

Upcoming MOST Development Workshops– 2015/2016

UBC's MOST Program offers at cost professional development workshops geared to enhance and improve your effectiveness at work, as well as to support your career and personal development. Workshops are open to the community, with discounts available for UBC faculty and staff.

Moving from Peer to Leader 1: Practical Tools for First Time Managers and Supervisors (1 Day)

- **When:** October 30 2015 from 9am – 4pm
- **Cost:** \$260

This one-day workshop is of interest to anyone who:

- Is a first-time manager or supervisor
- Will be managing sometime in the near future
- Is ever called upon to fill an acting role as manager or supervisor
- Wishes to build leadership skills.

Participants will leave the workshop with practical, proven techniques to handle their managerial or supervisory responsibilities, and will:

- Understand their management strengths in light of “best leadership” practices
- Learn how to provide effective direction as new leaders
- Learn how to manage work flow
- Provide constructive feedback using a coaching approach.

For more information or to register [click here](#)

Appreciative Leadership Program (3 Day)

- **When:** November 2, 9 & 10 2015 from 8.30am – 4.30pm
- **Cost:** \$700

Are you ready to grow your leadership potential? Then why not discover and plan your path forward with the **Appreciative Leadership Development Program?**

The Appreciative Leadership Program is for and about you: how you develop and use your leadership skills and how you bring out the best in those around you. It gives you space, time and support to mobilize your own creative potential – along with the insight, skill and confidence to unleash positive power among those you lead

Participants in this workshop will be introduced to and develop the five essential appreciative leadership skills:

1. Inquiry into strengths, values and positive possibilities
2. Inclusion of others in co-creating the future;
3. Illumination of the best of people and situations;
4. Inspiring hope for the future;
5. Demonstrating relational integrity.

For more information or to register [click here](#)

Coaching@UBC: Coaching Internship Program

- **When:** November 12, 2015 from 12 – 1pm
- **Cost:** No Cost for UBC Staff and Faculty

Coaching@UBC's 1:1 professional coaching services is now 14 years old. Since then, over 1,500 UBC employees have accessed our award winning program. To meet increasing demand for coaching, we are offering the opportunity to UBC employees to become Credentialed Coaches and supporting them with a Coaching Internship Award. In the last three years, we have offered over 20 awards and we are looking to add more interns to our program in 2016/17.

For more information or to register [click here](#)

Thriving in the Workplace – The importance of mental health to overall well-being and academic and professional success

- **When:** November 18, 2015 from 12 – 1pm
- **Cost:** No Cost for UBC Staff and Faculty

In this workshop, join Emily Rugel, a PhD candidate and research fellow in the School of Population and Public Health as she highlights some of the most interesting findings from her field of study (the association between health and place); discuss the importance of mental health to overall well-being and academic and professional success; and describe ways busy people can integrate nature into their day, both at work and at home.

For more information or to register [click here](#)

In-Powering: Making Sense of your Talents and Strengths (1 Day)

- **When:** November 23, 2015 from 8:30am – 4:00pm
- **Cost:** \$275

We all have unique talents and gifts that we call upon in our daily interactions. Research shows that if we could find out more about how these talents impact our behaviors, our decision making, and motivation, we could work more from talents and strengths to fully develop our potential. When we learn to work from our strengths rather than those things that make us feel weak or insecure, we feel stronger, more energized, more fulfilled and more productive.

Join us in this workshop which uses the *StrengthsFinder 2.0* assessment tool and enhances participant understanding of the full potential of these strengths.

The **CoreClarity In-Powering** methodology allows participants to categorize their strengths further to assist in making sense of the information.

For more information or to register [click here](#)

Selection Interviewing (1 Day)

- **When:** November 27, 2015 from 8:30am – 4:00pm
- **Cost:** \$25

The interview is a vital step in the hiring process, so you want it to be as effective as possible. This workshop will focus on the essential skills of behavioural interviewing so that you can more effectively get to know your candidates and find the best fit for your team.

Through group exercises, discussions and role-play within this workshop, participants will:

1. Develop questions and practice behavioural interviewing skills
2. Develop tools to select the best candidate for the position
3. Understand basic concepts of human rights, employment equity, and the Freedom of Information and Protection of Privacy legislation
4. Review current Human Rights and Employment Equity legislation and discuss the objectives of UBC's policy on employment equity.

For more information or to register [click here](#)

Practical Project Management (2 Day)

- **When:** December 7 & 8, 2015 from 9am – 4:00pm
- **Cost:** \$475

This two-day workshop provides practical, effective tools, and proven processes that ensure projects stay on track and objectives are achieved on time and on budget.

Many people are finding projects an increasing part of their workload, yet still have their 'day job' responsibilities. Tackling today's project-focused environment requires a straightforward, down to earth approach.

Those attending the Practical Project Management workshop will learn how to:

- Establish effective communication lines from the start
- Develop concise outcomes
- Build a Project Charter
- Create Network Diagrams & Work Breakdown Structures
- Sequence tasks
- Establish a Critical Path Methodology to complete projects on time
- Recognize and prevent common Project Management problems
- Use criteria to measure and track your project
- Identify and evaluate risks and contingencies
- Effectively determine resource requirements

For more information or to register [click here](#)

Customer Service Excellence (1 Day)

- **When:** January 25, 2016 from 9am – 4:00pm
- **Cost:** \$215

Successful businesses see their primary purpose as serving the customer by understanding their needs and meeting them.

This one-day **Customer Service Excellence** workshop is designed to develop your service skills to ensure consistent service delivery to customers, to provide you with tools and techniques that help to build customer loyalty; and aptitude to develop strong co-worker relationships

Those attending this Customer Service Excellence workshop will learn how to:

- Understand what makes service excellent for you and the people you serve
- Answer the question ‘*what’s in it for me to improve the quality and consistency of my service to others*’
- Learn how to support service excellence for internal and external customers
- Learn strategies, skills and competencies that will lead to improved results for all stakeholder groups.
- Increase your confidence in handling difficult/challenging customer situations

For more information or to register [click here](#)

Moving from Peer to Leader 1: Practical Tools for First Time Managers and Supervisors (1 Day)

- **When:** February 10 2016 from 9am – 4pm
- **Cost:** \$260

This one-day workshop is of interest to anyone who:

- Is a first-time manager or supervisor
- Will be managing sometime in the near future
- Is ever called upon to fill an acting role as manager or supervisor
- Wishes to build leadership skills.

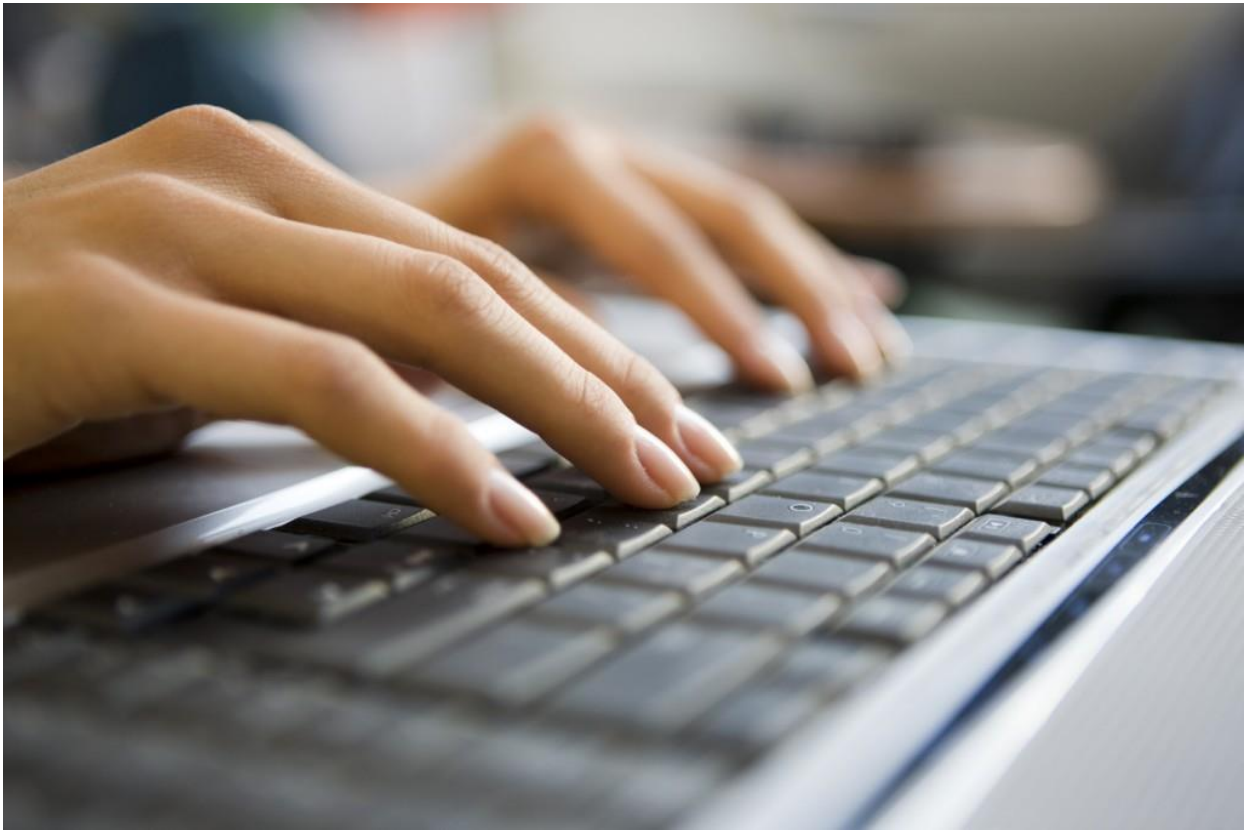
Participants will leave the workshop with practical, proven techniques to handle their managerial or supervisory responsibilities, and will:

- Understand their management strengths in light of “best leadership” practices
- Learn how to provide effective direction as new leaders
- Learn how to manage work flow
- Provide constructive feedback using a coaching approach.

For more information or to register [click here](#)

Funding

Depending on which UBC employee group you belong to, you may be eligible to access one of several professional development funding programs. The PD funding programs are designed to support eligible UBC staff members who are interested in pursuing learning opportunities that will enhance their professional knowledge and work performance. For information about the UBC PD funding programs, including guidelines and application procedures, visit: <http://www.hr.ubc.ca/learning-development/funding/>



Need Help?

Have more questions?

Contact [Colin Hearne](#) Program and Registration Coordinator at *Workplace Learning & Engagement* in UBC Human Resources or visit www.hr.ubc.ca/learning-development