

ROUNDTABLE DESCRIPTIONS

Thursday, February 17, 2011
8:45 A.M. – 10:30 A.M.

ROUNDTABLE #1

Public Health Partners Building Workforce Capacity through Competency Based Employee Performance Management

Jacqueline Aldred, Toronto Public Health

Several Ontario public health agencies collaborated on the development of a competency-based performance management toolkit for assessing employees against core competencies. The toolkit identifies eight competencies with associated behavioural statements for front-line providers, consultants/specialists, and managers/supervisors. The discussion will highlight how the toolkit was developed and piloted. Employees and managers will be key contributors to the testing. A description of the process for the testing will be highlighted. This will include the training of staff, support and guidance, and monitoring and evaluation. Beginning lessons learned will also be discussed, as well as next steps in the process.

ROUNDTABLE #2

Enhancing Career Planning Capacity: An Essential Strategy of Succession Management

Cathy Goring, Toronto Public Health

As public service professionals age, it will become increasingly difficult to fill key positions. To address this issue, Toronto Public Health has initiated a succession management strategy. One component of the strategy is increasing staff's capacity for career planning. Currently, few resources for career planning exist in the division.

A career planning initiative was piloted and evaluated. Participants will learn about how enhancing career planning capacity supports succession management, the career planning pilot, the evaluation results, and next steps for improving the program.

ROUNDTABLE #3

What is the Secret Sauce to Building Strong Local Relationships between Educational Institutions, Community, and Employers?

Sherryl Petricevic and Beth Gibson, Ontario Business Education Partnership (OBEP)

This roundtable will outline how to best utilize the province-wide "Passport to Prosperity" campaign, which is a focused recruitment effort to provide opportunities for students to explore career options while developing workplace skills and experience. This campaign is delivered by 26 not-for-profit agencies across the province. Find out how you can partner with your local agency to boost real connections in your community. The "secret sauce recipe" will be handed out in the session!

ROUNDTABLE #4

Mastermind Groups: A Tool to Facilitate Career Self-Management and Accountability

Jacqueline Garwood, Career Moves

Mastermind groups, made famous by Napoleon Hill in *Think and Grow Rich*, have been endorsed by business and thought leaders. Mastermind groups are not the same as a training session, self-help or support group, coaching relationship, or networking group. Instead they can be a key step in facilitating career self-management and moving a client from dependence to independence. This roundtable session will introduce the concept of mastermind groups and present concrete suggestions for forming, managing, and facilitating them—either for profit or as part of an existing career transitions program. Sample forms and guidelines will be provided.

ROUNDTABLE #5

The Common Assessment Process (CAP): Connecting Clients, Counsellors, and Community

Carol Stewart & Kelly Culver, Employment Sector Council London-Middlesex (ESCLM)

The Common Assessment Process (CAP) is a consistent information-gathering and needs assessment format for use between career development practitioners and clients, used and supported by the Employment Sector Council London-Middlesex (ESCLM), a unique network of more than 40 agencies in the London area. The CAP model ensures that clients participate in one, agreed-upon, high quality employment planning process, including referral to programs across the community, no matter where they begin the process.

This CAP Roundtable introduces front-line workers and managers to this “best practices” model for client assessment, which is highly adaptable to diverse client types and populations. Practitioners using CAP are connected to their colleagues across the region through shared and common process and language. They also benefit from consistency and ease of client referral to network agencies, reduced duplication in paperwork, and facilitated case management. Community benefits include accurate information sharing about community resources and appropriate referrals across the employment and training service sector.

Participants will gain an overview of CAP, complemented by case studies of illustrative client assessment. The Roundtable will demonstrate the applicability of CAP for a diverse range of client types and circumstances. The session contributes to individual professional development (introducing additional strategies for career development practice) and organizational structure (enhancing networking and communicating with other community agencies and staff).

ROUNDTABLE #6

Explore for More – A Career In Mining Is More Than You Think!

Courtney Bush, Mining Industry Human Resources Council (MiHR)

The Canadian mining industry is facing substantial human resource challenges, with over 100,000 new workers needed between 2010 and 2020. This roundtable will identify some of the key labour market challenges facing the industry, including the skills shortage, the lack of diversity in the sector, as well as the myths and misconceptions commonly held by youth, parents, educators, and career counsellors. Tools and resources to address these challenges will be discussed, including *Explore for More* – the mining industry's brand to promote careers in mining. Career resources for both educators and students will be reviewed, including the innovative Speakers Bureau – an exciting way to bring the mining industry to your school classrooms or community group. Those visiting the Roundtable will leave with up-to-date information and resources to use in their classrooms.

Discussion items:

- Myths and misconceptions about the Mining Industry
- Career opportunities
- *Explore for More*
- Speakers Bureau
- Other innovative tools and resources for educators and students

ROUNDTABLE #7

Getting Your Clients to Know Their Skills and Their Product

Dawn Poh Quong and Ubavka Ivanovic, YMCA of Kitchener Employment Services

Would a sales person try to sell a product about which he or she knew very little? Of course not. The same is true for a personal job search.

Take some time to think about yourself (the product) and the language used to describe your skills. When we skip this process in the job search, the resume will be weak. If your research is undirected, you won't know where to look for work and both your resume and interviewing skills will be sub-standard.

Ask any experienced salesperson what the secret to success is and he or she will say that it's knowing the product, knowing the customer, and matching the benefits of the product to the needs of the customer. This is a powerful success formula.

The goal of this roundtable is to present practical hands-on techniques to assist your clients in recognizing the skills they have and developing a resume that leads to success. This knowledge can help manage clients' frustrations and lead to greater success in finding and maintaining jobs.

ROUNDTABLE #8

Social Enterprise and Public-Private Partnerships

Sarah Burrell and Miguel Aguayo, Ministry of Community and Social Services

This presentation will describe the social enterprise concept and the structure of public-private partnerships (PPPs) between staffing companies and public employment services for the purpose of increasing labour market participation and social inclusion of people with disabilities.

We will discuss the value of Social Enterprise and PPPs in addressing the “triple bottom line” of economic development, social benefit, and organizational sustainability. This presentation will define the scope and characteristics of Social Enterprise and PPPs, as well as opportunities and challenges. We will discuss the potential for replication, and what the implications could be for job seekers with disabilities.

ROUNDTABLE #9

A Two-Pronged Approach to Integration: Intercultural Development for Multicultural Organizations

Cheryl Whitelaw, Norquest Centre for Excellence in Intercultural Education

How can we support newcomers to integrate into multicultural organizations? How can organizations support their multicultural workforce to communicate effectively across differences?

We will discuss the developmental model of intercultural education used by the NorQuest Centre for Excellence in Intercultural Education, a positive approach to address integration issues. We will also discuss results from two projects, *Immersion to Integration* and *Common Ground: English in the Workplace*, that applied this approach in engineering, food processing and manufacturing, and hospitality and tourism companies.

ROUNDTABLE #10

The Evolution of Recruiting on the Web

Marc Belaiche, TorontoJobs.ca

How has the recruiting world changed in the last few years? How have job boards and resume databases changed the way companies find staff? How can your company use the web to find the best staff available?

Not sure of the answers to these questions?

For a discussion of these questions, and answers to other recruitment-related questions, plan on hearing Marc Belaiche, CA, President of TorontoJobs.ca speak at the Conference Board roundtable as he shares his thoughts on how the recruiting world has evolved and how your organization can use the web to your advantage.

ROUNDTABLE #11

Say What You Mean—Mean What You Say—DO What You Said You Would DO!

Karen St. Cyr, KAPA Career Consulting Inc.

“Choose a job you love and you will never work a day in your life” – it’s about getting a start on a potential career path. See some of the tools and resources that can assist with career planning. Uncertain how to work with clients, students, and families in career development? Look at some of the steps to get career planning started, redirect when a choice doesn’t feel right, investigate something new, choose the best people for support, and keep the determination necessary for success. Help clients discover who they were born to be.

ROUNDTABLE #12

Developing the Valuable "Undiscovered Labour Pool" in our Low-Income Neighbourhoods: The Community Centre Alliance

Patsy Whitten, Community Centre Alliance

This session will provide an overview of the Community Centre Alliance, which emerged through the collaboration of many key partners (primarily community centres in five of St. John’s lowest-income neighbourhoods). These centres have been working for many years to provide programs for neighbourhood residents, but felt they could be more effective in providing employment and learning programs if they combined efforts and resources.

An integral part of the CCA’s innovative model is our team of five employment outreach facilitators who work closely with our community centre partners. Their focus is outreach and engagement, and they really get to know the individuals and families they work with.

This collaboration has resulted in a range of unique and innovative programs which offer a very holistic approach, including:

- The successful ‘Makin’ it Work!: Skills-to-Employment Program’ that meets the needs of our employer partners, while providing neighbourhood residents with real opportunities for sustainable entry-level employment;
- A micro-lending program that assists neighbourhood residents in starting and growing their own businesses;
- The “Value of Work/Value of Money” program that provides youth with positive career role models and valuable experience both earning and managing money;
- And much more...!

ROUNDTABLE #13

Removing Barriers to the Recruitment and Advancement of Aboriginal People

Leslie Lounsbury, SAY Magazine

This presentation will focus on the 'dual realities' of the Aboriginal community and how awareness of both the community and employers' needs impacts on Recruitment and Advancement. Specific examples, relevant to educators and career counsellors, will be provided based on the presenter's nearly forty years of experience in the field of Aboriginal recruitment and retention, including ten years as Coop Ed Coordinator for the Post-Secondary Institutions of the Province of Manitoba.

ROUNDTABLE #14

Embedding and Enhancing Literacy and Essential Skills in Existing Programs

Alexander Bell and Judy Crooks, Pacific Community Resources

This roundtable evolved out of an Office of Literacy and Essential Skills (OLES) funded project aimed at enhancing Literacy and Essential Skills (LES) in multi-barriered Adults and Youth who are involved in Community Assistance Programs. The project was designed to minimize the number of hours that would be added to existing workshops, while still enhancing the learning of Essential Skills. This roundtable presentation will focus on how you can capitalize on the workshops you already provide in your programs to enhance LES. Participants will review the workshops, handouts, and resources, including a FREE website that hosts all the workshops and resources online.

ROUNDTABLE #15

Managing the College to Corporate Transition Effectively

Lisa Taylor, Grade Learning

Students are graduating from post-secondary institutions lacking key social, political, and organizational skills that are critical to corporate career success. They are digitally savvy – and corporately naïve. Yet, hiring managers need these new graduates to not just join their team but to rise through the ranks faster than any generation before them in response to impending labour and leader shortages. By exploring key dynamics of today's workplaces, this workshop focuses on how career centre counsellors and corporate managers can assist graduate-hires as they enter the work world.

This session will challenge participants to think beyond generational titles and labels. It will bring together workplace demographics, culture, talent, and succession planning. Using examples from Canadian and US companies, and drawing from a variety of sources and references, the discussion among participants will focus on the role graduate-hires must play in their own career success as well as our role as their managers, mentors, facilitators, and peers.

ROUNDTABLE #16

Diversity Outreach at Centennial College

Aida Haroun, Centennial College

Centennial College promises students a distinctive, inclusive educational experience that builds on a foundation of global citizenship, social justice, and diversity. Students have an opportunity to learn about these concepts, develop their critical thinking and analytical skills, undertake meaningful projects, and reflect on their progress through the use of a portfolio documenting their personal, career, and social growth.

Although all of these aspects contribute to Centennial's mission to educate students for career success, as an employer of choice, Centennial College is also proud of the employment opportunities that are offered within its organization.

Attend this roundtable session to learn more about Centennial College's learning culture and its unique recruitment and retention processes.

ROUNDTABLE #17

Why Aren't You More Like Me? Discover the Secrets to Understanding Yourself and Others™

Ken Keis, CRG Consulting Resource Group International Inc.

Learn the difference between Personal Style and Personality – they are not the same.

How critical is it that everyone understands their Personal Style? Very! If you don't—the research reveals that only 2% of the population will realize their potential. In fact, Personal Style is required so that individuals can be intentional with every life decision, both at home and at work—and in all their interactions with others.

We'll challenge the career and HR industries' norm that personal style or temperament can be used for selecting careers—it should NEVER be used in this way. We'll explain why. Instead personal style should always be used when considering a specific job, role, or set of responsibilities. This roundtable will be based on Ken's new book by the same title.

ROUNDTABLE #18

Using Occupational Standards to Improve Your HR Management

Lorraine Chambers, Canadian Supply Chain Sector Council

Occupational standards describe what a person in a particular occupation must know and be able to do to be considered competent at that occupation. The Canadian Supply Chain Sector Council has created occupational standards for all 26 national occupational classification codes that pertain to the sector. This roundtable discussion will illustrate how these foundational documents can be used in an HR department to recruit the best candidates, manage performance, and build training and development programs. They can help you align employee expertise and experience with the right roles and help you build plans for your workforce development and retention.

ROUNDTABLE #19

The Workplace Essential Skills Partnership (WESP)

Trevor Snow and Michelle Pandith, The Canadian Council on Rehabilitation and Work (CCRW), and WESP

The Workplace Essential Skills Partnership (WESP), funded by Employment Ontario, is a dynamic employment program specifically designed to provide job seekers with disabilities with a professional view of the world of work. The WESP program gives participants the necessary tools to be competitive in today's job market and the confidence to become employed. Find out how our 4-week session provides hands-on-experience in a team environment that reflects the real work environment.

ROUNDTABLE #20

Inclusion & Integration: A Strength-Based Approach for Persons with Disabilities

Crystal Dolliver and Joanne Stuart, Northern Lights Canada

How can we integrate persons with disabilities into our workforce more successfully and maximize the talent bank they represent? What does belonging feel like in an inclusive environment? We will explore these key themes while identifying some of the mythology that continues to surround current recruitment practices. Take away a proven method that supports both the employer and the job seeker using a 3 Step Strengths Based Approach.