Applications www.exec.gov.nl.ca/exec/pss/forms/index.html and are also available at the Centre for Learning and Development office.

For more information on registration procedures, please contact Diane Blackmore, Administrative Officer, at 729-3654 (dianeblackmore@gov.nl.ca)

Confirmation

When you are enrolled in a course, your attendance will be confirmed by e-mail, letter, fax or phone call. Prior to the course commencement date, the Centre for Learning and Development will send you an email, letter, fax or phone call re-confirming your registration and advising you of course particulars.

Late Cancellations/No Shows

A cancellation fee of $100 per participant will be charged to the Department if the participant(s) cancels or fails to attend, unless one of the following conditions exists:

- The participant’s manager substitutes another participant who meets the basic participation criteria for the course/workshop.
- The participant cancels five (5) or more working days before the start date of the course through direct contact with the Administrative Officer, Diane Blackmore, 729-3654.

The Centre reserves the right to charge participants for the full cost of registration if one of the above conditions is not met.

Please Note: Employees who fail to show up for courses as scheduled or who cancel less than five working days prior to the course start, will need to reregister if they still wish to complete the course in the future.
**Genuine Leadership**
**Constructive Feedback**
**Building Team Pride & Purpose**
**Speaking With Confidence**
**Positive Responses to Change**
**Diffusing Emotionally Charged Situations**
**Technical Report Writing**
**Group Facilitation Skills**
**Business Writing**

### 2010 Calendar

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See Calendar of Events inside for descriptions and locations.

Please visit the PSS website for information on additional course offerings in the future.