

WORKSHOP SERIES A

Wednesday, February 16, 2011
10:30 A.M. – 12:00 P.M.

A1—Understanding Episodic Disabilities and Employment

Presenters

Martine Mangion, Manager, Episodic Disabilities Initiatives, Canadian Working Group on HIV and Rehabilitation (CWGHR)

Melissa Popiel, Coordinator of HIV and Episodic Disabilities Initiatives, Canadian Working Group on HIV and Rehabilitation (CWGHR)

As increasing numbers of Canadians are living with episodic disabilities, many questions arise about supporting, effectively integrating, and retaining employees with episodic disabilities in the workplace.

- What best practices exist in episodic disabilities and employment?
- What can be done to effectively foster an inclusive workplace culture?
- What do coworkers need to know?

This interactive presentation will deliver a framework to key stakeholders including managers, human resources professionals, occupational therapists, health care providers, and vocational rehabilitation specialists involved in the return to work, integration, and sustaining of work processes of people living with episodic disabilities. Participants will gain an understanding of accommodation best practices in episodic disabilities and employment, including flexible working environments, and practical strategies for greater organizational integration of people with episodic disabilities.

Participants will learn:

- What defines an episodic disability
- Return to work planning for people living with episodic disabilities
- Accommodation best practices in episodic disabilities and employment
- Strategies to involve all staff in creating a workplace culture supportive of people with episodic disabilities
- Strategies for educating coworkers on the impact of episodic disabilities on the workplace

The presentation will include opportunities for audience Q&A and dialogue with the presenters.

Biographies

Martine joined CWGHR in June 2009 as the Manager of Episodic Disabilities Initiatives. Martine leads and advances CWGHR's work on episodic disabilities. Before joining CWGHR, Martine was a consultant at Hill & Knowlton providing counsel on corporate social responsibility initiatives, developing strategic philanthropy programs, and stakeholder relations. Prior to that, Martine worked as a consultant at the United Nations Population Fund (UNFPA). In this capacity, she was responsible for providing strategic counsel on issues surrounding adolescent sexual and reproductive health, HIV prevention, and poverty reduction. Martine holds a Master's of Science in International and Comparative Education.

Melissa has worked in the field of rehabilitation in several areas, including mental health, and has also been involved in social policy research related to poverty issues. She holds a Master's in Social Work with a focus on diversity and social justice.

A2—Community Career and Employment Partnership: A Collaboration That Works

Presenters

Elayne Greeley, Project Coordinator, Community Career and Employment Partnership Project
Gord Butler, Regional Manager of Community Partnerships, Department of Human Resources, Labour and Employment, Government of Newfoundland and Labrador
Tim Turner, Director, Murphy Centre

In 2008, 12 community agencies in the Avalon region who were delivering career and employment programs and services gathered to discuss how they could work together in a different way. They created a forum called the Community Career and Employment Partnership Project (CCEPP) where they could explore issues and share and create solutions related to their programs and services. Their hope was to better communicate between agencies and create a deeper relationship with their provincial funder, the Department of Human Resources, Labour and Employment. They would agree on a set of common values and find purposeful ways to work together.

The result was the CCEPP that now represents 14 agencies and 29 programs in a collaborative model that links the provincial government, community agencies, business, and academic sectors. This animated partnership supports and adds value to client career counselling, staff professional development, workforce integration, capacity building, knowledge mobilization, research opportunities, and job brokering.

CCEPP has enhanced efficiencies and reduced competition among the community partners by forging a productive working relationship among this group of agencies. Together they address common trends with program and service delivery while supporting new collaborative initiatives.

This workshop will:

- Map the development of the CCEPP collaboration;
- Describe the values, goals, and priorities of CCEPP agencies;
- Outline the functioning, governance, and participation of the collaboration; and
- Highlight the outcomes and future plans of the CCEPP.

Biographies

Gord Butler is the Regional Manager of Community Partnerships, for the Department of Human Resources, Labour and Employment, Government of Newfoundland and Labrador. He manages contracts for and works in collaboration with a range of community partners that provide employment and career services to vulnerable populations. Gord was also employed as an analyst for the Policy, Program, and Evaluation Division of HRLE. Prior to his work with government, he managed residential, employment, and educational programs for the John Howard Society, and worked as a consultant for several human services agencies.

Elayne Greeley is the project coordinator of the Community Career and Employment Partnership Project (CCEPP). She connects 14 community agencies in the Avalon Region, which provide a wide range of career and employment programs and services. The activities of the project reach front line staff, managers, and directors alike. Elayne has been working in the not-for-profit sector for 15 years.

Tim Turner is a Director of the Murphy Centre, a community based alternative learning environment that provides academic, career, and life skills education and services. He has been involved in the non-profit sector for over 30 years.

A3—Partners for Newcomer Success through the Canadian Immigrant Integration Program

Presenter

Maha Surani, Senior Program Officer/Stakeholder Liaison Officer, Canadian Immigrant Integration Project (CIIP)

Beth Clarke, Director, Programs and Services, York Region, Mentoring and Online Services

Immigrants are a key source of Canada's labour market growth and future well-being. Unfortunately, without the right resources in place, newcomers often fall short of achieving their potential and are either unemployed or underemployed, causing a great loss to Canada in both economic and human terms.

Against this backdrop, the Canadian Immigrant Integration Program (CIIP) was created. CIIP is a \$24 million federally-funded eight-year program with a mandate to serve 20,000 plus newcomers in over 25 countries. To date, close to 10,000 skilled newcomers have attended CIIP's pre-arrival services to help them prepare for successful labour-market integration in Canada.

An integral part of CIIP's delivery strategy is building partnerships with immigrant-serving agencies, colleges, universities, credential-assessment agencies, regulatory bodies, sector councils, and employers. These organizations work with CIIP to develop and pilot innovative solutions at the pre-arrival stage.

This workshop will provide an overview of CIIP, including its partnership model, outreach platform, lessons learned, and examples of newcomer success. One significant partnership will be highlighted: Integrated Pre-arrival Services On-line (IPSO). IPSO brings together four complementary organizations who offer pre-arrival services to CIIP clients, including language training, job search workshops, on-line mentoring, cultural competencies development, and employer connections.

Organizations involved in integrating newcomers into the labour market will benefit from the information provided in the session.

Following the presentation, a special film documentary on CIIP will be showcased.

Biography

Maha Surani is the Senior Program Officer/Engagement Officer for the Canadian Immigrant Integration Project (CIIP). She is responsible for developing key partnerships with a variety of stakeholders across Canada involved in newcomer integration. She is also responsible for pilot projects with the overseas CIIP offices and for delivering presentations and outreach at various events. Maha has been with CIIP for four years.

In addition to overseeing the Integrated Pre-arrival Services Online Project (IPSO) and Mentoring Department at JVS Toronto, Beth is also responsible for a wide range of programs and services serving new immigrants, including Bridge Training Programs, Orientation to Ontario, and Employment Source services in York Region. Beth has been involved in the delivery of employment programs for over ten years and has been with JVS Toronto since 2005.

A4—Mining Essentials: A Work Readiness Training Program for Aboriginal Peoples

Presenters

Pascale Larouche, Project Manager, Attraction, Retention and Transition, Mining Industry Human Resources Council

Sheila Simard, President, Sheila Simard and Associates

Mining Essentials is a new training program designed to provide Aboriginal Peoples with the skills and confidence needed to enter the mining workforce. The mining sector will need to hire approximately 100,000 new workers by 2020, so this program aims at improving access to mining industry employment for Aboriginal communities. National Chief Shawn Atleo says, "We need First Nation specific training, such as *Mining Essentials*, to ensure that all Peoples, including Inuit and Métis, receive the necessary skills to enter the workforce. Not only will our families prosper, but Canada's social and economic fabric will be stronger".

This program is based on a set of nationally recognized skills, knowledge, and attitudes called "Work Readiness Skills" that are a combination of Employability, Essential, and Transferable Skills. In the Mining Essentials Program, future workers are taught in a context of Aboriginal cultures so learners can see how their values and interests relate to employment in the mining industry.

In this workshop, you will:

- Be introduced to the components of the training program;
- Be shown examples of Aboriginal content in the training materials;
- Hear about the first three pilot projects; and
- Be able to ask questions about the program and its future expansion

Biographies

Pascale has been with MiHR for two years working on its Attraction, Retention, and Transition projects. She became a certified Early Childhood Educator and Program Officer for the Association of Canadian Community Colleges. Pascale received her Certificate in Project Management at Algonquin College and is in the process of obtaining her Project Management Professional designation.

Sheila Simard is a national expert on transferable skills development and assessment. She has 18 years of experience developing and applying skills frameworks that combine Employability Skills, Essential Skills, and Transferable Skills. She has developed entry-level training materials as well as self-assessment and performance assessment tools based on these skills for use in high school curriculum and training programs offered by various organizations and sector councils in several provinces.

A5—Productivity and the Link to Skills Development: What is the Connection? What does it Mean for Employers and Employees Alike?

Presenter

Kevin Maynard, Executive Director, Canadian Supply Chain Sector Council

Recent studies from organizations including the Canadian Council on Learning and The Conference Board of Canada indicate that productivity can be increased by upgrading the skills of current employees. Research has indicated that tremendous gains can be made through enhancements related to essential skills and literacy. This session will explore the work of the Council as it relates to the development and use of occupational standards as a means to identify skill requirements within organizations, and leverage the development of those skills to increase the ability of Canadian firms to compete globally. Individual perspectives, as well as those related to employer workplaces, will be explored.

Time permitting, the session will link skill development to succession planning within organizations through an exploration of the Council's recently released Recruitment and Retention toolkit.

Biography

Kevin Maynard joined the Canadian Supply Chain Sector Council as Executive Director in June 2006. Throughout his tenure at the Council, he has focused his efforts in the key areas identified in a 2005 sector study as requiring action, namely partnership development amongst stakeholders, career awareness with linkages to recruitment, retention and engagement strategies, the provision of meaningful labour market information, and the support of a learning system that enhances professionalism and functional excellence in the sector.

Previously, Kevin held a number of positions including Vice-President and Chief Operating Officer of the Canadian Foundation for Economic Education and National Program Director for Junior Achievement of Canada, where he developed his passion for career development and knowledge of association management.

He graduated from the University of Windsor in 1985 with an Honours degree in Political Science and a specialty in Public Administration, and has professional CAE certification from the Canadian Society of Association Executives.

Kevin is the Chair of The Alliance of Sector Councils, a collaborative of Canada's sector councils that work together to enhance human-resource supports for stakeholders in Canada's diverse economy. He currently sits as a member of the Board of Advisors of AIESEC Ryerson University, is a Governor of the Canadian Career Development Foundation, and a judge of the Top 20 Under 20 National Awards, and sits on a number of program advisory committees at Canadian post-secondary institutions.

In his spare time, Kevin is an avid competitive sailor. He lives in Clarkson, Ontario.

A6—In-demand Jobs in the Financial Services Sector

Presenter

Catherine Chandler-Crichlow, Executive Director, Centre of Excellence in Financial Services Education, Toronto Financial Services Alliance

During this workshop, participants will learn about the in-demand jobs in the financial services sector. The Toronto Financial Services Alliance – Centre of Excellence in Financial Services Education (TFSA-CoE) conducted cross-sector industry roundtables to confirm and prioritize the in-demand jobs for which the sector forecasts a shortage for the next 3 – 5 years. TFSA-CoE has developed detailed job profiles outlining the technical skills, soft skills, education, experience, and designations required for each role.

This interactive session will also introduce participants to the new www.explorefinancialservices.com website and FSS 101 Module which TFSA–CoE will launch in the Spring of 2011. The website has a unique self-assessment feature which allows users to input their education, interests, and skills to identify possible career matches with “in-demand jobs”.

Biography

Dr. Catherine Chandler-Crichlow is the Executive Director of the Centre of Excellence for Financial Services Education of the Toronto Financial Services Alliance (TFSA). She has over 30 years of talent development experience, specializing in the areas of executive and leadership development, curriculum development and implementation, and technology mediated distance learning and program evaluation.

Dr. Chandler-Crichlow worked as an Associate Vice President – Education and Training at TD Bank Financial Group. She then served as an executive and leadership development advisor to a number of international agencies such as the Toronto International Leadership Centre for Financial Sector Supervision, an international financial sector development initiative funded by the Government of Canada, the World Bank, and the IMF. She has overseen the design, development, delivery and evaluation of capacity building programs for financial sector supervisors in countries such as Brazil, Malaysia, Poland, Singapore, and Trinidad and Tobago, and has also played a key role in the development of leadership programs for international financial sector supervisory associations. She also held the position of Director – Corporate Programs, Rotman School of Management, University of Toronto.

She has consulted to international agencies such as the World Bank, The Central Bank of Trinidad and Tobago, and the Securities and Exchange Commission of Malaysia. She also has extensive experience in the private sector and advises leaders on organizational change and staff development. She has conducted high-level needs analysis for both industry sectors and large organizations for the development of integrated education and training curricula designed to meet the learning needs of diverse stakeholder groups.

Dr. Chandler-Crichlow holds a Doctorate in Education degree from the University of Toronto – Canada (Ontario Graduate Fellowship), a Master in Education degree from Harvard University – U.S.A. (Fellowship from the Organization of American Studies – OAS), and a Diploma in Education as well as a Bachelor of Science degree (Honours) from the University of the West Indies – Trinidad and Tobago,. She is an author on human capacity development and a frequent speaker on human capacity development at international conferences.

WORKSHOP SERIES B

Wednesday, February 16, 2011
3:30 P.M. – 5:00 P.M.

B1—Leveraging Workforce Diversity: Effective Strategies for Integrating Skilled Immigrants into the Workplace

Presenters

Kelly McGahey, Senior Manager, Stakeholder Relations, Hire Immigrants Ottawa

Michael Sebold, Senior Manager, Public Policy and Research, Hire Immigrants Ottawa

Skilled immigrants in Canada are unemployed at a rate four times higher than individuals born and educated in Canada. With increasingly tight labour markets and the need to harness innovation and productivity, it is essential that Canadian firms are able to make the best possible use of all available talent.

Hire Immigrants Ottawa (HIO) is a community-based initiative that brings together employers, immigrant agencies, and stakeholders to enhance employers' ability to access the talents of skilled immigrants in the Ottawa area. HIO's mandate is to increase the capacity of employers in the Ottawa region to effectively integrate skilled immigrants into the local workforce.

The workshop will present an overview of the HIO initiative and will explain how HIO engages employers and other stakeholders with issues that affect effective workforce integration of skilled immigrants. This will include a more detailed examination of what employers have identified within their organizations as the main barriers and challenges that impede the hiring of skilled immigrants and their effective integration into the workplace. The presentation will outline strategies that employers have taken to address these challenges, and will feature a profile of one employer's recently implemented internship program that encompasses a variety of interventions and supports for immigrant interns and hiring managers. A question and answer session will round out the workshop.

Biographies

Kelly McGahey is the Senior Manager of Stakeholder Relations for Hire Immigrants Ottawa, a local initiative that works with employers to enhance the integration of skilled immigrants into the workforce. Kelly's roles include facilitating the development and execution of strategic action plans with sector specific working groups, along with providing research and project management expertise. Kelly has extensive experience working in the field of labour market integration for internationally trained workers and other under-employed groups, in both front lines and in strategic planning capacities. She began her career in stakeholder engagement while managing the alumni relations programs at Carleton University.

As Senior Manager of Public Policy and Research for Hire Immigrants Ottawa, Michael keeps HIO's members and stakeholders informed about emerging labour market and policy issues. Michael has degrees from Dalhousie and McGill, as well as more than fifteen years of experience as a manager, consultant, policy analyst, and researcher with organizations such as The Conference Board of Canada, the Canadian Labour and Business Centre, and the Community Futures Program.

B2—Persuade More Employers to Interview and Hire More of Your Diverse Clientele with AutomaticResume.com

Presenter

Jeff Staller, Job Search Specialist, Automatic Resume

EFFECTIVELY PROMOTE YOUR DIVERSE CLIENTELE by helping them to speak the universal language of business. The Automatic Resume helps your clients to identify how they have made money, saved money, and/or saved time reversing any negative perceptions held by employers that people with no Canadian work experience (or those pursuing a second career) will cost a company extra time and money.

WRITE MORE RESUMES IN LESS TIME AND WITH LESS EFFORT! Designed by HR Professionals, the Automatic Resume gets your clients to focus on any and all relevant experience from their background and then builds their resume statement-by-statement through simple point and click input. From there, our online software automatically WRITES and formats the document!

SEE FIRST HAND how this unique software can help you to get more of your diverse clientele into more interviews and into more jobs . . . faster!

Highlights of Qualifications

Jeff Staller

- 20 years experience as a Job Search Specialist.
- Former HR Recruiter with *Babcock & Wilcox Canada*.
- Lead Designer of AutomaticResume.com.
- Author of *The High Impact Résumé* and *The High Impact Interview* workbooks.
- Associate Instructor – *Conestoga College*.
- Certified DDI Instructor – *Development Dimensions International*.
- Licensed *Personality Dimensions* Facilitator.
- Honours Bachelor of Arts Degree (Industrial Psychology) – *University of Waterloo*.

B3—Prosperity through Partnerships: Incorporating Diversity into Partnerships

Presenters

Elvera Garlow, Executive Director, Grand River Employment and Training (GREAT)
Brian Doolittle, Consultant, Grand River Employment and Training

This workshop will review the experiences and best practices of Grand River Employment and Trainings' "Prosperity through Partnership" strategy to create co-operative and collaborative partnerships while holding strong to the Haudenosaunee culture. While following the Haudenosaunee philosophy of "forward thinking", GREAT has embraced partnerships with mainstream organizations with far-reaching networks in place, and is steadily moving towards more private sector and educational institution engagement. Some examples of partnership developed to date include the Canadian Union of Skilled Workers, Conestoga College, Employment Ontario, and Indian and Northern Affairs Canada. Come and see a replica of the Two-Row Wampum treaty that was made between the Six Nations Confederacy and Europeans when they first came to North America. The treaty is as an agreement of how two nations would deal with each other based on the principles of peace, friendship, and mutual respect.

We anticipate participants will benefit from our workshop through a discussion of the key components of our partnership strategy and the successes we have experienced, as well as the challenges and obstacles experienced along our journey. We also welcome an exchange of ideas and related strategies from all participants.

Grand River Employment and Training is located on the Six Nations of the Grand River Territory near Hamilton, Ontario and is one of the largest First Nation Territories in Canada.

Biographies

Elvera is from the Onondaga Nation Deer Clan. She started out her career in teaching and then moved to a program administration position with Human Resources and Skills Development Canada in Peterborough. Employed for 14 years, she held various positions starting out as an employment counsellor, then moving to counselling coordinator, supervisor of counselling, and eventually manager.

In 1993, Elvera was hired by the Board of Grand River Employment and Training as the Executive Director. As a leader of a First Nation Organization, Elvera infuses Haudenosaunee cultural concepts, values, and symbols into many facets of the organization, from governance to frontline service delivery.

Brian is from the Mohawk Nation Turtle Clan. He worked in construction for 35 years and for 20 of those years he was self employed, contracting and sub contracting. Brian was a founding member of various community organizations including Grand River Employment and Training, Grand River Post Secondary Education Office, and Six Nations Polytechnic. He was also a board member of the Haldimand Board of Education.

More recently Brian has been involved in community development, more specifically, the development of human resources and the organizing of Aboriginal institutions that address these matters. He believes that the largely untapped Aboriginal labour force needs to be involved in formalized learning; therefore, he supports apprenticeships and the trade industries.

B4—Opportunities in between Impossibilities: Practical Strategies for Leadership Development and Succession Planning

Presenters

Elaine Cross, Manager, Learning Services, Engagement and Workforce Development Branch, BC Ministry of Social Development

Kenneth Cheng, Associate Manager, Learning Services, Engagement and Workforce Development Branch, BC Ministry of Social Development

Many organizations across Canada are facing succession planning issues, and this is especially true in the BC Government. We are on the verge of a critical loss of knowledge and talent; intellectual capital once kept in silos must be shared. Unfortunately, increased workload and slashed budgets have meant far less time and money to address these issues.

Given this challenge, we have created an infrastructure uniting the whole organisation into one knowledge-sharing body. This infrastructure consists of 6 complementary programs: group mentoring, mentoring-on-demand, one-to-one mentoring, Leaders' Network, Mentoring Via Peers, and Learn Online. Each of the programs is different but features two important commonalities: flexibility in structure to accommodate busy schedules and participation from across the organization to promote cross-pollination of ideas and skills.

In piloting these programs in 2009 and 2010, the uptake was impressive, with 25% of the ministry participating, meaning over 500 mentors, protégés, and upcoming leaders choosing to take part. Early results are overwhelmingly positive and our Work Environment Survey for 2010 has a four-point increase in supervisory engagement scores. Workforce data, rationale, design, and objectives of the 6-prong infrastructure, and the challenges and successes of its deployment, will be shared to facilitate dialogue in this workshop.

Biographies

Elaine Cross has worked in learning and development for 14 years and has extensive international experience in North America, Asia, and Europe. She began her career teaching English as a foreign language in the public school and university system before changing gears to work in educational publishing with Oxford University Press. She currently works for the BC Ministry of Social Development and has focused on creating leadership and learning programs for ministry staff. Special interests include creating and maintaining informal learning infrastructure to support formal programming. Elaine holds a Master's of Arts degree from the University of Sussex.

Kenneth Cheng's interests are in poverty reduction, and the research and development of methodologies for moral development. Kenneth earned a graduate degree in curriculum design and instructional techniques for adult learners, and is currently leading, designing, developing, and implementing various programs for workforce planning, organisation development, and employment development and engagement in the B.C. Government. Kenneth has worked in the areas of coaching, training, and curriculum development in organisations ranging from Fortune Global 500s to not-for-profits in Alberta, British Columbia, and Ontario. Kenneth is the owner of The Poverty Game, and a director on the board of CSTD.

B5—Changing the Workforce by Changing Attitudes Toward Employees with Disabilities

Presenters

Barry Trischuk, Project Manager, Viable Calgary
Alexi Davis, Manager, Disability Services

Viable Calgary, A Prospect Human Services Project, has developed and implemented an industry-focused service aimed at increasing the inclusion of persons with disabilities in the workforce by changing employer attitudes.

In this presentation, delegates will learn about the history of the project, including the initial challenges associated with creating and executing an innovative service aimed at employers as opposed to the traditional approach of supporting individual job seekers.

The presentation will also cover the methodologies utilized to achieve the program's outcomes, including:

- Delivery of an Advertising Campaign which addresses attitudes towards job seekers with disabilities;
- Partnerships with industry associations to create inclusion strategies amongst employer members to increase recruitment and retention of persons with disabilities;
- Facilitation of employer best practice discussions and fully accessible Career and Job Fairs; and
- A web site to facilitate linkages between employers and service providers.

Delegates will also be encouraged to share their insights and experiences associated with programs which promote persons with disabilities to the employer community. This information will be utilized in facilitating a discussion regarding the changes which must be made in the workplace in order for persons with disabilities to fully participate in the workforce.

Biographies

Barry Trischuk is the Project Manager for Viable Calgary, a program of Prospect Human Services. This program works directly with industry associations and employers on the development of strategies for the inclusion of persons with disabilities in the workforce. Barry has also worked in the for-profit sector in the areas of recreational property development, professional services, and retail management. He is a member of two Event Steering Committees for the Calgary Chamber of Commerce and Community Futures Treaty Seven.

Alexi Davis has worked in Human Services for over 12 years and is a Manager of Disability Services, at Prospect Human Services. Alexi sits on a number of council, including the Alberta Council of Disability Services and the Calgary Regional and Provincial Workforce Councils. He is also on the Steering Committee for Thrive Calgary, a Community Economic Development Network Steering Committee. Within Prospect, Alexi manages innovative projects around diversity which are immersed in the arts community.

B6—Employment Service Delivery Standards: Best Practices For Community Capacity Building

Presenters

Kelly Culver, President, The Culver Group Inc.

Carol Stewart, Project Manager, Employment Sector Council London-Middlesex (ESCLM)

The Service Delivery Standards of the Employment Sector Council London-Middlesex (ESCLM) are independently designed and adhered to by this unique network of more than 40 agencies in the London-Middlesex area for the purpose of: (a) strengthening employment, training, and career development service to participants by ensuring that complete and high quality services are provided by its member agencies, and (b) demonstrating to clients, funders, employers, and other service providers that these services provide the accepted quality of service for this network. The Standards support developing of resources, tools, best practices, and benchmarks for increased accountability, consistency, responsiveness, and improved community organizational capacity.

Participants will:

- Understand the benefits of an integrated strong local employment network for clients, career development practitioners, agencies, funders, and communities;
- Learn how the Service Delivery Standards improve client service by ensuring that complete and high quality services are provided in each of the employment components that agencies provide, and demonstrate these to clients, funders, employers, and other service providers;
- Discuss how their agencies currently ensure and measure quality client service and how these service delivery components are promoted to community partners, clients, and funders; and
- Discuss innovations and best practices for both developing and meeting Standards.

Biographies

Kelly Culver is a Certified Management Consultant and President of The Culver Group, a management consulting company focusing on public sector transformation, organizational capacity/sustainability, and program/service quality evaluations with not-for-profit and public sector organizations. Kelly is the Prime Consultant for ESCLM's Service Delivery Standards Project.

As the Project Manager of the Employment Sector Council of London-Middlesex, Carol Stewart coordinates the labour market and employment policy and planning interests of more than 40 non-profit and public employment and training service delivery agencies, as well as community, business, and government organizations in the London-Middlesex County Region.

WORKSHOP SERIES C

Thursday, February 17, 2011
11:00 A.M. – 12:30 P.M.

C1—FutureWorx Society: Effective Partnerships in Career Development and Workforce Learning for Front Line Health Care Providers

Presenter

Christel MacAloney, Program Manager, FutureWorx Society

FutureWorx Society is a community based non-profit organization with a focus on “Helping People Realize their Potential”. Established in April 1984, the service offerings have evolved to encompass the provision of services to all individuals experiencing difficulties responding to developing labour market trends. While we continue to evolve with the ever-changing needs in the economy, our presentation will focus on our approach to career development and workforce education in the health care sector, which leads to sustainable, positive outcomes for employers and clients alike.

With support from the Nova Scotia Department of Labour and Workforce Development, as well as the Nova Scotia Department of Health and Employers, FutureWorx has implemented a collaborative response to improve labour market participation for clients with barriers to employment.

Our Presentation will include:

- History of FutureWorx;
- History: Front Line Care Providers in Nova Scotia & Labour Market Needs;
- Partnership Model;
- Program Overview: Traditional Career Development Program and Workforce Learning, using Prior Learning Assessment and Recognition;
- The Process: from recruitment to graduation; and
- Statistics and lessons learned.

Biography

Christel MacAloney is the Continuing Care Assistant (CCA) Programs Manager at FutureWorx Society. Christel has worked in the health care sector and adult education for more than twenty years and is a provincially recognized Prior Learning Assessor/Advisor/Navigator for the provincial CCA Recognizing Prior Learning (RPL) program. She continues to be actively involved in the development and implementation of RPL initiatives for Front Line Care providers.

In her current position, Christel is an active partner in the development of community based initiatives that require partnerships with industry, various levels of government, and other community partners.

C2—Advanced Manufacturing’s Specialty–Skilled Training Models

Presenter

John Mavrak, Executive Director, Council of Automotive Human Resources (CAHR)

Given the difficulty individual companies have planning for future journey person demands, the long lag between starting and completing apprenticeship training, the interdependent nature of automotive companies, and the importance of a highly skilled workforce to the attraction of investment, the concept of alternative approaches to workplace training for specialty-skilled workers warranted further consideration. CAHR researched, identified, and validated a specialty-skilled training model that could renew and revive recognizable apprenticeships among advanced manufacturing employers.

This presentation will review the research process, outcomes, and next steps to assure a pipeline of specialty-skilled workers, and increase competitiveness through incumbent workers’ skills upgrading.

Biography

John Mavrak is the founding Executive Director of the Council for Automotive Human Resources (CAHR). CAHR is the sector council for the automotive manufacturing industry in Canada.

John’s role is to direct the activities of the Council and work in partnership with industry, labour, education, and governments in order to generate awareness, recognition, and support for the critical human resource requirements of the sector. John also fills key leadership roles with the Canadian Automotive Partnership Council (CAPC) and with the Yves Landry Foundation.

The Council for Automotive Human Resources (CAHR) is a national, not-for-profit organization created by the leaders of the automotive manufacturing industry in Canada. It represents the collective interests of all stakeholders in the sector to address, in very tangible ways, the human resource development needs of their industry.

C3—Understanding Gen Y and Leveraging the Potential of Diverse, Recent Grads

Presenter

Janice Rudkowski, Director of Marketing & Communications, Career Edge Organization

Canadian college and university graduates today represent a diverse population: they bring a range of abilities (and disabilities) to the workplace; they represent cultures from around the globe; and they span three generations, from second-career zoomers to media-savvy millennials. In order to attract the right talent and find the right “fit”, employers and career educators need to better understand the outlook, aspirations, and goals of recent grads.

Drawing upon research from our recent Gen Y study, as well as real life case studies from over 10,000 successfully launched careers, this workshop aims to identify what workplace culture actually means, the impact it has on grads’ career planning, as well as the kinds of research they do and the opinions they seek to select their employers of choice. Participants will leave this session with practical, up-to-date tools and insights to immediately influence their organization’s Gen Y and to improve diversity recruitment strategies.

This is a must-attend session for anyone involved in employer branding, workplace culture, or grad recruitment. Join us for this informative, interactive, and insightful workshop led by experts in employment, Gen Y, and diversity.

Biography

Janice Rudkowski is the Director of Marketing & Communications in the Career Edge Organization. In her role, Janice fuses over 15 years of marketing, branding, and communications experience from both private and not-for-profit sectors with expertise on Gen Y and internationally qualified professionals. Janice holds a B.A.A from Ryerson University and an M.B.A from York University.

C4—Dying to Live—Health and Wellness Practices for the Workplace Professional

Presenter

Ken Keis, President and CEO, CRG Consulting Resource Group International Inc.

Find out what it takes to engage life 100%. Today's increasing levels of stress and health challenges often keep us from fully giving to ourselves and others – and inhibit us from being all we were meant to be.

This session will give you the opportunity to determine your current stress and wellness levels in 5 specific areas: Personal Distress, Interpersonal Stress, Wellness, Time, and Occupational Stress. From here, strategies will be discussed to reduce stress and improve wellness in each of these areas. This highly interactive session will encourage participants to leave with new directions for growth to improve their health, performance, and quality of life.

This session is for all executives, managers, coaches, counsellors, and career development specialists who want to benchmark and track the health and wellness practices of employees, and implement training and support programs to address critical stress and wellness issues.

"The implementation of the Stress Indicator and Health Planner (SIHP) into our Stress Management Program has proved to be an enormous success. The planner has been most effective from the participants' point of view, simply due to the way it breaks down the stress issues we encounter in our lives into five very distinct areas. The planner has shown [staff] a whole new approach to managing stress."

*Liz McNally, Training & Development
London Drugs Limited*

Biography

Ken Keis, President and CEO of Consulting Resource Group International, Inc., is a leading authority on assessment strategies and processes. He has written close to 3 million words about human development in the areas of career, personal, professional, leadership, relationships, organizations, HR, business management, and sales. More than 1 million people in 20 countries and 8 languages have used CRG's products to help them live their lives *on purpose*. Ken is also a keynote and seminar speaker, coach, Internet radio host, television and radio guest, and NSA member.

C5—Collaboration Makes ACTION Happen

Presenters

Richard Plummer, Director of Inclusion, United Way Ottawa

Danny Brennan, Programs Manager, Toronto Business Development Centre (TBDC)

The ever changing dynamics in our communities require new and diverse relationships to be constantly sought out and nurtured. It will be increasingly difficult for a single sector or narrowly engaged group to effectively shift how we do things or to create the necessary change towards more healthy communities. Inclusive partnerships will become a key strategy and the imperative that fosters a cross-sectoral sharing of principles, practices, and motivators towards achieving respective and common goals.

Partnerships...Getting the right people together in the right way...Ontario JOIN and EARN

Ottawa—two grass roots organizations with a mandate to increase the inclusion of people with disabilities in the labour market, will share how they are working with multiple stakeholders, including private business, not-for-profits, and governmental agencies to improve labour market inclusion. Ontario JOIN will share their lessons learned and the evolution of their partnership model that is now being nationally sought out as a best practice. EARN Ottawa will share how their relationship with JOIN has grown to advance its local initiative and how the business case approach has enhanced the local call to action. Together, both JOIN and EARN will highlight the parallels of their employment initiatives and the various partnerships that make their local initiative work for them in similar but also unique ways. The relationship between JOIN and EARN Ottawa is itself an example of an evolving inclusive partnership that continues to work towards creating positive community change.

Biographies

As Director of Inclusion for United Way Ottawa, Richard oversees the Inclusion Initiative designed to strengthen the Organization's engagement of our diverse community. Within his Inclusion portfolio are key impact initiatives that address community priorities such as Hire Immigrants Ottawa, Employment for People with Disabilities, and Aboriginal Community Strategies. Fundamental to Richard's role is the development of value propositions that invite the broadest scale of partnerships to contribute resources, expertise, and leadership to various initiatives.

Richard has a background in health sciences and has previously worked for the National Capital Region YMCA YWCA in a variety of service areas, including employment initiatives and community development strategies. Prior to recently joining United Way Ottawa, Richard worked in the Private Health Care sector for several years as Regional Director for two leading Hearing Health Care Companies. A key function of this role involved developing service delivery partnerships along with HR functions, including recruitment, professional development, and performance management.

Danny Brennan is a Programs Manager at the Toronto Business Development Centre—a not-for-profit agency whose mandate is "to nurture the growth of new and emerging businesses in the city of Toronto." Danny manages business acumen and incubation programs to assist youth, unemployed individuals, and persons with a disability to start and build sustainable ventures. He is involved in client recruitment, program design, and curriculum delivery. Danny currently serves on the Board of Directors of JOIN.

Previously, Danny held marketing management positions in the packaged goods and alcoholic beverage industries, and operated his own marketing communications company. Danny has a degree in Economics and an MBA in Finance from York University.

C6—Living and Working With a Mental Illness

Presenters

Dave Gallson, Associate National Executive Director, Mood Disorders Society of Canada
Richard Chenier, Managing Partner, Chenier Consulting Canada

Mental illness is extremely prevalent in Canada, causing more lost work days than any other chronic condition and costing the Canadian economy \$51 billion annually in lost productivity.

We know that depression caused by stressful working conditions is common and can be prevented. Employers would be the main economic beneficiaries of improved workplace conditions, through reduced turnover and enhanced productivity. Effective strategies for the prevention and control of job stress currently exist, but are not widely utilized. Furthermore, integrated job stress and workplace mental health promotion programs hold the greatest promise to reduce stressful working conditions while addressing depression and other common mental disorders.

Join this interactive workshop to explore these issues in greater detail and discuss best practices as they relate to mental wellness in your workplace. Help is only this workshop away.

Biographies

Over the years, Dave has worked with hundreds of employers across Canada. He will speak about the prevalence of mood disorders within the workforce, as well as the economic, health, and social costs that mental illness has on your business. He will also share his experience in developing effective mental health policies and practices which will lower the cost associated with mental illness, while raising productivity and employee satisfaction. Dave will lead you to a workplace where mental health issues are recognized and addressed appropriately, and employees are supported back to full productivity. Of his many accomplishments, Dave has developed an award winning national program which has been instrumental in assisting over 1,000 Canadians affected with a mental health issue back into the workforce.

Richard has a special interest in mental wellness in the Canadian workplace and shares his unique personal and professional experience from both an employer and employee perspective. He promotes back to work strategies that are founded on education, early intervention, prevention, and the financial and social burden of mental illness in the workplace. He advocates recovery models which are centred on promoting safe workplaces and peer support. Richard shares his extensive experience in planning and policy development at a senior level in the private, public, and non-profit sectors, combined with his background in mental health. He has over 30 years of senior management and consulting experience. Richard had a distinguished 16-year career in the Manitoba public service including five years as Deputy Minister of Co-operative Development and Energy and Mines.

WORKSHOP SERIES D

Thursday, February 17, 2011
2:15 P.M. – 3:45 P.M.

D1—The CONNECT SCALES Project: The Integration of Essential Skills into Career Counselling

Presenters

Debi Saul, Project Manager, CONNECT Strategic Alliances
Darlene O'Neill, Essential Skills Coordinator, Nova Scotia Community College (NSCC)
Stewart Kallio, Subject Matter Expert, Literacy and Essential Skills, Kallio Consulting
Clayton Rhodes, Essential Skills Expert, Durham College

Funded by HRSDC–OLES, CONNECT Strategic Alliances, in partnership with Nova Scotia Community College and Douglas College, is in the first year of a three–year initiative seeking to improve employability by providing tools to identify the Literacy and Essential Skills (LES) of un– or under–employed Canadians.

The Supporting the Canadian Advancement of Literacy and Essential Skills (SCALES) project will develop a series of tools/best practices intended to:

- Integrate a LES approach (a method that considers the LES levels of clients when assisting them in making life/work decisions) into existing active employment measures, retraining options, or active job searches;
- Increase the capacity of service providers and employment counsellors to provide assessment and referral services; and
- Build the confidence of adult learners in relation to LES in order to assess their skill levels and develop action plans for either re-entry into the workforce or re-training options.

An environmental scan was completed, and a needs analysis will be launched in March and April 2011. By October 2011, the developed tools will be piloted.

CONNECT will discuss what the Essential Skills are, what the benefits of Essential Skills are, and the project team's findings.

Biographies

Ms. Saul has been involved in the CONNECT SCALES project since its inception. Prior to becoming the SCALES Project Manager, Debi was involved in another CONNECT project that dealt with the career development of Canadians – the Canadian Agricultural Skills Service (CASS) Centre, designed to enable low income farmers to access education and training. In her role as Project Lead, Debi acted as the liaison to the thirty-plus career advisors across the province, and was also involved in the development of each applicant's Individual Learning Plan. Debi has also been involved in the Ontario delivery of TOWES, the Test of Workplace Essential Skills, for which CONNECT holds the Ontario licence.

Darlene is the Essential Skills Practitioner at the Nova Scotia Community College. She has over 15 years of experience in HR Mgt, Adult Learning, and Career Development. She holds a M. Ed., a BA, and a Certificate in Career Development from Concordia University College of Alberta. She “retired” early from National Defence in 2007, as the HR Business Manager for over 4000 civilian employees in Halifax. She has a passion for helping people recognize their gifts and talents. She has been nationally recognized for her talents in working with others, leading projects, and her ability to build relationships. Today, she brings her humour, experience, and enthusiasm!

Stewart is an artist, teacher, educator, and life-long learner with more than 20 years of experience at three Ontario colleges. He is currently working in North Western Ontario, where he consults for two Literacy and Essential Skills projects. First, he is a Subject Matter Expert for Literacy and Essential Skills working with CONNECT Strategic Alliances. Second, he is a Learning Advisor to the Ontario Literacy Coalition overseeing the implementation of two Workplace Literacy and Essential Skills projects. Previous consulting work explored improving adults’ participation and retention in college, and Essential Skills research for the OALCF initiative.

Clayton Rhodes is an award-winning college professor. Currently, he is teaching Academic Upgrading at Durham College’s Whitby and Uxbridge locations. Clayton has taught in structured, non-structured, and on-line environments. A life-long learner, Clayton has completed his Honours Bachelor of Arts with York University, his Teacher of Adults Certificate with Centennial College, and his Master of Arts in Education with the University of Phoenix. Clayton has participated in several Essential Skills training sessions and projects. He was also a break-out speaker at *Skillplan*’s first conference in 2009. In his spare time, Clayton enjoys playing 5-pin bowling and slo-pitch.

D2—Narrative Means as Postmodern Career Counselling

Presenter

Charles P. Chen, PhD, Professor of Counselling Psychology, University of Toronto

Today's work-world and beyond is marked by an information and digital revolution, a knowledge economy, globalization, as well as other swift and profound changes, opportunities, and challenges in our social/societal environment. To enhance individuals' vocational wellbeing in this work-world, career development and counselling is yearning for new ideas and ways to help people. One such new approach is the narrative inquiry, inspired by the postmodern social constructivist worldview that galvanizes the realm of vocational and career psychology. The vitality of the narrative approach lies with its elemental principle that individuals' subjectivity is the ultimate driving force behind various human behaviours and efforts to manage their careers.

The purpose of this presentation is to provide an evolutionary account of the narrative career counselling framework, in light of the leading-edge and emerging postmodern explanations toward life and careers. More specifically, it offers an overview of the major theoretical and conceptual knowledge that forms the narrative inquiry as an effective approach for career exploration and career management, elaborating the narrative framework from a perspective of life-career integration. It then proposes narrative career development and counselling implications, demonstrating how the key tenets and features of the narrative approach can generate and guide strategies in career helping interventions.

Biography

Charles P. Chen, PhD, Canada Research Chair in Life-Career-Development, is Professor of Counselling Psychology at the University of Toronto. He is a regular quality assessor for governments and research/academic institutions both nationally and internationally, an editorial board member for international journals, and an Honourary and Guest Professor at several major universities around the world. Chen publishes extensively in refereed scholarly journals, and has authored many book chapters. His book: "*Career endeavour: Pursuing a cross-cultural life transition*" received the 2008 Canadian Best Counselling Book Award. He is a prominent social scientist featured in *Canadian Who's Who* and *Who's Who in the World*.

D3—Teaching Essential Skills in an Innovative Way: A Spoonful of Sugar Helps the Medicine Go Down

Presenters

Matt Markowiak, Coordinator – Essential Skills Learning for Young Adults Project, The Centre for Skills Development & Training

Lorna Hart, Manager, Corporate Development & Special Projects, The Centre for Skills Development & Training

Video games have received some bad press in the past due to the belief that they are teaching young adults how to shoot guns, steal cars, and avoid physical activity. However, recent research has recognized the medium of video games as a “Trojan Horse” capable of getting young adults engaged and excited about learning.

In early 2010, The Centre for Skills Development & Training, through funding from the Government of Canada’s Office of Literacy & Essential Skills, embarked on a quest to develop learning video games for young adults for three of the Essential Skills. By enhancing their Essential Skills, The Centre’s goal is to help youth increase their chances of success with finding a job or advancing within their career, while benefiting employers with a more productive and innovative workforce.

See a demo of the Essential Skills learning video games and listen as presenters delve deep into their journey, sharing everything from how survey results guided the development process, to which popular video games Centre staff drew design inspiration from. Attendees will also receive a free limited edition copy of the games and instructions.

Biographies

Matt Markowiak has been working with youth in the career services field for six years. His current role as Coordinator for the Essential Skills Learning for Young Adults Project has allowed him to marry his love of video games with his professional life to develop a new approach to Essential Skills learning.

Lorna Hart has been working in the career and workforce development field for the past eleven years. She is passionate about helping youth develop the necessary skills to be successful in their chosen careers. Lorna’s role as Manager, Corporate Development & Special Projects, allows her to work with many different stakeholders to initiate and develop original projects.

D4—Incorporating the Law of Attraction into Career Coaching

Presenter

Jacqueline Garwood, Owner/Career Coach, Career Moves, Jacqueline Garwood Coaching

This workshop builds on the popularity of books and films about the Law of Attraction and provides proven approaches for incorporating the concepts and techniques into one-on-one or group career transitions coaching.

For my book, *Future Pull*, I interviewed over 25 people around the world to gather stories about how they used Law of Attraction tools and techniques to change their careers and lives. The number of people willing to tell their stories is still growing and the experience has been transformational for me.

With these inspiring stories as a base, this experiential workshop will introduce the techniques and methods for incorporating them into a career coaching practice. Their application and value in various settings will also be discussed. Vision boards and books, scripts, affirmations, visualizations, and daily practices will be included. However, the importance of incorporating goal setting and action in addition to the usual more passive approaches will be emphasized.

For each technique, the workshop will include:

- A description;
- A step by step process for use in either one-on-one coaching or in a group setting; and
- A short practice or experiential activity, and/or real life examples and suggested variations.

Biography

As a Career Coach and Owner of Career Moves since 1981, Jacqueline Garwood has helped literally thousands of people of all ages and from all walks of life to clarify their career goals and take the action necessary to achieve them. She started using visualization and vision boards with career transition groups in the late 80s, back when it was considered 'woo-woo', and has a storehouse of techniques and real-life examples of the power of thought. Her recently published book, *Future Pull*, takes the 'secret' out of the Law of Attraction and puts goal-setting and action back in.

D5—Community Health Partners Developing Leaders Together

Presenter

Jacqueline Aldred, People Services Consultant, Toronto Public Health

As boomers retire, organizations in health care today are challenged to meet both leadership gaps and their workforce talent needs. Creative approaches are needed to sustain leadership throughout the health care system. Three community health organizations—St. Elizabeth Health Care, Women’s College Hospital, and Toronto Public Health—partnered to design and deliver an innovative leadership program.

Working collaboratively, these three organizations developed an innovative leadership succession management program that incorporated formal training blended with just-in-time coaching, special assignments, and virtual community of practice. This program created a talent pool to draw from, building capacity for the future.

Participants in this session will learn about the structure and delivery of the program and how to set up a leadership development program by sharing our evaluation process, successes, and lessons learned. Elements of the project which will be discussed include selection of candidates, a customized educational program, stretch opportunities, mentorship, and participation in a virtual community of practice.

Biography

Jacqueline has experience spanning twenty years in both the private and public sector as a Human Resources Professional. Jacqueline’s current role is as a People Services Consultant at Toronto Public Health. As a human resources professional, Jacqueline specializes in employee relations, learning and development, career development, leadership development, and talent management. She was on the Board of Directors for two years for Mississauga Parent-Child Resource Centres (Ontario Early Years Centres). Jacqueline is an active member of the Human Resources Professional Association.

D6—Chartered Accountant Accreditation Designation within the Provincial Government of Newfoundland and Labrador – *Key Learning from the Process and the Experience*

Presenter

Brian O’Neill, Manager, Professional Services and Internal Audit Division, Department of Finance, Government of Newfoundland and Labrador

Deanne Howe, Manager, Strategic Human Resource Planning, Executive Council Sector, Government of Newfoundland and Labrador

In 2008, Newfoundland and Labrador became the first provincial jurisdiction in the country to designate the Office of the Comptroller General (OCG) as an accredited Chartered Accountant training office. This proud achievement resulted from the collaborative efforts of an inter-departmental accreditation team and demonstrated the province’s leadership in this area.

The OCG and the Provincial Government has faced challenges attracting and retaining qualified financial professionals. In partnership with the Institute of Chartered Accountants of Newfoundland and Labrador and the Canadian Institute of Chartered Accountants, the team developed a training program that met the rigorous standard of work experience and competency development required for this designation. This unique professional training opportunity was previously only available to individuals employed by CA firms or with the offices of an Auditor General.

This accomplishment represented a positive step forward for the province’s overall human resource requirements by expanding the opportunities available to train professionally designated accountants and ultimately increasing the number of university graduates to be employed with GNL. The addition of this program allows the OCG to work to maintain and build upon the expertise and workforce capacity needed to effectively manage public funds in the future.

Learn from the Accreditation Team about the process and the key learning from this groundbreaking experience.

Biography

Brian O’Neill is a Manager of Professional Services and Internal Audit within the Office of the Comptroller General (OCG). Brian has 13 years experience as a Chartered Accountant. Prior to joining the OCG team in 2007, Brian worked in public practice with Grant Thornton and PricewaterhouseCoopers and held Controllership roles in industry. As the functional lead for the CA Accreditation Team, he and his team received a Public Service Award of Excellence (PSAE) in 2009 for his role and contribution. The PSAE is the highest honour an employee can receive from the Government of Newfoundland and Labrador.

Deanne Howe is the Manager of Strategic Human Resource Planning with the Executive Council Sector for the NL provincial government and was part of the CA Accreditation Team. Deanne is a former educator with experience from primary to post-secondary. She has worked in private industry for a global consulting firm, in the non-profit sector in community leadership, and in the public college system developing Essential Workplace Skills. Consistent key areas of interest to Deanne throughout her career across all sectors have been skill development, leadership and organizational effectiveness, and ensuring that individuals and groups achieve results as they respond to the challenges in today’s ever changing environment.