

**As at February 25, 2010**

## **ROUNDTABLE DESCRIPTIONS**

**Tuesday, April 27, 2010**

**8:30 – 10:00 A.M.**

**International Ballroom**

### **ROUNDTABLE #1**

#### **Cooperating to Win – A Labour Relations Mini-Course for Stewards and Supervisors**

Derek Schreiber, Christian Labour Association of Canada (CLAC)

CLAC and its partners have produced a web-based mini-course to help frontline supervisors and union stewards manage conflict as it arises on the shop floor. The necessity of this course arose during labour-management meetings between the union and several employers who were increasingly concerned that apparently minor conflicts were escalating into serious matters requiring the involvement of senior managers and union representatives. It became clear that the inability of shop-level staff to deal with conflict was contributing to poor morale, lower productivity, broken relationships and diminished financial outcomes. The response of the union and employers was to produce a four-hour, self-paced course that would introduce shop-level staff to the dynamics of conflict and the tools to deal with it. The course is broken down into four themes: positive culture, roles and responsibilities, workplace rules and progressive discipline. Each theme takes the learner through three modules culminating in a quiz to test the learner's comprehension. The three modules are advice from a labour relations expert, a dramatization of a workplace conflict by professional actors, and interviews with industry experts such as labour arbitrators, union representatives, human resource professionals, and union stewards. Upon completion the learner is provided with a certificate of success. The purpose of the program is to promote cooperative behavior throughout an organization with the ultimate goal of healthy relationships and strong productivity outcomes.

### **ROUNDTABLE #2**

#### **A Culture of Learning In A Small Business Environment**

Alison Hill, Queen's University

This roundtable session will present a case study and analysis of a small organization's culture of learning. Based on the expanded definition of what constitutes culture, Alison will share her findings from a detailed analysis of the three key factors of an organization's culture of learning (i.e. observable symbols; articulated corporate ideologies; shared beliefs). Attend this session and find out what the research activities revealed about the differences and similarities on learning amongst employees within a small business environment!

## **ROUNDTABLE #3**

### **Connecting Education & Business with Career Cruising Network**

Lynn Sadlowski, Career Cruising

Career Cruising Network is a suite of powerful online tools that brings together education and industry to help students/clients achieve their goals and address communities' workforce development needs. Network provides powerful online tools that: involve local employers in workforce development; connect career researchers to mentors; showcase career development opportunities; integrate important local resources.

## **ROUNDTABLE #4**

### **FIT: 21<sup>st</sup> Century Learning**

Dennis Hitchmough, Information and Communications Technology Council

FIT is an innovative IT/business learning strategy which gives students a JUMP-START into the world of ICT careers. The Focus on Information Technology Program (FIT) was created by the Information and Communications Technology Council (ICTC) to give high school students 21st century skills in information technology. The FIT program is an innovative learning experience and flexible program designed to help educators offer students a comprehensive technical IT program through an integrated IT/business model. Through FIT, high school students explore IT as a career option while gaining valuable technical, employability/essential and business skills.

## **ROUNDTABLE #5**

### **Moving from Skills to Competence: Maximizing Emotional Intelligence Dynamics in Teams**

Carina Fiedeldej-Van Dijk, ePsy Consultancy

In this fun yet informative roundtable, we will experience first-hand how Emotional Intelligence can be used effectively in personal and group development, counselling, as well as career succession in building workforce capacity. Drawing from the EQ-i® assessment, each participant will select the EQ skills available that best describe them from a set of 15. These will be used to form a group EQ profile – but this is only the beginning. In reality these group EQ skills are in dynamic interaction, driving our competence. We will model on the table what the group EQ dynamics may look like. This will reveal what action steps practitioners or managers can best take to cultivate competence in this group. This learning can be extended to concepts other than Emotional Intelligence, such as personality styles. Bring your EQ to the table, and let's play!

## **ROUNDTABLE #6**

### **Building our Capacity and Performance—Transforming Foreign Affairs and International Trade Canada**

Christine Perry and Patricia Slaunwhite, Foreign Affairs and International Trade Canada

During the last number of years, the Federal Government, overall has experienced a major challenge in attracting and retaining qualified procurement specialists (PGs). In 2001, and still valid today, Calian research “Report on the Highest Priority Challenges” identified that this community is faced with a widening gap between the work required – increasing complexity (legal and policy frameworks) and the skills and capacity available. This significantly increases the basic requirements to do the job and transforms the role from one of managing administrative processes to being a knowledge worker. It presents new risks to be managed which potentially – if not strategically addressed through an integrated business and human resources plan – can ultimately adversely impact the ability of the community to serve and support DFAIT both in Canada and Abroad.

To this end, Corporate Operations Bureau has created the Procurement Community Development Initiative (PCDI). The PCDI’s objective is to sustain a competent, motivated and flexible workforce to meet the changing needs of the department. It fosters a sense of community which motivates and promotes productivity, a culture of continuous learning and talent management, provides long term career development, and encourages employee recruitment and retention. It strategically aligns with DFAIT’s Corporate Human Resources strategy, as well as, with the direction set by the Clerk of the Privy Council as highlighted in the Public Service Renewal.

Our roundtable discussion will highlight key components of the Procurement Community Development Initiative (i.e. objectives, priorities, key results and how we measure our progress). In addition, we will discuss what worked, our successes, and what obstacles or challenges we needed to overcome and perhaps are still working on overcoming.

## **ROUNDTABLE #7**

### **The Art of Management and the Elements of Spectacular Leadership**

Charles Hendricks, The Performance Management Academy

Managers need specific skills to be effective Leaders. The Art of Management is not just theory – it is a necessity. We currently have Managers in leadership positions with a lack of basic management skills. New Manager Training must include a broad and comprehensive skill list. Managers need to motivate, retain and reward staff using effective communication and people skills. They must train and coach to optimize the performance of their staff and they need to define a strategy and set meaningful goals. Managers must direct multi-generational workforces and deliver caring, effective leadership. This roundtable covers critical elements of management and leadership training and discusses the best practices and behaviours that make effective managers and leaders. The roundtable discusses ideal management behaviours that result in a professional, respected and confident leader.

## **ROUNDTABLE #8**

### **Meaningful Professional Certification for Access and Privacy Professionals in Canada**

Eric Lawton, CAPAPA

*Description tbd*

## **ROUNDTABLE #9**

### **Effective Leadership**

Parool Mehta and Ayelet Magen, Independent Consultants

What do you need to be in order to be an effective leader and lead your company / org' to success? We will introduce a unique assessment tool that assesses leadership effectiveness and organizational culture, by 'The Leadership Circle'.

'The leadership Circle' measures the two primary leadership domains—Creative Competencies and Reactive Tendencies—and integrates this information so that the key opportunities for development immediately rise to the surface. Creative Competencies are well-researched competencies that measure how you achieve results, bring out the best in others, lead with vision, enhance your own development, act with integrity and courage, and improve organizational systems.

Reactive Tendencies are leadership styles that emphasize caution over creating results, self-protection over productive engagement, and aggression over building alignment. Most importantly, TLCP is unique in that it reveals a leader's Operating System: The internal assumptions (beliefs) that run behavior in both domains. This allows the manager see how his/her inner world of thought is translating into a productive or unproductive style of leadership. Ultimately TLCP increases the inner awareness that affects outward behavior.

## **ROUNDTABLE #11**

### **Tapping the Wisdom Within**

Warren Redman, Emotional Fitness Institute

Discover how you can use the tools of Emotional Fitness to change the way people learn from experience in the workplace. Meet award-winning author Warren Redman and his team of Emotional Fitness Coaches and Instructors to find out how to build and sustain people's capacity in your organization. This is an opportunity for Human Resource Professionals, Career Development specialists and leaders responsible for team and organizational development to discover how to build their own capacity and create an enhanced learning environment.

## **ROUNDTABLE #12**

### **Distributed Learning**

Lloyd Loveday, Thompson Rivers University

Open Learning is an assessable and flexible method of study that reduces or eliminates barriers to education. Distributed learning, once done through mail delivered correspondence, now embraces the Internet and the best of Web 2.0 technologies. We will discuss how the marriage of these two concepts is changing the face of education with learning communities, connectivism, and learner driven course/program development, producing anywhere, anytime education.

## **ROUNDTABLE #13**

### **Youth Entering the Workforce: Are They Prepared?**

Kevin O'Donnell, TeamWorks Solutions Ltd.

Industries across Canada are not only experiencing the challenge of our current economic situation, but also a declining available workforce and the changing attitudes in a new generation of worker. While maximizing the number of skilled workers is important, it is equally critical that we maximize the effectiveness of those skills by developing a motivated and productive workforce.

This interactive discussion will focus on how we as industry can work together to take a leading role in partnering with the educators to deliver training in the area of employability skills to students before they leave high school. Service!Plus is more than just a gateway for industry to develop better skilled workers, it is also a conduit to help industry raise their profile and attract new workers to their field. We invite your industry to join with us in this worthwhile initiative that will benefit industry and all Canadians in the years ahead.