Adopt a learning lifestyle.
Anywhere. Everywhere.

What's inside?
A New Decade... Where Are We Now?
Service Excellence in the Public Service
Calendar of Events
Wow 2010! It’s hard to believe that a decade has passed since the onset of the 21st century!

Much has changed in the past ten years as technology continues to transform the way we do business.

We’ve seen innovations such as small portable memory devices that have 256 times the amount of storage space than a large desktop computer had ten years ago; flat screen monitors; wireless laptops; and an internal network that can reach the majority of the core Public Service regardless of their location! The rapid growth of the internet has given us unlimited and immediate access to information using a variety of devices. Whether one is gathering information, determining the current weather, or accessing the coordinates of a particular location, individual or business, the internet can be accessed using a desktop, laptop, or a mobile device such as a cell phone or Blackberry. Could one have guessed that the large and cumbersome cell phone used solely as a telephone would one day fit into a pocket and also serve as a small personal computer?

Technology has revolutionized how we do business; now we are in the process of using technology to revolutionize learning. Given the immediate need for learning and information, plus the vast geography of the Province of Newfoundland and Labrador, we need to bring learning to the individual when and where they need it. Whether you are in Nain, Labrador City, St. Anthony, Port Aux Basques, St. Albans or St. John’s, technology has provided us with the tools to deliver learning to the individual desktops.

Electronic learning or ‘eLearning’ is one example of how advances in technology are being used to provide individuals with greater access to learning and information. We now have the ability to access a course or multiple courses directly from our desktops when we need the required training, rather than waiting for the next scheduled course to be delivered in our local area. This also provides us with the flexibility to work at our own pace without the pressures of a scheduled time frame or the conflicting needs of other people. Access to relevant information at any time allows the content to be used for both the initial learning experience and as a quick reference tool when needed on the job. Those that learn best from reading information; those that learn best from listening to information; or those that learn best from doing, eLearning can engage all three learning styles.
The ability to access learning using technology is a unique alternative to traditional, classroom-based training. With the integration of technology into our daily lives - at work - at home - or on the road, there will undoubtedly be further advances in the way we approach learning and development in the years ahead.

Whether one is a more “seasoned” individual, pulled along for the past twenty years trying to adapt to the changes in technology, or whether one is of a more recent generation, entrenched in technology since early childhood, we will all witness the advances in technology as it continues to reshape the ways in which we learn, communicate and share information.

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 promotes 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 Leadership
- 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
“Man’s mind once stretched by a new idea never regains its original dimensions.”

- Oliver Wendell Holmes

MindTools™ is an online learning tool for those seeking useful information on management, leadership and career training. Find hundreds of free articles, publications and training materials covering a wide range of career-related topics, including:

- Leadership
- Time Management
- Decision Making
- Problem Solving
- Stress Management
- Communication
- Information Skills
- Practical Creativity
- Memory Improvement

The following links provide helpful career-related information and resources:

The American Management Association (AMA) provides management training and professional development services to individuals, teams and organizations. You can go to AMA’s ‘Free Resources’ section of their website and access the online library, e-newsletter and a number of other resources at no cost. You will need to create an account in order to access this information. Information and training solutions are available for:

- Business Writing
- Human Resource Management
- Information Technology Management
- Management and Supervisory skills
- Strategic Planning
- Training and Development

links to learning
The renewal of the subscription to the Conference Board of Canada e-Library has been extended to March 31, 2010.

Through the Conference Board of Canada (CBoC) e-library, all Government of Newfoundland and Labrador employees have access to this online service. You can access free of charge.

- **Conference e-Proceedings** – audio-visual recordings of speaker presentations and slides delivered at CBoC national conferences and events. These conferences present financial and economic experts from a wide array of topic areas such as Leadership, Risk Management, Project Management, Human Resources, Performance Management, Workplace diversity and Change Management.

- **E-Presentations** – 60-90 minute webcasts on top-of-mind issues affecting our economy and workforce.

- **Reports** – the CBoC releases their studies of the best practices and analysis of public policy issues.

To access the e-library, you can register at no charge, at [www.e-library.ca](http://www.e-library.ca)

If you have any questions about the CBoC e-library, please contact Kim MacPherson, Manager of Corporate Organizational Development at 729-2701 (kimmacpherson@gov.nl.ca).
The Service Excellence eLearning module delivers the message from the Clerk of the Executive Council on the importance of service excellence within the Public Service. The module also serves as a component of the Corporate Orientation Program, allowing new employees to be introduced to the value we place on providing services to the people of Newfoundland and Labrador.

The information reflected in the module addresses several important aspects of service excellence including employee engagement, client service satisfaction, and public trust. This module is strategically aligned with the core competency of Service Delivery for the Core Public Service of the Government of Newfoundland and Labrador.

what you’ll get:
- Interactive knowledge checks and quizzes
- Day to day workplace scenario case studies
- Tips for providing excellent services in your workplace

what you’ll learn:
- The importance of effective leadership in attaining service excellence
- To identify best practices critical in achieving client service satisfaction
- How professionalism and effective communication can be used to tackle challenging, workplace situations

The Service Excellence eLearning module is available to all employees to access from the Learning Management Portal of Public Service Secretariat - Centre for Learning and Development (https://elearning.psnl.ca)

If you have any questions about the content of the Service Excellence module, please contact Peter Ivany at 729-4210 (pivany@gov.nl.ca) or Diane Blackmore at 729-3654 (dianebblackmore@gov.nl.ca).

For assistance accessing the course, please contact the Service Desk at 729-4357 or email servicedesk@gov.nl.ca.
Before starting an eLearning course, read the navigation instructions and familiarize yourself with the online aids. These instructions and aids can help guide you through the course and answer questions you may have before you start.

Schedule a time into your agenda to work on eLearning when it will not interfere with other work and responsibilities. Manage this time by working at your own pace and taking breaks when needed.

Try to minimize distractions while eLearning. Avoid multitasking, such as making phone calls, answering emails or talking with coworkers.

Find others who have done the same eLearning course and ask what they thought about it. Discuss with others what you have learned to help you retain the information.

Call or email the Service Desk (729-4357 or servicedesk@gov.nl.ca) if you experience any difficulties using the technologies or have questions about accessing the course.
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:
- Grand Falls-Windsor January 6, 2010
- Happy Valley/Goose Bay February 2, 2010
- St. John’s February 11, 2010

Course length: One day 9:00am - 4:30pm

Critical Thinking Skills

Purpose: Making smart decisions quickly and efficiently is challenging in today’s fast-paced and demanding environment. This course is designed to assist individuals in developing advanced critical thinking skills in order to improve problem solving in teams and individually. Participants will apply new tips and techniques through the use of various exercises in this hands-on workshop.

Learning objectives: Upon completion, participants will be able to:
- Demonstrate critical thinking skills
- Apply the 5 Stages of Thinking in decision making
- Use the 6 Thinking Hats strategy when problem solving in teams

Who should attend? This course is intended for anyone involved in problem solving, developing new solutions or leading innovation. Priority will be given to those who identified critical thinking as a learning need in their individual learning plans.

Dates and location:
- St. John’s February 4, 2010
- Clarenville March 9, 2010

Course length: One 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 .......................... January 13-14, 2010
Happy Valley-Goose Bay .......... January 19-20, 2010

**Course length:**
Two days .......................... 9:00am - 4:30pm each day

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

Registration is limited.

---

**Project Management Essentials**

**Purpose:**
Whether large or small, managing projects effectively is crucial to organizational success. This course is designed to assist individuals in developing essential project management skills in order to improve project success. Development of a Project Management plan using a case study and other practical exercises makes the theory come alive in this hands-on course.

**Learning objectives:**
Upon completion, participants will be able to:
- Demonstrate understanding of basic Project Management concepts
- Identify the phases of managing a project
- Utilize tips and techniques to manage a project effectively

**Who should attend?**
This course is intended for anyone involved in projects including Project Managers, Coordinators, and Project Team members. Priority will be given to those who identified project management as a learning need in their individual learning plans.

**Dates and location:**
Corner Brook ........................ February 16-18, 2010
St. John’s .............................. March 23-25, 2010

**Course length:**
Three days .......................... 9:00am - 4:30pm each day

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

Registration is limited.

---

“I am always doing that which I cannot do, in order that I may learn how to do it.”

- Pablo Picasso
Resource Management Package - For Managers

Resource Management is one of nine core competencies for managers in our public service. Resource Management is defined as “the ability to effectively manage all resources to achieve organizational goals and business results”. The Resource Management Package (RMP) consists of a series of modules designed to build the competency of Resource Management. The Resource Management Package is thus a component of the broader Leadership and Management Development Strategy.

The goal of the Resource Management Package is to build an effective and consistent approach to management practices in our government through the successful management of Human Resources, Financial Resources and Information Resources. If you are on the HL pay scale and you are responsible for managing people, finances and information, then you are required to register for the RMP. As a manager registered in the RMP, you have participated, or will participate, in a number of learning opportunities that were specifically developed to support your role as a manager in the Public Service of Newfoundland and Labrador. At this time, Resource Management is the only core mandatory competency for those managers who manage people, finances and information.

Who should attend?
Registrants of the Resource Management Package; those who are required to provide input into the Cabinet Decision-Making Process; or those who draft Cabinet Submissions.

Dates and location:
St. John’s ———————————————————— February 10, 2010
March 10, 2010

Course length:
Half day ———————————————————— 9:00am - 12:00pm

For further information contact Robin Kenny, Manager, Corporate Organizational Development at 729-7666 (robinkenny@gov.nl.ca).
Registration is limited.

Job Evaluation System: The Process

Purpose:
This module will provide participants with an overview of the roles and responsibilities of those involved in the Cabinet Decision-Making Process. This module will also outline the Cabinet Submission process essential to increasing the understanding and efficiency of the decision-making process in Government.

Learning objectives:
Upon completion, participants will be able to:
► Recognize the roles of Cabinet, Cabinet Committees, Cabinet Secretariat, and Government Departments in the Decision-Making Process
► Demonstrate knowledge of the fundamental principles of the Cabinet Decision-Making Process, including Cabinet confidentiality and security of Cabinet documentation
► Distinguish between a Minute-of-Council and an Order-in-Council
► Demonstrate knowledge of the Cabinet Submission Process

Who should attend?

Dates and location:
St. John’s ———————————————————— January 12, 2010
January 28, 2010
February 3, 2010
February 25, 2010
March 2, 2010
March 18, 2010
Course length:
Half day — 9:00am - 12:00pm
1:30am - 4:30pm

For further information contact Robin Kenny, Manager, Corporate Organizational Development at 729-7666 (robinkenny@gov.nl.ca).

Registration is limited.

The Employee Assistance Program (EAP)

Purpose:
This module will provide participants with an overview of the Employee Assistance Program.

Learning objectives:
Upon completion, participants will be able to:
- State the range of services covered by the EAP
- Recognize when a supervisor-initiated referral to EAP is required
- Identify the management steps involved when intervening with an employee whose work performance has deteriorated
- Demonstrate knowledge of the legislation, policy and process of accommodation

Who should attend?
Registrants of the Resource Management Package and Shop Stewards.

Dates and location:
St. John’s — January 7, 2010
February 18, 2010
March 11, 2010

Course length:
One day — 9:00am - 4:00pm

For further information contact Robin Kenny, Manager, Corporate Organizational Development at 729-7666 (robinkenny@gov.nl.ca).

Registration is limited.

Overview of Employment Equity for Persons with Disabilities

Purpose:
This module will introduce the programs, services and supports available to managers as they relate to the employment and retention of persons with disabilities.

Learning objectives:
Upon completion, participants will be able to:
- Identify some of the challenges that persons with disabilities face in the workplace
- Demonstrate knowledge of the programs and services available for Managers to hire and support persons with disabilities in the workplace
- State the value and benefits of hiring persons with disabilities

Who should attend?

Dates and location:
St. John’s — January 6, 2010
February 16, 2010
March 30, 2010

Course length:
Half day — 9:00am - 12:30pm

For further information contact Robin Kenny, Manager, Corporate Organizational Development at 729-7666 (robinkenny@gov.nl.ca).

Registration Process: To register for the Resource Management Package, please complete a Resource Management Package Registration Form. When you have registered for the Resource Management Package, you will be notified by the Centre for Learning and Development of the dates and locations of each module delivery when a seat is available for you to attend.

Some of the Resource Management Package modules are available in an eLearning format. The other modules vary from one-half day to two days.

The Resource Management Package modules are in continuous development, therefore registered participants in the RMP will be notified when new modules become available.
Microsoft Excel 2003: Level 1

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

Participants 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 locations:
Grand Falls-Windsor January 13, 2010
Corner Brook January 20, 2010
St. John’s February 2, 2010
February 4, 2010
February 22, 2010
February 25, 2010
March 24, 2010

Course hours:
9:00am – 4:30pm

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

Registration is limited.

Microsoft Excel 2003: Level 2

Purpose:
This course will expand upon the skills you learned in the Excel 2003 Level 1. In this course, you will use Microsoft Excel 2003 to streamline and enhance your spreadsheets with templates, charts, graphics, and formulas.

Course content:
- Creating and applying templates
- Create and modify charts
- Work with graphic objects
- Calculating with advanced formulas
- Sorting and Filtering Data
- Using Excel with the Web

Participants will be able to:
- Create and apply templates to worksheets
- Create and modify charts using a variety of techniques
- Perform calculations with advanced formulas
- Work with graphic objects
- Sort and filter data
- Print the contents of a workbook
- Use Excel with the Web
Adding Images to a Presentation

Preparing to Deliver a Presentation

Participants 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 Excel 2003 – Level 2, book part number 084261)

Dates and locations:
Grand Falls-Windsor --------------- January 14, 2010
Corner Brook ------------------------ January 21, 2010
St. John’s -------------------------- February 3, 2010
March 8, 2010
March 18, 2010

Course hours:
9:00am – 4:30pm

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

Registration is limited.

Microsoft PowerPoint 2003: Level 1

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

Participants 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 locations:
Happy Valley-Goose Bay .......... January 13, 2010
Grand Falls-Windsor ............... January 20, 2010
St. John’s ........................... February 1, 2010
March 2, 2010
March 19, 2010

Course hours:
9:00am – 4:30 pm

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

Registration is limited.

“In order to succeed, your desire for Success should be greater than your fear of failure.”
- Bill Cosby
Microsoft PowerPoint 2003: Level 2

Purpose:
This second course goes beyond the basics of creating slide show presentations in PowerPoint. You will use features that draw, animate, and format presentations with professional-quality content such that they may be communicated to a wide variety of live, remote, and self-service audiences.

Course content:
- Creating a Custom Design Template
- Creating Presentations with Special Effects
- Delivering a Presentation
- Creating Presentations for the Web
- Reviewing and Broadcasting Presentations

Participants will be able to:
- Create a design template
- Create organization charts and diagrams
- Add special effects to a presentation slide
- Create a Web-based presentation
- Use a presentation for collaborative workgroup review
- Use functionality that will enable you to deliver live, self-service, and online presentations

Prerequisites:
Microsoft PowerPoint 2003 - Level 1 or Microsoft PowerPoint 2002 - Level 1

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 2, book part number 084871).

Dates and locations:
Happy Valley-Goose Bay .......................... January 14, 2010
Grand Falls-Windsor .............................. January 21, 2010
St. John’s ............................................. March 4, 2010
March 23, 2010

Course hours:
9:00am - 4:30pm

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

Registration is limited.

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 locations:
St. John’s .................................. February 23, 2010
                                   March 16, 2010

Course hours:
9:00am - 4:30pm

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

Registration is limited.

Microsoft Word 2003: Level 2

Purpose:
In this course, you will increase the complexity of your documents by adding components such as customized lists, tables, charts, and graphics. Participants will find out the intermediate features for creating custom templates and styles, managing tables and table data, inserting graphics, newsletters, creating custom form letters, and managing document changes.

Course content:
- Managing Lists
- Customizing Tables and Charts
- Customizing Formatting
- Working with Custom Styles
- Modifying Pictures
- Creating Customized Graphic Elements
- Controlling Text Flow
- Automating Common Tasks
- Automating Document Creation
- Performing Mail Merges

Participants will be able to:
- Manage data in lists
- Customize tables and charts
- Customize formatting
- Work with custom styles
- Modify pictures in a document
- Create customized graphic elements
- Control text flow
- Automate common tasks
- Automate document creation

Prerequisites:
Microsoft Word 2003: Level 1 or Microsoft Word 2002: Level 1

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 2, book part number 084361).

Dates and locations:
St. John’s .................................. February 24, 2010
                                   March 3, 2010
                                   March 17, 2010
                                   March 26, 2010

Course hours:
9:00am - 4:30pm

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

Registration is limited.

Microsoft eLearning:
To learn more about Microsoft eLearning, contact Peter Ivany at 729-4210 (pivany@gov.nl.ca).
Pre-Retirement Planning

The Centre for Learning and Development, Public Service Secretariat, in Partnership with the Department of Finance is offering Pre-Retirement Planning Seminars!

**Purpose:**
To provide core Public Service Employees the necessary information to effectively develop a retirement plan.

**Session topics:**
- Public Service Pension Plan
- Canada Pension Plan
- Employment Insurance
- Income Tax
- Group Insurance Plan
- Transitioning to Retirement

**Who should attend:**
The Centre encourages those employees within five (5) years of retirement to attend one of the sessions. Employees are welcome to have their spouse/partner attend with them.

**Dates and locations:**
- Corner Brook: January 26, 2010
- St. John’s: February 9, 2010
- Clarenville: February 16, 2010
- Grand Falls-Windsor: February 18, 2010
- Happy Valley-Goose Bay: February 23, 2010

**Workshop length:**
One day: 9:00am – 4:15pm

For further information contact Dave Brown at 729-4251 (davebrown@gov.nl.ca) or Peter Ivany at 729-4210 (pivany@gov.nl.ca).

Registration is limited.

---

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.

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

Application forms are available on the French Services website: www.exec.gov.nl.ca/frenchservices/english/french_lang_training.html
New PSS Employee Based in Corner Brook.

With respect to leadership and development, the Public Service Secretariat is pleased to announce that Carole Spicer, Manager, Corporate Organizational Development, will be based out of Corner Brook. Provincial in scope, Carole is serving all employees across the province and is enjoying working closely with those in Western Region. A number of our clients are headquartered in Corner Brook so the PSS is pleased to have someone “on the ground” to provide support.

Carole is a liaison with the Resource Sector and provides advisory and consultative services with regards to Organizational Development to employees in the Resource Sector and Western Region. Her recent work has involved designing curriculum and delivering a course to the Natural Heritage Branch, Department of Environment and Conservation and another course to Forestry, Department of Natural Resources. Ms. Spicer has also provided facilitation services for the Forestry & Agrifoods Annual Managers’ Meeting.

Carole can be reached at (709) 637-6501 or (carolespicer@gov.nl.ca).

“Knowing is not enough; we must apply.
Willing is not enough we must do.”

- Goethe
who we are

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

Roma Bridger
Senior Manager
Corporate Organizational Development (on leave)
(709) 729-5698
rbridger@gov.nl.ca

Diane Blackmore
Administrative Officer
(709) 729-3654
dianeblackmore@gov.nl.ca

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

Steven Walsh
Information Officer
(709) 729-7591
stevenwalsh@gov.nl.ca

Matthew Fuchs
Departmental Program Coordinator
(709) 729-2954
matthewfuchs@gov.nl.ca

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

Robin Kenny
Manager, Corporate Organizational Development
(709) 729-7666
robinkenny@gov.nl.ca

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

Peter Ivany
Manager, Corporate Organizational Development
(709) 729-4200
pivany@gov.nl.ca

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

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

Centre for Learning & Development

Public Service Secretariat
P.O. Box 8700
5th Floor, West Block
Confederation Building
St. John’s, NL A1B 4J6
Fax: (709) 729-4114

Public Service Secretariat
P.O. Box 2006
Millbrook Mall, 2 Herald Drive
Corner Brook, NL A2H 6J8
Fax: (709) 639-7713
**Location**
The Centre for Learning and Development office is located on the 5th Floor of the West Block in the Confederation Building. Located in our office are:

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

Drop in 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 serve 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 course, 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 website 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. Three (3) weeks 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**
Employees who fail to show up for courses as scheduled or who cancel less than five working days prior to the start of the course, will need to reregister if they still wish to complete the course in the future.

For further information on courses provided by the Centre for Learning and Development, please contact Diane Blackmore, Administrative Officer at 729-3654 (dianeblackmore@gov.nl.ca)
### J A N U A R Y

<table>
<thead>
<tr>
<th>MON</th>
<th>TUES</th>
<th>WED</th>
<th>THURS</th>
<th>FRI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
</tr>
</tbody>
</table>

### F E B R U A R Y

<table>
<thead>
<tr>
<th>MON</th>
<th>TUES</th>
<th>WED</th>
<th>THURS</th>
<th>FRI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
</tr>
</tbody>
</table>

### M A R C H

<table>
<thead>
<tr>
<th>MON</th>
<th>TUES</th>
<th>WED</th>
<th>THURS</th>
<th>FRI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>