

A woman with curly red hair, glasses, a red top, and a dark blazer stands in front of a window. She has her hands clasped in front of her. The background shows a cityscape through the window.

Public Service
Commission

Learning & Development

2021-22

Actioning Diversity Through Learning and Development

The Public Service Commission's priority is to build a more equitable, inclusive and diverse public service free of racism and discrimination. We are excited to offer many new e-learning, classroom and virtual courses, as well as anti-racism resources that you can easily access through the Learning Management System (LMS).

For more information on these courses and to access the anti-racism resources, please visit the Learning Management System

[Click Here for LMS Home Page](#)

E-Learning Courses

- Diversity Inclusion & Employment Equity (Mandatory) **NEW**
- Identifying and Addressing Microaggression **NEW**
- Identifying and Addressing Unconscious Biases **NEW**
- Unpacking Privilege **NEW**
- Racism: the What, the Why and the How **NEW**

Classroom & Virtual Courses

- Diversity for Leaders **NEW**
- Sexual Orientation & Gender Identity 101
- Allyship in Action

Certificate Program

- Certificate in Diversity, Inclusion & Employment Equity

Partnership Courses

See the Diversity, Culture, Heritage & Language Courses section of the Table of Contents to view the complete list of courses offered in partnership with groups across government.

Anti-Racism Resources

Visit the LMS home page and click on the Anti-Black Racism Resources



Commissioner's Message

This past year has certainly been challenging for government employees and Nova Scotians. From dealing with the stress of Covid-19 to combatting racism, there's no question that who we are as a public service has evolved.

These challenges have provided us with some remarkable learning opportunities. As we continue to adjust, we have seen incredible advancements in our ability to serve Nova Scotians. We have shone a spotlight on racism and the crucial conversations required to create a more equitable, diverse and inclusive public service.

We know that during times of rapid change, supporting employee development is paramount to ensuring we have the skills to work effectively. The Public Service Commission's Corporate Learning and Development Calendar for 2021-22 is a key resource for you as you plan your performance goals and your professional and career development for the upcoming year. In keeping with current trends, most courses will be offered virtually this year, but we will work towards offering some in-person classes when Public Health restrictions allow.

A priority for me as your new Public Service Commissioner is to build a more equitable, inclusive and diverse public service free of racism and discrimination. Last year, the Public Service Commission added anti-racism courses to all levels of Leadership Development Programs and launched e-learning modules on anti-racism topics such as micro aggressions and unconscious bias. This year, you'll see Diversity for Leaders and our new Diversity, Inclusion and Employment Equity e-learning module in the calendar. These two new courses will make this mandatory training more accessible to employees. These courses can be found on the Learning Management System (LMS), along with a collection of anti-racism resources – simply click on the Anti-Black Racism Resources tile on the LMS landing page.

The past year has also taught us that being able to make decisions and adjust in rapidly-changing times is critical. Courses like Agile Planning During Complex Times can help leaders manage and engage with disruption, complexity and uncertainty while being innovative. Doing business virtually has become our new normal and will continue to be a valuable method of communication even in our post-pandemic future. Our new Virtual Presentations: Taking Your Skills to the Next Level course is an excellent option to provide experienced presenters with the tools needed to deliver engaging and effective presentations in the virtual world.

Providing managers with opportunities to hone their management and leadership skills continues to be a priority. The four-day Manager Fundamentals Certificate is designed to assist managers and supervisors who are new to government, or new to their role, with practical skills to be successful. Our Leadership Development Programs (LDP) are an excellent way to understand your personal leadership strengths and build your capacity to lead innovative teams and manage in complex systems. These programs continue to be recognized for advanced standing at Dalhousie University and the Nova Scotia Community College. LDP graduates can use their certificate towards course credit for programs at these institutions.

At the Public Service Commission, we are dedicated to offering the highest quality learning experiences to support and enhance your ability to serve Nova Scotians. The LDP nomination process starts in April, so please have a discussion with your manager about how learning opportunities could help you in your role or your career. You can refer to the Learning Management System for more information and dates.

Andrea Anderson
Commissioner, Public Service Commission

Table of Contents

GUIDE	2
COURSES	3
Communication, Conflict Resolution & Collaboration Courses	4-9
Writing to Inform, Persuade and Engage	4
Presentation Skills.....	4
Virtual Presentations: Taking Your Skills to the Next Level	5
Effective Facilitation Skills for Work Groups.....	5
Navigating Difficult Conversations.....	6
Beyond Conflict	6
Everything DiSC® Productive Conflict for Leaders	7
Collective Agreement Fundamentals	7
Training Design and Delivery Skills	8
Collaboration for Building Partnerships	8
Consulting Skills: Strategies for Partnering with Clients	9
Diversity, Culture, Heritage & Language Courses	9-16
Diversity, Inclusion and Employment Equity	9
Diversity for Leaders	10
Human Rights 101	10
KAIROS Blanket Exercise	11
Understanding the Treaty Relationship.....	11
African Nova Scotians: Historical and Contemporary Realities.....	12
Sexual Orientation and Gender Identity 101	12
Allyship in Action.....	13
Acadie at a Glance	13
Coup d'œil sur Acadie	14
French Language Courses	14
Intro to Nova Scotia Gaels' Language, Culture and Identity	15
Gaelic Language Learning Sessions	15
Workplace Culture Program: Immigrant Services Association of Nova Scotia (ISANS).....	16
Innovation Courses	16-17
Public Sector Innovation	16
Design Thinking and Tools for Innovation.....	17
Applying Behavioural Insights to Improve Policy, Programs and Services.....	17
Orientation, Career & Retirement Courses	18-19
Orientation Programs.....	18
Corporate New Employee Orientation.....	18
Manager Online	18
Manager Fundamentals Certificate	18
What's Next in Your Career?.....	19
Retirement Planning.....	19
Procurement Courses	20
Procurement Courses	20
Project Management, Change Management & Work Process Improvement Courses	20-21
Introduction to Project Management	20
Change Management: Powered by Prosci®	21
Work Process Improvement.....	21

Public Consultation Courses	22
The Duty to Consult with the Mi'kmaq of Nova Scotia	22
Records Management Courses	22
Records Management Courses.....	22
Respectful Workplace Courses	23
Respectful Workplace Online Training	23
Workplace Civility and Respect.....	23
Team Building & Management Courses	24-28
Everything DiSC®: Flexing Your Workplace Behaviour Style	24
Emotional Intelligence.....	24
Insights® Discovery	25
Team Leadership	25
Agile Planning in Complex Times.....	26
Introduction to Systems Thinking	26
Leading with LEADS	27
Managing Teams in a Virtual World.....	27
Financial Management	28
Labour Relations	28
Talent Acquisition Courses	29
Talent Acquisition Courses	29
Workplace Health & Safety Courses	29-34
Introduction to Occupational Health and Safety (OHS)	29
Occupational Health and Safety (OHS) for Managers and Supervisors	30
Foundations of Joint Occupational Health and Safety Committees (JOHSC)	30
Managing Hazards & Workplace Inspections	31
Incident Management: Reporting & Investigation.....	31
Emergency First Aid	32
Mental Health First Aid.....	32
The Working Mind for Employees: Mental Health & Wellness in the Workplace	33
The Working Mind for Managers and Supervisors: Mental Health & Wellness in the Workplace ..	33
Resilience: Living the Q-Life	34
CAREER DEVELOPMENT SERVICES	35
CERTIFICATE PROGRAMS	36-43
Certificate in Innovation	37
Certificate in Personal Leadership	38
Manager Fundamentals Certificate	39
Certificate in Communication	40
Certificate in Diversity and Inclusion Development	41
Certificate in Workplace Health and Safety	42
Administrative Professional Program	43
TEAM EFFECTIVENESS COURSES AND SERVICES	44
LEADERSHIP DEVELOPMENT PROGRAMS	45-47
Supervisor, Manager and Executive Programs	46
REGISTRATION	48
INDEX	49

Guide

The Corporate Learning Centre offers a diverse range of professional development programs designed to help you build your skills and career in the public service. This year, we are excited to offer a number of new courses. **Register early!**

New Courses

- Agile Planning in Complex Times
- Diversity for Leaders
- Everything DiSC® Productive Conflict for Leaders
- Virtual Presentations: Taking Your Skills to the Next Level
- Workplace Civility and Respect

E-Learning

Take advantage of the opportunity to learn at your own pace without leaving your office! There is no charge to take most e-learning modules.

To register or learn more: https://novascotia.sharepoint.com/sites/MYHR/Pages/myLearnDevelop_register.aspx

Mandatory

The following mandatory training courses are available:

- Diversity, Inclusion and Employment Equity
- Fraud Management Training for Managers
- Introduction to Occupational Health and Safety
- Privacy and Access Awareness Training
- Respectful Workplace Training
- Understanding Fraud in the Public Sector

Employee

A variety of courses available to employees include:

- Microaggressions
- Unconscious Bias
- Time Management
- Developing Your Résumé
- Navigating Change
- How to Narrate a PowerPoint Presentation
- Planning Your Professional Development

Manager Online

Be sure to check the Learning Management System to review the growing list of free e-courses and recorded presentations providing basic information to support managers.

Mandatory Training

All employees and managers are required to take the following mandatory corporate training:

Employees

- Diversity, Inclusion and Employment Equity
- Introduction to Occupational Health and Safety
- Privacy and Access Awareness Training
- Respectful Workplace Online Training
- Understanding Fraud in the Public Sector

Managers and Supervisors

- Diversity for Leaders
- Fraud Management Training for Managers
- Occupational Health and Safety for Managers and Supervisors

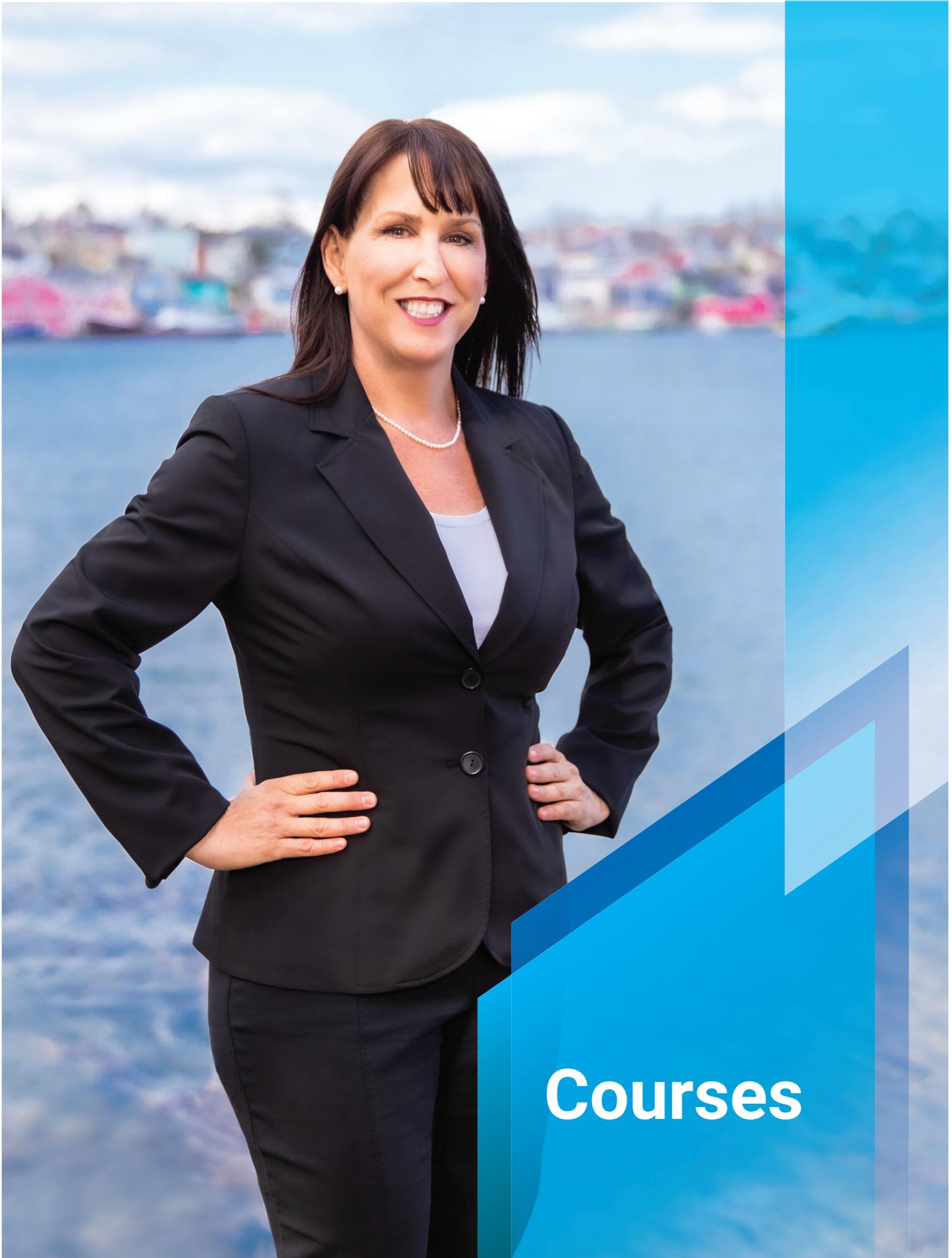
Note: Your department may have additional mandatory course requirements beyond those listed here. Please speak with your manager/supervisor, Human Resource Division, and your Joint Occupational Health and Safety Committee.

Who Should Attend? All Employees

Please refer to the course description, under *Who Should Attend*, for the intended target audience.

Who Should Attend? Managers

Please refer to the course description, under *Who Should Attend*, for the intended target audience.



Courses

Writing to Inform, Persuade and Engage

Successful communicators are effective and efficient. They get the job done quickly and well. Effective communication must be understandable, relevant, and concise. This course will look at how you can write in a way that commands both attention and interest. It will explore how to engage and motivate readers while helping to achieve your communication goal and build goodwill.

The seven principles of effective communication will be reviewed and discussed within the context of the provincial government. Recommended templates for the four types of communication done in the workplace – routine news, good news, bad news, and persuasive communication – will be provided.

CONTENT

- Write and deliver messages that are clear, accurate, and compelling
- Understand the communication process and its most important element
- Analyze a communication issue then respond appropriately
- Engage readers in what you are writing and saying
- Keep your communication concise without overlooking important details
- Build rapport and trust with readers

WHO SHOULD ATTEND

Anyone who spends a lot of time communicating will benefit from looking at their skills with a fresh perspective.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 40 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Presentation Skills

This course is essential for anyone who designs and delivers presentations internally and externally. By introducing you to the fundamentals of how people convert information they hear (your presentation) and see (your visual aids and handouts) into memory, you will be able to design an effective presentation that suits your own unique delivery style. This workshop will also help you analyze aspects of your delivery that might be detracting from your message.

If you are wondering if there is a more enjoyable, effective way to present even technical, dry information, the answer is yes. Join us for this course to find out how. You will receive templates, design tools and resources that will change the way you present.

Note: If you plan to take both Presentation Skills AND Training Design and Delivery Skills, we recommend taking Presentation Skills first.

CONTENT

- Calculate the amount of content you can include in your allotted time
- Conduct an audience needs analysis: what do they need to learn, do, or value differently
- Design your content for maximum retention
- Create helpful speaker's notes, handouts and visual aids (and realize that they are not the same thing)
- Analyze the negative impact that poorly designed and delivered PowerPoint can have on both presenter and audience members
- Assess your own delivery strengths and areas for improvement

WHO SHOULD ATTEND

Anyone wanting to learn more about speaking or improving their presentation skills.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 40 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Virtual Presentations: Taking Your Skills to the Next Level

Presenting virtually is not the same as presenting in person. It can feel like you are delivering into a void, there is little or no interaction and attention spans are shorter. The format also robs us of the body language cues so vital in face-to-face events.

You will learn how to plan and deliver a presentation that maximizes audience engagement and involvement and minimizes 'Zoom fatigue'. This course will give you the tools needed to deliver engaging and effective virtual presentations internally for meetings with teams, department heads, and co-workers, and externally for engaging clients and the public.

You will receive a copy of The Virtual Speaker ebook, plus a planner for your virtual presentations.

CONTENT

- Introduction to appearing on video including the essentials of camera, framing, background, lights, sound
- A reminder of basic presentation skills that specifically enhance your content when you present virtually: focus, structure, being conversational, energy, use of stories, pace, pause and tone
- How to overcome the lack of body language cues inherent in virtual encounters
- How to maximize audience engagement and participation, through breaks, check-ins, polls, chats and other tools
- Re-thinking slides for virtual presentations and finding alternatives to dense bullet points and text-heavy slides, which are poor communication tools on the small screen
- Maintaining eye contact with your virtual audience and some practical tips for using notes

PRE-REQUISITE

Presentation Skills or equivalent.

WHO SHOULD ATTEND

This course is intended for those who is present regularly, who have already completed Presentation Skills (or equivalent) and want to enhance their skills to cope with the new challenges of presenting virtually.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Effective Facilitation Skills for Work Groups

Facilitation has been called the “core competency of the 21st century” and is often the skill most directly linked to team and organizational success. This course is designed to give those who facilitate meetings, problem solving sessions and community consultations the opportunity to develop important facilitation skills – from designing good group process to facilitating that process and creating a thorough transcript of the results.

CONTENT

- Clarify the role and skills of a facilitator (versus trainer or manager)
- Design an effective agenda for meetings or organizational and public consultations
- Help groups develop a broad range of ideas or solutions to the issues they may struggle with
- Create an effective transcript that captures a group's conversation and clarify your understanding of what needs to be recorded and what does not
- Help group members develop two important listening skills: listening for understanding and for agreement
- Help group members understand diverse and conflicting points of view
- Assist groups in identifying their priorities before rushing to make decisions
- Help groups make decisions that are inclusive
- Intervene diplomatically in group work and observe group dynamics
- Practice a variety of facilitation techniques

WHO SHOULD ATTEND

Employees who facilitate meetings, group problem solving sessions and/or community engagement sessions.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 40 for more information.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Navigating Difficult Conversations

This interactive training is designed for all employees, managers, and supervisors who wish to become more comfortable and competent in navigating difficult conversations with colleagues and clients. Participants will learn the transformative view of conflict and practice the fundamentals of listening/responding that help us stay respectful and productive in the midst of conflict.

CONTENT

- Learn ways to 'tune in' to what is happening in conflict situations, so to respond skillfully versus react or avoid
- Discover your own conflict 'style' and how that may impact you and others
- Practice conversational strategies that counteract defensiveness and blame, and encourage empowerment and recognition
- Apply these strategies to your own work scenario – working privately or together with peers

WHO SHOULD ATTEND

Any employee, manager, or supervisor interested in becoming more confident and competent in handling workplace conflict.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 40 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Beyond Conflict

In your work place do you see defensive behaviour, lack of cooperation, resistance to others or new ideas? What would it mean for results, outcomes and personal stress levels if you could reduce these behaviours?

Managing conflict is a skill set that can be taught and people can learn to effectively and confidently address the dynamics that arise when conflict occurs. This skill set enhances our ability to work well with others, achieve better outcomes and reach more productive agreements. The bottom line is learning how to better manage conflict significantly contributes to workplace environments that have greater focus, are more productive and are happier places to work.

CONTENT

- Gain a better understanding of the role conflict plays in the workplace, the benefits of dealing with it competently and the high negative consequences of having it go unmanaged
- Increase awareness of the dynamics of conflicted working relationships and how to contribute positively even when there are high levels of stress and frustration
- Build practical skill sets for dealing effectively and more confidently with the conflicts you have with others
- Learn about the elements that generate supporting and trusting work environments and how to foster them

WHO SHOULD ATTEND

This course is suitable for anyone interested in increasing their ability to manage conflict more effectively.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Personal Leadership. See page 38 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Everything DiSC®: Productive Conflict for Leaders

Everything DiSC® Productive Conflict for Leaders helps participants harness the power of workplace conflict and discover how to transform uncomfortable encounters into stronger workplace relationships and results. This 4-hour interactive course is designed for Managers and Supervisors to improve self-awareness around conflict behaviors; manage personal responses to conflict situations; and to develop personalized communication strategies when engaging in productive conflict in the workplace. Participants complete and receive an online self-assessment prior to attending the program.

CONTENT

- Discover your own DiSC® style
- Recognize DiSC® style tendencies during conflict
- Understand how emotions impact behavior during conflict
- Explore skill techniques that effectively respond to uncomfortable and unavoidable challenges during workplace conflict
- Transform destructive habits into more productive responses
- Link improved workplace communication with enhanced workplace productivity

PRE-REQUISITE

Completion of online DiSC® questionnaire.

WHO SHOULD ATTEND

Managers, supervisors and team leads, or anyone who leads projects or committees.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Collective Agreement Fundamentals

Conciliation and Mediation Services (CMS) is a neutral third party that provides impartial conciliation and alternative dispute resolution services to labour and management in unionized private and public sector workplaces in Nova Scotia, free-of-charge. Find out about our suite of services such as workshops, mediations, and coaching at www.novascotia.ca/lae/conciliation.

Collective agreements can seem like daunting, legal documents. This workshop discusses the fundamentals of collective agreements: what rights, restrictions and responsibilities managers and employees have under collective agreements, where flexibility is allowed, and the impact of past practice. It discusses different ways of solving issues, and what to avoid. This course discusses collective agreements and roles, rights, restrictions, and responsibilities in general. It does not discuss any specific collective agreements. The facilitator cannot provide interpretation of clauses within your collective agreement for you.

Note: this offering was available in prior years under the name 'Resolving Workplace Issues Effectively in Unionized Environments'. If you took the 'Resolving Workplace Issues Effectively in Unionized Environments' course, do not register for this course.

CONTENT

- Collective Agreement Fundamentals
- Rights, Restrictions, Responsibilities
- Flexibility and Past Practice
- Resolving Issues – Strategies and Skills

WHO SHOULD ATTEND

Any employee, manager, or supervisor with a desire to improve their understanding of roles, rights, restrictions, and responsibilities under collective agreements and how they can resolve labour issues within their parameters.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Training Design and Delivery Skills

This “Train the Trainer” course will help you incorporate educational best practices in what you design and deliver. Helping people develop new skills, knowledge and attitudes requires more than the ability to deliver an effective lecture or design PowerPoint slides. It requires excellent questioning skills, insight into group dynamics, understanding how people learn, and how to design a learning environment that supports retention and transfer of learning. Note: If you plan to take both Presentation Skills AND Training Design and Delivery Skills, we recommend taking Presentation Skills first.

CONTENT

- Design an effective, experiential learning process that incorporates variety in learning methods (lecture, discussions, simulations, etc.)
- Enhance retention rates by designing and asking questions that teach
- Design and lead effective discussions
- Analyze how different types of people prefer to learn in a classroom setting
- Create effective audio-visual aids and analyze the impact of poorly designed PowerPoint slides on delivery, learning and retention
- Respond to questions and comments with purpose and encourage full participation in the classroom
- Value the role of effective facilitation skills in fostering learning transfer
- Intervene diplomatically in common and challenging classroom dynamics
- Practice and hone your training design and delivery skills

WHO SHOULD ATTEND

Employees who design and deliver presentations and training workshops that are one hour or more in length and who want to make their programs more engaging and useful.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 40 for more information.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page

Collaboration for Building Partnerships

In today’s fast-paced, rapidly changing environment organizations are increasingly relying on collaborative work to integrate and align their human resources, adapt a flexible stance, innovate, and deliver better services. To build effective collaborative communities, leaders must develop and expand their collaborative leadership repertoire and identify the essential elements for designing teams for collaboration and creating effective boundary-spanning strategies. Through this course, participants will learn about tools and strategies for conceiving and leading collaboration in the public sector, in particular, how to engage others, build coalitions across silos, mobilize groups to action, and stimulate innovation within and across service lines and departmental boundaries.

CONTENT

- Understand tools and strategies needed to lead collaboratively
- Know how to build a collaborative organization (i.e. an innovative, efficient, agile and scalable organization)
- Reflect in a critical and informed manner on individual, unit, and departmental collaboration practices
- Appreciate the collaboration spectrum (collaboration versus teamwork, coordination, & cooperation)
- Identify, build and maintain formal and informal relationships and networks to support the achievement of unit and institutional goals

WHO SHOULD ATTEND

Anyone interested in creating or enhancing collaborative partnerships.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Personal Leadership. See page 38 for more information.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Consulting Skills: Strategies for Partnering with Clients

Increasingly, many of our roles involve working in partnership with clients to provide subject-matter expertise and support them in meeting the business needs of their operations. The role of consultant-partner can be tricky, especially if the client is inclined towards a particular course of action or is looking for quick, expert solutions that don't need to involve them. It can be challenging to engage clients in meaningful discussions to ensure they are addressing the 'right problem' in the 'right way', particularly while working within complex systems having multiple stakeholders.

During this course, you will be exploring the role of consulting and developing your effectiveness in the foundational skills and strategies necessary for developing true partnerships with clients and providing them with meaningful strategic support.

CONTENT

- Understand the consulting role
- Increased knowledge and capability in the application of a 6-phase consulting process
- Development of key business partnering skills and strategies
- Increased confidence and skill in leveraging your professional expertise
- Professional improvement action plan

WHO SHOULD ATTEND

Any employee tasked with providing subject-matter expertise and strategic consulting to clients.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Personal Leadership. See page 38 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Diversity, Inclusion and Employment Equity

This self paced e-course is designed to help you actively challenge yourself to become more comfortable and current about the language and concepts of diversity and inclusion. With a strong business case for diversity, coupled with it being one of the Public Service Values, we each have the accountability to create an inclusive workplace which helps to foster people of diverse cultures to work together in a productive and engaged way.

This course also covers employment equity and its policy around the recruitment and selection of members from designated groups. It will also equip you with information on the tools, to take genuine and proactive steps to actively model inclusive behaviours, communicate with all people in a way that takes into account personal differences, and apply a diversity lens to the work you do as public servants.

CONTENT

- How to apply diversity language, concepts, and policies
- How to prevent unconscious bias and be culturally competent
- How to apply a diversity and inclusion lens to the decisions you make and the work you do
- How to contribute to a respectful, diverse, and inclusive work environment for all

WHO SHOULD ATTEND

This course is mandatory for all employees.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as one of the required courses for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Diversity for Leaders

This course is designed to help you actively challenge yourself as a leader to become more comfortable and current in the language and concepts of diversity and inclusion.

You will have the opportunity to participate in an open discussion about actioning equity from a leadership standpoint.

Conversations will centre around how to embrace, foster and create an inclusive workplace, and how to have difficult conversations.

CONTENT

- Ensure that diversity language, concepts and policies are adhered to
- How to prevent unconscious bias and be culturally competent
- How to apply a diversity and inclusion lens to the decisions you make as leaders
- How to be proactive in creating a respectful, diverse, and inclusive work environment
- How to have difficult conversations
- How to embrace, foster and create an inclusive environment

WHO SHOULD ATTEND

This course is mandatory for all managers and supervisors.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page

Human Rights 101

The Nova Scotia Human Rights Commission offers Human Rights 101 education which explores topics of equity, privilege and workplace accommodations. The purpose of this course is to gain a better understanding of discrimination as it relates to the Nova Scotia Human Rights Act.

This course is planned to allow for flexibility, small group discussions which require self-reflection and the ability to critically think.

Acknowledging diversity in learning styles, the course incorporates a variety of activities to ensure inclusive participant engagement.

CONTENT

- Overview of the Nova Scotia Human Rights Act
- Overview of discrimination, systemic discrimination, accommodations and harassment in the workplace
- Opportunity for personal reflection on issues such as: privilege, culture, equity, and their impact in the workplace

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

TO REGISTER OR LEARN MORE

For course inquires and registration, please follow this link: <https://humanrights.novascotia.ca/education-training/workshops/upcoming-workshops>

Register for any Human Rights Education 101 workshop that specifies "For Government Employees Only".



KAIROS Blanket Exercise

Blanket Exercise participants take on the roles of Indigenous peoples in Canada. Standing on blankets that represent the land, they walk through pre-contact, treaty-making, colonization and resistance. They are directed by facilitators representing a narrator (or narrators) and the European colonizers. Participants are drawn into the experience by reading scrolls and carrying cards that ultimately determine their outcomes. By engaging on an emotional and intellectual level, the Blanket Exercise effectively educates and increases empathy. The exercise is followed by a talking circle in which participants have the opportunity to discuss their experience as a group.

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

TO REGISTER

[Click here for the LMS Home Page](#)

TO LEARN MORE

For course inquiries, please contact OAA@novascotia.ca or 902-424-7409.

Understanding the Treaty Relationship

The portrayal of our shared history has long been one sided, repeatedly leaving out First Peoples' voices. This workshop is designed to provide an introduction into the vast history of Indigenous peoples in Canada and more specifically, the Mi'kmaq in Mi'kma'ki. Facilitators will introduce, Indian residential schools, the Indian Act, as well as address questions like, "what happened to the treaty relationship?" and "how do we reconcile our shared history and move forward?"

The goal of this course is to help build foundational knowledge and help participants recognize how to ask questions in a respectful manner. It is important to acknowledge there are differences among Indigenous communities across North America and the content of this course is a broad overview not to be applied to every Mi'kmaq and Indigenous person, Nation or community.

CONTENT

- Appropriate language and terminology
- How to address issues of privilege and bias concerning Mi'kmaq and Indigenous peoples
- What it means to be a treaty person, allyship, privilege and bias
- An introduction to Mi'kmaq and Indigenous culture and history
- The impacts of British colonial settlement

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

TO REGISTER

[Click here for the LMS Home Page](#)

TO LEARN MORE

For course inquiries, please contact OAA@novascotia.ca or 902-424-7409.



African Nova Scotians: Historical and Contemporary Realities

With a history spanning more than 400 years, people of African descent have a rich legacy in the province of Nova Scotia. In this course, participants will learn about the migration and history of people of African descent in Nova Scotia. We will also explore the impacts of race, power and privilege on the current realities of the more than 48 historically African Nova Scotian communities and the work of African Nova Scotian Affairs.

At the end of the course, participants should have a better understanding and appreciation of the history, legacy and resiliency of the African Nova Scotian community and strategies to increase positive engagement and collaboration with the community.

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

TO REGISTER

[Click here for the LMS Home Page](#)

TO LEARN MORE

For course inquiries, please contact ANSA@novascotia.ca or 902-424-5555.

Sexual Orientation and Gender Identity 101

We all share responsibility for fostering and supporting more welcoming and inclusive workplaces. Through learning about the language and culture of LGBTIQ+ people and communities and new ways of looking at diverse sexes, sexual orientations, genders, and gender identities/expressions you will develop greater awareness of key concepts and experiences of lesbian, gay, bisexual, transgender, intersex, and queer (LGBTIQ+) communities. Expect to explore and challenge assumptions and privileges and leave with a new awareness of how privileges affect experiences in the workplace and at home.

CONTENT

- Improve knowledge and comfort with using inclusive and affirming language
- Increase awareness of diverse sexual orientations, sexes, genders, and gender identities/expressions
- Understand socio-cultural and historical contexts and experiences of LGBTIQ+ communities
- Increase understanding of homo-/bi-/trans- phobias, heterosexism, and cisgenderism
- Increase understanding of privilege and intersectionality

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

QUESTIONS

Contact Diversity@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Allyship in Action

Take your knowledge and move it into action. Expect to go beyond awareness of overt and covert forms of discrimination, oppression, inequity, and exclusion to develop collaborative ways of identifying and challenging these issues. The interactive shared learning space will be used to safely explore what being an Ally means and how to proactively effect change in the workplace to support the creation of more diverse and inclusive workplaces. The scheduling of this class into two parts is to enable persons to go out into the community and navigate what being an ally really means.

CONTENT

- Increase capacity/skills related to challenging subtle and overt forms of discrimination in individual behaviours and systemic practices and policies
- Increase awareness and understanding of competencies related to being an Ally
- Build connections and relationships between Allies to enable them to work together to positively influence the work environment

PRE-REQUISITE

Sexual Orientation and Gender Identity 101 or Diversity, Inclusion and Employment Equity.

WHO SHOULD ATTEND

Any employee who is interested in becoming an Ally.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

QUESTIONS

Contact Diversity@novascotia.ca.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Acadie at a Glance

Acadie at a Glance is an interactive course created to help government employees better understand and appreciate the cultural identity and heritage of the Acadians and francophones of Nova Scotia. Practical tools are provided to help you contribute to French-language services development and delivery.

The Acadie at a Glance course was updated in 2020 with the help of the Nova Scotian Acadian community. This version of the course is offered in English.

WHO SHOULD ATTEND

Employees who want a better understanding of the Acadian culture and French-language services in Nova Scotia.
Employees who want to increase their cultural competency.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 41 for more information.

QUESTIONS

Contact the Office of Acadian Affairs and Francophonie at 902-424-5973 or bonjour@novascotia.ca.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page or call the Office of Acadian Affairs and Francophonie for a custom session at a mutually convenient time.



Coup d'œil sur l'Acadie

Coup d'œil sur l'Acadie est un atelier interactif créé pour aider les fonctionnaires à mieux comprendre et apprécier l'identité culturelle et le patrimoine des Acadiens et des francophones de la Nouvelle-Écosse. Des outils pratiques sont offerts pour vous aider à contribuer à l'élaboration et à la prestation de services en français.

L'atelier Coup d'œil sur l'Acadie a été révisé pour l'année 2020 avec l'aide de la communauté acadienne de la Nouvelle-Écosse. Cette version de l'atelier est offerte en français.

QUI DEVRAIT Y ASSISTER

Les employés qui désirent en connaître davantage sur la culture acadienne et les services en français en Nouvelle-Écosse. Les employés qui veulent améliorer leurs compétences culturelles.

OPTION DE CERTIFICAT

Vous avez l'option de suivre cet atelier à titre individuel ou comme une matière à option dans le cadre du certificat intitulé « Certificate in Diversity and Inclusion Development ». Consultez la page 41 pour plus de renseignements.

QUESTIONS

Communiquez avec l'Office des affaires acadiennes et de la francophonie au 902-424-5973 ou bonjour@novascotia.ca.

POUR S'INSCRIRE OU EN SAVOIR PLUS

Cliquez ici pour accéder à la page d'accueil du LMS (en anglais seulement) ou appelez l'Office des affaires acadiennes et de la francophonie pour une session personnalisée à un moment mutuellement opportun.

French Language Courses

French language courses are offered to help public servants build their French language capacity. Various levels of French are offered across Nova Scotia four times during the fiscal year, from beginner to advanced levels, as well as conversation and writing workshops.

Please contact your French-language services coordinator for a registration form or contact the Office of Acadian Affairs and Francophonie at 902-424-5973 or bonjour@novascotia.ca. All registration forms must be sent to fls@usainteanne.ca.

WHO SHOULD ATTEND

Employees who work in French-language services development or delivery.

TO REGISTER OR LEARN MORE

Contact the Office of Acadian Affairs and Francophonie at 902-424-5973 or bonjour@novascotia.ca.

Cours de français

Des cours de français sont offerts pour aider aux fonctionnaires à renforcer leur capacité linguistique en français. Divers niveaux de français sont offerts à l'échelle de la Nouvelle-Écosse quatre fois pendant l'exercice financier, du niveau débutant au niveau avancé en passant par des ateliers de conversation et des ateliers de français écrit.

Veillez contacter votre coordinateur de services en français pour en obtenir un formulaire d'inscription ou communiquer avec l'Office des affaires acadiennes et de la francophonie au 902-424-5973 ou à l'adresse courriel Bonjour@novascotia.ca. Toute inscription doit être envoyée à bonjour@novascotia.ca.

WHO SHOULD ATTEND

Employees who work in French-language services development or delivery.

TO REGISTER OR LEARN MORE

Contact the Office of Acadian Affairs and Francophonie at 902-424-5973 or bonjour@novascotia.ca.



Intro to Nova Scotia Gaels' Language, Culture and Identity

Learn about the provincial government's commitment to supporting and developing Nova Scotia Gaels' language, culture and identity and the work of the Gaelic Community.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Diversity and Inclusion Certificate. See See page 41 for more information.

TO REGISTER OR LEARN MORE

Please contact kelly.schlay@novascotia.ca or 902-424-4442.

Sùil a-staigh air Cànan, Cultar is Aithne nan Gàidheal an Albainn Nuaidh

Ionnsaichibh mar a tha riaghaltas na roinne a' leigeil fo chumhachd le a bhi a' toirt taic gus cànan, cultur agus aithne nan Gàidheal agus obair Coimhearsnachd nan Gàidheal a leasachadh.

ROGHAINN TEISTEANAS

Tha roghainn agaibh an cùrsa seo a ghabhail mar chùrsa fa leth na roghnachail dhan Teisteanas ann an Leasachadh Iomadachd agus In-ghabhalach. Bheiribh sùil air duilleag 41 gus tuilleadh fiosrachaidh 'fhaighinn.

TO REGISTER OR LEARN MORE

Please contact kelly.schlay@novascotia.ca or 902-424-4442.

Gaelic Language Learning Sessions

Free of charge. Come and learn Gaelic language through an interactive, activity based, fun, stress free method. Any government employee interested in learning Gaelic may attend. Sessions will run Fall, Winter 2021 and Spring 2022.

TO REGISTER OR LEARN MORE

Please contact kelly.schlay@novascotia.ca or 902-424-4442.

Seiseanan gus a' Ghàidhlig ionnsachadh

Saor an asgaidh, thigibh is ionnsaichibh a' Ghàidhlig thro mheadhon dòigh eadar-ghnìomhaich: stéidhichte air sùrdalachd is spòrs, saor o strì. Faodaidh neach-obrach sam bith an Riaghaltais aig a bheil suim ann a bhi ag ionnsachadh na Gàidhlig a thighinn ann an. Bidh seiseanan a' ruith as t-Fhoghar 2021 agus 's a' Gheamhradh is as t-Earrach 2022.

TO REGISTER OR LEARN MORE

Please contact kelly.schlay@novascotia.ca or 902-424-4442.



Workplace Culture Program: Immigrant Services Association of Nova Scotia (ISANS)

The Public Service Commission is pleased to promote the ISANS Workplace Culture Program. This program helps Nova Scotia employers better understand: the benefits of hiring international talent; the importance of immigrant experience in the workplace; and methods to improve intercultural competence and retain immigrant employees.

The program offers interactive, skill-building activities and discussions, held at your choice of location:

- Interactive presentations/activities (60 minutes)
- Intercultural Assessments and follow-up support
- Facilitated Discussion Sessions (60 minutes)
- Webinars (Monthly - 2 hours each)
 - Benefits of a Diverse Workplace Culture
 - Leveraging Your Workplace Culture
- On-Site Workshops (90 minute or ½ day sessions)
 - Building an Intercultural Workplace (Employees)
 - Intercultural Conflict Resolution (Employees)
 - Making Your Workplace “Welcoming” (Managers)
 - Intercultural Leadership Excellence (Managers)

These services are designed to meet you and your team’s busy schedule. Any of the above topics can be customized for your team meetings, working groups or annual meetings/conferences.

TO REGISTER OR LEARN MORE

Please contact Paul Pickering, ISANS Workplace Culture Coordinator, at ppickering@isans.ca or 902-406-8693. www.isans.ca/employer-support/workplace-culture/

Public Sector Innovation

More than ever before, public servants are being called on to work in new and different ways, to adapt to meet current challenges while also anticipating the future needs of citizens. We work in an increasingly complex environment that changes rapidly and unpredictably as governments deal with increasing demand for services, constrained resources, and greater citizen expectations. As a result, there is a greater need to find new and better ways of doing valued things. This course will introduce you to the concept of innovation in the public sector; exploring what it looks like and how you might contribute to a culture of innovation in the Nova Scotia public service.

CONTENT

- Examine the challenges and characteristics of innovation in the public sector
- Explore practical examples of public sector innovation and draw connections and parallels with your own work experience
- Establish how organizations, and the people who work in them, can encourage innovation
- Identify mindsets and skills that are key to successful innovation in the public sector
- Discover innovation practices and tools you could use in your workplace

WHO SHOULD ATTEND

Those involved in developing innovative solutions, leading innovation, improving processes, implementing change and transformation or those interested in being involved in these areas.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Design Thinking and Tools for Innovation

The challenge we face as public servants is to deliver public services in an ever-changing world. Increasingly, our traditional approaches don't yield the results we intend, or citizens expect. Design thinking is a discipline that approaches problem solving with curiosity and creativity. It is a powerful, human-centered approach that starts with people. In this hands-on introduction, participants will learn about the tools and approaches of design thinking, and how to apply them within a government context.

CONTENT

- Learn how a human-centered design mindset can be a powerful tool for organizational change
- Learn how to gain support and get buy in from decision makers
- Explore how to make use of practical design thinking methods in every stage of solving problems
- Examine types of design research methods
- Learn the fundamental phases and methods in design thinking
- Discover ways to test, refine, and improve new ideas, business models, and processes

WHO SHOULD ATTEND

Those involved in developing innovative solutions, leading innovation, improving processes, implementing change and transformation, or those interested in being involved in these areas.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Applying Behavioural Insights to Improve Policy, Programs and Services

Behavioural insights (BI) uses principles from the behavioural sciences to help us understand how people think, make decisions, and behave in everyday life. The application of BI can help government improve programs, policies, and services in ways that encourage positive change for employees and citizens. In this course, public servants will gain a greater understanding of the theory and practice of BI and gain the necessary knowledge to add a BI lens to how they approach problems. A compassionate government will be a focus throughout the course.

Note: this offering was available last year under the name 'Applying Behavioural Insights to Policy and Programs'. If you took the 'Applying Behavioural Insights to Policy and Programs' course, do not register for this course.

CONTENT

- What is Behavioural Insights
- Understanding core BI concepts such as unconscious biases that impact daily decision making and NUDGES
- How BI align with government
- The scarcity mindset and compassionate government
- Diagnose and solve problems
- Practical application of BI

WHO SHOULD ATTEND

Individuals who develop or deliver programs, policies or services, as well as those interested in creating positive change.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Orientation Programs

We want to get you off to the best start! Orientation builds pride in public service and an understanding of how government best serves the citizens of Nova Scotia. Orientation quickly allows you to become a contributing member of your new team. Additionally, we recognize that new managers (and experienced managers who are new to government) require additional skills and knowledge specific to the government context in order to successfully lead their teams.

We are pleased to offer the following programs to assist you with your transition.

Corporate New Employee Orientation

This session is designed to help new employees learn about working with the Province of Nova Scotia and what it is to be a public servant. Participants will have a chance to connect with other new employees and learn about a multitude of topics. This session is offered several times a year.

Employees will also have access to online orientation resources to help them begin their journey with the Government of Nova Scotia. A variety of topics are covered along with resources to support employees in the early days of their career.

TO REGISTER

[Click here for the LMS Home Page](#)

TO LEARN MORE

https://novascotia.sharepoint.com/sites/MyHR/Pages/myOrientation_welcome.aspx

Manager Online

Manager Online provides a variety of learning opportunities in the form of e-courses, recorded presentations and videos which provide managers and supervisors with information to support them in their leadership role. Sessions are free and are approximately 5 to 60 minutes in duration.

TO LEARN MORE

Go to MyHR or view the "Manager Online" category on the Learning Management System.



Manager Fundamentals Certificate

The Manager Fundamentals Certificate is a program designed for managers and supervisors. Do you worry about recruitment, handling tough performance issues, labour relations, attendance management or your budget and procurement responsibilities? Government subject matter experts will help you gain skills and knowledge in Labour Relations, Managing Attendance and Performance, Finance and Procurement, Recruitment, Compensation and Classification. You will meet others across government in similar roles and leave the program ready to tackle your toughest challenges.

See page 39 for more information.



What's Next in Your Career?

"What's next?" It's a question people often ask themselves when they feel restless, unchallenged or simply ready for something new in their career. Whether you're searching for change just around the bend or looking further down the road, this interactive four-module program gives you an opportunity to focus on where you'd like to go next. Guided by a career professional, you will learn more about yourself and your natural strengths, gain a greater sense of alignment between who you are and what you do, and refocus your career direction. Join others who are exploring similar territory – and discover what is next for you.

CONTENT

- Examine what's most important to you and your natural work style
- Learn to recognize your strengths using the popular Gallup strengths assessment
- Consider what you may want to change and the impact that may have
- Explore what is meaningful to you and how this contributes to a sense of fulfillment
- Delve into your interests and possible paths
- Understand the contribution of others to your career journey
- Learn how to clearly and effectively communicate your unique value to others
- Decide on your very next steps

WHO SHOULD ATTEND

Recommended for those, at any stage of career, who are questioning their career direction or wanting to understand their need for change.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Retirement Planning

This course is for employees of the Nova Scotia Government who wish to effectively plan for retirement to ensure financial security, maintain a comfortable lifestyle, and prepare for a period of adjustment that should not be underestimated. Many retirees may live one-third or more of their lives in retirement. Therefore, it is important to understand your options and make informed decisions about your future. This course is a 'must' for those too busy to think about tomorrow but believe that good planning is the key to a successful retirement.

CONTENT

- Learn about the various pension plans (including Superannuation, Canada Pension Plan, Old Age Security) and Health Plan Benefits & Group Life Insurance from subject matter experts
- Learn about budgeting and investment options, and how retirement impacts your personal income tax
- Increase understanding of the legal aspects of wills, estate planning, powers of attorney and personal directives
- Better understand the psychological issues/challenges when making the transition to retirement
- Learn how to develop an action plan and receive resources for future reference

WHO SHOULD ATTEND

Recommended for employees from their 30's onward to retirement.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Procurement Courses

The Procurement Division of Service Nova Scotia and Internal Services (SNS-IS) offers courses for employees involved in procurement activities and processes. Some of these courses are self-directed and available online while others are delivered via MS Teams.

Procurement also promotes the Public Sector Procurement Program (PSPP) courses offered by National Education Consulting Inc. (NECI). For more information on this program, please visit <http://neci-legaledge.com/>

WHO SHOULD ATTEND

This training is recommended for anyone involved in the purchasing or procuring cycle of any good, service or construction. Becoming familiar with the procuring process, the approvals required before you obtain anything, and gaining a better understanding of why we do things the way we do will help your procuring process run more smoothly.

FOR MORE INFORMATION

Procurement Training and Outreach (sharepoint.com)
OR email: procure@novascotia.ca

Introduction to Project Management

In this highly participative course, you will work as part of a team on a real-life example of a project and develop some aspects of a project plan. This case study approach is highly effective and ensures that you not only learn about project management, but also have an opportunity to apply these new project management skills to an actual project.

CONTENT

- Learn the aspects of managing a project from beginning to end
- Understand project team roles
- Develop a project scope statement and identify key stakeholders
- Develop the work break-down structures
- Develop time lines with a network diagram to identify dependencies
- Determine project milestones
- Learn to manage project risks

WHO SHOULD ATTEND

Anyone involved in projects in any way; as a participant, subject matter expert, leader, sponsor or other stakeholder – even if new to projects and project management.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Change Management: Powered by Prosci®

Wondering how to make changes stick? Every new initiative requires change and while we often apply project management principles to a transition, we sometimes forget about “the people side of change.” This course introduces you to a process and user-friendly resources to help you successfully lead change within any project or initiative, large or small.

CONTENT

- Learn how to develop a customized change management plan to support a project or initiative
- Learn about the Prosci® 3-phase model of change management
- Examine the connection between project management and change management
- Understand the role of the coach
- Learn about resistance and how to manage it
- Gain access to customizable online tools and resources

WHO SHOULD ATTEND

Anyone who is responsible for leading change and/or developing a customized change management plan to support a project or initiative.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Work Process Improvement

Governments at all levels operate in a fiscally restrained environment. As the pressure to reduce costs increases, staff morale can suffer. Yet, it is possible to reduce operating costs while maintaining programs and services. As Mr. Toyota said, “We see the same thing, over and over again! Process quality goes up, costs come down, staff morale shoots through the roof!” (Enichi Taguchi’s Quadratic Equation). We have numerous proofs that this approach has worked, in federal, provincial and municipal governance structures, schools, hospitals, libraries, as well as the private sector. Efficient work processes help managers get the most value from their resources. In this course, you will gain the knowledge and the skills necessary to improve critical work processes leading to a more effective and engaged team.

CONTENT

- Map out a process
- Detect process issues
- Find their root causes
- Put a repaired process back together
- Produce an improvement plan ready for deployment

WHO SHOULD ATTEND

Those who want to deliver better services at a lower cost.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



The Duty to Consult with the Mi'kmaq of Nova Scotia

As a result of Supreme Court of Canada decisions released in 2004 and 2005, Provincial and Federal governments have a duty to consult with Aboriginal peoples when contemplating decisions that may adversely impact established and asserted Aboriginal or Treaty rights. The Office of L'nu Affairs is offering an intensive training session on The Duty to Consult with the Mi'kmaq of Nova Scotia. The training will include a historical overview; consultation from a legal and practical perspective; explanation and application of the Nova Scotia Consultation Terms of Reference; best consultation practices; and concludes with a hands-on, practical consultation screening exercise on real-life cases involving consultation.

CONTENT

- Why the Province has a duty to consult the Mi'kmaq of Nova Scotia
- Who are the Mi'kmaq of Nova Scotia
- Mi'kmaq Aboriginal and Treaty rights
- How your department is involved in consultation
- How your job may be impacted by consultation
- How to conduct a consultation screening
- When and how to access assistance from The Office of L'nu Affairs

WHO SHOULD ATTEND

Managers, policy analysts, and operational staff from provincial departments that conduct business, provide approvals and decisions on activities related to natural resources or lands.

TO REGISTER OR LEARN MORE

For course inquiries and registration, please contact OLA@novascotia.ca or 902-424-7409. Registration will begin on March 2, 2022.

Records Management Courses

Records Management courses are facilitated and coordinated through the Service Nova Scotia and Internal Services Corporate Records Management group. Several offerings are available which include: a Records Management Fundamentals course, a STOR Workshop course and a Records Centre Procedures course. Specialized courses can be developed and delivered on request and additional training may be periodically offered on timely or relevant topics.

CONTENT

- Understand the corporate records management program
- Learn about records management policy, practices and principles, and legislation mandating records management in government
- Understand the roles and responsibilities of government employees, and the standards and systems for managing records

WHO SHOULD ATTEND

Records personnel and all those who create, maintain or work with government records.

QUESTIONS

For additional questions or inquiries, contact Sabrina Perras at sabrina.perras@novascotia.ca or 902-424-6554.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Respectful Workplace Online Training

We all have a role to play in creating a respectful workplace. In this online module, participants will develop an understanding of respectful behaviour, options available to address disrespectful behaviour and how to contribute to a positive workplace culture.

WHO SHOULD ATTEND

Because we all share the responsibility to create and maintain a respectful workplace, this course is mandatory for employees at all levels of the organization.

QUESTIONS

Contact 1-888-465-2444 or
workplaceresolution@novascotia.ca

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Workplace Civility and Respect

Conciliation and Mediation Services (CMS) is a neutral third party that provides impartial conciliation and alternative dispute resolution services to labour and management in unionized private and public sector workplaces in Nova Scotia, free-of-charge. Find out about our suite of services such as workshops, mediations, and coaching at www.novascotia.ca/lae/conciliation.

Small incivil actions in the workplace can lead to much larger issues if they are left unchecked. This three-hour course will provide an introduction to civility including the causes, indicators, and impacts of incivility. It will explore differing values and perceptions around the concept and provide participants with an opportunity to reflect on their own impact on workplace dynamics. Finally, it will provide tools and knowledge to union leaders, managers, and employees so they can enhance civility in their workplace.

CONTENT

- Incivility – definition, causes, indicators, and impacts
- Civility – definition, components, importance
- Perceptions and opinions
- Addressing incivility, enhancing civility

WHO SHOULD ATTEND

Any employee, union leader, supervisor, or manager who would like to learn more about civility and how they can positively influence workplace dynamics.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Everything DiSC®: Flexing Your Workplace Behaviour Style

Everything DiSC® is used to improve work productivity, teamwork and communication. DiSC® helps employees discuss their behavioral differences in order to understand how their diverse styles bring strengths to the overall work team. You will be asked to complete an on-line behaviour questionnaire in advance that produces a detailed report about your personality and behavior.

CONTENT

- Discover your own DiSC® style
- Recognize the priorities, motivators, and stress triggers that shape your workplace experience
- Explore other styles: understand the differences and similarities among the DiSC® styles
- Make style connections with other work groups and/or clients
- Identify strategies to make more meaningful connections with colleagues of various styles and work more effectively to reduce tension, solve problems, and contribute positively to your organization

PRE-REQUISITE

Completion of online DiSC® questionnaire.

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Personal Leadership. See page 38 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Emotional Intelligence

Now more than ever, people skills are a critical component of productivity, effective teamwork and engagement. This course explores how Emotional Intelligence (EI) can greatly enhance your success in these areas at work.

Emotional intelligence is defined as the emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.

While emotional intelligence isn't the sole predictor of performance and development potential, it is proven to be a key indicator in these areas. Emotional intelligence is not a static factor – to the contrary, your emotional intelligence changes over time and can be developed in targeted areas.

CONTENT

- Complete an EQ assessment that measures your Emotional intelligence
- Learn how EQ impacts you and your workplace
- Learn how to apply the five key EQ competencies:
 1. Self-Perception – Understanding your emotions
 2. Self-Expression – Expressing your emotions
 3. Interpersonal – Develop and maintain relationships
 4. Decision Making – Use emotions to make better decisions
 5. Stress Management – Cope with challenges

PRE-REQUISITE

Completion of online EQ-i 2.0 psychometric assessment.

WHO SHOULD ATTEND

All employees who would like to enhance their interpersonal skills and relationships at work.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Insights® Discovery

Insights® Discovery helps you perform at your highest level by improving your understanding of yourself and others. This preference-based framework uses colour as a common language to promote self-understanding, effective interactions and organizational growth. It helps you adapt and connect with others, which contributes to workplaces where innovation, creativity and productivity thrive. You will also be better equipped to stay motivated and engaged, whether working individually, in a team or as a leader.

CONTENT

- Explore your own Insights® Discovery Personal Profile which will provide you with a detailed description of your personal style, strengths and challenges, communication strategies and more
- Learn how your own styles and preference influence your interactions with others
- Identify approaches for recognizing other people's preferences
- Empower yourself and others to recognize, value and optimize differences
- Learn strategies for adapting your personal approach to better meet the needs of others and improve communication, personal effectiveness and team performance

PRE-REQUISITE

Completion of online Insights® Discovery Evaluator.

WHO SHOULD ATTEND

All public servants should consider attending this course.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Team Leadership

Understanding the mechanics and dynamics of teamwork has never been easy. However, this is a simple and practical course that introduces you to the key concepts for building and sustaining effective, high performance teams.

Note: this offering was available in prior years under the name 'Team Performance Concepts'. If you took the 'Team Performance Concepts' course, do not register for this course.

CONTENT

- Learn how to set up teams for success
- Open up communication to increase team effectiveness within a project or department team
- Discover how to break down silos and promote collaboration
- Create a communication model for all levels of the organization that supports culture change and movement toward becoming a high-performance organization
- Develop team members who are highly skilled team participants

WHO SHOULD ATTEND

Managers, supervisors and team leads, or anyone who leads projects or committees.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Personal Leadership. See page 38 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Agile Planning in Complex Times

Major disruptions such as the Covid 19 pandemic have required agile and effective responses from citizens and across government sectors. In this course, you will learn and practice collaborative adaptive planning skills to lead and support work with your teams while facing both challenges and opportunities head on. Drawing on best practices of local and global experts, guidance is provided on ways to manage and engage with disruption, complexity and uncertainty while being innovative in achieving our big picture mandates.

Each participant will draw on their work context as a case study. Together we will practice scenario planning skills for the medium and longer term, and begin to develop strategies for our organizations and sectors to survive and thrive, addressing multiple dimensions for creating desired outcomes for our teams, our work, and our province.

Note: this offering was available last year under the name 'Plan Effectively in Uncertain & Complex Times'. If you took the 'Plan Effectively in Uncertain & Complex Times' course, do not register for this course.

CONTENT

- Explore methods and best practices for working with disruption, complexity and uncertainty
- Exchange ideas on progress, challenges, lessons learned, and opportunities for each of our teams as we move forward in challenging times
- Implement agile tools to facilitate planning and engage your team, either on-line or in person
- Learn how to adjust planning practices to cope with and find opportunities in disruption and complex contexts
- Practice developing strategies for a range of scenarios, for how we and our partners can achieve mandates in the months and years ahead
- Practice transformative scenario planning and work with the multiple dimensions that will enable us to achieve desired outcomes for our teams, our work and Nova Scotia

WHO SHOULD ATTEND

Managers and those who play a role in planning / leading teams in responding effectively to change and disruption, and those interested in advancing collaborative and innovative systemic and sustainable change in the current context.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Introduction to Systems Thinking

"Systems thinking is a discipline for seeing wholes. It is a framework for seeing interrelationships rather than things, for seeing patterns of change rather than static snapshots... Today systems thinking is needed more than ever because we are becoming overwhelmed by complexity."
Peter Senge, The Fifth Discipline

This simulation provides an interactive, experiential learning opportunity that will develop essential organizational thinking skills and improve team performance. It provides participants with a chance to engage in rich discussions to recognize the systems in which we live and work, observe how well a particular system is achieving its goals, and learn how to make adjustments for improvement.

This learning experience helps participants view systems from a broad perspective- seeing overall structures, patterns and cycles, rather than seeing only specific events. It provides practical tools participants can take back to the workplace to resolve complex problems and improve team effectiveness.

CONTENT

- Applied systems thinking – Seeing the roles we play as interrelated parts of a system
- Collaboration across boundaries – Discussing what gets in the way of reaching across boundaries for collaborative action
- Smart innovation – Demonstrating the way people respond to new ideas and practices
- Data-driven decision making – Understanding data should replace instinct in the face of uncertainty about the best course of action to achieve desired results

WHO SHOULD ATTEND

Anyone who wishes to learn practical applications of systems thinking for problem solving, decision making and improved collaboration across functional boundaries.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Leading with LEADS

Being a transformational leader is paramount at all levels of government, and this unique program provides an opportunity for you to transform your own leadership capability and style. The LEADS Leadership Capabilities framework embodies the key skills, behaviours, abilities and knowledge required to lead in a public sector environment. It fosters a common understanding of what good leadership looks like at all levels. In this interactive module, you will explore leadership through the five domains of the LEADS Leadership Capabilities Framework: Lead Self, Engage Others, Achieve Results, Develop Coalitions and Systems Transformation.

The LEADS framework enables effective leaders to take responsibility for their own performance and continuous learning; to foster the development of others; to achieve quality results and organizational objectives; to actively build partnerships and relationships (act collaboratively), and to create a climate of continuous improvement for organizational renewal.

All leaders, regardless of their role, can use the LEADS framework to put effective leadership into action.

CONTENT

- Examine the importance of effective leadership and build a common language to talk about leadership
- Explore the 5 LEADS domains and the 4 four core capabilities associated with each
- Practice how you would apply LEADS in your day-to-day work
- Increase your knowledge of LEADS as a model for change and transition
- Gain experience applying the LEADS framework & tools to implement a large-scale project

WHO SHOULD ATTEND

Managers, supervisors and team leads, or anyone who leads projects or committees using today's virtual tools.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Managing Teams in a Virtual World

Leading virtual teams has suddenly become a mainstream occurrence and many managers are wondering how to shift their leadership practices to support their employees in a virtual context. In this course you will develop a clear understanding of how to transition your in-person management practices into effective online formats while building momentum, cultivating trust and fostering accountability across your team. From emerging best practices to practical technology tools, this course will help you develop the roadmap for creating a high performing team in a virtual or distributed context.

CONTENT

- Understand the impact and differences on team culture between in person and virtual leadership
- Identify emerging leadership practices that build trust and collaboration in virtual environments
- Practical tools for managing teams, meetings and workflow online
- Awareness of the unique needs of employees in a virtual context

WHO SHOULD ATTEND

Managers, supervisors and team leads, or anyone who leads projects or committees using today's virtual tools.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 37 for more information.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Financial Management

In this course, you will gain familiarity with the Nova Scotia Government budget and forecast process.

CONTENT

- Explain components of the provincial budget (revenue, expenses, capital)
- Describe the budgetary and forecast processes from the provincial view of all governments and entities
- Discuss challenges in budgeting in the Nova Scotia Government
- Learn about the forecast process at the cost centre level within a department

WHO SHOULD ATTEND

Anyone responsible for budgets or budget activities.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Labour Relations

This course provides an overview of labour relations in government. You will develop an understanding of the role of the manager in a unionized workplace, how to deal with poor performance, and how to interpret the collective agreement.

CONTENT

- Gain knowledge of the collective agreement
- Understand management rights and responsibilities
- Learn the process for managing deficient performance including the disciplinary process

WHO SHOULD ATTEND

This course is designed for human resource professionals and any manager or supervisor in the Government of Nova Scotia who manages employees.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Talent Acquisition Courses

The talent acquisition process is one of the most critical aspects of running a successful organization. Hiring the right talent can take your department to new heights.

Talent Acquisition Overview: This course provides a high-level overview of the talent acquisition process from planning to hire. (2 hours)

Talent acquisition also offers a series of 1-2 hour courses intended to offer the participants in depth information about each step in the recruitment process: Planning, Application Questions, Screening, Selection, Appointment, SuccessFactors, and Diversity & Inclusion in Talent Acquisition.

Diversity & Inclusion in Talent Acquisition: Overview of the talent acquisition process with the consideration of diversity and inclusion and the impact it has on the hire and the organization. (2 hours)

SuccessFactors Overview: An introduction to SuccessFactors and how to streamline the competition and hiring process (2 hours)

Planning: How to prepare for posting a competition (2 hours)

Application Questions: Overview of the elements involved in pre-screening (1 hour)

Assessments: Assessments and how to use them (1 hour)

Screening: How to screen candidates (1 hour)

Selection: How to select your candidate (1 hour)

Appointment: What is needed to hire and make an offer (1 hour)

WHO SHOULD ATTEND

Those who have the responsibility of hiring staff

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Introduction to Occupational Health and Safety (OHS)

This mandatory course, offered online, introduces staff to the Occupational Health and Safety Act, Regulations, Occupational Health and Safety Corporate Policy, and an overview of the requirements for a departmental Occupational Health and Safety Management system.

CONTENT

- Examine the content of the Nova Scotia Government's Occupational Health and Safety (OHS) Policy, including your rights and the responsibilities of employers and employees
- Examine the content of the OHS Act and learn how it relates to employees, supervisors and health and safety committee members
- Learn about the role the OHS Division of the Department of Labour and Advanced Education plays in occupational health and safety
- Learn the typical process for having safety concerns reported and investigated
- Learn the typical process for the right to refuse unsafe work
- Examine the basic subject areas covered by departmental occupational health and safety programs

WHO SHOULD ATTEND

This course is mandatory for all employees.

QUESTIONS

Contact PSCSafety@novascotia.ca.

TO REGISTER OR LEARN MORE

Click here for the LMS Home Page



Occupational Health and Safety (OHS) for Managers and Supervisors

This course focuses on the roles and responsibilities assigned to managers and supervisors under the Occupational Health and Safety Act and corporate Workplace Health and Safety Promotion Policy. It will provide managers and supervisors the vital health and safety knowledge and skills required to do their job effectively.

CONTENT

- Understand the roles and responsibilities of managers and supervisors
- Learn how to demonstrate due diligence
- Understand the components of an effective occupational health and safety management system
- Share and discuss OHS issues and concerns with other managers and supervisors

PRE-REQUISITE

E-course Introduction to Occupational Health and Safety (OHS)
E-course EHSM Incident Reporting
E-course EHSM Incident Investigation Part 1 & Part II

WHO SHOULD ATTEND

This course is mandatory for managers and supervisors.

QUESTIONS

Contact PSCSafety@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Foundations of Joint Occupational Health and Safety Committees (JOHSC)

This course focuses on the role of Joint Occupational Health and Safety Committees (JOHSC) members and representatives. Participants will explore the ways in which a well-functioning JOHS committee/representative contributes to a positive workplace safety culture.

CONTENT

- Learn strategies to establish and sustain effective JOHS committees
- Understand the role that the JOHSC members play in supporting the Occupational Health and Safety Management system
- Provides participants with skills to hold effective meetings and promote health and safety in the workplace
- Understand the responsibilities of employees, managers, health and safety professionals, and the Department of Labour and Advanced Education, with regards to JOHSC functions

PRE-REQUISITE

E-course Introduction to Occupational Health and Safety (OHS)
E-course EHSM Incident Reporting

WHO SHOULD ATTEND

This course is mandatory for Joint Occupational Health and Safety Committee members/representatives and is beneficial for all managers and employees in order to fully participate in workplace health and safety.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety. See page 42 for more information.

QUESTIONS

Contact PSCSafety@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Managing Hazards & Workplace Inspections

This course focuses on identifying and correcting hazards in the workplace by utilizing hazard assessments and workplace inspections. Participants will get hands on experience conducting hazard assessments and will gain the necessary skills to conduct comprehensive workplace inspections.

CONTENT

- Identify the different types of potential hazards in the workplace
- Understand the process for conducting a hazard assessment
- Learn how to prioritize identified hazards and assign risk
- Understand the different types of controls and their effectiveness in mitigating risks
- Understand the purpose of inspections and responsibilities
- Develop effective inspection and reporting techniques

PRE-REQUISITE

E-course Introduction to Occupational Health and Safety (OHS)
E-course EHSM Hazard Assessment

WHO SHOULD ATTEND

This course is mandatory for Joint Occupational Health and Safety Committee members/representatives and is beneficial for all managers and employees in order to fully participate in workplace health and safety.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety. See page 42 for more information.

QUESTIONS

Contact PSCSafety@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Incident Management: Reporting & Investigation

This course outlines the process for reporting incidents and concerns in the workplace. Participants will examine the incident management process through various lenses, including how managers and health and safety committees can utilize incident reports and assess completed investigations.

CONTENT

- Understand OHS legislative responsibilities for reporting and investigation
- Identify the types of OHS incidents to be reported
- Understand reporting and investigation process
- Explore root cause analysis and hierarchy of control
- Discuss how incident data can be used for OHS prevention and promotion

PRE-REQUISITE

E-course Introduction to Occupational Health and Safety (OHS)
E-course EHSM Incident Reporting

WHO SHOULD ATTEND

This course is mandatory for Joint Occupational Health and Safety Committee members/representatives and is beneficial for all managers and employees in order to fully participate in workplace health and safety.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety. See page 42 for more information.

QUESTIONS

Contact PSCSafety@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Emergency First Aid

This course provides information on the first aider's role and training on how to respond in an emergency. There is an online and in class component for this course.

CONTENT

- Understand the first aider's role, first aid legalities, and disease transmission
- Learn Emergency Action Principals (EAPs)
- Practice airway management (obstructed airway/ securing the airway)
- Learn how to react to breathing emergencies (respiratory distress/arrest), and cardiovascular emergencies (cardiac arrest, heart attack)
- Learn how to respond to life threatening bleeding and shock

WHO SHOULD ATTEND

All public servants should consider attending this course.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)

Mental Health First Aid

In Mental Health First Aid Canada Basic Course (MHFA Canada Basic), participants will learn how to provide initial help to adults who are showing signs of a mental health problem or experiencing a mental health crisis.

CONTENT

The following mental disorders are discussed:

- Mood disorders
- Anxiety disorders
- Psychosis
- Substance use disorder

Crisis first aid skills for the following situations are learned:

- Suicidal behaviour
- Overdoses
- Panic attacks
- Reactions to traumatic events
- Psychotic episodes

WHO SHOULD ATTEND

All public servants should consider attending this course.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



The Working Mind for Employees: Mental Health and Wellness in the Workplace

This course, developed by the Mental Health Commission of Canada, helps participants better understand good and poor mental health, mental illness, the stigma surrounding it and its effect in the workplace. Participants will learn some practical strategies to address mental health in their work and home life.

CONTENT

- Understand the Mental Health Continuum Model. Learn to identify signs of positive mental health, declining mental health and mental illness without diagnosing and the appropriate actions one can take for themselves and for others at each point along the continuum
- Knowledge to recognize the effects of the stigma of mental illness and ways to reduce its impact
- Tools to support colleagues and maintain your own mental health and improve your resilience
- Available supports and resources in the workplace community

WHO SHOULD ATTEND

All public servants should consider attending this course.

CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity & Inclusion Development. See page 41 for more information.

QUESTIONS

Contact the Office of Workplace Mental Health at 902-424-2273 or OWMH@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



The Working Mind for Managers and Supervisors: Mental Health and Wellness in the Workplace

Managers and supervisors have a special role in any work organization. They are responsible for the optimal use of work resources and processes in order to achieve their organization's goals. Many factors, including the health of employees, influence managers' and supervisors' jobs. Issues related to the mental health and wellbeing of employees are receiving considerable attention as they can present a challenge in the workplace and affect the work of managers and supervisors.

With this in mind, this evidenced-based course developed by the Mental Health Commission of Canada provides participants with the practical knowledge and skills to address mental health and wellness in their work and home life.

CONTENT

- Understand the Mental Health Continuum Model. Learn to identify signs of positive mental health, declining mental health and mental illness without diagnosing and the appropriate actions one can take for themselves and for others at each point along the continuum
- Tools and resources to manage and support your employees who may be experiencing a mental illness and support the mental health and wellbeing of all employees
- Knowledge to recognize the effects of the stigma of mental illness and ways to reduce its impact
- Available supports and resources

WHO SHOULD ATTEND

Those who supervise employees.

QUESTIONS

Contact the Office of Workplace Mental Health at 902-424-2273 or OWMH@novascotia.ca.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Resilience: Living the Q-Life

Resilience – Some stress is good for us. Most of us require challenging goals and at least some degree of pressure to fulfil our potential. It is also normal for our stress levels to rise as we cope with situations that are meaningful to us, especially when we experience periods of uncertainty, setbacks, or long periods of pressure. The concept of resilience is to keep our stress at a level that allows for optimal performance. You will be asked to complete a resilience assessment prior to the session.

CONTENT

- Understand the role stress plays in our life
- Understand and apply the foundation of resilience
Vision, Values, Acceptance Purpose
 - How values-based living affects relationships and resilience
 - Develop personal vision, purpose and values
 - Learn acceptance techniques in times of high stress
- Understand daily charging skills that can be used to increase resilience throughout the day
 - Physical activity, sleep, nutrition, self-compassion, gratitude, family unity, social support network, time management
- Understand how your environment affects your choices
 - How to improve your environment to improve your resilience
- Ability to define resilience
 - Create awareness through the Q-Life screen
- Understand that resilience is state not trait dependent
- Ability to identify low resilience

PRE-REQUISITE

Completion of Resilience assessment.

WHO SHOULD ATTEND

All public servants should consider attending this course.

TO REGISTER OR LEARN MORE

[Click here for the LMS Home Page](#)



Career Development

For you. For your team.

Online Resources

Easy to access career tools and information



E-Courses

Learn important career skills when you need them

Career Planning

Interactive program for any stage of your career



Career Counselling

To help you manage career challenges and changes.

Want to learn more?
Visit MyHR, My Career Development

<https://novascotia.sharepoint.com/sites/MyHR/Pages/CareerDevelopment.aspx>



Certificate Programs



Certificate in Innovation

Taking Innovation to the Next Level

Organizations who see and act upon the opportunities and possibilities for change through innovation can flourish in the face of constant change. Public sector innovation does not happen by itself, problems need to be identified, and creative ideas and solutions translated into action.

The complexities of today's government environment require all levels of the organization to continually acquire and hone their innovation expertise. The Certificate in Innovation will help give you the tools to create an environment for continuous improvement that leads to sustainable organizational innovation. From design thinking to managing virtual teams to process improvement, you will build the knowledge and skills required to take innovation to the next level.

Getting Started

Simply register for courses offered during the fall, winter and spring months. No nomination is required. You need your manager's approval prior to registering.

Flexible Format

The flexible format allows you to build a certificate that meets your needs, giving you the option to decide when you want to take your electives.

Requirements

To meet the requirements for the certificate, you must complete:

- 2 Days of Required Courses
- 4 Days of Course Electives
- Courses must be completed within a two-year period

Tracking & Completion

Track your progress by using the Certificate Tracking Form available on MyHR. Once you have completed the requirements for this certificate, please submit the Certificate Tracking Form to have your courses verified and to receive your certificate of completion.

6 Day Certificate Program

Fee Based on fee per course

Required Courses

See course pages for descriptions

Public Sector Innovation

Course Electives

See course pages for descriptions

Behavioural Insights

Design Thinking and Tools for Innovation

Introduction to Systems Thinking

Leading Virtual Teams

Change Management: Powered by Prosci®

Work Process Improvement

Who Should Attend?

Employees who are interested in supporting a culture of innovation and business excellence and/or are currently involved in developing innovative solutions, leading innovation, improving processes, implementing change and transformation, or those who are looking to be involved in these areas, would benefit from this program.

To Register or Learn More

[Click here for the LMS Home Page](#)





Certificate in Personal Leadership

Developing Skills for Your Success

Successful organizations develop their leaders at all levels and in many different roles. The Certificate in Personal Leadership will help advance both individual and organizational performance. It is designed to give you a strong understanding of yourself and others, giving you the skills that you need to effectively communicate, lead and collaborate with teams, projects and clients. Those who interact with stakeholders will appreciate the option to strengthen stakeholder engagement, horizontal collaboration and leadership of project teams.

Getting Started

Simply register for courses offered during the fall, winter and spring months. No nomination is required. You need your manager's approval prior to registering.

Flexible Format

The flexible format allows you to build a certificate that meets your needs, giving you the option to decide what skills you want to develop and when.

Requirements

To meet the requirements for the certificate, you must complete:

- 6 Days of Course Electives
- Courses must be completed within a two-year period

Tracking & Completion

Track your progress by using the Certificate Tracking Form available on MyHR. Once you have completed the requirements for this certificate, please submit the Certificate Tracking Form to have your courses verified and to receive your certificate of completion.

6 Day Certificate Program

Fee Based on fee per course

Course Electives

See course pages for descriptions

Everything DiSC®: Flexing Your Workplace Behaviour Style

Team Leadership

Beyond Conflict

Collaboration for Building Partnerships

Consulting Skills: Strategies for Partnering with Clients

Who Should Attend?

All employees would benefit from taking this program. The certificate has the individual contributor, project or team leadership role in mind, or someone interested in those roles.

To Register or Learn More

Click here for the LMS Home Page





Manager Fundamentals Certificate

Navigate the Transition to Your New Role

The Manager Fundamentals Certificate is a program designed for managers and supervisors. Do you worry about recruitment, handling tough performance issues, labour relations, attendance management or your budget and procurement responsibilities?

In 4 short days, you will gain knowledge of:

- Managing in the Government Context, including: Labour Relations, Managing Attendance and Performance Issues
- Recruitment and Selection
- Compensation and Classification
- Financial Management, including successful forecasting
- Procurement

By taking this program, you will:

- Better understand your responsibilities as a manager in government
- Gain nuts and bolts knowledge and skills that you need for success in your role
- Learn about resources and tools available to you
- Gain contacts in key business areas
- Meet new colleagues and build a network of contacts across government

4 Day Certificate Program

Fee \$500

Program Modules

Managing in the Government Context

Recruitment & Selection

Compensation & Classification

Financial Management

Procurement

Who Should Attend?

Managers and supervisors who are new to government or new to their role will benefit from taking this program.

Manager Approval

Please remember that you need your manager's approval prior to registering.

Contact Us

Colleen Gallant,
Organizational Development Consultant
Colleen.Gallant@novascotia.ca

To Register or Learn More

[Click here for the LMS Home Page](#)



Certificate in Communication

Communicating in Today's Global Workplace

The Certificate in Communication is designed to help you improve your written and oral communication and facilitation skills for your current position or to help you advance in your career. You will have the opportunity to enhance your group facilitation skills and learn how to design and deliver training materials. Expert facilitators will share their expertise in communicating in today's global workplace, including how to write more effectively, deliver powerful presentations, manage group process, design courses and interact effectively with others. Regardless of your role, improving your communication skills will increase your success at work.

Getting Started

Simply register for courses offered during the fall, winter and spring months. No nomination is required. You need your manager's approval prior to registering.

Flexible Format

The flexible format allows you to build a certificate that meets your needs, giving you the option to decide what skills you want to develop and when.

Requirements

To meet the requirements for the certificate, you must complete:

- 6 Days of Course Electives
- Courses must be completed within a two-year period

Tracking & Completion

Track your progress by using the Certificate Tracking Form available on MyHR. Once you have completed the requirements for this certificate, please submit the Certificate Tracking Form to have your courses verified and to receive your certificate of completion.



6 Day Certificate Program

Fee Based on fee per course

Course Electives

See course pages for descriptions

Writing to Inform, Persuade and Engage

Presentation Skills

Effective Facilitation Skills for Work Groups

Navigating Difficult Conversations

Training Design and Delivery Skills

Who Should Attend?

All employees would benefit from taking this program, regardless of your role. It may also interest those who have to facilitate stakeholder groups or those who need to teach audiences specific subject matter.

To Register or Learn More

[Click here for the LMS Home Page](#)



Certificate in Diversity & Inclusion Development

Developing Diversity, Equity and Inclusion in Today's Workplace

All government employees have a role to play in contributing to a diverse and inclusive workplace where all employees can bring their whole selves to work. We all benefit from a diverse and inclusive workplace and this is important in demonstrating our Public Service Values of Respect, Integrity, Diversity, Accountability, and the Public Good.

Through this certificate you will develop increased awareness and understanding of a variety of diversity related topics, including: employment equity, human rights, intersectionality and inclusion. This introductory certificate contributes to life-long learning related to diversity inclusion, equity and belonging.

Getting Started

Simply register for courses offered during the fall, winter, and spring months. No nomination is required. You need your manager's approval prior to registering.

Flexible Format

The flexible format allows you to build a certificate that meets your needs, giving you the option to decide what skills you want to develop and when.

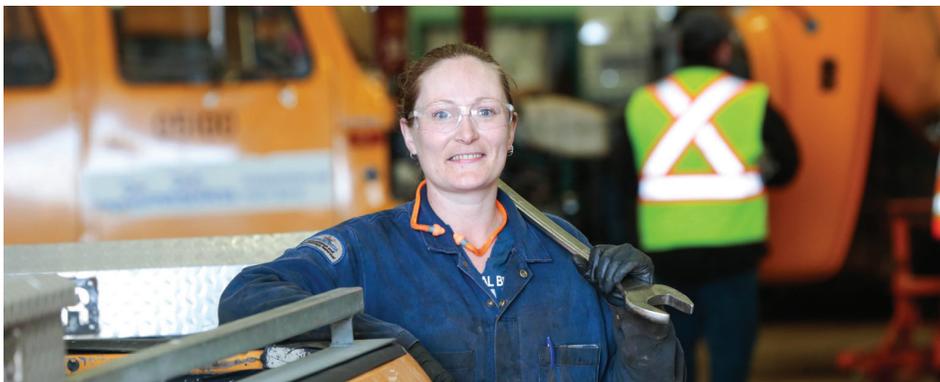
Requirements

To meet the requirements for the certificate, you must complete:

- 1/2 Day Required Course
- 5 1/2 Days of Course Electives
- See course pages for pre-requisites
- Courses must be completed within a two-year period

Tracking & Completion

Track your progress by using the Certificate Tracking Form available on MyHR. Once you have completed the requirements for this certificate, please submit the Certificate Tracking Form to have your courses verified and to receive your certificate of completion.



6 Day Certificate Program

Fee Based on fee per course

Required Course

See course pages for descriptions

Diversity, Inclusion and Employment Equity

Course Electives

See course pages for descriptions

Sexual Orientation and Gender Identity 101

Allyship in Action

Understanding the Treaty Relationship

Human Rights 101

African Nova Scotians: Historical and Contemporary Realities

KAIROS Blanket Exercise

The Working Mind for Employees: Mental Health and Wellness in the Workplace

Acadie at a Glance

Intro to Nova Scotia Gaels' Language, Culture and Identity

Who Should Attend?

We all have a role to play in ensuring our workplaces are inclusive and supportive. All employees would benefit from taking this program.

Contact Us

diversity@novascotia.ca

To Register or Learn More

Click here for the LMS Home Page



Certificate in Workplace Health & Safety

Developing OHS Skills and Best Practices

To have an effective and responsive Internal Responsibility System (IRS) employees and managers must possess the knowledge and skills to confidently address the hazards that exist in their workplace and to prevent harm from occurring. Occupational Health and Safety (OHS) training creates positive culture change and supports departmental success on many levels. By completing the Certificate in Workplace Health and Safety, there are numerous benefits for both the employee and the sponsoring department.

What's in it for you?

- Interpreting OHS legislation
- Problem solving
- Reporting and documentation
- Task management

What's in it for your department?

Risk Management	Awareness and support for the identification, understanding and mitigation of hazards
Best Practice	Development of OHS best management practices
Reduction of Costs	Fewer work-related incidents, injuries or accidents
Compliance	Understanding and complying with OHS legislation

Requirements

To meet the requirements for the certificate, you must:

- Complete 2 days of OHS training (3 OHS courses)
- Pre-requisite courses must be taken prior to starting the certificate program (see course pages for pre-requisites)
- Courses must be completed within a two-year period
- Occupational Health and Safety courses taken from outside service providers may be considered as a replacement for above courses

Tracking & Completion

Track your progress by using the Certificate Tracking Form available on MyHR. Once you have completed the requirements for this certificate, please submit the Certificate Tracking Form to have your courses verified and to receive your certificate of completion.



2 Day Certificate Program

Fee Free

Required Courses

See course pages for descriptions

Foundations of Joint Occupational Health and Safety Committees (JOHSC)

Managing Hazards & Workplace Inspections

Incident Management: Reporting & Investigations

Who Should Attend?

Joint Occupational Health and Safety Committee (JOHSC) members, managers and employees interested in expanding their understanding and knowledge of occupational health and safety.

Contact Us

PSCSafety@novascotia.ca

To Register or Learn More

[Click here for the LMS Home Page](#)



Administrative Professional Program

Enhance Your Team and Client Service Skills

The Administrative Professional Program is designed to increase the awareness, knowledge and skills of administrative professionals in support of their key role in helping teams to achieve Government's objectives.

Program Modules

- Orientation
- Better Business Writing Skills
- Project Management Fundamentals
- Personality Dimensions
- Speaking with Confidence
- The FISH! Philosophy
- Excellence in Customer Service
- Working Sm@rt with Outlook
- Building Intercultural Competence in the Workplace
- Professional Development: How Do You Want to Grow?
- Learning Applications

Through participation in the program, you will:

- Increase your understanding of yourself and others to enhance your team and client service skills
- Build capacity in areas such as how one deals with difficult people and situations
- Enhance your 'toolbox' of resources, techniques and skills to manage time, information and positively influence others
- Build new relationships and gain a better understanding of Government as a whole



11 Day Program

Fee \$2100

Who Should Attend?

The program is intended for employees working in a clerical, secretarial, administrative or similar role.

Manager Approval

Please remember that you need your manager's approval prior to registering.

Contact Us

Tobi Martin-Flemming
Organizational Development Consultant
Tobi.Martin-Flemming@novascotia.ca

To Register or Learn More

Managers forward names to the
Corporate Learning Centre
LearningCentre@novascotia.ca.

Acceptance is on a first come basis.





Team Effectiveness Courses and Services

Creating a high performing team takes work!

Whether your team is functioning well and wants to take it to the next level or is in conflict and needs to understand different perspectives, we have courses that can help. Our interactive and engaging sessions are designed to help teams communicate better, understand each other's styles, be more resilient, collaborate and so much more! We can deliver to intact or cross functional teams and we can bring them to where you are!

Some of our team effectiveness offerings include:

- Emotional Intelligence
- Everything DiSC®: Flexing Your Workplace Behavioural Style
- Everything DiSC®: Productive Conflict for Leaders
- Insights® Discovery
- Insights® Discovering Team Effectiveness
- Introduction to Systems Thinking
- Understanding Social Systems and Developing Effective Partnerships
- Developing Resilience with Essi Systems Resiliency Map®

We also offer customized interpersonal skills training, team building, coaching, consultation, and facilitation services to help further develop your team and support the achievement of business results with processes like strategic planning, problem solving and decision making.

We know what it takes to make a team work well. Contact us and let us show you how.

Contact LearningCentre@novascotia.ca



Leadership Development Programs

Leadership Development Programs

Developing Leaders in the Nova Scotia Public Service

SUPERVISOR PROGRAM

As a supervisor responsible for day-to-day operations, you need a strong ability to communicate, delegate and motivate your employees. During the program, you will gain a better understanding of yourself, your leadership style and how to manage the transition from employee to leader. Enhancing critical skills in leadership as well as coaching and managing challenging conversations will give you the confidence and ability to take your team to the next level.

(Frontline Staff / EC 6-8 / BU Supervisors)

MANAGER PROGRAM

As a manager, you need to take senior leadership vision and make it a reality. Balancing government priorities with departmental objectives requires a unique balance of leadership, management and coaching skills – and an ability to negotiate and influence levels up, down and across the system. This program begins with a 360 assessment. Over the course of the modules, you will enhance your ability to think strategically and leverage your leadership strengths to communicate a vision, manage transition, and coach for engagement and results.

(Middle Managers / EC 9-12)

EXECUTIVE PROGRAM

As a senior leader, you need to imagine what is not yet seen and move the organization toward that vision, while maximizing departmental performance and alignment. Being able to lead through complexity at all levels requires resilience and transformational leadership skills. You will begin with a solid understanding of your strengths with a 360 assessment, action plan and coaching. Over the course of the program, you will accelerate your leadership development in a number of critical areas, including: coaching, transition, systems and complexity.

(Directors / EC 13+)

NOMINATION PROCESS



Targeted to Public Sector Leaders

The Leadership Development Program is developed specifically for public sector leaders and offers learning options for all levels of leadership: Supervisor, Manager and Executive.

LEADS

You will explore leadership through the LEADS Leadership Capabilities Framework. To lead well, you need to be effective in all five domains: Lead Self, Engage Others, Achieve Results, Develop Coalitions and Systems Transformation.

Leadership Assessments

Self-awareness is critical to your success. Through a variety of tools, you will learn about your leadership strengths and areas for growth.

Coaching

The program includes team and personal coaching to help you understand and apply your learning. Working with certified coaches, you will have the opportunity to address your leadership challenges.

Action Learning and Reflection

Using the reflect-learn-practice model, you will discuss and analyze problems that impact productivity. Then using a team coach approach, you will enhance your problem-solving and decision-making skills by tackling real issues at work.

Enhance Your Leadership Skills

Whether you are new to government or have been in your role for a number of years, this program will give you the opportunity to develop your leadership skills, knowledge and abilities to meet the challenges of government today and tomorrow.

Learn from the Best

Learn best practices with expert facilitators from across the country. Gain valuable insights within the context of today's public service environment through Leadership Foundation sessions led by senior leaders from the Province of Nova Scotia.

Network and Collaborate

You bring a wealth of knowledge and expertise to the program. Build long-lasting relationships and partnerships across government.

EARN ADVANCED STANDING

Supervisor Program graduates will earn advanced standing with the Nova Scotia Community College:

2 course credits

Manager Program graduates will earn advanced standing with Dalhousie University:

1 course credit in the Master of Public Administration

1 course credit in the Master of Information Management

1 course credit in the Master of Business Administration Leadership

Executive Program graduates will earn advanced standing with Dalhousie University:

2 course credits in the Master of Public Administration

1 course credit in the Master of Information Management



3 PROGRAMS

Supervisor Program	\$2,900
Manager Program	\$3,600
Executive Program	\$7,700

WHO SHOULD ATTEND

Supervisor Program

Frontline Staff: EC 6-8 and BU Supervisors

Manager Program

Middle Managers: EC 9-12

Executive Program

Directors: EC 13+

CONTACT US

Nomination Questions

Contact your HR Business Partner

Program Questions

Tammy Watson

Organizational Development Consultant

Tammy.Watson@novascotia.ca

Brochure & FAQs

https://novascotia.sharepoint.com/sites/MYHR/Pages/myLearnDevelop_courses.aspx





Manager Approval
Please remember, you need your manager or supervisor's approval prior to registering for a course.

REGISTER FOR A COURSE

[Click Here for the LMS Home Page](#)

https://novascotia.sharepoint.com/sites/MYHR/Pages/myLearnDevelop_courses.aspx

VIEW OUR OFFERINGS

CONTACT US

Program Support

Email LearningCentre@novascotia.ca
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Corporate Learning Centre

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LOCATION

Index

Acadie at a Glance.....	13	KAIROS Blanket Exercise.....	11
Administrative Professional Program.....	43	Labour Relations.....	28
African Nova Scotians: Historical and Contemporary Realities.....	12	Leadership Development Programs.....	45
Allyship in Action.....	13	Leading with LEADS.....	27
Agile Planning in Complex Times.....	26	Manager Fundamentals Certificate.....	39
Applying Behavioural Insights to Improve Policy, Programs and Services.....	17	Manager Online.....	18
Beyond Conflict.....	6	Managing Hazards & Workplace Inspections.....	31
Certificate in Communication.....	40	Managing Teams in a Virtual World.....	27
Certificate in Diversity and Inclusion Development.....	41	Mental Health First Aid.....	32
Certificate in Innovation.....	37	Navigating Difficult Conversations.....	6
Certificate in Personal Leadership.....	38	Occupational Health and Safety (OHS) for Managers and Supervisors.....	30
Certificate in Workplace Health and Safety.....	42	Orientation Programs.....	18
Change Management: Powered by Prosci®.....	21	Presentation Skills.....	4
Collaboration for Building Partnerships.....	8	Procurement Courses.....	20
Collective Agreement Fundamentals.....	7	Public Sector Innovation.....	16
Consulting Skills: Strategies for Partnering with Clients.....	9	Records Management Courses.....	22
Corporate New Employee Orientation.....	18	Registration.....	48
Design Thinking and Tools for Innovation.....	17	Resilience: Living the Q-Life.....	34
Diversity, Inclusion and Employment Equity.....	9	Respectful Workplace Online Training.....	23
Diversity for Leaders.....	10	Retirement Planning.....	19
Effective Facilitation Skills for Work Groups.....	5	Sexual Orientation and Gender Identity 101.....	12
Emergency First Aid.....	32	Talent Acquisition Courses.....	29
Emotional Intelligence.....	24	Team Effectiveness Courses and Services.....	44
Everything DiSC®: Flexing Your Workplace Behaviour Style.....	24	Team Leadership.....	25
Everything DiSC®: Productive Conflict for Leaders.....	7	The Duty to Consult with the Mi'kmaq of Nova Scotia.....	22
Financial Management.....	28	The Working Mind for Employees: Mental Health & Wellness in the Workplace.....	33
Foundations of Joint Occupational Health and Safety Committees (JOHSC).....	30	The Working Mind for Managers and Supervisors: Mental Health & Wellness in the Workplace.....	33
French Language Courses.....	14	Training Design and Delivery Skills.....	8
Gaelic Language Learning Sessions.....	15	Understanding the Treaty Relationship.....	11
Guide.....	2	Virtual Presentations: Taking Your Skills to the Next Level.....	5
Human Rights 101.....	10	What's Next in Your Career?.....	19
Incident Management: Reporting & Investigation.....	31	Work Process Improvement.....	21
Insights® Discovery.....	25	Workplace Civility and Respect.....	23
Intro to Nova Scotia Gaels' Language, Culture and Identity.....	15	Workplace Culture Program: Immigrant Services Association of Nova Scotia (ISANS).....	16
Introduction to Occupational Health and Safety (OHS).....	29	Writing to Inform, Persuade and Engage.....	4
Introduction to Project Management.....	20		
Introduction to Systems Thinking.....	26		

LEARNING AND DEVELOPMENT

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PUBLIC SERVICE COMMISSION CORPORATE LEARNING CENTRE

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