A woman with long, dark, curly braids is standing on a paved road. She is wearing a black blazer over a white top and light-colored pants. She has her hand on her hip and is smiling. The background shows a road stretching into the distance under a blue sky with white clouds. There are trees and utility poles on the left side of the road.

Public Service  
Commission

# Learning & Development

2023-24

# Build Your **ADAPTABILITY SKILLS** in the Workplace



Adaptability is essential for individuals and organizations to thrive in an agile and fast-changing world.

An adaptive mindset involves being open to change, embracing new ideas, and being willing to learn and apply new knowledge quickly.

## **SELF-AWARENESS**

- Emotional Intelligence
- Insights® Discovery
- Everything DiSC®: Flexing Your Workplace Behaviour Style

## **CREATIVITY**

- Public Sector Innovation
- Design Thinking
- Applying Behavioural Insights to Improve Policy, Programs and Services

## **RESILIENCE**

- Navigating Organizational Change: From Resistance to Resilience
- Resilient Leadership Series
- Resilience: Living the Q-Life



# Commissioner's Message

The 2023-24 Corporate Learning and Development Calendar is a key resource for employees and managers working together on planning performance goals and professional development. Discover courses on leadership, communication, collaboration and innovation, which are designed to meet the needs of employees at all levels.

This year, we are proud to announce two new Equity, Diversity, Inclusion and Accessibility (EDIA) courses: *Neurodiversity in the Workplace* and *Introduction to Accessibility Barriers and Solutions*. Employees with strong competencies in EDIA are vital to the success of the programs and services we provide to the citizens of Nova Scotia. Other new courses include *Navigating Organizational Change: From Resistance to Resilience* and *Strategic Decision-Making*. With a focus on practical, real-world skills, participants will be equipped with the tools needed to thrive in today's ever-changing environment.

In addition, our Leadership Development Programs (LDP) are an excellent way to understand your personal leadership strengths and build your capacity to lead innovative teams and complex systems. Through self-assessments, coaching, and interactive learning opportunities, participants will develop their leadership skills. These programs are recognized for advanced standing at Dalhousie University and the Nova Scotia Community College. Graduates can use their certificates towards course credit for programs at these institutions.

The Public Service Commission is dedicated to offering the highest-quality learning experiences to support and enhance your ability to serve Nova Scotians. To learn more or register for courses, please login to the LMS and prepare to learn and grow!

A handwritten signature in blue ink that reads "Laura Lee Langley". The signature is fluid and cursive.

Laura Lee Langley  
Commissioner, Public Service Commission

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# Quick Guide

## TO COURSES & PROGRAMS

*E-Learning, Virtual and In-Person Options*

### What's New?

- Introduction to Accessibility Barriers and Solutions
- Leading Virtually™
- Navigating Organizational Change: From Resistance to Resilience
- Neurodiversity in the Workplace
- Present Like a Pro: The Delivery Lab
- Resilient Leadership Series
- Strategic Decision-Making
- Workplace Violence General Awareness for Employees
- Workplace Violence Prevention for Managers

### Looking for Mandatory Courses?

- Refer to list on page 3

 **Review Course Offerings**

 **Get Manager Approval**

 **Register on LMS**

**Questions? [LearningCentre@novascotia.ca](mailto:LearningCentre@novascotia.ca)**





# Courses

## Mandatory Courses

FEE: **FREE**

DELIVERY: **VARIES**

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

### EMPLOYEES

- Diversity, Inclusion and Employment Equity E-Course
- **NEW!** Introduction to Accessibility Barriers and Solutions E-Course
- Introduction to Disability E-Course
- Introduction to Occupational Health and Safety E-Course
- Privacy and Access Awareness Training E-Course
- Respectful Workplace Online Training E-Course
- Understanding Fraud in the Public Sector E-Course
- **NEW!** Workplace Violence General Awareness for Employees E-Course

Managers and supervisors are required to complete the mandatory corporate training for employees, as well as the following courses:

### MANAGERS AND SUPERVISORS

- Diversity for Leaders
- Occupational Health and Safety for Managers and Supervisors
- **NEW!** Workplace Violence Prevention for Managers E-Course

Mandatory corporate training should be completed within 3 to 6 months of your start date. These courses are automatically assigned to you in the Learning Management System (LMS).

*Note: Your department may have additional mandatory course requirements beyond those listed here. Check with your manager/supervisor.*

For more information on mandatory corporate training, visit MyHR.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Service Delivery and Design Fundamentals

FEE: **\$275**

DELIVERY: **VIRTUAL OR IN-PERSON**

We all aspire to be more citizen-focused when serving our clients and citizens, but what does this mean?

This course dives into the fundamentals of citizen-centred service delivery and design, and shifts the way you think about how you serve customers and clients. Participants will learn what it means to be citizen-centred, and explore the relationship between the employee and citizen in government. You will also learn what a best-in-class service looks like, from both a citizen and business perspective. By applying a citizen-centred lens to your work, you'll discover how to better help citizens navigate the complex services that exist in the public sector.

### CONTENT

- Discover the concept of citizen-centric service, why it's important and how to use this approach in the design, improvement and delivery of all your services
- Explore how citizens interact with services, what you can do to improve access and what service touchpoints need to be in place to provide citizens with the best possible experience
- Learn how to identify key demographics of the service recipient and create client personas
- Examine the *outside-in approach* for serving all our clients, and how this approach can help improve internal service delivery and collaboration between departments
- Learn how to balance individual needs with the interest of the greater public by increasing your knowledge of those you serve and providing service that goes the extra mile

### WHO SHOULD ATTEND

This course is for employees and teams striving to provide a best-in-class experience, including those who design and/or deliver frontline programs and services.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Writing to Inform, Persuade and Engage

FEE: **\$500**

DELIVERY: **VIRTUAL OR IN-PERSON**

Successful communicators are effective and efficient. They get the job done quickly and well. Their writing is relevant, and concise.

This course will help you become a better writer, regardless of your current skills. You will explore how to engage and motivate readers so that they give you the response you need.

You will learn the seven principles of effective communication and discuss how those principles can be applied within the context of the provincial government. You will have the opportunity to bring something you've written recently and work on a new document of your choice.

### CONTENT

- Develop a writing process which gets the job done more easily
- Write information that is clear, accurate, and persuasive
- Learn how to be less wordy, but to have the exact detail your readers need
- Be confident that your writing will be understood easily by everyone
- Overcome procrastination, writer's block, and your own inner critic
- Build rapport and trust with readers

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 42 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Creating Powerful Presentations: Evidence-Based Design

FEE: **\$275**

DELIVERY: **VIRTUAL**

*Note: This course was formerly titled Presentation Skills.*

To make presentations truly impactful and deliverable, it is essential to focus on design as the first step. Creating Powerful Presentations: Evidence-Based Design will help you create compelling content, produce striking visual aids, craft engaging handouts, and develop effective speaker's notes.

By helping you incorporate research on how people learn and retain information, you will be able to design presentations in an evidence-based way. With the right skills, you can create a solid presentation.

### CONTENT

- Calculate the amount of information to include in your presentation
- Determine the optimal delivery rate of your presentation and compare it to your actual pace
- Design to ensure that the key ideas are memorable
- Use engagement strategies to make your presentation more effective
- Develop effective slides, speaker's notes, and handouts
- Explore new uses and design ideas for PowerPoint
- Analyze new technologies that provide interesting alternatives to PowerPoint
- Practice designing your presentation
- Evaluate your design strengths and areas for improvement

### WHO SHOULD ATTEND

Anyone who wants to improve their presentations or those who are tasked with designing a presentation for others.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 42 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Present Like a Pro: The Delivery Lab

FEE: **\$275**

DELIVERY: **IN-PERSON**

In order to effectively communicate ideas and information to an audience, it's essential to have good presentation skills. Present Like a Pro: The Delivery Lab is designed to enhance your skills, so that you can confidently present content to any audience.

During the course, you'll have the opportunity to practice delivering a presentation on a topic of your choice and receive constructive feedback in a fun and supportive environment.

By taking advantage of this opportunity, you can greatly enhance your ability to communicate with confidence and persuasion. Even those who already possess presentation skills would benefit from this course.

### CONTENT

- Develop coping mechanisms to manage nervousness
- Keep your audience engaged
- Learn how to demonstrate confidence and emphasize your message
- Employ techniques to captivate your audience
- Deal with common group dynamics that arise during presentations
- Practice delivering a presentation and receive valuable feedback

### PREREQUISITE

Creating Powerful Presentations: Evidence-Based Design is a prerequisite for Present Like a Pro: The Delivery Lab.

### WHO SHOULD ATTEND

Anyone who would like to develop their presentation delivery skills.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 42 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Effective Facilitation Skills for Work Groups

FEE: **\$275**

DELIVERY: **VIRTUAL**

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

This course offers practical and enjoyable chances to improve your facilitation skills by responding to common and tricky group dynamics that often arise during meetings and public consultations. Skilled actors will simulate these dynamics, allowing you to experiment with different approaches in a safe and supportive environment.

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 42 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Training Design and Delivery Skills

FEE: **\$500**

DELIVERY: **VIRTUAL**

Teaching individuals new skills, knowledge, and attitudes goes beyond delivering an effective lecture or designing PowerPoint slides. It requires exceptional questioning abilities, insight into group dynamics, comprehension of how people learn, and the ability to create a learning environment that supports retention and transfer of knowledge.

Our train-the-trainer course will provide you with educational best practices to enhance your instructional design and delivery skills. In addition to effective lecturing and PowerPoint design, you'll also learn about questioning skills, group dynamics, learning styles and creating a conducive learning environment.

### CONTENT

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

### WHO SHOULD ATTEND

Employees who design and deliver training and/or program presentations, who want to make the learning experience more engaging and useful.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 42 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Navigating Difficult Conversations

FEE: **\$275**

DELIVERY: **VIRTUAL OR IN-PERSON**

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

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Communication. See page 42 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Beyond Conflict

**FEE: \$500**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

Managing conflict is a skill set that can be taught, and people can learn to effectively and confidently address the dynamics that arise when conflict occurs. This skill set enhances our ability to work well with others, achieve better outcomes and reach more productive agreements. Learning how to better manage conflict significantly contributes to more focused, productive and happier work environments.

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

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

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Harnessing the Power of Conflict for Leaders

**FEE: \$500**

**DELIVERY: VIRTUAL**

Harnessing the Power of Conflict for Leaders is designed to give leaders the perspective and tools to successfully deal with challenging situations and relationships. In this course, leaders will learn to develop the mindset and strategies needed to successfully navigate even the most stressful conflict.

This virtual course blends instructor-led and group discussions into a rich learning experience on how to deal with adversity in the workplace. The format encourages sharing conflicts that participants manage, and how to effectively apply the skills learned.

### CONTENT

- Learn a framework for positive impact on difficult situations and frustrating relationships
- Develop greater confidence to address conflict, drama and negative behaviour
- Feel less stuck or frustrated when it comes to interpersonal conflict
- Gain confidence to initiate uncomfortable conversations in more timely, direct and thoughtful ways
- Enjoy a more fulfilling leadership experience

### PREREQUISITE

It is recommended that participants complete Beyond Conflict prior to taking this course.

### WHO SHOULD ATTEND

This course is intended for supervisors, managers and directors with direct reports who manage conflict.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Productive Conflict for Effective Work Relationships

**FEE: \$175**

**DELIVERY: VIRTUAL OR IN-PERSON**

*Note: This course was formerly titled Everything DiSC®: Productive Conflict for Leaders.*

This course helps you harness the power of workplace conflict. Discover how to transform uncomfortable encounters into stronger workplace relationships and results.

Utilizing the Everything DiSC® model, you will learn to improve self-awareness around conflict behaviours; manage personal responses to conflict situations; and develop personalized communication strategies when engaging in productive conflict in the workplace.

### CONTENT

- Discover and recognize your behaviour style tendencies during conflict
- Understand how emotions impact behaviour during conflict
- Explore skill techniques to effectively respond to uncomfortable and unavoidable challenges
- Transform destructive habits into productive responses
- Link improved workplace communication with enhanced workplace productivity

### PREREQUISITE

Completion of DiSC® self-assessment.

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Diversity, Inclusion and Employment Equity

**FEE: FREE**

**DELIVERY: E-COURSE**

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

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

*Note: Additional e-courses available in the LMS include Identifying and Addressing Microaggression, Identifying and Addressing Unconscious Biases, and Unpacking Privilege.*

### CONTENT

- Define foundational terms and policies commonly used in conversations of diversity and inclusion
- Increase awareness of unconscious bias, institutional racism and microaggressions
- Understand the value in applying a diversity and inclusion lens to your work
- Acknowledge the importance in contributing to a respectful and diverse work environment for all

### WHO SHOULD ATTEND

This course is mandatory for all employees.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### QUESTIONS

Contact [diversity@novascotia.ca](mailto:diversity@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Diversity for Leaders

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

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

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

### CONTENT

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

### WHO SHOULD ATTEND

This course is mandatory for all managers and supervisors.

### QUESTIONS

Contact [diversity@novascotia.ca](mailto:diversity@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Introduction to Disability

**FEE: FREE**

**DELIVERY: E-COURSE**

This self-paced e-course is designed to provide an introduction to topics related to disability and accessibility. This is the first in a series of modules being developed as a part of the Nova Scotia government's commitment to be a more equitable and accessible province for all citizens. Accessibility training modules are also one of the commitments in the Government of Nova Scotia Accessibility Plan, with an aim to create a culture of accessibility within the provincial public service.

In this course, you will be introduced to definitions, terms, key statistics and several concepts that will offer a foundation of knowledge for continued learning around disability and accessibility.

### CONTENT

- Understanding of disability
- Definition of disability
- Disability in Nova Scotia
- Types of disabilities
- Disability language
- Accessibility and ableism

### WHO SHOULD ATTEND

This course is mandatory for all employees.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### QUESTIONS

Contact [diversity@novascotia.ca](mailto:diversity@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Introduction to Accessibility Barriers and Solutions

**FEE: FREE**

**DELIVERY: E-COURSE**

This self-paced e-course is designed to help you actively challenge yourself to become more comfortable and current with the language and concepts of barriers that people with disabilities experience. You'll learn how we all can break down these obstacles that make it hard, or nearly impossible, for disabled people to participate fully in society.

Diversity is a core Public Service Value, and we are all accountable for creating an inclusive workplace which helps to foster people of all abilities working together in a productive and engaged way.

### CONTENT

- What is accessibility?
- What are barriers?
- Different types of barriers
- What is accommodation?
- What is universal design?
- Disability language
- Reflection questions for further discussion

### PREREQUISITE

It is recommended that participants complete Introduction to Disability E-Course prior to taking this e-course.

### WHO SHOULD ATTEND

This course is mandatory for all employees.

### QUESTIONS

Contact [diversity@novascotia.ca](mailto:diversity@novascotia.ca).

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Neurodiversity in the Workplace

**FEE: \$100**

**DELIVERY: VIRTUAL OR IN-PERSON**

This course is designed to provide an introduction to neurodiversity. You will learn what neurodivergence looks like at the workplace, as it is a key component of diversity, equity, inclusion, and accessibility plans within organizations.

Employers who wish to be truly inclusive need to create a more inclusive space for neurodivergent employees. During this course, you will learn about the challenges that neurodivergent colleagues face, how they vary from person to person, and how to best provide support.

Creating a culture that fosters belonging in the workplace will generate success for all employees. You will gain knowledge and skills needed to provide a safe and accepting work environment.

### CONTENT

- Define neurodiversity
- Explore what neurodiversity looks like at work
- Gain insight about neurodiversity from a 'first voice' experience
- Build an inclusive, neurodiverse workplace
- Support colleagues who identify as neurodiverse
- Create a culture that fosters belonging

### WHO SHOULD ATTEND

All employees and managers would benefit from attending this course.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Sexual Orientation and Gender Identity 101

FEE: **FREE**

DELIVERY: **E-COURSE**

This e-course focuses on the responsibility we all share for fostering and supporting more welcoming and inclusive workplaces. Through learning about the language and culture of 2SLGBTIQ+ people and communities and new ways of looking at diverse sexes, sexual orientations, genders, and gender identities/expressions, you will develop greater awareness of key concepts and experiences of Two-Spirit, lesbian, gay, bisexual, transgender, intersex, and queer (2SLGBTIQ+) communities.

Expect to explore and challenge assumptions and privileges, and leave with a new awareness of how privileges affect experiences in the workplace and at home.

### CONTENT

- Provide foundational knowledge and increase awareness of diverse sexual orientations, sexes, genders, and gender-diverse identities/expressions
- Understand sociocultural and historical contexts and experiences of 2SLGBTIQ+ communities
- Increase understanding of homophobia, biphobia, transphobia, heterosexism, and cisgenderism
- Increase understanding of privilege and intersectionality

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### QUESTIONS

Contact [diversity@novascotia.ca](mailto:diversity@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Allyship in Action

FEE: **FREE**

DELIVERY: **VIRTUAL OR IN-PERSON**

In this course, you will explore what being an Ally means and how to proactively effect change in the workplace to support an environment of belonging, safety, and inclusion.

Take your knowledge and move it into action. Expect to go beyond awareness of overt and covert forms of discrimination, injustice, oppression, inequity, and exclusion to develop understanding and confidence in identifying and challenging these issues.

*Note: This course consists of 2 modules, which take place 3 months apart. You will put your learning into practice after the first module, and share what you learned by presenting to the class during the second module.*

### CONTENT

- Increase capacity/skills to be able to challenge the subtle and overt discrimination and injustice experienced in individual behaviours and systemic practices and policies.
- Increase awareness and understanding of the different stages of being an Ally
- Build connections and relationships that result in working together to positively influence a welcoming workplace.

### PREREQUISITE

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

### WHO SHOULD ATTEND

Any employee who is interested in putting their Allyship in action.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### QUESTIONS

Contact [diversity@novascotia.ca](mailto:diversity@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## KAIROS Blanket Exercise

FEE: **FREE**

DELIVERY: **IN-PERSON**

Blanket Exercise participants take on the roles of Indigenous Peoples in Canada. Standing on blankets that represent the land, they walk through pre-contact, treaty-making, colonization and resistance. They are directed by facilitators representing a narrator (or narrators) and the European colonizers. Participants are drawn into the experience by reading scrolls and carrying cards that ultimately determine their outcomes.

By engaging on an emotional and intellectual level, the Blanket Exercise effectively educates and increases empathy. The exercise is followed by a talking circle in which participants have the opportunity to discuss their experience as a group.

### **WHO SHOULD ATTEND**

All public servants should consider attending this course.

### **QUESTIONS**

For course inquiries, please contact [LnuAffairs@novascotia.ca](mailto:LnuAffairs@novascotia.ca) or 902-424-7409.

### **TO REGISTER OR LEARN MORE**

[Click here for the LMS home page.](#)

## Understanding the Treaty Relationship

FEE: **\$75**

DELIVERY: **VIRTUAL OR IN-PERSON**

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

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

### **CONTENT**

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

### **WHO SHOULD ATTEND**

All public servants should consider attending this course.

### **CERTIFICATE OPTION**

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### **QUESTIONS**

For course inquiries, please contact [LnuAffairs@novascotia.ca](mailto:LnuAffairs@novascotia.ca) or 902-424-7409.

### **TO REGISTER OR LEARN MORE**

[Click here for the LMS home page.](#)



## African Nova Scotians: Historical and Contemporary Realities

**FEE: FREE**

**DELIVERY: IN-PERSON**

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

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

### **WHO SHOULD ATTEND**

All public servants should consider attending this course.

### **CERTIFICATE OPTION**

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### **QUESTIONS**

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

### **TO REGISTER OR LEARN MORE**

Click here for the LMS home page.

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

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

The Public Service Commission is pleased to promote the Immigrant Services Association of Nova Scotia (ISANS) Intercultural Workplace Program. This program helps Nova Scotia employers better understand the benefits of hiring international talent, the importance of immigrant experience in the workplace, and methods to improve intercultural competence and retain immigrant employees.

Nova Scotia government departments have benefitted from this program since it began in 2013, and over 2,000 Nova Scotia government employees have enjoyed the interactive, inclusive and informative workshops. These workshops provide healthy and respectful workplace change within an equity, diversity and inclusion framework.

The program offers virtual and in-person workshops as well as presentations.

### **VIRTUAL WORKSHOPS**

- Gateway to an Intercultural Workplace
- Intercultural Skill Sets and Organizational Success
- Recruitment and Interviews: Barriers and Solutions Part 1
- Onboarding and Retention: Barriers and Solutions Part 2

### **IN-PERSON WORKSHOPS**

- Building an Intercultural Workplace: Featuring the "Creating Culture" activity
- Intercultural Conflict Resolution
- Creating the "Welcoming" Workplace
- Intercultural Leadership Excellence

### **WHO SHOULD ATTEND**

Workshops, presentations and discussions can be customized for your team meetings, working groups or annual meetings/conferences.

### **TO REGISTER OR LEARN MORE**

Please contact Jordan Remedios at jremedios@isans.ca or 902-406-4089, or click here to visit the ISANS website.



## Human Rights 101

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

Human Rights 101 allows for flexibility and small group discussions which require self-reflection and critical thinking.

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

### CONTENT

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

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### QUESTIONS?

Contact [hrceducation@novascotia.ca](mailto:hrceducation@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Acadie at a Glance

**FEE: FREE**

**DELIVERY: VIRTUAL**

This course helps you better understand and appreciate the cultural identity and heritage of the Acadians and Francophones of Nova Scotia. Gain practical tools to help you support services in French. This course is offered in English.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page or email [bonjour@novascotia.ca](mailto:bonjour@novascotia.ca) to schedule a custom session.

## Coup d'œil sur l'Acadie

**FRAIS: GRATUIT**

**FORMAT: EN LIGNE**

Cet atelier vous aide à mieux comprendre et apprécier l'identité culturelle et le patrimoine des Acadiens et des francophones de la Nouvelle-Écosse. Recevez des outils pratiques pour vous aider à contribuer aux services en français. Cet atelier est offert en français.

### OPTION DE CERTIFICAT

Vous avez la possibilité de suivre cet atelier séparément ou comme une matière optionnelle dans le cadre du diplôme « Certificate in Diversity and Inclusion Development ». Consultez la page 43 pour plus de renseignements.

### POUR S'INSCRIRE OU EN SAVOIR PLUS

Cliquez ici pour accéder à la page d'accueil du LMS (en anglais seulement) ou envoyez un courriel à [bonjour@novascotia.ca](mailto:bonjour@novascotia.ca) pour prévoir une session personnalisée.



## French Language Courses

**FEE: FREE (CONDITIONS APPLY)**  
**DELIVERY: VIRTUAL OR IN-PERSON**

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

### WHO SHOULD ATTEND

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

### TO REGISTER OR LEARN MORE

Please contact your French-language services coordinator for a registration form or contact the Office of Acadian Affairs and Francophonie at 902-266-7975 or [bonjour@novascotia.ca](mailto:bonjour@novascotia.ca). All registration forms must be sent to [fls@usainteanne.ca](mailto:fls@usainteanne.ca).

## Cours de français

**FRAIS: GRATUIT (DES CONDITIONS S'APPLIQUENT)**  
**DELIVERY: EN LIGNE OU EN PRÉSENTIEL**

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

### QUI DEVRAIT PARTICIPER

Les employés qui travaillent dans le développement ou la livraison des services en français.

### POUR S'INSCRIRE OU EN SAVOIR PLUS

Veillez contacter votre coordonnateur de services en français pour en obtenir un formulaire d'inscription ou communiquer avec l'Office des affaires acadiennes et de la francophonie au 902-266-7975 ou à l'adresse courriel [bonjour@novascotia.ca](mailto:bonjour@novascotia.ca). Toute inscription doit être envoyée à [fls@usainteanne.ca](mailto:fls@usainteanne.ca).



## Intro to Nova Scotia Gaels' Language, Culture and Identity

**FEE: FREE** **DELIVERY: VIRTUAL**

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Diversity and Inclusion Development. See page 43 for more information.

### TO REGISTER OR LEARN MORE

Please contact [kelly.schlay@novascotia.ca](mailto:kelly.schlay@novascotia.ca) or 902-240-6914.

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

**SAOR: AN ASGAIDH 'GAN LÌBHRIGEADH: AIR LOIDHNE**

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

### ROGHAINN TEISTEANAIS

Tha roghainn agaibh an cùrsa seo a ghabhail mar chùrsa fa leth na roghnachail dhan Teisteanas ann an Leasachadh Iomadachd agus in-ghabhalach. Bheiribh sùil air duilleag 43 gus tuilleach fiosrachaidh 'fhaighinn.

### GUS CLÀRACHADH AIR NEO TUILLEADH IONNSACHADH

Cuiribh fios gu [kelly.schlay@novascotia.ca](mailto:kelly.schlay@novascotia.ca) air neo éibhibh air 902-240-6914.



## Gaelic Language Learning Sessions

**FEE: FREE**

**DELIVERY: VIRTUAL**

Free of charge. Come and learn Gaelic language through an interactive, activity-based, fun, stress-free method. Any government employee interested in learning Gaelic may attend. Sessions will run Fall 2023, and Winter and Spring 2024.

### TO REGISTER OR LEARN MORE

Please contact [kelly.schlay@novascotia.ca](mailto:kelly.schlay@novascotia.ca) or 902-240-6914.

## Seiseanan gus a' Ghàidhlig ionnsachadh

**SAOR: AN ASGAIDH 'GAN LÌBHRIGEADH: AIR LOIDHNE**

Saor an asgaidh, thigibh is ionnsaichibh a' Ghàidhlig thro mheadhon dòigh eadar-ghnìomhaich: stéidhichte air sùrdalachd is spòrs, saor o strì. Faodaidh neach-obrach sam bith an Riaghaltais aig a bheil suim ann a bhi ag ionnsachadh na Gàidhlig a thighinn ann an. Bidh seiseanan a' ruith as t-Fhoghar is 's a' Gheamhradh 2023 agus as t-Earrach 2024.

### GUS CLÀRACHADH AIR NEO TUILLEADH IONNSACHADH

Cuiribh fios gu [kelly.schlay@novascotia.ca](mailto:kelly.schlay@novascotia.ca) air neo éibhibh air 902-240-6914.

## Public Sector Innovation

**FEE: \$275**

**DELIVERY: VIRTUAL OR IN-PERSON**

More than ever before, public servants are being called on to work in new and different ways, to adapt to meet current challenges while also anticipating the future needs of citizens. We work in an increasingly complex environment that changes rapidly and unpredictably as governments deal with increasing demand for services, constrained resources and greater citizen expectations. As a result, there is a need to find new and better ways of doing valued things.

This course will introduce you to the concept of innovation in the public sector – exploring what it looks like and how you might contribute to a culture of innovation in the Nova Scotia public service.

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Innovation. See page 39 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Design Thinking

**FEE: \$500**

**DELIVERY: VIRTUAL**

The challenge we face as public servants is to deliver public services in an ever-changing world. Increasingly, our traditional approaches don't yield the results we intend, or citizens expect. Design thinking is a discipline that approaches problem-solving with curiosity and creativity. It is a powerful, human-centred approach that starts with people.

In this hands-on introduction, participants will learn about the tools and approaches of design thinking, and how to apply them within a government context.

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Innovation. See page 39 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Applying Behavioural Insights to Improve Policy, Programs and Services

**FEE: \$275**

**DELIVERY: VIRTUAL**

Behavioural insights (BI) uses principles from the behavioural sciences to help us understand how people think, make decisions, and behave in everyday life. The application of BI can help government improve programs, policies and services in ways that encourage positive change for employees and citizens.

In this course, public servants will gain a greater understanding of the theory and practice of BI, and gain the necessary knowledge to add a BI lens to how they approach problems. A compassionate government will be a focus throughout the course.

### CONTENT

- Define Behavioural Insights (BI)
- Understand the core BI concepts that impact daily decision-making (e.g., biases and heuristics, nudge theory)
- Identify how BI aligns with our work in the public service
- Explore the scarcity mindset and compassionate government
- Diagnose and solve problems through the practical application of BI concepts

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 39 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Corporate New Employee Orientation

**FEE: FREE**

**DELIVERY: VIRTUAL**

Welcome to the Government of Nova Scotia! Working with the public service is one of the most rewarding career paths you can take. Your career in government will give you many opportunities to learn and grow. In your role, you will contribute to making a real difference that affects all Nova Scotians.

Corporate New Employee Orientation is designed to help new employees learn about working with the Province of Nova Scotia and what it is to be a public servant. You will connect with other new employees and learn from guest speakers across government.

Important information and resources are highlighted to help support you in your first days as a public servant. You will also have access to online orientation resources to help you begin your journey.

### **CONTENT**

- Welcome and networking
- Understanding Public Service Values
- Introduction to the government landscape
- Accessing online resources
- Mandatory training
- Navigating My Orientation online
- Connecting with government networks

### **WHO SHOULD ATTEND**

All new employees to government.

### **TO REGISTER OR LEARN MORE**

[Click here for the LMS home page.](#)

## What's Next in Your Career?

**FEE: \$275**

**DELIVERY: IN-PERSON**

"What's next?" It's a question people often ask themselves when they feel restless, unchallenged or simply ready for something new in their career. Whether you're searching for change just around the bend or looking further down the road, this interactive 4-module program gives you an opportunity to focus on where you'd like to go next.

Guided by a career professional, you will learn more about yourself and your natural strengths, gain a greater sense of alignment between who you are and what you do, and refocus your career direction. Join others who are exploring similar territory – and discover what is next for you.

### **CONTENT**

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

### **WHO SHOULD ATTEND**

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

### **TO REGISTER OR LEARN MORE**

[Click here for the LMS home page.](#)



## Retirement Planning

**FEE: \$500**

**DELIVERY: VIRTUAL**

This virtual course is for employees of the Nova Scotia government who wish to effectively plan for retirement to ensure financial security, maintain a comfortable lifestyle, and prepare for a period of adjustment that should not be underestimated. Many retirees may live one-third or more of their lives in retirement. Therefore, it is important to understand your options and make informed decisions about your future. Planning today is the key to your successful retirement tomorrow!

Offered virtually, this course is delivered conference-style with a number of guest speakers in the areas of pension, benefits, Pharmacare, estate planning, financial planning, Canada Pension Plan/Old Age Security and income tax. Benefit from the opportunity to have your questions answered by the experts. Added bonus: online access to extensive course materials, videos, and resources.

*Note: Register early, as this course will only be offered 4-5 times per year.*

### CONTENT

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

### WHO SHOULD ATTEND

Recommended for employees in their 30s onward to retirement.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Procurement Courses

**FEE: FREE**

**DELIVERY: E-COURSE OR VIRTUAL**

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

Procurement also promotes the Public Sector Procurement Program (PSPP) courses offered by The Procurement School. For more information on this program, please visit [www.theprocurementschool.com](http://www.theprocurementschool.com).

### WHO SHOULD ATTEND

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

### TO REGISTER OR LEARN MORE

Click here for Nova Scotia Procurement Training or email [procure@novascotia.ca](mailto:procure@novascotia.ca).



## Introduction to Project Management

**FEE: \$500**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

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

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Navigating Organizational Change: From Resistance to Resilience

**FEE: \$500**

**DELIVERY: VIRTUAL**

As external realities shift and evolve, many individuals and organizations struggle and resist the necessary change. Resistance to change seems a part of our very humanness; when faced with external threat, we often hang on to what has worked in the past. In our increasingly fast-paced, ever-changing modern world, this tendency holds us back. While resistance to change seems part of our nature, so too does an ability to adapt to change.

This course will focus on both individual and organizational strategies to succeed in a changing world.

### CONTENT

- Identify the common causes of resistance to change
- Analyze the impact of resistance to change
- Evaluate the importance of adapting to change for personal and organizational success
- Develop effective strategies to manage resistance to change
- Develop effective strategies to facilitate successful change
- Apply various tools and techniques to overcome resistance to change and facilitate successful change
- Analyze the potential outcomes of change and evaluate its impact
- Develop an action plan for implementing change in an organizational setting
- Evaluate the success of change efforts
- Collaborate effectively with others in a change management context

### WHO SHOULD ATTEND

Employees and managers looking to navigate organizational change.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Change Management: Powered by Prosci®

FEE: **\$275**

DELIVERY: **VIRTUAL OR IN-PERSON**

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

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 39 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Work Process Improvement

FEE: **\$500**

DELIVERY: **IN-PERSON**

Governments at all levels operate in a fiscally restrained environment. As the pressure to reduce costs increases, staff morale can suffer. Yet, it is possible to reduce operating costs while maintaining programs and services. As Mr. Toyota said, "We see the same thing, over and over again! Process quality goes up, costs come down, staff morale shoots through the roof!" (The Taguchi Loss Function) We have numerous proofs that this approach has worked in federal, provincial and municipal governance structures, schools, hospitals, libraries, as well as the private sector.

Efficient work processes help managers get the most value from their resources. In this course, you will gain the knowledge and the skills necessary to improve critical work processes, leading to a more effective and engaged team.

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 39 for more information.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Records Management Courses

**FEE: VARIES**

**DELIVERY: VIRTUAL**

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

### CONTENT

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

### WHO SHOULD ATTEND

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

### QUESTIONS

For additional questions or inquiries, contact Leanne Gouthro at [leanne.gouthro@novascotia.ca](mailto:leanne.gouthro@novascotia.ca) or 902-424-6554.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Respectful Workplace Online Training

**FEE: FREE**

**DELIVERY: E-COURSE**

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

### WHO SHOULD ATTEND

This course is mandatory for all employees.

### QUESTIONS

Contact 1-888-465-2444 or [workplaceresolution@novascotia.ca](mailto:workplaceresolution@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Workplace Civility and Respect

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

Conciliation and Mediation Services (CMS) is a neutral third party that provides impartial conciliation and alternative dispute resolution services to labour and management in unionized private and public sector workplaces in Nova Scotia, free of charge. For more information on CMS services, such as workshops, mediations and coaching, visit [www.novascotia.ca/lae/conciliation](http://www.novascotia.ca/lae/conciliation).

### CONTENT

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

### WHO SHOULD ATTEND

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

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Collective Agreement Fundamentals

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

Collective agreements can seem like daunting legal documents. This workshop discusses the fundamentals of collective agreements: what rights, restrictions and responsibilities managers and employees have under collective agreements, where flexibility is allowed, and the impact of past practice. It discusses different ways of solving issues, and what to avoid.

Conciliation and Mediation Services (CMS) is a neutral third party that provides impartial conciliation and alternative dispute resolution services to labour and management in unionized private and public sector workplaces in Nova Scotia, free of charge. For more information on CMS services, such as workshops mediations and coaching, visit [www.novascotia.ca/lae/conciliation](http://www.novascotia.ca/lae/conciliation).

*Note: This course discusses collective agreements and roles, rights, restrictions, and responsibilities in general. It does not discuss any specific collective agreements. The facilitator does not provide interpretation of clauses within your collective agreement for you.*

### CONTENT

- Collective agreement fundamentals
- Rights, restrictions, responsibilities
- Flexibility and past practice
- Resolving issues – strategies and skills

### WHO SHOULD ATTEND

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

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Labour Relations

**FEE: \$175**

**DELIVERY: IN-PERSON**

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

### CONTENT

- Gain knowledge of the collective agreement and the grievance process
- Understand management rights and responsibilities
- Learn the process for managing employee performance concerns, including the disciplinary process

### WHO SHOULD ATTEND

This course is designed for managers, supervisors and human resources professionals.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Talent Acquisition Overview

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

Hiring the right talent is one of the most crucial aspects of any organization. This is only achieved through a transparent, equitable, legal and well-documented process.

This course provides practical and up-to-date information on how to plan, attract, select and onboard new employees. It will cover all the factors impacting the process, along with the resources needed to help achieve your goal. You will learn the responsibilities of the hiring manager throughout the hiring process.

### CONTENT

- Planning – Options available to fill a vacancy and the responsibilities of the hiring manager. This includes a review of posting, interview questions and panel members. Considerations of equity, diversity and inclusion are also discussed.
- Screening – How to screen candidates and what to look for. You will gain an understanding of the importance of fair and consistent screening practices, and learn some of the tips and tricks of how to review an applicant's cover letter and résumé.
- Selection/Interviewing – Review of the interview process and the responsibility of the hiring manager as chair and the panel. This includes discussions around ranking and reference checks.
- Appointment/Onboarding – Review of the hire of the successful candidate(s) and considerations relating to the hire. This includes deputy approval, salary rating, negotiations, offer letter and notifying unsuccessful candidates.

### WHO SHOULD ATTEND

Hiring managers (anyone who has the responsibility of hiring staff) and Human Resources Business Partners.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Everything DiSC®: Flexing Your Workplace Behaviour Style

**FEE: \$175**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

### CONTENT

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

### PREREQUISITE

Completion of DiSC® self-assessment.

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### CERTIFICATE OPTION

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

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Insights® Discovery

**FEE: \$300**

**DELIVERY: IN-PERSON**

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

### CONTENT

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

### PREREQUISITE

Completion of Insights® Discovery Evaluator self-assessment.

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Emotional Intelligence

**FEE: \$175**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

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

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

### CONTENT

- Learn how EI impacts you and your workplace
- Learn how to apply the 5 composite areas of EI:
  1. Self-Perception – Understand your emotions
  2. Self-Expression – Express your emotions
  3. Interpersonal – Develop and maintain relationships
  4. Decision-Making – Use emotions to make better decisions
  5. Stress Management – Cope with challenges

### PREREQUISITE

Completion of Emotional Quotient Inventory 2.0 (EQ-i 2.0) self-assessment.

### WHO SHOULD ATTEND

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

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Leading with LEADS

**FEE: \$275**

**DELIVERY: VIRTUAL**

Being a transformational leader is paramount at all levels of government. This course provides an opportunity to transform your leadership capability and style. The LEADS capabilities framework embodies the key skills, behaviours, abilities and knowledge required to lead in a public sector environment. It fosters a common understanding of what good leadership looks like at all levels.

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

In this interactive course, you will explore leadership through the 5 domains of the LEADS capabilities framework: Lead Self, Engage Others, Achieve Results, Develop Coalitions and Systems Transformation.

### CONTENT

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

### WHO SHOULD ATTEND

All supervisors, managers and leaders can use this framework to put effective leadership into action.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Leadership Essentials for Individual Contributors. See page 40 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Strategic Decision-Making

FEE: **\$175**

DELIVERY: **VIRTUAL OR IN-PERSON**

Decision-making is one of the most critical tasks facing organizations in today's ever-changing landscape. Whether you are a decision-maker or have influence in the decision-making process, you are likely to face challenges when making decisions. The impact of the decisions that you make daily can have far-reaching and unforeseen consequences. Is there a way to safeguard against making a bad decision, and what happens when things do not go according to plan?

This course uses case study, article review, and group discussions. You will explore the potential effects of poor decision-making practices, and the factors that go into effective decision-making.

### CONTENT

- Explore the importance and impact of decision-making at every level of the organization
- Examine factors that can impact the decision-making process
- Identify common traps that people fall into when making decisions
- Review tools you can use to facilitate effective decision-making

### WHO SHOULD ATTEND

Those involved in making and implementing decisions, those who advise decision-makers, and anyone interested in improving their decision-making skills.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Effective Delegation and Empowering Employees

FEE: **\$175**

DELIVERY: **VIRTUAL**

Delegating is a critical skill for leaders at all levels, yet it is one of the most common challenges. Whether you are new to your position or looking for some new techniques, this course is for you.

Learn how delegating effectively can help you balance your workload and develop your employees. Delegating is a powerful tool to develop trust and let your team know that they are valued. Learn how to find the best match between the task and the employee, how to communicate more effectively, monitor progress, give feedback, and create a more productive team.

During the course, you will explore your barriers and develop solutions based on your learning and shared experience. You will leave with a clear action plan for delegating back at work.

### CONTENT

- Understand how to flex your delegation style
- Explore how to select the right person for the assignment/project
- Prepare for an effective delegation conversation
- Monitor progress and use effective feedback techniques
- Explore solutions to overcome your unique barriers
- Make the shift to empowered delegation
- Create an action plan to take your delegation to the next level

### WHO SHOULD ATTEND

Anyone who manages the work of others. It may also be of interest to those who lead the work of others who do not report to them (i.e., project leads).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Leading Virtually™

**FEE: \$500**

**DELIVERY: VIRTUAL**

Today's workforce is increasingly working from home and other remote locations, with teams spread across countries and time zones. Managers struggle to connect with their people through time lags and technology interfaces. It's the new normal, and it comes with a new set of benefits and challenges. Managing in this environment is tricky. It can be difficult to understand what's really going on, and even harder to build rapport and trust over long distances. But with the right skillset, managers can increase the effectiveness and productivity of their remote staff.

Employees working remotely also have many new challenges to adapt to. It's harder to understand goals as tasks evolve with the additional separation from their leader. Working for hours or days with fewer human interactions is isolating, damages morale, and reduces connection to colleagues. And there's a host of new technologies and techniques to master in order to communicate and collaborate well.

Leading Virtually™ helps managers with remote staff learn a skillset to stay connected and increase the effectiveness and productivity of their people.

### CONTENT

- Be attentive and mindful – Communicating intentionally with remote team members, structuring conversations for maximum impact, and honouring each other's work preferences
- Foster community – Building trusting and supportive relationships that stay positive and involve all their people, using the technology available
- Accelerate performance and development – Building the resourcefulness and autonomy of staff members, and helping them move forward in their careers

### WHO SHOULD ATTEND

Supervisors and managers who lead people virtually.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as an elective for the Certificate in Innovation. See page 39 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Introduction to Systems Thinking

**FEE: \$175**

**DELIVERY: IN-PERSON**

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

—Peter Senge, The Fifth Discipline

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

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

### CONTENT

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

### WHO SHOULD ATTEND

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

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Collaboration for Building Partnerships

FEE: **\$275**

DELIVERY: **VIRTUAL**

In today's fast-paced, rapidly changing environment, organizations are increasingly reliant on collaborative work to integrate and align their human resources, adapt a flexible stance, innovate, and deliver better services. To build effective collaborative communities, leaders must develop and expand their collaborative leadership repertoire and identify the essential elements for designing teams for collaboration and creating effective boundary-spanning strategies.

Through this course, participants will learn about tools and strategies for conceiving and leading collaboration in the public sector – in particular, how to engage others, build coalitions across silos, mobilize groups to action, and stimulate innovation within and across service lines and departmental boundaries.

### CONTENT

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

### WHO SHOULD ATTEND

Anyone interested in creating or enhancing collaborative partnerships.

### CERTIFICATE OPTION

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

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Consulting Skills: Strategies for Partnering with Clients

FEE: **\$275**

DELIVERY: **VIRTUAL OR IN-PERSON**

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

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

### CONTENT

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

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

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

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Financial Management

**FEE: \$175**

**DELIVERY: IN-PERSON**

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

### CONTENT

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

### WHO SHOULD ATTEND

Anyone responsible for budgets or budget activities.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Time Management Masterclass: Boost Your Productivity Today

**FEE: \$275**

**DELIVERY: VIRTUAL OR IN-PERSON**

We all have 168 hours in a week, but not everyone uses that time as effectively as they could. Increased demands on your time might also be impacting your productivity at work. This course introduces the Plan-Do-Study-Act (PDSA) cycle to better manage your time and boost your productivity. You will learn how to integrate and apply habits, routines, and tricks from some of the most productive people across the world – techniques that will increase your productivity in both the short and long term.

### CONTENT

- Set clear and focused goals
- Establish effective routines and habits
- Plan out your week and day in advance
- Understand the 3 “P” productivity myths
- Effectively and easily track your time
- Identify the difference between urgent and important tasks
- Set up weekly reviews to continuously improve your productivity

### WHO SHOULD ATTEND

Anyone who is not getting the most out of their day and wants to make changes to be more productive.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Microsoft Outlook Masterclass: Putting Time Management into Action

**FEE: \$275**

**DELIVERY: VIRTUAL**

Chances are, you use Microsoft Outlook daily – but are you getting the most out of it? Like most people, you are probably focused on the basics of the tool, not how to integrate it effectively into your work. In this course, you will learn how to best use Outlook to support your work, not drive it.

This course focuses on putting time management and productivity best practices into action. Focus is on two key areas: minimizing your email and maximizing your calendar – skills everyone on your team can benefit from!

### CONTENT

- Why email is causing you stress
- 3 methods to quickly achieve “inbox zero” and the 5 D’s of “one-touch” emails
- 5 methods to eliminate interruptions and distraction from email
- Creating your ideal day/week/month in Outlook Calendar
- Using categories for an effective and organized calendar

### WHO SHOULD ATTEND

Anyone who feels overwhelmed by their inbox and wants to manage their time better utilizing Outlook.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Introduction to Occupational Health and Safety

**FEE: FREE**

**DELIVERY: E-COURSE**

This mandatory e-course introduces staff to the Occupational Health and Safety (OHS) Act, Regulations, Occupational Health and Safety Corporate Policy, and an overview of the requirements for a departmental Occupational Health and Safety Management System.

### CONTENT

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

### WHO SHOULD ATTEND

This course is mandatory for all employees.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Occupational Health and Safety for Managers and Supervisors

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

This 1-day virtual or in-person course focuses on the roles and responsibilities of managers and supervisors as outlined under the Occupational Health and Safety (OHS) Act and corporate Workplace Health and Safety Promotion Policy. It provides managers and supervisors the vital health and safety knowledge and skills required to perform their roles effectively.

### CONTENT

- Describe manager/supervisor OHS responsibilities
- Understand how to demonstrate due diligence
- Application of manager/supervisor OHS activities
- Reflect on methods to promote a positive workplace safety culture

### PREREQUISITES

Introduction to Occupational Health and Safety E-Course  
EHSM System Incident Reporting E-Course  
EHSM System Incident Investigation E-Course

### WHO SHOULD ATTEND

This course is mandatory for all managers and supervisors.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety for Managers. See page 44 for more information.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Workplace Violence General Awareness Training for Employees

**FEE: FREE**

**DELIVERY: E-COURSE**

This 1-hour e-course focuses on providing all employees with a general awareness of violence in the workplace, and it is the minimum training required under the Nova Scotia Violence in the Workplace Regulations. Workplace violence can be prevented or avoided if employees are aware of the warning signs and know what to do when violence occurs. By understanding what behaviour is acceptable and what is not, employees will be able to do their part in preventing violence and help maintain a safe work environment. Additional workplace violence training may be required to mitigate specific risks for violence in certain government workplaces.

### CONTENT

- Defining workplace violence
- Introduction to legislation
- Risk factors for violence
- Recognizing potentially violent situations
- Responding to potential violence and violent situations
- Reporting acts of violence
- Accessing supports

### PREREQUISITE

Introduction to Occupational Health and Safety E-Course

### WHO SHOULD ATTEND

This course is mandatory for all employees.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety for Joint Occupational Health and Safety Committee Members.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Workplace Violence Prevention for Managers

**FEE: FREE**

**DELIVERY: E-COURSE**

This 1-hour e-course focuses on the responsibilities of department managers to reduce risks and prevent violence in their workplaces, as outlined under the Nova Scotia Violence in the Workplace Regulations. Participants will learn about their respective roles in violence risk assessments, prevention planning, investigating, and debriefing. By the end of this course, participants will be able to determine if their workplaces are compliant with the regulations, and what steps to take to close any gaps to help prevent workplace violence.

### CONTENT

- Defining workplace violence
- Overview of the legislation and regulations
- Conducting violence risk assessments
- Creating workplace violence prevention plans
- Reporting and investigating violent incidents
- Communication of information
- Debriefing and supports following incidents

### PREREQUISITE

Introduction to Occupational Health and Safety E-Course

### WHO SHOULD ATTEND

This course is mandatory for managers and supervisors.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety for Managers. See page 44 for more information.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Foundations of Joint Occupational Health and Safety Committees

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

### CONTENT

- Describe the JOHSC member/representative role in OHS
- Understand how JOHSC can be effective in promoting a positive workplace safety culture
- Apply OHS practices to JOHSC functions
- Measure JOHSC effectiveness

### PREREQUISITES

Introduction to Occupational Health and Safety E-Course  
EHSM System Incident Reporting E-Course

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety for Joint Occupational Health and Safety Committee Members. See page 44 for more information.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca).

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



## Managing Hazards and Workplace Inspections

**FEE: FREE**

**DELIVERY: E-COURSE**

This 2-hour e-course focuses on identifying and correcting hazards in the workplace by utilizing hazard assessments and workplace inspections. Participants will learn how hazard assessments are conducted, reviewed and implemented. As well, they will gain the necessary skills to conduct comprehensive workplace inspections.

### CONTENT

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

### PREREQUISITES

Introduction to Occupational Health and Safety E-Course

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificates in Workplace Health and Safety. See page 44 for more information.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Incident Management: OHS Reporting and Investigation

**FEE: FREE**

**DELIVERY: E-COURSE**

This 2-hour e-course outlines the process for reporting incidents, safety observations and near misses in the workplace. The incident management process will be examined from the initiation of an incident through to the completion of corrective actions. The course will also include how managers and health and safety committees can utilize incident reports generated from the Environment, Health and Safety Management System (EHSM), the online incident reporting system.

### CONTENT

- Explore the different types of Occupational Health and Safety (OHS) reports
- Explain the OHS reporting process through various lenses
- Critically look at OHS reports and investigations
- Discuss tracking and trending of OHS reports

### PREREQUISITES

Introduction to Occupational Health and Safety E-Course  
EHSM System Incident Reporting E-Course  
EHSM System Incident Investigation E-Course

### WHO SHOULD ATTEND

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

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificates in Workplace Health and Safety. See page 44 for more information.

### QUESTIONS

Contact [PSCSafety@novascotia.ca](mailto:PSCSafety@novascotia.ca)

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Basic First Aid

**FEE: \$110**

**DELIVERY: IN-PERSON OR BLENDED**

This course provides information on the first aider's role and training on how to respond in an emergency. There is the option of taking this course either in-person or blended (combination of e-course and in-person).

### CONTENT

- Understand the workplace first aider's role, first aid legalities, and disease transmission
- Learn Emergency Action Principals (EAPs)
- Practice airway management (obstructed airway/ securing the airway)
- Learn how to react to breathing emergencies (respiratory distress/arrest) and cardiovascular emergencies (cardiac arrest, heart attack)
- Learn how to respond to life-threatening bleeding and shock
- Learn cardiopulmonary resuscitation (CPR) and how to use an automated external defibrillator (AED)
- Understand the principles of self-care after administering first aid

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificates in Workplace Health and Safety. See page 44 for more information.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.

## Mental Health First Aid

**FEE: \$140**

**DELIVERY: VIRTUAL**

The Mental Health First Aid (MHFA) course is offered in partnership with the Mental Health Commission of Canada.

Participants will learn how to recognize the signs that a person may be experiencing a decline in their mental well-being or a mental health crisis, and encourage that person to:

- Talk about the decline in their mental well-being
- Discuss professional and other supports that could help with recovery to improved mental well-being
- Reach out to supports
- Assist in a mental health or substance use crisis
- Use MHFA actions to maintain one's own mental well-being

### CONTENT

- How stigma interferes with recovery
- Actions to assist an individual with declining mental health or who is in a crisis
- Common illnesses such as substance use, depression and anxiety
- Communicating with diverse cultures
- Respectful language
- Self-care
- Suicidality

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### TO REGISTER OR LEARN MORE

Click here for the LMS home page.



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

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

### CONTENT

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

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety for Joint Occupational Health and Safety Committee Members. See page 44 for more information.

### QUESTIONS

Contact the Office of Workplace Mental Health at 902-424-2273 or [OWMH@novascotia.ca](mailto:OWMH@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

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

**FEE: FREE**

**DELIVERY: VIRTUAL OR IN-PERSON**

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

This evidence-based course, developed by the Mental Health Commission of Canada, provides participants with practical knowledge and skills to address mental health and wellness at work and home.

### CONTENT

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

### PREREQUISITE

You do not need to take The Working Mind for Employees in order to take this course.

### WHO SHOULD ATTEND

Those who supervise employees.

### CERTIFICATE OPTION

You have the option of taking this as an individual course or as a required course for the Certificate in Workplace Health and Safety for Managers. See page 44 for more information.

### QUESTIONS

Contact the Office of Workplace Mental Health at 902-424-2273 or [OWMH@novascotia.ca](mailto:OWMH@novascotia.ca).

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)



## Resilient Leadership Series

**FEE: \$700**

**DELIVERY: VIRTUAL**

As organizations emerge from a global pandemic, leaders face extraordinary challenges including high levels of stress and burnout. Resilient leadership fosters a culture where healthy employees are committed and invested to work with hope, courage and sustained energy.

During this 5-module virtual series, you will learn strategies and tools for your own resilience and the skills to build a resilient team.

The modules are designed to be conversational and interactive. In this series, you will have the opportunity to apply what you learn between modules and share the impact of your learning on you and your team.

This series is valuable to all levels of leaders who want to create a workplace culture that can recover, rebuild and support people to do their best work.

### CONTENT

- Module 1: 5 Qualities of a Leader Who Thrives in a Crisis
- Module 2: Energize Your Team Through Uncertainty
- Module 3: Who's Listening?
- Module 4: Manage Your Mindset and Emotional Well-Being
- Module 5: Balance Life, Work and Overwhelm

### WHO SHOULD ATTEND

Managers, supervisors and team leads who want to build resiliency both for themselves and for their teams.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)

## Resilience: Living the Q-Life

**FEE: \$275**

**DELIVERY: VIRTUAL**

Resilience – some stress is good. Most of us require challenging goals and at least some degree of pressure to fulfil our potential. It is also normal for our stress levels to rise as we cope with situations that are meaningful to us, especially when we experience uncertainty, setbacks, or long periods of pressure.

This course, Resilience: Living the Q-Life (Quality Life), focuses on the concept of resilience and keeping stress at a level that allows for optimal performance.

### CONTENT

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

### PREREQUISITE

Completion of resilience self-assessment.

### WHO SHOULD ATTEND

All public servants should consider attending this course.

### TO REGISTER OR LEARN MORE

[Click here for the LMS home page.](#)





# Certificate Programs



# Certificate in Innovation

## *Taking Innovation to the Next Level*

Organizations that leverage opportunities through innovation can flourish in the face of constant change. Public sector innovation does not happen by itself – problems need to be identified, and creative ideas and solutions translated into action.

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

### **Flexible Format**

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

### **Requirements**

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

- 2-day required course
- 4 days of course electives
- Courses must be completed within a 2-year period

### **Getting Started**

You will need your manager's approval prior to registering. No nomination is required.

Click on the certificate of your choice in LMS. Follow the steps to add it to your learning plan, register for your courses, and track your progress.

## **6-Day Certificate Program**

**Fee** Based on fee per course

### **Required Course**

See course page for description

***Public Sector Innovation (2 days)***

### **Course Electives**

See course pages for descriptions

Choose any 4 days of electives below:

***Applying Behavioural Insights to Improve Policy, Programs and Services (2 days)***

***Design Thinking (2 days)***

***Leading Virtually™ (2 days)***

***Change Management: Powered by Prosci® (2 days)***

***Work Process Improvement (2 days)***

### **Who Should Attend?**

Those who want to create a culture of innovation, develop or lead innovative solutions, improve processes, and implement change and transformation in government.

### **To Register or Learn More**

Click here for the LMS home page.





# Certificate in Leadership Essentials for Individual Contributors

## Leading Through Influence

You don't have to be a leader to lead! In today's agile world, organizations need to develop employees at all levels to be leaders. As an individual contributor, this means learning to lead through influence to help the organization meet its goals.

The Certificate in Leadership Essentials for Individual Contributors will help advance individual and organizational performance. Building on the LEADS framework, it is designed to give you a strong understanding of yourself and others – developing the skills you need to effectively communicate, lead and collaborate with teams, projects and clients.

### Flexible Format

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

### Requirements

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

- 2-day required course
- 4 days of course electives
- Courses must be completed within a 2-year period

### Getting Started

You will need your manager's approval prior to registering. No nomination is required.

Click on the certificate of your choice in LMS. Follow the steps to add it to your learning plan, register for your courses, and track your progress.

## 6-Day Certificate Program

**Fee** Based on fee per course

### Required Course

See course page for description

### Leading with LEADS (2 days)

### Course Electives

See course pages for descriptions

Choose any 4 days of electives below:

**Everything DiSC®: Flexing Your Workplace Behaviour Style (1 day)**

**Beyond Conflict (2 days)**

**Collaboration for Building Partnerships (1 day)**

**Consulting Skills: Strategies for Partnering with Clients (2 days)**

**Introduction to Project Management (2 days)**

### Who Should Attend?

All employees would benefit from taking this program. The certificate is designed for the individual contributor, project or team lead, or those interested in advancing their career.

### To Register or Learn More

[Click here for the LMS home page.](#)





# Manager Fundamentals Certificate

## *Navigate the Transition to Your New Role*

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

### **In 4 short days, you will complete the following modules:**

- Managing in the Government Context (including labour relations, managing attendance and performance issues)
- Recruitment and Selection
- Compensation and Classification
- Financial Management (including successful forecasting)
- Procurement

### **Through this certificate, you will:**

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

## **4-Day Certificate Program**

**Fee \$500**

### **Program Modules**

***Managing in the Government Context (2 days)***

***Recruitment and Selection (½ day)***

***Compensation and Classification (½ day)***

***Financial Management (½ day)***

***Procurement (½ day)***

### **Who Should Attend?**

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

### **Manager Approval**

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

### **Contact Us**

Stephanie Johnson  
Organizational Development Consultant  
stephanie.johnson2@novascotia.ca

### **To Register or Learn More**

Click here for the LMS home page.



# Certificate in Communication

## *Communicating in Today's Global Workplace*

Communication is one of the most powerful tools you can equip yourself with at work. The Certificate in Communication is designed to help you sharpen your written, verbal, and interpersonal communication skills. Explore effective practices as expert facilitators help you develop the skills to write more effectively, deliver powerful presentations, navigate conversations, facilitate group process, and deliver program training to clients.

Communication is essential for having more engaged employees and client service success. Regardless of your role, improving your communication can help you alleviate conflict, build better relationships with clients, collaborate across government, and create more capable and productive teams.

### **Flexible Format**

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

### **Requirements**

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

- 6 days of course electives
- Courses must be completed within a 2-year period

### **Getting Started**

You will need your manager's approval prior to registering. No nomination is required.

Click on the certificate of your choice in LMS. Follow the steps to add it to your learning plan, register for your courses, and track your progress.



## **6-Day Certificate Program**

**Fee** Based on fee per course

### **Course Electives**

See course pages for descriptions

Choose any 6 days of electives below:

***Writing to Inform, Persuade and Engage (2 days)***

***Creating Powerful Presentations: Evidence-Based Design (1 day)***

***Present Like a Pro: The Delivery Lab (1 day)***

***Effective Facilitation Skills for Work Groups (1 day)***

***Navigating Difficult Conversations (1 day)***

***Training Design and Delivery Skills (2 days)***

### **Who Should Attend?**

All employees would benefit from taking this program, regardless of role. It may also interest those who facilitate groups and do program training.

### **To Register or Learn More**

Click here for the LMS home page.



# Certificate in Diversity & Inclusion Development

## *Developing Diversity, Equity and Inclusion in Today's Workplace*

This introductory certificate contributes to increased awareness and understanding of equity, diversity, inclusion and accessibility. Courses cover a range of diversity-related topics, including employment equity, human rights, intersectionality and inclusion.

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

### **Flexible Format**

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

### **Requirements**

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

- ½ day of required courses
- 5½ days of course electives
- See course pages for prerequisites, if applicable
- Courses must be completed within a 2-year period

### **Getting Started**

You will need your manager's approval prior to registering. No nomination is required.

Click on the certificate of your choice in LMS. Follow the steps to add it to your learning plan, register for your courses, and track your progress.



## **6-Day Certificate Program**

**Fee** Based on fee per course

### **Required Courses**

See course pages/LMS for descriptions

Complete all required courses below, which equal a ½-day in total:

***Diversity, Inclusion and Employment Equity E-Course***

***Identifying and Addressing Microaggression E-Course***

***Identifying and Addressing Unconscious Biases E-Course***

***Unpacking Privilege E-Course***

***Introduction to Disability E-Course***

***Introduction to Accessibility Barriers and Solutions E-Course***

***Sexual Orientation and Gender Identity 101 E-Course***

### **Course Electives**

See course pages for descriptions

Choose any 5½ days of electives below:

***Neurodiversity in the Workplace (½ day)***

***Allyship in Action (1 day)***

***Understanding the Treaty Relationship (1 day)***

***Human Rights 101 (1 day)***

***African Nova Scotians: Historical and Contemporary Realities (1 day)***

***Acadie at a Glance (½ day)***

***Intro to Nova Scotia Gaels' Language, Culture and Identity (1 day)***

### **Who Should Attend?**

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

### **Contact Us**

diversity@novascotia.ca

### **To Register or Learn More**

Click here for the LMS home page.



# Certificates in Workplace Health & Safety

## Developing OHS Skills and Best Practices

Workplace Health and Safety training creates positive cultural change and supports departmental success. There are two certificate options:

### Certificate in Workplace Health & Safety for Joint Occupational Health & Safety Committee (JOHSC) Members

To have an effective and responsive Internal Responsibility System, workplaces must have effective Joint Occupational Health and Safety Committees (JOHSCs) in place. This certificate is designed for JOHSC members to develop the knowledge, skills and support to address hazards in the workplace and prevent harm from occurring.

### Certificate in Workplace Health & Safety for Managers

Managers play a key role in ensuring an effective and responsive Internal Responsibility System exists in our workplaces. This certificate is designed for managers to develop the knowledge and skills to address hazards in the workplace and prevent harm from occurring.

#### What's in it for you?

- Explore OHS legislation, health and safety standards and best practices
- Learn how to prevent and control physical and psychological workplace hazards
- Develop your skills in promoting a positive workplace culture

#### What's in it for your department?

- Risk management support in identifying and mitigating hazards
- Development of OHS management best practices
- Reduction of work-related incidents
- Compliance with OHS legislation

#### Requirements

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

- JOHSC: 4 days of required courses
- Managers: 4½ day of required courses
- Prerequisite courses must be taken prior to starting the certificate program (see course pages or course details in LMS for prerequisites, if applicable)
- Courses must be completed within a 2-year period
- Occupational Health and Safety courses taken from outside service providers may be considered as a replacement for above courses

#### Getting Started

You will need your manager's approval prior to registering. No nomination is required.

Click on the certificate of your choice in LMS. Follow the steps to add it to your learning plan, register for your courses, and track your progress.

## 4-Day and 4½-Day Certificate Programs

**Fee** Based on fee per course

See course pages/LMS for descriptions

### Required Courses

You must complete the required courses listed below, plus the courses specific to your certificate.

**Managing Hazards & Workplace Inspections E-Course**

**Incident Management: OHS Reporting & Investigations E-Course**

**Basic First Aid**

**Ergonomics Awareness E-Course**

**Floor Warden Awareness E-Course**

**Fire Extinguisher Awareness E-Course**

**EHSM System Incident Reporting E-Course**

### Certificate for JOHSC Members

**Foundations of Joint Occupational Health and Safety Committees**

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

**Workplace Violence General Awareness Training for Employees E-Course**

### Certificate for Managers

**Occupational Health & Safety for Managers and Supervisors**

**The Working Mind for Managers: Mental Health & Wellness in the Workplace**

**Workplace Violence Prevention for Managers E-Course**

**EHSM System Incident Investigation E-Course**

### Who Should Attend?

Joint Occupational Health and Safety Committee (JOHSC) members or managers.

### Contact Us

PSCSafety@novascotia.ca

### To Register or Learn More

Click here for the LMS home page.



# Administrative Professional Program

## Enhance Your Team and Client Service Skills

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

### Program Modules

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

### Through participation in the program, you will:

- Increase your understanding of yourself and others to enhance your team and client service skills
- Build capacity in areas such as how to deal with difficult people and situations
- Enhance your 'toolbox' of resources, and develop your skills to influence others
- Build new relationships and gain a better understanding of government as a whole



## 11-Day Program

Fee \$2,100

### Who Should Attend?

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

### Blended Program

This 11-day program is offered in a virtual format, with in-person modules scheduled at the beginning and end of the certificate.

Acceptance is on a first-come, first-served basis.

### Manager Approval

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

### Contact Us

Tobi Martin-Flemming  
Organizational Development Consultant  
tobi.martin-flemming@novascotia.ca

### To Register or Learn More

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



# Career Development

For you. For your team.

## Online Resources

Easy-to-access career tools and information



## E-Courses

Learn important career skills when you need them

## Career Planning

Interactive program for any stage of your career



## Career Counselling

To help you manage career challenges and changes

Want to learn more?  
Visit [MyHR](#), [My Career Development](#)

# Actioning Diversity Through Learning and Development

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

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

[LMS HOME PAGE](#)

## E-Courses

- Diversity, Inclusion and Employment Equity (Mandatory)
- Identifying and Addressing Microaggression
- Identifying and Addressing Unconscious Biases
- Introduction to Accessibility Barriers and Solutions (Mandatory) **NEW**
- Introduction to Disability (Mandatory)
- Sexual Orientation and Gender Identity 101
- Unpacking Privilege

## Virtual & In-Person Courses

- Allyship in Action
- Diversity for Leaders (Mandatory)
- Neurodiversity in the Workplace **NEW**

## Certificate Program

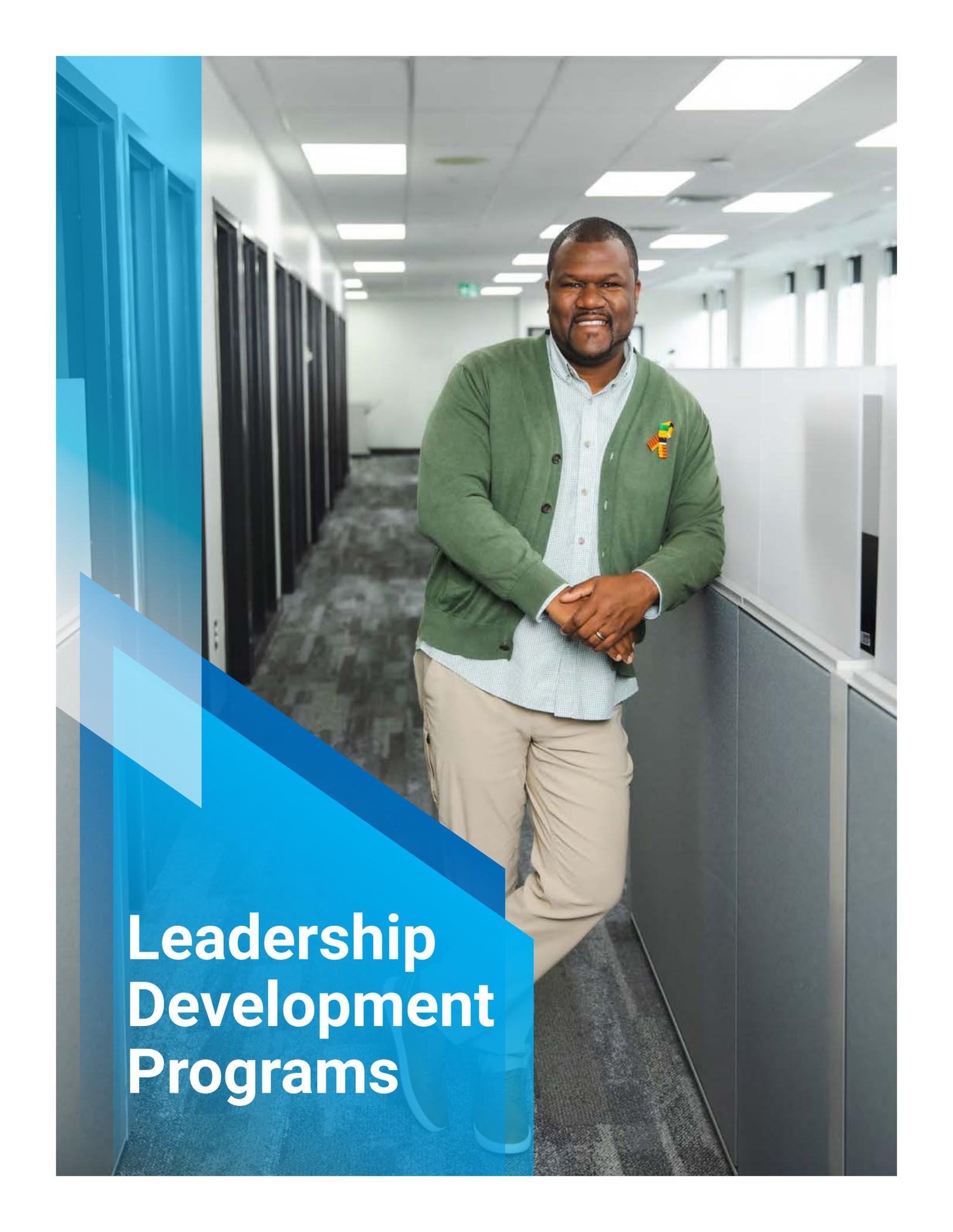
- Certificate in Diversity and Inclusion Development

## Partnership Courses

Courses offered in partnership with groups across government are listed in the Table of Contents under Diversity, Culture & Language Courses.

## Anti-Racism Resources

Anti-Black Racism Resources can be accessed via the LMS home page.



# Leadership Development Programs

# Leadership Development Programs

*Developing Leaders in the Nova Scotia Public Service*

## **SUPERVISOR PROGRAM**

---

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

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

## **MANAGER PROGRAM**

---

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

*(Middle Managers / EC 9-12)*

## **EXECUTIVE PROGRAM**

---

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

*(Directors / EC 13+)*

## **NOMINATION PROCESS**



## Targeted to Public Sector Leaders

The Leadership Development Program is designed for public sector leaders and offers learning options for all levels of leadership.

## Inclusive Leadership

The program will help strengthen your inclusive leadership competencies to foster an anti-racist organizational culture. You will have the opportunity to reflect and discuss your leadership and how to build a more equitable, inclusive and diverse public service free of racism and discrimination.

## LEADS

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

## Leadership Assessments

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

## Coaching

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

## Integrated Learning

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

## Enhance Your Leadership Skills

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

## Learn from the Best

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

## Network and Collaborate

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

## Program Options

In-person and virtual learning options give you the opportunity to choose the program that works best for you.

## EARN ADVANCED STANDING

**Supervisor Program graduates will earn advanced standing with the Nova Scotia Community College:** 2 course credits

**Manager Program graduates will earn advanced standing with Dalhousie University:**

1 course credit in the Master of Public Administration

1 course credit in the Master of Information Management

1 course credit in the Master of Business Administration Leadership

**Executive Program graduates will earn advanced standing with Dalhousie University:**

2 course credits in the Master of Public Administration

1 course credit in the Master of Information Management

## 3 PROGRAMS

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

## WHO SHOULD ATTEND?

### Supervisor Program

Frontline Staff: EC 6-8 and BU Supervisors

### Manager Program

Middle Managers: EC 9-12

### Executive Program

Directors: EC 13+

## CONTACT US

### Nomination Questions

Contact your HR Business Partner

### Program Questions

Tammy Watson

Organizational Development Consultant

[tammy.watson@novascotia.ca](mailto:tammy.watson@novascotia.ca)

### Brochure & FAQs

[Click here for MyHR.](#)

**nsc**





# Team & Organizational Development

*Accelerate results through your people and teams!*

Our organizational development consultants can help you and your team improve the effectiveness of your organization. Services include consultation, facilitation and development.

## Assessments & Team Development

Identify your team's strengths and weaknesses, increase understanding among diverse work teams, and improve problem-solving and communication skills.

- Emotional Intelligence
- Everything DiSC®
- Insights® Discovery
- Leading Virtually™
- Introduction to Systems Thinking
- Developing Resilience with Essi Systems' Resiliency®
- LEADS 360 Assessment and coaching

## Consultation & Facilitation

Ensure your team is aligned with your strategic plan. We support leaders in building capacity, enhancing performance, and creating a positive workplace culture.

- Organizational design
- Operational and strategic planning
- Core services
- Issue analysis, problem-solving and decision-making
- Change management
- Employee engagement
- Team building

**Consultation. Facilitation. Development.**

**Contact us to discuss your team's unique needs.**

**[LearningCentre@novascotia.ca](mailto:LearningCentre@novascotia.ca)**

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