

WORKSHOP SERIES A

Monday, January 19, 2009
11:00 A.M. – 12:30 P.M.

A1—Global Experience Ontario

Presenter

Benilda Silkowska-Masior, Manager, Global Experience Ontario, Immigration Branch, Ministry of Citizenship and Immigration

Global Experience Ontario (GEO) is a one-stop centre that provides a range of services to assist internationally trained individuals seeking to enter regulated professions. Global Experience Ontario (GEO) was established in December, 2006 under the Fair Access to Regulated Professions Act, 2006 (FARPA), which helps to break down the barriers internationally trained individuals face when applying for registration by requiring regulators to provide fair registration practices.

GEO provides information about how to obtain licensure and registration to anyone trained internationally in a non-health regulated profession. GEO provides information and referral service to all internationally trained individuals (by phone, email and in person) regardless of their immigration status in Canada. GEO also provides pre-arrival information to internationally trained individuals who are seeking information on working in Ontario.

GEO is also a centre of excellence on internships and mentorships for newcomers. GEO administers the Ontario Public Service Internship for ITIs. Now in its third year, this program offers 70 ITIs (who have been screened and selected) a six-month internship in ministries, agencies and commissions in the Ontario Public Service. Managers and mentors provide interns with mentorships that assist them in securing professional employment in their fields throughout their six-month placements. To date, 194 ITIs have been placed as interns, and of these, 62% have been hired in the OPS following their internship.

Biography

Benilda has 17 years of experience in international training and education for health care, finance and engineering professionals and member organizations. Benilda has worked in the government, industry and non-profit sectors; she has been a pioneer in the design and development of various linguistic, educational and employment training programs, and received recognition for her innovative mentoring solutions for internationally trained professionals.

In 2003, Benilda co-authored *Making Connections: A New Model of Mentoring for Internationally Trained Professionals*, a hands-on manual that guides organizations across Canada establish mentoring programs similar to the model she developed and implemented at St. Michael's Hospital in Toronto.

A2—Motivating Generations X & Y

Presenter

Karyn Gordon, Generation Y Expert

Generations X & Y are like no other generation before them—wealthy, powerful, and at times, may seem entitled and unmotivated. Their attitude puzzles and frustrates leaders who were raised in an era of respect and working for rewards. Because few leaders understand what is needed to motivate this group effectively, they tend to rotate through a high turnover of personnel. In this workshop, Generation Y expert Dr. Karyn Gordon will show you practical strategies to effectively manage and connect with this generation.

You will learn:

- What is the cultural DNA of Generations X & Y
- How they think, feel, and act (and what this means to you!)
- What makes X & Y unique from other generations
- What is the 'attitude of entitlement' and its origin
- How this 'attitude' impacts an employees' self-esteem, communication style, interaction with clients and their overall performance
- How to connect and communicate effectively with Generations X & Y
- The keys to motivating Generations X & Y
- How to create a successful work environment without giving away too much power
- Practical strategies to motivate Generations X & Y

Biography

Dr. Karyn Gordon is one of North America's leading authorities on understanding and motivating Generation Y. She is frequently interviewed by national media (Globe & Mail, National Post, CTV, etc.) and speaks to national corporations (Maple Leaf Foods, Motorola, PepsiCo, etc.) to provide insight into motivating Generation Y.

A Youth / Generation Y expert, consultant, motivational speaker, and author, Dr. Karyn's style is dynamic and inspiring. Her gift is communicating playfully, passionately and pragmatically, and her mission is to truly understand what makes Generation Y 'tick' so that she can help them, and those who work with them, understand and motivate them to reach their greatest potential!

A3—Using the OSP to Help Clients Make Informed Second Career Choices

Presenters

Chantal Locatelli, Senior Policy Advisor, Student Success-Learning to 18, Ontario Ministry of Education

Jane Tuer, Executive Program Director of Project READ Literacy Network

Lorri Sauvé, Public Education and Program Coordinator, Project READ Literacy Network, Waterloo-Wellington

Join us for a tour of the Ontario Skills Passport (OSP) website and a discussion on how service providers are using the OSP to help their clients make successful transitions. You will learn about the Essential Skills and work habits described in the OSP and see how they are used in work, learning and life. You will also learn tips and strategies on how you can use the OSP tools to advise and guide Second Career clients and other job seekers in career assessment and counselling services. These include tools that help people identify and build their Essential Skills and work habits, and transfer them to occupations and sectors that are experiencing growth. Clients will make better choices based on a greater understanding of their Essential Skills and work habits in relation to labour market opportunities.

Biographies

Chantal Locatelli is the lead for the Ontario Skills Passport and supports its implementation in a wide range of educational and training contexts. She is a member of The Conference Board of Canada's Skills and Productivity Forum and Human Resources and Social Development Canada's Essential Skills Literacy and Essential Skills Committee. Chantal is recognized for her expertise and leadership in the areas of skills development, school–work transitions and business–education–community partnerships.

Jane Tuer is the Executive Program Director of Project READ Literacy Network and has been in the literacy field for over 18 years in a variety of sectors and positions; she has been working with and giving presentations on the Essential Skills since 2001. Jane has been using the Essential Skills and the Ontario Skills Passport at with individuals at Action Centres to help them with their transition to further education and training.

Lorri Sauvé is a passionate and dynamic facilitator who has extensive experience delivering workshops since 1990. Additionally, she has been involved as a researcher/writer for various literacy projects including Making Essential Skills Work for You (LLO), and Working Together, Working Well, Activities to Develop Teamwork Skills at Work or in the Classroom (PRLN), to name a couple. Since June, Lorri has been doing educational interviews in the Action Centres of Waterloo Region giving her insight towards what displaced workers really need and want.

A4—Learning Communities in Career Development

Presenter

Kerri McKinnon, Director, Career Development, Concordia University College of Alberta

The Career Development sector is becoming increasingly aware of the need to create opportunities for employees to learn and work in more co-operative and collaborative ways. The aim of this workshop is to develop your awareness of participatory or community-based approaches to learning. Explore what it feels like to contribute to and participate in a learning community. Learn more about the structures, tools, and techniques that you would need to support and sustain ongoing professional development. Come share your knowledge about the career development field and practice, exchanging skills and specialized advice, co-constructing new knowledge, problem-solving, and supporting one another in more creative and productive ways.

Biography

Kerri McKinnon has more than 10 years of experience as an administrator in private industry and in public organizations. Job titles have included consultant, coordinator, manager and director. She has an extensive background in innovation and the alternative delivery of educational programs. Prior to joining Concordia, Kerri was a highly successful teacher and administrator for a regional school division at the secondary level. This professional experience has been supplemented by serving as manager of several retail stores and by working for a municipal government.

A5—Adult Learning and Videoconferencing: A Combination that Works!

Presenters

Linda Bruce, Videoconferencing Coordinator, Community Networks of Specialized Care
Steve Whittington, Manager, Learning Resource Group, Mental Health Centre, Penetanguishene

Workplace learners now have many more options available when accessing professional development opportunities. This workshop will look at some of the challenges encountered by blending good adult learning techniques with videoconferencing and webcasting technology. We will look at strategies to actively engage remote participants in meetings, education and training events.

This workshop will be of particular interest to workshop facilitators who are now using or considering the use of videoconferencing or webcasts for providing training to those who are unable to attend “in person” learning events and want to see how technology can combine with people for a dynamic result.

Biographies

Steve and Linda are adult educators and seasoned NATCON presenters, and have also facilitated workshops at other conferences, as well as individually and jointly to “virtual” audiences using videoconferencing technology.

Linda coordinates videoconferencing for developmental services agencies and organizations in Central Ontario. Over 40 specialized learning events on Dual Diagnosis (individuals with a developmental disability and mental health issues and/or challenging behaviours) are held yearly via real time video and live and archived webcast.

Steve manages the Learning Resource Group, supporting staff education and workplace learning at the Mental Health Centre in Penetanguishene, Ontario; a dynamic psychiatric hospital with over 1000 staff located onsite and in community-based programs.

A6—Personality Dimensions: Using a Canadian Tool to Integrate Arab Muslim Women into a Multicultural Workplace

Presenters

Maureen Cocksedge, Faculty of Business, Dubai Women's College

Claire Smith Victor, Associate Director Student Affairs, George Mason University RAK Campus

Most Gulf Arab women are raised behind walls in a society segregated both by culture and by gender. They represent the minority culture in their own country; however, they are now expected to contribute to the development of their country by attending tertiary training and joining the increasingly multi-national work force. They join companies like Haliburton, Shell, Microsoft, HSBC, Hyatt, BP, Reuters Nasdaq and Harvard Medical in Dubai.

Meeting the international college staff at Dubai Women's College is their first introduction to difference. For example, meeting a male professor may be the first time they have met a male who is not a family member.

Maureen Cocksedge will discuss how the Personality Dimensions tool is used to help Arab Muslim women appreciate individual differences (diversity), understand their own learning styles, understand the concept of integration and improve team dynamics by overcoming distinctions of social class.

Claire Smith Victor will discuss using the tool with students as they make the transition to the workplace. This includes incorporating information from the outcome into resumes, employment interviews and determining organizational and job fit.

Biographies

Maureen Cocksedge is currently employed in the business faculty with the Higher Colleges of Technology in the UAE. She has worked in personal, career and labour force development in business and educational settings in Canada and the UAE. She is helping to shape the future of UAE National women, who are entering the multi-national workforce in ever-increasing numbers.

Maureen was awarded the Teaching Innovation Award in 2007 from the Higher Colleges of Technology for raising awareness of current issues among college students through a research and presentation forum. She is a Certified Personality Dimensions trainer, Level 2.

Claire Smith Victor has sixteen years of international experience in career education on two continents and an island. Prior to leaving Canada, she worked in post secondary education as a Counsellor. From August 1999 until February 2008 she held the positions of Career Counsellor and Coordinator of the Work Experience program at Dubai Women's College. Claire received the Dubai Women's College Employers' Initiative award two years in succession. She is a Level 1 Personality Dimensions trainer.

As a Founding member of Counselling Arabia, Claire is helping to establish a profession of counsellor and career educators in the Middle East.

A7—The Power of Inclusion in a Diverse Workforce

Presenter

Annemarie Shrouder, Founder and President, Building Equitable Environments

The business case for diversity is clear: the looming labour shortage, global markets, high levels of immigration, consumer interest in social responsibility, and the competition for top talent all mean that hiring a diverse workforce is the smart thing to do. But having a culturally diverse office does not mean you are benefiting from diversity. When Foreign Trained Professionals come into a Canadian workplace, does the environment support the sharing of their insights and experiences and allow them to fully contribute their expertise? Often the expectation is that FTPs adjust without much recognition of the adjustment the organization must make to leverage this new talent. This workshop will explore the difference between a diverse workplace and an inclusive environment, examine some of the barriers foreign trained professionals face, and provide you with a greater awareness of what your organization can do to leverage the power of diversity.

Biography

Annemarie Shrouder is a Diversity and Inclusion Expert and the Founder and President of Building Equitable Environments—a company that helps organizations leverage the power of diversity. Annemarie holds a Masters Degree in Equity Studies (OISE/UT) and is a writer and a radio host. She has also been a teacher, a curriculum reviewer; is the co-author of a book about creating equitable schools published by the Elementary Teachers Federation of Ontario, has written policy documents for school boards and diversity-related strategies for not-for-profits, and develops workshops and training programs. Currently, Annemarie is coordinating the Cultural Competency Project for the Central Local Health Integration Network. Building Equitable Environments works from the inside out—individually and organizationally—to create meaningful change.

A8—Reality Bytes: What Grade 9 and 10 Students Think about Information Technology (IT) Jobs and Why it Matters!

Presenters:

Daniel Munro, Senior Research Associate, The Conference Board of Canada

Douglas Watt, Associate Director, The Conference Board of Canada

The IT sector has a puzzle to solve: There is a high demand for workers in the IT sector yet very few students are enrolling in ICT education. Why? Some people believe that views and perceptions of ICT education and careers are being shaped as early as Grade 9 and 10—helping to explain the gap between supply and demand for IT workers.

This interactive session sheds light on the perceptions of Grade 9 and 10 students on IT education, jobs and careers. Results from a national dialogue with over 725 students, educators, and counsellors (from 31 classes in 15 schools) will be shared and discussed.

This session will be using the DOTS technology to gather the views of all workshop participants, compare them to student responses, stimulate discussion, and share insights on ways to enhance interest in ICT education and careers.

Biographies

Dr. Daniel Munro is a Senior Research Associate in Organizational Effectiveness and Learning at The Conference Board of Canada. In addition to providing research support for a number of the Board's networks—including the Roundtable on the Socio-Economic Determinants of Health, the Centre for Public Sector Service Delivery, and the Public Sector Executive Network—Dan has written reports on the socio-economic determinants of health; youth and immigrant labour recruitment strategies; and public sector transformations.

Prior to joining the Board Dan was a Senior Analyst with the Council of Canadian Academies in Ottawa and was the Democracy and Diversity Postdoctoral Fellow in the Department of Philosophy at Queen's University. He has held teaching positions in political science and philosophy at Queen's University, the University of Toronto, Harvard University and the University of Western Ontario where he received the Award of Excellence in Undergraduate Teaching. Dan is a graduate of the University of Toronto (B.A., With High Distinction), the University of Western Ontario (M.A.), and the Massachusetts Institute of Technology (Ph.D.).

Doug Watt is the Associate Director of Research, in the Organizational Effectiveness and Learning Group at The Conference Board of Canada. Doug has been with the Conference Board for over ten years and has focused much of his research efforts on skills for productivity, workforce capacity, workplace learning and development, and organizational effectiveness. Doug has published over 50 reports, case studies, issue statements and articles. Some current projects that Doug is managing or working on include: *Linking the Generations: Strategies for Bridging Intergenerational Differences and Addressing Age Diversity in the Workplace*; *Lessons Learned from Immigrant Friendly Communities*; and *The Value of Diverse Leadership*.

Before joining the Conference Board Doug worked as a regional planner in the Ottawa Valley and taught in Japan's public school system. Mr. Watt is a graduate of Queen's University (M.Pl.) Master's in Urban & Regional Planning, and Bishop's University (BA) Geography and Economics.

WORKSHOP SERIES B

Monday, January 19, 2009
2:30 P.M. – 4:00 P.M.

B1—Using Employment Agencies Successfully

Presenters

Richard C. Fernandes, Managing Director, TSE Canada-The Staffing Exchange
Gunter Matysiak, Job Developer/Recruiter, The Dixie Bloor Neighbourhood Centre

Using Employment Agencies Successfully takes you to the inner workings of Canada's multi-billion dollar employment agencies business. This workshop provides a viable alternative in tapping the "hidden" job market by showing you how to become an effective part of this industry. You will learn when to use an employment agency, how to find the right agency, how they work for you, who the best person is to contact within an agency and how to maximize your results. Many companies do not post their vacancies and use employment agencies exclusively for their hiring. This workshop will assist job seekers in tapping a large area of the hidden job market by experientially showing job seekers how to use employment agencies effectively.

Biographies

Richard C. Fernandes has more than 20 years of experience in the staffing industry. He has established and developed thriving branch offices across Canada and is a member of the Human Resources Professional Association of Ontario, The Association of Canadian Search, Employment & Staffing Services, also, a Human Resources Committee Member for the Canadian Manufacturers & Exporters Association and is an instructor at Seneca College for the Ontario Management Development Program.

Gunter Matysiak is a career practitioner with more than 10 years of experience providing employment services for the public and private sectors. He has created, implemented and established many employment related workshops and currently works as a Job Developer/Career Consultant at Dixie Bloor Neighbourhood Centre's Employment Programs. He writes a column dedicated to career development for the general public in the Employment News distributed in the Greater Toronto Area. He organizes and hosts Job Fairs and provides employment services in the community.

B2—How to Manage Risks in Careers

Presenter

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

This workshop presentation attempts to address the notion of risk in the context of career development and career counselling. Notwithstanding its vital importance, the construct of risk is less frequently and explicitly discussed in the career development literature. Thus, knowledge enhancement in theory and practice in careers studies is called upon to draw more attention to the risk phenomenon—a variable that has more significant impact on individuals' vocational wellbeing than ever before in our current world of work and beyond. This workshop sets out to show the relevance of integrating the risk concept into the consideration of individuals' worklife and career development experiences. In understanding the risk construct from academic and lay perspectives, the workshop intends to consider and illustrate more optimal ways of risk management in one's life-career development. In so doing, it discusses the role and function of risks in life and careers, outlining the rationale and necessity to understand and deal with the risk construct more effectively in a highly uncertain worklife reality. It then proceeds to propose some concrete strategies that aim to help individuals negotiate and cope with risks in their vocational life, yielding helpful implications for career development practice and counselling intervention.

Biography

Charles P. Chen, Ph.D., is Associate Professor of Counselling Psychology and a Canada Research Chair in Life Career Development at the University of Toronto. He is a regular quality assessor for various national and international governments and research/academic institutions. He is also an editorial board member for several international journals. He has been a Guest/Visiting Professor at a number of major universities around the world. Chen publishes extensively in refereed scholarly journals, and has authored many book chapters. His book entitled: "*Career endeavour: Pursuing a cross-cultural life transition*" (Ashgate, 2006) received the 2008 Best Counselling Book Award in Canada.

B3—Leveraging the Learning Within an Organization

Presenters

Robin Millar, Executive Director, Centre for Education and Work
Carol Hawkins, Creative Director, Centre for Education and Work

Organizational learning is increasingly being viewed as a key to increasing productivity and retention, ensuring quality and safety, promoting knowledge management and customer satisfaction.

The Centre for Education and Work has developed the Workplace Essential Skills Learning Assessment Tool (WESLAT). This new tool will enable workplaces to assess their learning culture and identify strengths and weaknesses of their company to recruit and retain workers. In particular, the WESLAT tool will demonstrate ways for small and medium enterprises (SME's) to develop proactive approaches and strategies to engage their workforce. The tool will include information on the relation of workforce retention strategies to learning opportunities. The WESLAT will also help organizations to provide gap training information and develop as knowledge-based workplaces.

This workshop will focus on how small and medium businesses can use these self-assessment tools to measure learning. The tools can be used to benchmark and assess the current level of learning, identify gaps, highlight strengths, and plan training for the future. These tools will be free for download from the CEW website.

Biographies

Dr. Robin Millar is the Executive Director of the Centre for Education and Work. Dr. Millar is an experienced adult educator and facilitator who has worked in the field of adult literacy and learning disabilities for over 25 years. She has presented at conferences and workshops on informal learning in the workplace, essential skills, workplace education, adult literacy, adult education and learning disabilities, and prior learning assessment and recognition. She has published articles and books on informal learning, spelling, learning disabilities, and adult literacy.

Carol Hawkins is the Creative Director, researcher and adult educator at the Centre for Education and Work. She has a Masters in Adult Education and is a certified essential skills profiler. She has worked in the field of adult education for over 20 years; is the past chair for the Manitoba Prior Learning Assessment Network and is also on the advisory committee for the Manitoba Immigrant Safety Initiative. Carol presents at national and international conferences on adult education, essential skills and prior learning assessment and recognition.

B4—Essential Skills for the Changing Workplace...Are Your Employees Ready?

Presenter

Marion Bruce, Facilitator, Essential Skills for the Changing Workplace Project, Centre for Education and Training

Because employees are the driving force behind an organization's success, it is critical that they have opportunities to learn and improve their Essential Skills. This workshop will introduce you to the Essential Skills framework, a workplace skills initiative developed by Human Resources and Social Development Canada (HRSDC).

Attend and walk away with:

- Practical information about nine Essential Skills and how they relate to jobs in today's organizations
- Knowledge of how to use the Essential Skills framework and a variety of Essential Skills tools designed to enhance HR practices and increase employee productivity
- A thorough understanding of how Essential Skills can help employees adapt to change, learn at work and help businesses respond to competitive challenges

Biography

Marion Bruce is an accomplished training and development professional with over 15 years' experience in corporate training as both a facilitator and manager. She has developed organizational learning strategies and designed and delivered training programs to achieve specific business results and changes in management and leadership practices. Most recently, she worked for an international training organization teaching management and supervisory training courses with class sizes of up to 100 attendees.

B5—The City of Toronto’s Employability Support Team (EST): Providing Pathways out of Homelessness through Employability

Presenters

Joseph Stalteri, Policy Development Officer, Homelessness Partnership Initiative Shelter, Support and Housing Administration, City of Toronto

Debbie Ellis, Employability Specialist, Homelessness Partnership Initiative Shelter, Support and Housing Administration, City of Toronto

This presentation will introduce you to the Employability Support Team (EST), a group of specialized employment professionals based within the City of Toronto’s Homelessness Partnership Initiative Unit of the Shelter, Support and Housing Administration Division. Its general mandate is to provide leadership in the development of employment-related services within the homelessness services system in the City of Toronto.

The seminar will challenge common misperceptions about homelessness and introduce recent perspectives regarding employability, economic independence and community reintegration for this population. We will also discuss the “Transition to Work Program”, a service delivery model comprised of specialized program options and employment supports for those leaving homelessness.

Attendees will:

- develop a deeper understanding of homelessness and employability;
- be introduced to current homelessness employment supports and programs, including the successes and challenges experienced by practitioners;
- learn more about the importance of the development of linkages with community and government agencies that provide supports to employment-seeking clients.

This workshop is best suited for individuals with a strong interest in distinctive programming for homeless and at-risk populations.

Biographies

Joseph Stalteri is an accomplished trainer and career development specialist with an educational background that includes degrees in education, psychology, and history as well as a diploma in career and work counselling. He is qualified and experienced in a vast array of vocational and psychological assessment tools. Recently, Joseph has managed community-based employment projects providing individuals with career preparation, planning and job search assistance and has been involved with the development and implementation of employment support programs for the homeless with the City of Toronto.

Deborah Ellis, M.Ed. has been working in the field of Employment and Career Counselling for 11 years, and is certified in the use of a number of vocational and psychological tools. She began as an Employment Counsellor and Life Skills Coach for at-risk populations, and then owned her own training business called Wings to Fly, through which she led seminars on topics such as communication skills, stress management, interview preparation and résumé writing. She led a career decision-making program for several years, and worked as a Department Manager and Employment Specialist in a Practice Firm in North West Toronto. Debbie is currently working as a Homeless Employability Specialist with the City of Toronto's Shelter, Support and Housing Division.

B6—Diversity, the Secret to Attraction and Retention

Presenters

David Fischl, Organizational Development and Planning Consultant, Saskatchewan Ministry of Highways and Infrastructure

Tracy Meyers, Community Employment Resource Facilitator, Saskatchewan Association of Rehabilitation Centres

The objective of this workshop is to show employers the benefits of inclusion and the real barriers that exist for diversity groups. It will also clearly illustrate the common thread that exists among these barriers and ways to overcome them.

This workshop discusses ongoing developments in diversity initiatives within the Saskatchewan Ministry of Highways and Infrastructure. For example, 13 years ago, one of the Ministry initiatives involved hiring persons with developmental disabilities at all fleet services shops as shop assistants. Innovative ideas on getting the work done led our Ministry to this initiative. Since then, hiring persons from diversity groups has opened eyes on the benefits and perceived barriers to employment for some individuals.

Other initiatives include partnering with Aboriginal communities to skill the Aboriginal population in the mechanical and welding trades through onsite learning initiatives. Not only has the Ministry attracted a pool of Aboriginal candidates, but has a retention rate of 95%.

Mr. Fischl will discuss mandatory diversity competency for all first line supervisors and managers and how this is changing the workplace culture.

This presentation will demonstrate the benefits of inclusion with real success stories and the steps needed to have a workplace that embraces diversity.

Biographies

David Fischl is from Prince Albert, Saskatchewan. He has worked for the Saskatchewan Ministry of Highways and Infrastructure for the past 34 years, and in a supervisory or management position for 28 years. He has been involved in downsizing, rightsizing and reorganizing. One of his secondments in the Ministry was working in organizational development looking at a framework for succession planning for his Ministry. He also is the Workplace Diversity Coordinator, the Innovations Chair, and Health and Wellness Chair for his Ministry. He recently won the Premier's Award of Excellence and the Centennial Award for his achievements in diversity.

Tracy Meyers has worked with the 78 member agencies of the Saskatchewan Association of Rehabilitation Centres (SARC) as a provincial resource person for 8 years. She assists organizations with their supported employment initiatives and engages employers in the business case of hiring persons with disabilities. She has worked with 77 initiatives since 2000 and absolutely loves what she does!

She is the President of the Supported Employment Network of Saskatchewan (www.mysens.ca) and President of the Canadian Association for Supported Employment (www.supportedemployment.ca). She resides in Prince Albert and has a Bachelor of Vocational Technical Education from the University of Regina.

B7—Human Resource Management Systems for Employment Services

Presenters

John Coward, Manager, Employment Services, Pacific Community Resources

Steve Atkinson, Manager, Research and Business Development, Pacific Community Resources

Pacific Community Resources (PCRS) prides itself on being an inclusive and democratic agency and has developed its culture, policies, procedures and operational systems in a collaborative manner. In 2004 The Canadian Coalition of Community-Based Employability Training (CCCBET) identified PCRS as one of the Canadian top 100 “Leaders in Practice” for Employment Services, and in 2007 the Business Development Bank of Canada recognized its Human Resources Strategies for “Best Practices in Staff Development” at the Shifting Directions Conference. With the development of our own web-based communications system, PCRS has been able to fundamentally alter the way the agency develops its approach to human resources planning by empowering existing staff and new staff with resources as well as access to information, allowing the culture to grow and develop through both face-to-face and virtual means.

This workshop will focus on a wide range of human resources management systems that have been developed to enhance continuous quality improvement, staff recruitment, development and retention.

Key discussion areas will include:

- recruitment and retention strategies using strategic partnerships
- innovative staff orientation practices—web-based and face-to-face
- cross training of staff; creating staff redundancy
- online social networking—the do’s and don’ts
- creating a culture of equity, inclusiveness, and empowerment
- conducting meetings that foster staff “buy-in”
- streamlining agency communications (e.g. manuals, forms, curriculum, resources, etc.) using virtual means

Biographies

John Coward has a M.A. from U.B.C. and is a sessional lecturer in Simon Fraser University's Career Practitioner Training Program. He has served on the Boards of Directors of ASPECT, BC WorkInfoNet and the Career Management Association of B.C. John was one of the recipients of the C.M.A. (B.C.) Team Award of Excellence 2004 and received the "Mentor of the Year" Netty Award in the same year. He is passionate about developing innovative partnerships with the business community to provide employment and career opportunities for at-risk youth. John is committed to leadership and professional development initiatives in all aspects of his work.

Steven Atkinson received his Bachelor of Arts Degree from Concordia University College of Alberta in 2002 and has recently completed his Masters Degree in Business Administration at the University of Phoenix. Beginning his career as a youth worker, Steve transitioned to employment services in 2003 and has worked in various performance based employment programs as well as being the agency's Project Coordinator. Recently Steve assumed the responsibilities as the Manager of Research and Business Development, focusing on social enterprising, research and training projects.

WORKSHOP SERIES C

Tuesday, January 20, 2009
1:30 P.M. – 3:00 P.M.

C1—Strategic Leadership, Management and Succession Development

Presenters

Vicki Towriss, Director, Organizational Development and Workforce Solutions, Saskatoon Health Region
Betty Mutwiri, Manager, Learning & Leadership, Saskatoon Health Region

Saskatoon Health Region is one of the most integrated and complex health delivery agencies in Canada, responsible for services ranging from hospital and long term care to public health and home care. It is the largest health region in the province serving almost 300,000 residents in more than 100 cities, towns and rural municipalities, with 12,000+ employees. The regional leadership and management development program for leaders, managers, physician leaders and other employees was developed in response to the impending demographic challenges faced by the organization, by the entire province and nation. By December 2009, it is forecasted that 55 % of employees will be eligible for retirement. Participants will learn:

- how to incorporate structured learning sessions, mentorship, coaching, action learning and dialogue to deepen learning and maximize transfer to the workplace and facilitate high performance, cultural transformation and employee loyalty/engagement;
- the process of developing a leadership and management succession program aimed at developing pools of individuals with the skills sets required in front line management positions as well as other management positions. The program has received acclaim across Western Canada as a model of building workforce capacity and leadership;
- how to identify “high potential” talent. According to The Conference Board of Canada, a global survey identified that the demand for leadership talent is one of the greatest concerns and few organizations are effectively selecting and developing high potentials.

Biographies

Vicki Towriss brings a highly resourceful background and intense passion for career counselling, employee development, human resources and workforce planning. She has a university background in Psychology/Sociology, Business Administration and Adult Continuing Education. Her ability to take concepts and theory and make them real within contemporary workplaces through a unique blend of insight, inspiration and discipline, has earned her a reputation for bringing thoughtful ideas to life—ideas we often talk about but can't quite seem to get past the door into fruition. By developing meaningful partnerships with educational institutions, community organizations, and within unionized workplaces, she has made significant contributions to health care, the Federal and Provincial governments, and community based organizations. Vicki has worked in employee and organizational development, including career counseling, for over 25 years and during the past 14 years she has worked directly within the Human Resources field. Vicki is the Director of Organizational Development and Workforce Solutions, within People Strategies Division at the Saskatoon Health Region, which is the largest employer in the Province of Saskatchewan with over 12,000 employees. Vicki leads four portfolio areas: Specialized Recruitment Unit; Learning and Leadership; Representative Workforce Unit; and, Workforce Planning and Strategic Solutions.

Betty Mutwiri, B. Ed., M.A., is a lifelong learner committed to fostering environments that maximize personal and organizational growth. Betty's experience in leadership development is drawn from her experiences as an entrepreneur, her role as the Executive Director for Leadership Saskatoon Inc. for 7 years, as a session facilitator for the Business and Leadership Program, University of Saskatchewan and currently as an Organization Development Consultant and Manager, Learning & Leadership at the Saskatoon Health Region. She was involved in the implementation of the inaugural Leadership, Management and Succession program, which is aimed at developing talent pools of individuals prepared to move into senior level, physician leadership and front line management roles.

C2—SOCIAL ABILITY

Presenters

Madelaine Currelly, CEO, Community Training and Development Centre, Kawartha Pine Ridge District School Board

Suzanne Aldis Routh, President, Effervescent Concepts Inc.

This workshop is aimed at helping people build employment capacity by focusing on practical skills and tools which will help employees, or potential employees, improve self-awareness, empathy, and communication. It will be most relevant to those interested in improving the skill level of the workforce and to those interested in creating and sustaining leadership at all levels. Social Ability Training, and its accompanying Tool Kit, introduces social intelligence learning in an interactive format for coaching and mentoring.

Participants in this workshop will get to personally experience some of the broad range of exercises contained in the program and the kits. The workshop will be lively, fun and interactive, drawing on the positive psychology that people learn best when they are happy and engaged. Individuals will gain tips and insights of benefit to themselves and others which they can take away and apply immediately in their work and in their personal lives as well.

Taking part in the Social Ability workshop will leave participants with a feeling of well-being and will furnish them with knowledge and activities to increase capacity for better social interaction.

Biographies

Madelaine Currelly is currently the CEO of the Community Training and Development Centre (CTDC) a not for profit, affiliated with the Kawartha Pine Ridge District School Board (KPRDSB). The CTDC also manages the Community Employment Resource Centres, and the Learning Circle Child Development Centre. In the past several years, Madelaine has developed and implemented new initiatives in employment readiness, social intelligence skills development, and parenting programs. The participants of these programs have largely been Social Services, Ontario Works recipients. Madelaine is the Author of *Song of the Soul* a book of children's social development activities for use by parents and caregivers.

Suzanne Aldis Routh is a personal development consultant specializing in leadership and creativity. Suzanne works with individuals and teams in, and out of, corporations and organizations in Canada, the U.S. and Europe. As an artist and a quantitative researcher, Ms. Aldis Routh acts as a bridge between the skills and strengths of the left and right brain. Suzanne recently designed a creative leadership program for the corporate sector of Sheridan College. She is the author of a book on relationships called, *Whose Turn is it to be Right?* Suzanne is trained in Solution Focus Therapy and Management and is an Advanced Passion Map facilitator.

C3—The Working in Canada Tool

Presenters

Kelly Archer, Manager, Foreign Credential Recognition Division, Skills and Employment Branch, Human Resources and Social Development Canada (HRSDC)

Natalie Fatica, Junior Analyst, Foreign Credential Recognition Division, Skills and Employment Branch, Human Resources and Social Development Canada (HRSDC)

There seem to be as many jobs in Canada as there are internet resources that claim to help people with their job search. In response, the Government of Canada developed the Working in Canada (Tool) (www.workingincanada.gc.ca/tool).

When using the Tool, a job-seeker selects an occupation and a location, and then the Tool generates a report that contains information on job descriptions, wages, skills, language training and job opportunities tailored to the selected occupation and location. The Tool can generate over 40,000 distinct reports.

By producing multiple reports and comparing the results, an individual can make an informed decision on where to live and work. For example, an internationally trained nurse from the Philippines can verify her skills and her competencies required in Saskatchewan, compare wages and outlooks in Saskatoon versus Winnipeg, and compare licensing requirements between Saskatchewan and Manitoba.

The Tool produces about 4,500 unique reports per day. Approximately 70 per cent of the Tool's traffic originates from outside of Canada.

The Tool is managed by Human Resources and Social Development Canada (HRSDC) as part of the Going to Canada Immigration Portal initiative, a partnership initiative between Citizenship and Immigration Canada (CIC), HRSDC and Canada's provinces and territories.

Biographies

In 2000, Kelly Archer joined the federal public service and has since held several positions in the field of labour market policy and programming at Human Resources and Social Development Canada (HRSDC). Kelly is currently a Manager with the Foreign Credential Recognition Division, Skills and Employment Branch at HRSDC. Her responsibilities include managing the labour market elements of the Going to Canada Immigration Portal, including the Working in Canada Tool which provides newcomers and prospective immigrants with free and useful labour market information. Kelly holds a BA, MA and a Graduate Certificate in Public Administration.

Natalie Fatica is currently a Junior Analyst with the Foreign Credential Recognition Division, Skills and Employment Branch at Human Resources and Social Development Canada (HRSDC). She has supported the development of the Working in Canada Tool (www.workingincanada.gc.ca) and has been responsible for coordinating communications and outreach and promotion at conferences and events for the Going to Canada Immigration Portal (www.goingtocanada.gc.ca). Ms. Fatica has also supported the development of the Guide to Working in Canada and Working in Canada Web site. Ms. Fatica holds a Bachelor of Commerce with a specialization in International Management.

C4—Bridging the Gaps: Training and Work Experience that Accelerates the Transition of Foreign Trained Professionals into the Canadian Corporate Workplace

Presenter

Laurel Madro, Team Lead, Corporate Readiness Training Program, Bow Valley College

This workshop will review the experience and best practices of the Corporate Readiness Training Program (CRTP) at Bow Valley College in Calgary. Ten years of experience facilitating the movement of foreign trained professionals into the Calgary Corporate Workplace has led to a collection of success stories, and the development of curriculum and best practices that help to ensure this transition is successful. The training integrates business culture and Essential Skills into content, such as communication skills, résumé writing, interviews, team work, presentations, and research skills to name a few. The work experience component allows participants to gain the illusive “Canadian Experience” that is so essential to entering the workplace.

During the workshop the following topics will be discussed: What are the cultural challenges faced by foreign trained professionals? What skills gaps have been identified in this target group? How can training be tailored to upskill this group in order for them to transition successfully into the Canadian Workplace? With targeted training, how fast can these new employees be expected to get up to speed and what ongoing supports are necessary for continued success? What can employers do to better facilitate transition into the workplace for foreign trained professionals?

Biography

Laurel, B.Ed, Dip. Ed. TESL, has been involved in the development and delivery of training programs designed to transition foreign trained professionals into the Calgary Corporate Workplace. The program consists of 3 components; classroom training, work experience and follow-up support. Over 90% of graduates have found and kept jobs in their professions. In addition, Laurel has created a training program for the Inuvialuit Regional Corporation, trained instructors in Namibia in the teaching of Entrepreneurial Skills, developed materials and trained instructors on the integration of Essential Skills into curriculum and delivered corporate training on recruitment procedures for multicultural candidates.

C5—Access for Success

Presenter

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

Everything in life centers around measurement—money, travel, time, age, weight, volume, temperature, stock indexes—the list is endless. Yet, our experience has been that most people do not have a personal measurement strategy to help improve their lives or establish their career path and purpose. An appropriate assessment/measurement strategy can offer amazing clarity, direction, freedom, and release to individuals, teams, and organizations. Participants will learn why and how every professional or department should implement an assessment strategy with their constituents. You will discover that not all assessments are created equal and what to look for in assessments to best serve your needs.

Goals of this presentation:

- discover the power of assessment and measurement as foundational—to career development, team-building, retention and candidate selection strategies;
- discuss the different types of assessment and test designs and the potential applications;
- challenge the status quo of test design, assumptions and assessment protocols and why they might be contributing to poor results;
- learn the one factor that without which—no program or individual can realize their full potential;
- implement strategies to improve candidate assessment and talent retention;
- Gain a new understanding on how assessments are a critical element to any development and/or selection process;
- consider the reason a holistic approach is foundational to a successful long-term strategy.

Biography

Ken Keis, MBA, CPC, is an internationally known author, speaker, and consultant. In the past 19 years, he has conducted over 2,000 presentations, including 10,000 hours of coaching and consulting; published 300 articles, and designed more than 40 business management, leadership, relationship, or sales processes—writing 2 million + words of content along the way. His new book is hot-off-the-press: *My Source Experience Journal – A Personal Discovery Process for Those Who Want to Lead a Passionate and Fulfilling Life*.

He is President and CEO of CRG Consulting Resource Group International, Inc., founded in 1979. Many professionals herald CRG as the Number One global resource center for Personal and Professional Development. Over 1 million people in 20 countries and 8 languages have engaged CRG assessments and processes to *Enrich Their Lives*. In fact, professionals are so impressed with CRG processes, 85% switch to CRG resources—no matter what they have been using or how long they have been using them. In this industry, that is unparalleled success.

C6—A New and Practical Approach to Bridging Immigrants to Our Community

Presenter

Johnny Cheng, Senior Project Manager, Active Engagement and Integration Project, S.U.C.C.E.S.S.

The adjustment of newcomers involves more than finding a job and a place to live. It involves helping newcomers adapt to and understand the Canadian values and customs, social constitutions, Canadian rights and responsibilities. The Active Engagement and Integration Project of S.U.C.C.E.S.S. supports the settlement, adaptation and integration of newcomers into Canadian society by providing pre-departure guidance to fast-track immigrants' adjustment process in Canada.

The project aims to take a proactive measure to enhance new immigrant settlement and adaptation. The workshop presentation will provide insight to settlement and services in Canada, and pre-landing services in Taiwan and South Korea. In particular, the presentation will examine how to maximize the social and economic benefits of migration to Canada through successful integration of skilled immigrants, members of the family class, and live-in caregivers from Taiwan and South Korea. For over 30 years, S.U.C.C.E.S.S. has been addressing the challenges of changing demographics and evolving community needs. This workshop will be a tremendous opportunity to voice the concerns of Canadian and immigrant needs and barriers, while discussing solutions.

Biography

Johnny Cheng is the Senior Project Manager for the Active Engagement and Integration Project at S.U.C.C.E.S.S. With a background in business administration and employment counseling, he has worked in many supervisory and management positions with S.U.C.C.E.S.S. for over 5 years. Johnny is a certified facilitator for True Colors, Personality Dimensions, and Job Club Leadership Training. Johnny has developed a strong portfolio in immigrant issues; in particular, he has special interest in bridging new immigrants to Canadian work experience. Johnny's skills and talents have added substantial contributions to the field of social services in the Metro Vancouver area.

C7—International Students, Employment, and the Immigration Process

Presenters

Melinda Gibson, Senior PNP Officer, Pilot Provincial Nominee Program, Ministry of Citizenship and Immigration

Anton Suphal, Regional Program Advisor, Citizenship and Immigration Canada

Nadine Heaslip, Senior Program Manager, Service Canada

Working in and immigrating to Canada can be an exciting and sometimes a confusing undertaking for international students, their advisors and employers. Join staff from Citizenship and Immigration Canada, Service Canada, and Ontario's Pilot Provincial Nominee Program for an interactive workshop that will provide attendees with insights on all the options available. Topics will include: off-campus work permits, post-graduate work permits, the new Canadian Experience Class, and provincial nominee programs.

This workshop will help you gain a better understanding of immigration as it relates to employing international students, gain useful insight and access to resources for employers interested in employing international students, and the ability to determine the primary differences between available programs and select the most appropriate program for individual situations.

Biographies

Melinda has worked with the Ontario Provincial Nominee Program since October 2006; she works in the area of policy and program development. Melinda is specifically responsible for outreach and promotion, stakeholder relations and all aspects of the program related to international students. Prior to joining the PNP, Melinda worked in both the education and not-for-profit sectors. Melinda holds an undergraduate degree from the University of Guelph and a graduate degree from the University of Tsukuba in Japan.

As a Regional Program Advisor with Citizenship and Immigration Canada, Anton Suphal acts in an advisory capacity for a number of business lines, including international student, temporary foreign worker, business immigration and visitor programs. Related to student programming, Anton represents CIC Ontario Region at the Advisory Council on International Students and Immigration and works closely with educational institutions across the province. Before joining CIC, Anton worked with Canadian Heritage and Treasury Board of Canada Secretariat in a number of policy and program roles. Anton holds an undergraduate degree from the Richard Ivey School of Business and a graduate degree from the University of Waterloo.

Nadine Heaslip has over 12 years of experience with the federal Foreign Worker Program. Recently she spent two years as the operation manager for the processing unit in the Ontario region. The Ontario region processes over 70,000 applications per year with one of the best service standards in the country. Currently Nadine is the lead consultant responsible for Outreach to employers and Foreign Workers for Service Canada - Ontario region.

C8—apprenticesearch.com: Recruitment, Resources, Results

Presenters

Dianne Seed, Program Manager, apprenticesearch.com/Halton Industry Education Council
Art Mayer, OYAP Facilitator, Peel District School Board

Our presentation will focus on showcasing the information and database portions of our award winning website and workforce development tool that help a diverse audience understand and navigate the apprenticeship system. The presentation will unfold in two parts and will provide time for group discussion.

We will first explore the use of www.apprenticesearch.com, a multi-level resource tool that raises awareness of skilled trades occupations, their entry points and pathways, and houses a database that helps connect employers with potential apprentices.

We will focus on the strategies and tactics used by our Employer Recruitment specialists (Job Developers) to engage employer involvement.

We will provide participants with resource guides that may be of interest: Steps to An Apprenticeship, Educator Resource Lesson plan booklet, Résumé & Cover Letter Guide.

Biographies

Dianne Seed has worked on the design, development and evolution of apprenticesearch.com over the past eight years and currently manages the website at the home office at the Halton Industry Education Council.

Art Mayer is the OYAP facilitator for the Peel District School Board (part time) and works as one of the Job Developers - Employer Engagement specialists with apprenticesearch.com at the Halton Industry Education Council.

C9—Creative Leadership for Learning for the 21st Century: A Journey

Presenters

Peter Gamwell, Ph.D., Superintendent, Ottawa–Carleton District School Board
Frank Wiley, Principal, Ottawa–Carleton District School Board

In 2005, the Ottawa Carleton District School Board embarked on a journey to develop and implement a new vision of leadership.

The focus of this interactive session is to explore and experience the processes that have led to the redefining of leadership as it is seen and practised at all levels within the organization. This evolving model of leadership is founded on the principle of creative engagement of all participants within the school district.

Highlights from a leadership conference that brought together participants from multiple sectors of the Ottawa community will be discussed. This conference provided the opportunity for business, government, education and science communities to share perspectives on creative leadership.

Join us to experience and discuss some of the intriguing and engaging challenges on this complex road towards culture change in an organization.

Biographies

Peter Gamwell worked from 1977-1997 as an educator in Newfoundland and Labrador. He moved to Ottawa in 1997 to complete a PhD in psychopedagogy at the University of Ottawa. Since then Peter has worked with the Ottawa-Carleton District School Board as a teacher, school administrator and superintendent. His current role as superintendent involves responsibility for 19 elementary and 3 high schools. The role also involves central responsibility for leadership in which capacity he has led a district wide study on perspectives of leadership, overseen numerous changes to leadership initiatives resulting from the findings of the study, and organised annual leadership conferences, the most recent being on the topic of leading creative organisations.

Throughout the past 15 years Peter has made presentations and speeches on a variety of topics including applications of learning theory to teaching practice, the role of the arts in learning, and personal leadership. In his previous life in Newfoundland, Peter also worked as an entertainer and wrote and performed political satire for the CBC.

Frank Wiley has been working in the field of education for over twenty years in Ottawa and overseas. He has worked as an academic teacher, guidance counsellor and Vice Principal and for the last ten years has been a High School Principal. Currently, he is the Principal at Canterbury High School, which while under his leadership was acknowledged as one of the “Best High Schools” in Canada (MacLean’s Magazine).

Facilitating distributed leadership opportunities has been a practice Frank has exercised whether in his community roles at the local or national level or in the formal roles at the Board of Education. His work on safer communities in concert with Police Services and his students are of note. He continues to act as an Advisor to YOUCAN, a non-profit charitable organization dedicated to building a culture of peace among youth. His experiences in educational management, leadership and development are diverse; from finance to safe schools to marketing to community partnering. Engaging, investing and trusting in the strength of all stakeholders is key to achieving success in any endeavour. It is a practice to which Frank aspires in his practice of leadership.

WORKSHOP SERIES D

Tuesday, January 20, 2009
3:30 P.M. – 5:00 P.M.

D1—Active Engagement: The Being and Doing of Career Counselling

Presenter

Norman Amundson, Professor of Counselling Psychology, University of British Columbia

During the past decade I have been developing a counselling approach that I call “Active Engagement”. This approach to counselling challenges some current assumptions about career guidance and suggests that we would be better served with a more active and dynamic counselling approach. In this interactive presentation I will be using demonstrations, exercises, and video tape segments to describe some of the underlying assumptions and processes of “Active Engagement”.

The ‘Doing’ aspect of active engagement is concerned with the creation of counselling structures and conversations that stimulate imagination, creativity and possibility thinking. Here is also a ‘Being’ element that seeks stillness in the midst of confusion and also promotes a willingness to engage others through a sense of shared openness, playfulness and flexibility. The session will focus on some elements of storytelling as well as metaphor creation and analysis (both client and counsellor generated). Some examples include: Circles of Strength and Using Balloons to explore An Expanded Intelligent Career Approach.

The information included in the session will be relevant to counsellors working in a number of different contexts.

Biography

Dr. Norm Amundson is a Professor in Counselling Psychology at the University of British Columbia. He has written a number of books and articles as well as developed some DVDs to illustrate his counselling approach. He also has been a keynote speaker at many national and international conferences. Dr. Amundson has just published a third edition of his award winning book, *Active Engagement*. This presentation will highlight some new elements from his book and also will illustrate the two DVDs that have been produced to go along with the new edition of *Active Engagement*.

D2—Skills Training for Aboriginal Workers

Presenters

Blair Bellerose, Director of Employment Services, ACCESS

Helen Boyce, Director of ACCESS Trades, ACCESS

ACCESS, an employment and training program for urban Aboriginal residents of Metro Vancouver, specializes in the delivery of skills training programs for Aboriginal workers. Our workshop will focus on ACCESS' approach to developing skills training, following the process through to program implementation. We will discuss the importance of identifying labour market trends, responding to Aboriginal community needs, building partnerships for cost effective program delivery, and marketing our Aboriginal graduates to industry as a viable solution for overcoming labour market shortages.

We will highlight five ACCESS departments who work cohesively towards successful delivery of Aboriginal skills training. We will begin with Employment Assistance Services, the first point of contact with our Aboriginal clients and responsible for recruitment, assessment and referral to ACCESS training. An overview of ACCESS Trades will provide information on trades training programs, apprenticeship counselling and the importance of industry certification. We will discuss ACCESS Programs Department, highlighting our community based RFP process for program delivery. The BladeRunners program will be discussed as an internationally award winning program that helps at risk Aboriginal youth overcome barriers to employment. Finally, we will highlight the Essential Skills for Aboriginal Futures Program, which works with employers to provide customized Essential Skills curriculum based on authentic workplace documents.

Biographies

Blair Bellerose, a proud member of the Métis community, has been with ACCESS for over six years and has been in the Career Counselling field for 10 years. He has a Bachelor of Arts degree from the University of Alberta and also has a background in the dramatic arts, which lends well to public speaking. He is a past facilitator of employability skills workshops, regularly emcees public events for ACCESS, and speaks regularly at National conferences on ACCESS' behalf.

Helen Boyce has been employed with ACCESS for five years. She is a certified welder, former Canadian Welding Bureau Certified welding supervisor and project manager in steel construction and erection. She brings over ten years of construction experience to ACCESS. She presents regularly at various organizations and conferences. Helen is proactive in encouraging women to consider a career in trades and construction. She is also a strong proponent of apprenticeship and certification.

D3—Finding and Applying Your Skills in Tourism

Presenters

Sheila Simard, President, Sheila Simard and Associates

Eva Schausberger, Director, Foreign Credential Recognition, Canadian Tourism Human Resource Council

In an effort to support tourism operators dealing with the current and growing labour shortage, the Tourism sector seeks to identify and attract prospective entrants to the labour market with a variety of backgrounds, following a continuum from no tourism experience to specific experience and training. The FAST tool is designed to help individuals self assess their transferable skills and find out where their skills can be applied in tourism occupations. The tool also provides links to tourism career development information.

Building on CTHRC's Tourism Essentials Program and 45 National Occupational Standards for Tourism, the FAST tool successfully combines the most effective characteristics of a variety of existing self-assessments.

In this workshop you will:

- learn about the methodology employed to design the tool;
- discuss the importance of observable and measurable criteria;
- see how a sample self assessment works and how the results are obtained;
- learn about the value of the tool reported by prospective migrants in the Philippines, China and India, as well as Canadian users.

Biographies

Sheila Simard is a national expert on transferable skills development and assessment. She believes that when people know which skills they possess and are able to talk about applying them in various contexts, they can transfer those skills from one occupation to another and use them as building blocks for career development. Sheila has written curriculum and created various products that contain a combination of Essential Skills, Employability Skills and Transferable Skills and has also been involved in the development of several skills self assessment tools. She has a teaching and adult education background with a Master's degree in Curriculum and Instruction.

Eva Schausberger's passion lies in supporting individuals in career transition. As a foreign trained individual who has lived, studied and worked in three countries, she has first-hand experience with the highlights and "lowlights" of settling and integrating into the Canadian workforce; as such, facilitating workforce integration of Newcomers to Canada is of particular interest to her. Eva's background includes education and curriculum development, international human resource management, diversity/cross cultural training and consulting. Eva holds a Master's degree in Business Education. At the CTHRC, she manages domestic and international projects to increase learner and labour mobility.

D4—Fairness and Justice Through Multi-modular Prior Learning Assessments

Presenter

Sue Coffey, Associate Professor, School of Nursing, York University

York University School of Nursing is working on a Prior Learning Assessment and Recognition (PLAR) Project for Internationally Educated Nurses. This project creates a fair and transparent mechanism to evaluate BScN equivalency, moving beyond the traditional paper-based credential evaluation process only. In as short as a few weeks, or over several months should the participant choose, multi-model assessments will allow IENs to demonstrate BScN-level knowledge, skill, and judgment. The outcomes of these assessments will be used by the College of Nurses of Ontario to determine eligibility to write the national nursing registration exam. This project enables participants to be eligible to apply for registration and enter the workforce through a rigorous, yet much more rapid mechanism.

Biography

Sue Coffey, RN, PhD is an Associate Professor in the School of Nursing at York University. She designed the BScN for Internationally Educated Nurses (IENs) at York University and was the Coordinator for the program from 2005–07. She has received many teaching awards for her work with IENs, including the Atkinson Dean's Award for Outstanding Teaching, the York University-Wide Teaching Award, the Leadership in Nursing Education (Academic) Award from the Registered Nurses Association of Ontario, and the Canadian Association of Schools of Nursing Award for Excellence in Nursing Education. In the spring of 2007, she was honoured by the Ministry of Citizenship and Immigration for her work in supporting IENs to settle in Ontario and access their profession with the Newcomer Champion Award.

D5—Seven Sacred Teachings and BDC’s E-Spirit Program: Linking Aboriginal Spirituality with Entrepreneurship

Presenters

Dianna Hudson, Aboriginal Banking Representative, BDC Aboriginal Banking
Cheryl K. Watson, E-Spirit Project Manager, BDC Aboriginal Banking

The Business Development Bank of Canada (BDC), for the ninth consecutive year, will be sponsoring an Internet-based National Aboriginal Youth Business Plan Competition entitled E-Spirit with online modules, mentoring and a business plan template for Aboriginal youth in Grades 10-12. The goal of this competition is to develop an awareness of entrepreneurship and e-commerce among Aboriginal youth and expose them to the business planning process.

E-Spirit is about making a "human capital investment" that will provide the participant with valuable skills needed for today's marketplace. Assisting students today, while still in high school, gives them the time and information they require to make informed choices about their education and career paths. This program is designed to increase Aboriginal youth participants' awareness of entrepreneurial/business opportunities, management/business skills, and e-commerce and technological capacities.

The workshop will focus on how the competition links Aboriginal spirituality with entrepreneurship. The business plan consists of seven modules; the first module identifies the seven sacred teachings, which are very significant in Aboriginal communities across Canada. The E-Spirit Project team believes that some or all of the 7 sacred teachings can help the participants find balance with their culture and future business projects.

What does balance have to do with business? Everything! The 7 teachings remind us all that we are spiritual beings, traveling our human journey. When you show respect to your employees and customers, and when you are honest, this brings trust and loyalty to your company. Elders tell us to remember our past and take it with us on our life journey. Our workshop will look at these Sacred Seven teachings and the E-Spirit Business Plan Competition modules and discuss how in the past eight years BDC Aboriginal Banking has successfully been able to keep Aboriginal youth and schools across Canada intrigued with Aboriginal spirituality while simultaneously educating on business and entrepreneurial awareness.

Biographies

Dianna Hudson is an Aboriginal Banking Representative with BDC's Aboriginal Banking Unit. Her role is to assist in raising the profile of BDC to Aboriginal organizations and communities across Canada. Dianna is responsible for numerous projects which includes being a project manager for the E-Spirit national Aboriginal Youth Business Plan Competition. E-Spirit has given her an opportunity to serve as a role model for Aboriginal youth in communities across Canada and to promote BDC as an employer of choice.

Cheryl K. Watson is a member of the Ochapowace First Nation in Saskatchewan and has completed her formal education with a Bachelor of Arts majoring in Politics and Business Administration and Bachelor of Arts in Politics. Cheryl has been with the Business Development Bank of Canada for seven years as one of the E-Spirit Project Managers. Her responsibilities also include the role of Aboriginal Banking Representative—Business Development where she promotes BDC's financial and consulting services to influencers, complementary agencies and potential clients by identifying leads and business opportunities.

D6—Sustainability: Building People and Organizations to Last for the Long Term

Presenter

Roberta Neault, President, Life Strategies Ltd.

In a global economy, impacted by shortages of skilled workers, the current frenzy of activity isn't sustainable. Continuous "busyness" and thinly stretched resources affect both employee and organizational wellbeing—we risk burning out the very people we need and alienating less productive members of the team by not engaging them in stimulating projects.

Although managers may state their commitment to creating healthy workplaces, employees who are on call 24/7 or willing to take on additional projects tend to be the most valued and rewarded—"busyness" becomes a badge of honour. As people work longer, rest less, and sacrifice personal health and relationships, they will eventually begin to drop balls. This, not surprisingly, has a domino effect—the people and organizations that seemed the most successful begin to implode—collapsing from within, with no visible indication to the outside world that destruction was imminent.

This complex issue will benefit from a multi-disciplinary approach—business, government, counsellors, and career practitioners all share an interest in sustainability. Through case examples and survey data, learn how career/life management initiatives can support a healthy and sustainable workplace, reducing absenteeism and presenteeism (i.e., coming to work but not being productive), and enhancing employee engagement and retention.

Biography

Dr. Roberta Neault is president of Life Strategies Ltd., and juggles multiple roles as a counsellor-educator, international speaker, and organizational consultant. As an invited keynote speaker and facilitator, Roberta has made presentations across five continents. Co-creator of the internationally recognized Career Management Professional Program, Roberta has also developed customized corporate training programs and university courses for clients throughout Canada and the US. She served on Team Canada 2006 at the International Symposium on Career Development and Public Policy in Sydney, Australia and received the 2002 Stu Conger Award for Leadership in Career Counselling and Career Development in Canada.

D7—Recently Homeless Clients: Innovation, Challenges and Successes

Presenters

Reena Kronitz, Chief Psychologist, JVS Toronto

Susan London, Manager, Career Services, JVS Toronto

An innovative approach to supporting recently-homeless clients with multiple barriers will be described.

This intervention program includes two phases:

1. psycho-vocational assessment to identify strengths and challenges and create specific, individualized action plans,
2. intensive counselling to help clients move forward, by addressing such issues as mental and physical health, education, training, pre-employment skills and exploration of career opportunities.

A community partnership between JVS Toronto and City of Toronto programs supports this project. The program will be described, including innovations developed to maximize involvement and success for this population. Results of a recent evaluation research study will be highlighted.

Biographies

Dr. Reena Kronitz is Chief Psychologist at JVS Toronto. She oversees Career Services and Psychological Services programs, including the Psycho-vocational Assessment, Action Planning and Research Project, a program conducted with community partners and funded by the City of Toronto's Homelessness Partnership Initiative. Dr. Kronitz has presented at numerous professional conferences.

Susan London is the Manager of Career Services at JVS Toronto. She is a Certified Vocational Evaluation Specialist (CVE), and has a Masters Degree in Counselling Psychology. She is directly involved in developing and managing the daily activities of JVS' Psycho-vocational Assessment, Action Planning and Research Project.

D8—Using Web-based Tools in Recruiting, Retention and Career Development

Presenter

Kelly Juhasz, President of the JUHASZ Development Group, active member of the Knowledge Media Design Institute at University of Toronto and the eLearning Special Segment Group of Interactive Ontario

Finding talented and qualified staff is always a difficult process. As many industries are laying people off, others are desperately looking. Using technological tools that the Internet and Intranets provide can take your company a long way in targeted recruiting and retention efforts. Training and HR departments can use these capabilities to attract new employees, motivate and develop current employees and encourage knowledge transfer across the organization.

In this interactive workshop, you will be introduced to media-based tools used for recruiting and retention and look at strategies that other companies are using that could work for you. You will learn how the creation of shared information sites (portals) and in-house training programs can tie into initiatives for recruiting new employees and holding on to productive employees. You will also see some of the strategies being used on social networking sites such as YouTube and LinkedIn.

Join us in this workshop and come prepared to share some of your current issues around recruitment and retention and together we'll determine which tools may benefit your company.

Biography

Kelly Juhasz is the Creator and President of the JUHASZ Development Group, which she established in 1996. The JUHASZ Development Group, with clients worldwide, is an award-winning knowledge media consulting and design company.

As a knowledge builder, Kelly possesses innate skills and creative instinct to develop knowledge media for niche audiences. She is an in-demand presenter on business intelligence for new learning programs and knowledge translation and has lectured on elearning, media careers, project management and communities of practice.

Kelly holds several degrees including a Master of Information Studies with specializations in Knowledge Media Design and Archival Science from the University of Toronto; a B.A. in Communications and a B.A. in Theory and History of Art from the University of Ottawa; and a Diploma in Marketing from the Academy of Design and Technology.

Clients include: Loblaw Cos. Ltd., Bank of Montreal, Ontario Institute for Studies in Education at University of Toronto, Scotiabank, Vancouver Art Gallery, Borden Ladner Gervais LLP, Fraser Milner Gasgrain LLP, CBC, TVO, and more.

WORKSHOP SERIES E

**Wednesday, January 21, 2009
10:30 A.M. – 12:00 P.M.**

E1—Following the Success

Presenter

Susan Kachmar, Research Projects Coordinator, Ontario Association of Youth Employment Centres

The purpose of this workshop is to present the findings from the Following the Success Research Project; a partnership comprising the Ontario Association of Youth Employment Centres (OAYEC), the Toronto Training Board and the University of Toronto.

The purpose of this study was to identify, analyze, and share promising practices that effectively engage youth facing multiple forms of social and economic exclusion in relation to first-time employment. The project focuses on the formal and informal workplace learning that takes place across processes of employee recruitment, orientation, and ongoing support within organizations.

In-depth interviews with employers and the (vulnerable or at-risk) young employee produced valuable information on employers' best practices, informal training, workplace leadership, essential skill training for youth etc.

Biography

For more than two decades, Susan Kachmar has designed and delivered training programs which support employment, career transition and workplace leadership development. She is presently working as the Research Projects Coordinator at OAYEC. Susan holds a Master of Continuous Learning specializing in workplace learning and leadership development. She's passionate about combining business skills and experiences with the creation of a profit centre to support public service.

E2—Why Paid Internships Work: A Proven Way to Recruit Exceptional Talent

Presenter

Donna Smith, Vice President, Career Edge Organization

This workshop will highlight how leading Canadian employers are using paid internships to build their workforce capacity. Well executed paid internships provide several advantages for organizations looking to recruit and retain skilled employees from unique and often underutilized talent pools, including recent graduates, graduates with disabilities and internationally qualified professionals. We will examine the best-practices leading organizations can use to increase the benefits of paid internships for all stakeholders.

The paid internship model creates a win-win situation that offers numerous benefits for interns and employers. Employers find paid internships provide a cost effective solution to attracting, engaging and retaining highly motivated, well qualified candidates. The mentoring and learning components of an internship provide an opportunity for an organization to encourage leadership and learning among its staff members. Interns gain an opportunity to put their education and talent to work and gain meaningful experience and mentorship in a professional business environment.

Biography

Donna J. Smith is Vice President of Career Edge Organization, a national not-for-profit that has, since 1996, provided more than 1000 reputable organizations across Canada access to skilled talent through three innovative paid internship programs. Donna joined Career Edge Organization in Spring 2005, bringing more than 30 years of senior management level experience in Human Resources and Operations with Bell Canada. She holds a BA from the University of Toronto and a diploma in Advanced Human Resources and Strategic Planning from University of Toronto's Rotman Executive School of Business.

E3—Taking a Full Service Cruise – Going Beyond the Interest Inventory

Presenter

Lynn Sadlowski, Educational Sales Consultant, Career Cruising

Career Cruising is an online career exploration tool designed to help students or clients not only identify careers that match their interests, but also to explore those occupations and research the education necessary for work in the field. This workshop will provide participants with an insider's view on how Career Cruising can help students/clients better understand themselves and put together a Career Portfolio that highlights their accomplishments and goals. Attendees will also find out how Career Cruising's powerful web-based portfolio tool can be used to help counsellors track their students'/clients' activities, record meetings and even send messages to their clients. Following the demonstration of the program, participants who are not currently licensed will receive free trial access for use in their school or workplace and with their clients.

Biography

Lynn Sadlowski is a former career studies teacher, school counselor and department head in the secondary panel in Ontario. She has also worked as an employment counselor in community-based programs. She has over 15 years experience helping people with career exploration, goal setting and job search.

E4—Stay Ahead of the Game: Play the Social Networking Board Game

Presenters

Madelaine Currelly, Chief Education Officer, The Community Training and Development Centre
John-Paul Hatala, Director, Flowwork International

The latest research findings indicate that the majority of people have a difficult time connecting with others, especially individuals with whom they are not familiar. Simple verbal instructions through traditional networking activities have had limited impact on individual behaviour, and do not encourage the exploration of social resources that exist in their network. A more systematic approach is needed, particularly in the area of goal setting and linking these goals to specific network resources.

The Game of Networking is a board game that takes the nebulous concepts of social networking and puts them to work in a controlled simulated networked environment. The game takes players through the experience of acquiring social resources to accomplish their assigned goals by utilizing the Flowwork process of building social capital.

The game moves players through a number of different processes vital to successful social networking, from making connections with other players to negotiating the use of resources. The first player to accomplish their goal, and list of tasks associated with it, wins the game.

This session will discuss the concepts of social capital, networking and setting goals and demonstrate them through the use of the board game.

Biographies

Madelaine Currelly is currently the CEO of the Community Training and Development Centre (CTDC), a not for profit, affiliated with the Kawartha Pine Ridge District School Board (KPRDSB). The CTDC manages the Community Employment Resource Centres, and the Learning Circle Child Development Centre. In the past several years, Madelaine has developed and implemented new initiatives in employment readiness, social intelligence skills development, and parenting programs.

John-Paul Hatala, Ph.D., brings to his work more than 15 years of experience in the community, public and private sectors. Dr. Hatala is presently an Adjunct Professor at Louisiana State University and a Director of a Social Capital firm called Flowwork International. John-Paul has presented at NATCON, Opportunities, CSTD, ASTD and many more internationally.

E5—Newcomers Talk Your Way to a Job

Presenters

Nafeesa Afridi, Employment Advisor, Skills for Change Employment Resource Centre

Stephen Beaupré, Employment Advisor, Skills for Change Employment Resource Centre

As a train-the-trainer session, this workshop is designed to demonstrate tools and techniques proven to assist newcomers in quickly developing confidence and competence by practicing all aspects of job-search communications in a mutually supportive group of job seekers and job-search coaches.

This session is appropriate for facilitators of job-search workshops for newcomers; as well as anyone interested in practical techniques for coaching newcomers in job-search communication skills, or encouraging newcomers to coach each other on these skills.

Participants will be asked to engage in role-plays both as newcomer job-seekers and as job-search coaches to identify strengths of various approaches and possibilities for improvement.

Scenarios for role-plays include delivering a 'personal commercial' at the beginning of a job interview; cold calling a potential employer; and relating transferable skills.

Biographies

Nafeesa Afridi is an Employment Advisor at the Skills for Change Employment Resource Centre and has many years of teaching experience. Nafeesa holds a Bachelor's Degree and a certificate from George Brown College in Teaching English as a Second Language to adults.

Stephen Beaupré has worked for non-profit organizations, governments, and private firms; including employment services, educational institutions, media organizations, and hi-tech companies. He has previously worked in Moscow as a Translator and in Beijing as an ESL Teacher. Stephen's educational background includes a Master's Degree in Sociology from University of Toronto.

E6—New Employee Orientation—The First Step in Employee Training

Presenters

Marg Barr, Manager of Training & Development, Lilydale Inc.

Catherine MacFarlane, Human Resource Manager, Calgary Plant, Lilydale Inc.

An award-winning company, Lilydale is committed to finding exciting and innovative ways to bring consumers a fantastic product. To accomplish this, the company is dedicated to continual improvements such as: introducing state-of-the-art technology, designing an R&D kitchen, and providing employee training and development programs to improve recruitment and retention.

Marg and Catherine will share insights into Lilydale's new employee orientation/job skills training program that was recently piloted for new employees in the Calgary Plant. You will learn how the need for training was identified and what is involved in the three major components of the program. Deemed a success, the company is proud to report an increase in employee retention from approximately 75% of new employees leaving within the first 90 days, to retaining 60% of new employees for at least 6 months. You will come away with ideas and tips that you can apply to your orientation programs.

Biographies

Marg Barr has over 20 years experience working in the training and organizational development field. She has held a variety of positions in municipal and provincial government, the not-for-profit sector, private business, and was the President of Focus on Results, her own training and development company. Currently Marg is the Manager of Training & Development for Lilydale Inc., a role she has held for the past four years. Marg is also involved as a participant and Advisory Group member for the Conference Board's Centre for Learning and Development.

Catherine MacFarlane has worked in the human resources field for 6 years. She has worked with a variety of different organizations in the manufacturing area, including oil and gas. Catherine has been with Lilydale's Calgary Plant for two years as their Human Resources Manager. As part of Catherine's role, she delivers the new employee orientation. Frustrated with the content and methodology of their previous orientation program, Catherine was eager to work with Marg and have Calgary pilot the new orientation program.

E7—Gathering Knowledge, Mobilizing Actors: Engaging Workplace Learning Stakeholders in Literacy and Informal Learning—Two Initiatives of the Work and Learning Knowledge Centre

Presenters

Alex Stephens, Coordinator, Work and Learning Knowledge Centre
Christine Wihak, Director, PLAR, Thompson Rivers University

This session features the findings and results of major activities of the Canadian Council on Learning's Work and Learning Knowledge Centre (WLKC) in the areas of literacy and informal work-related learning. The workshop will share content and findings from these initiatives, but also explore the common method used to engage key workplace decision makers in how to develop knowledge exchange strategies to engage workplace decision makers across Canada in vital learning issues and challenges.

Christine Wihak, Thompson Rivers University, will present the results of WLKC's research on Work-related Informal Learning in Canada, and the subsequent stakeholder engagement initiatives developed to mobilize knowledge about informal learning in Canada. Alex Stephens, WLKC Coordinator, will speak about "Reaching for the Tipping Point in Literacy", an initiative sponsored by WLKC and one of its sister knowledge centres that drew together leading literacy stakeholders in Canada to review the latest evidence base on Canada's literacy performance, and to develop collaborative strategies to put literacy back on the national agenda.

Biographies

Alex Stephens is the Coordinator of the Canadian Council on Learning's Work and Learning Knowledge Centre (WLKC) of the Canadian Council on Learning, an independent, non-profit corporation that promotes and supports research and knowledge exchange to improve all aspects of learning in Canada. He coordinates the initiatives and projects of the WLKC on behalf of its large network of key stakeholders interested in working together to translate strong evidence on the benefits of workplace learning into practical intelligence for workplace stakeholders.

Alex was previously a Researcher at the Canadian Labour and Business Centre, and has had over 10 years of experience as a researcher on various policy issues. He has a Masters degree in Political Science from the University of Toronto.

Dr. Christine Wihak is the Director, PLAR at Thompson Rivers University—Open Learning. Dr. Wihak was an Assistant Professor in Workplace and Adult Learning at the University of Calgary in the Faculty of Education. She carries out research in the area of work-related informal learning for mental health professionals and Prior Learning Assessment and Recognition.

Dr. Wihak holds a PhD in Educational Psychology from the University of Alberta, a Masters of Psychology and a Graduate Diploma in Public Administration from Carleton University, and an Honours BA in Psychology from Queens. She is also a registered psychologist (Alberta), specializing in Occupational and Organizational Psychology. She has also conducted social policy research projects for Cabinet Committees, Ministries and NGOs across Canada.

E8— Co-operative Education or Academic Credit for Structured Job Experience... The Key to Canada's Future Competitiveness

Presenters

Adriano Magnifico, Program Director, Career Internship Program, Windsor Park Collegiate

Raymond "Chip" Berry, Community Liaison Officer, Career Internship Program, Windsor Park Collegiate

***Aristotle once said, "For the things we have to learn before we can do them, we learn by doing them."*¹**

The Career Internship Program (CIP) at Windsor Park Collegiate (WPC) is doing just this through its innovative partnership program designed to build transferable skills in youth, and to better prepare them for an economy that demands a variety of skills and the ability to move between different jobs. CIP targets the "average" 65-70% students, for whom no unique program exists in schools, but who will make up the bulk of tomorrow's workforce. CIP encourages students "to learn by doing...". CIP's 3 R's for the high school experience help prepare students for successful high school transitions. The 3R's are to:

- engage a **relevant** academic and curriculum;
- participate in **real** experiences;
- be **responsive** to the needs of the world beyond high school.

Attend this workshop and learn why WPC is recognized as a success on the global stage, what they are doing so well to prepare youth for the world of work, and how to sustain a partnership program over 15 years.

Biographies

Adriano Magnifico is an author of provincially approved curricula in logistics, entrepreneurship, employability skills, and internship/partnership protocol. In 2002–03 he was Head Writer for the Department of Education and Training Grade 12 course, *Language and Technical Communication 40S* and in 2004–06, Head Writer for Department's Grade 12 course, *Language and Technical Communication 40S ONLINE* edition. Founder and Director of the Career Internship Program (CIP) at River East Collegiate from 1994–2005, Adriano then went on to Found and Direct the Career Internship Program (CIP) at Windsor Park Collegiate from 2005-2007. Previously, he held the position of English and Career Education Department Head for ten years at St. Boniface Diocesan High School and at River East Collegiate. He is currently Head of Humanities and Program Head of the Career Internship Program at Windsor Park Collegiate. Over the past ten years, Adriano has been a speaker throughout Canada at various national conferences on technical communication, school-to-work transition programs, partnership programming, and entrepreneurship. The Career Internship Program was a winner of The Conference Board of Canada's *National Partners in Education Awards* for 1997 and 1998. In 1999, CIP was selected to represent Canada in the New England-Canada Business Council *Maple Leaf Exchange*. In 2007 CIP earned the Canadian Council on Learning Workplace Learning Award. In 2008, CIP earned a provincial *C.M.E. Dare to Discover Award* for building a cool hovercraft.

Raymond "Chip" Berry received many awards for his excellence in retail management from companies such as Nike, Adidas and Athletes World. During his time in retail, he set sales standards records in the Bata shoe organization. Chip has also facilitated *Nike University* courses for the Nike organization. He has held the position of Case Manager with Winnserv Inc. where he counseled mentally challenged individuals to become independent in society. He has received commendations from the City of Winnipeg Police Department and City of Winnipeg for his work with suicide interventions.

Chip is currently the Community Liaison Officer with the Career Internship Program at Windsor Park Collegiate in Winnipeg Manitoba. In this role Chip interacts with many business partners to help students find internship and job shadow experiences. He was part of the winning team during a Canadian Manufacturing and Exporters "*Dare to Discover*" hovercraft competition and CIP's Canadian Council on Learning *Workplace Learning Award in 2007*. In November of 2008 Chip received a special recognition in the Legislative Assembly of Manitoba for his contributions to the Education system in Manitoba as a non-teaching professional. Chip lives in Transcona, a hip suburb of Winnipeg, with his wife Dawn and son Zac.

¹ Bynum, W.F. and Porter, R. (eds) (2005) *Oxford Dictionary of Scientific Quotations*. Oxford University Press. 21:9.

E9—The Magic of Interview Success: Practice! Practice! Practice!

Presenters

Sohail Khan, Project Manager, Skills International, Metropolitan Immigrant Learning Centre (MISA)
Darlene MacInnis, Practice Interview Co-ordinator, Employment Services Unit, MISA

Everyone in the career development business recognizes that employment success is closely linked to having a great interview. For newcomers to Canada, learning interview skills is essential and language can make this process even more challenging. Through the Work in Nova Scotia (WINS) program, we have been offering newcomer professionals structured practice interviews with volunteer human resource specialists for more than 10 years.

The Practice Interview Program begins with a thorough introduction to the Canadian job interview followed by the opportunity for a videotaped practice interview. In addition to standard panel interviews, we offer telephone interviews, distance/SKPYE interviews, “Just in Time” interviews and special format interviews such as the “mini-multiple interview”. Find out why our clients find this experience to be so useful, how we recruit and reward our volunteers and strategies for providing constructive feedback.

Despite this opportunity, clients still ask for more practice and our partnership with Ontario-based Skills International has led to an exciting online opportunity for continued practice. Skills International’s Perfect Interview™ is an innovative program which enables newcomers to have access to multiple mock interviews whenever they choose – an amazing opportunity to hone and perfect their interview skills in preparation for the Canadian job market.

Biographies

Sohail Khan has over 20 years of experience in IT and project management and has been with Skills International since its inception in 2004. Sohail has been responsible for the design, development, and implementation of the Skills International application, which is dedicated to connecting job ready internationally trained individuals (ITI) with employers across Ontario/Canada. Presently Skills International has partnerships with over 80 community-based agencies and 500 employers.

Darlene MacInnis, Practice Interview Co-ordinator, has worked for the Employment Services Unit, Metropolitan Immigrant Settlement Association, since 2001. She has co-ordinated MISA’s “Practice Interview Program” for 7 years. She had a Bachelor in English Literature, TESL training, CLBA, ELTPT training and a Certificate in Adult Education. She has over 12 years experience working with newcomers to Canada.