SHAPE THE Future

September 2021

Online Learning at the Public Service Commission

Prince Edward Island CANADA

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[1] **Note: Content in this guide will continually be updated as new online offerings are available.**

Last update: September 2021

PSC's Statement on Virtual Learning

Some of the Public Service Commission's learning and development will continue to be offered virtually this year. This guide includes a combination of both LIVE facilitated virtual offerings and independent external virtual/ online offerings.

- Virtual Learning: Guidance for Engagement, Recordings, RIM, and Privacy
- WebEx Meetings Best Practices

Live Facilitated Virtual Sessions offered through PSC's Pathways to Learning

Business and Personal Effectiveness

- Change Management
- Project Management
- Productivity Organizational Skills and Time Management
- Facilitation and Communication
- Career Planning
- Project Management Basics
- Introduction to Lean Six Sigma
- Business Writing Skills
- Work Life Balance
- Microsoft Excel (Intermediate/Advanced)

Diversity and Inclusion

- NEW! Unconscious Bias Webinar
- Strategies for Leading Respectful Workplace Cultures
- Working from Unconscious Bias to Conscious Inclusion
- Fostering Inclusive Communication in the Workplace
- Applying an Inclusion Lens in Decision Making
- Gender and Diversity Consideration in Policy Analysis
- Diversity Training Workshop
- Valuing Diversity in the Workplace

Planning for Retirement

- Your Retirement Finances Workshop
- Transitions and Retirement: Pensions and Benefits Sessions

Employee Health and Well-Being

- Mental Health Awareness for All Employees
- Stress Reset
- Insights
- Family Violence Prevention Training

French Language Training

- French Language Training Program

Government Structure, Process and Practice

- Mandatory RIM Basics 101 Training (online)
- Financial Management in the PEI Government
- How Government Works; Structure and the Budget Process
- Writing for Government: Executive Council Memos, Treasury Board Memos, and Briefing Notes
- Dynamics of Policy Development and Policy Innovation
- Procurement 101
- Public Service Values and Ethics
- Effective Presentations

Health and Safety

- Back Care Education
- Workplace Hazardous Materials Information System (W.H.M.I.S. 2015)
- Accident Investigation and Workplace Inspections
- Confined Space Awareness
- Office Ergonomics
- Occupational Health and Safety Committees
- Occupational Health and Safety Training

Human Resource Administration and Management

- Classification Review Process and the New Position Questionnaire
- Preparing for the Interview
- Staffing: Process and Practices for Managers
- Peoplesoft Reporting for Managers

Labour Relations Training

- Investigating Employee Misconduct
- Mediating Employee Conflict in the Workplace
- Accommodating Mental Health in the Workplace
- Managing Conflicts in the Workplace

Leadership and Management

- Conflict Management for Supervisors, Managers and Directors
- Coaching Skills for Performance Management Part 1
- Coaching Skills for Performance Management Part 2
- Leading and Managing Different Generations in the Diverse Work Environment
- Employee Assistance Program: Supervisor Assisted Referrals
- Public Engagement 101
- Facilitation 101

Policy Series

- Policy Hackathon

Independent Learning and/or External Online Learning and Development

This list was created in March 2020, and is updated approximately quarterly to provide you with a diverse array of internal (PSC) and external independent learning and development opportunities.

Working in Government

1. RIM https://psc.gpei.ca/mandatory-rim-basic-101-training-online
2. Conference Board of Canada https://psc.gpei.ca/sites/psc.gpei.ca/files/Did%20You%20Know_Conference%20Board%20of%20Canada%202020.pdf
3. Digital Government
    - How to be digital in the Canadian public service: https://apolitical.co/digital-canada/
    - Government of Canada Digital Standards: https://www.canada.ca/en/government/system/digital-government/government-canada-digital-standards.html
    - Busrides: https://busrides-trajetsenbus.ca/
4. Time Management
    - How to write a to-do list that actually gets done http://ed.ted.com/on/7iFzKKiq
    - 21 Ways to Stop Procrastination (Eat that Frog) https://www.youtube.com/watch?v=0W7GB5Fh2XM

En Français

1. Language Learning (Government of Canada) http://www.publications.gc.ca/site/eng/browse/specializedCatalogues.html
2. Resources of the Language Portal https://www.noslangues-ourlanguages.gc.ca/en
3. Learn a Language (FREE!) https://www.duolingo.com/

Employee Assistance Program Resources

1. COVID-19 and Anxiety https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety
2. COVID-19 Sanity Guide https://www.tenpercent.com/coronavirussanityguide
3. Guided Meditation https://www.tarabrach.com/guided-meditations/
4. Stress Relief https://www.helpguide.org/articles/stress/quick-stress-relief.htm
5. Messages from EAP:
   Embracing the Space Between: Flourishing amid great change
   Coexisting in the Workplace with Covid-19
   Anxious Returning to Work? You Are Not Alone
   Coping With Changing Times
   Staying with the Present Moment during a Pandemic
   Time to Truly Take Care
   Video Chat Burnout is Real - Take Care of Yourself

EAP Tips on Supporting Your Team While Working From Home

Working from Home with Kids - EAP Message
Understanding Loss - EAP's April 20 Message

Culture and Diversity

1. Diversity in the Workplace https://psc.gpei.ca/diversity-training-workshop
2. Free University of Alberta Indigenous Canada Course https://www.ualberta.ca/admissions-programs/online-courses/indigenous-canada/index.html
3. Indigenous Awareness https://indigenousawarenesscanada.com/

Employee Health and Wellness

1. Gain a better understanding of why mental health in the workplace matters https://www.ccohs.ca/products/courses/mh_awareness/
2. CMHA Workplace Strategies for Mental Health https://cmha.ca/
3. Canada Life Workplace Strategies for Mental Health https://www.workplacestrategiesformentalhealth.com/
4. Being a Mindful Employee https://www.ccohs.ca/products/courses/mindful_employee/
5. Occupational Health and Safety Tips
   Occupational Health and Safety: https://psc.gpei.ca/occupational-health-and-safety
   Ergonomics Checklist https://psc.gpei.ca/sites/psc.gpei.ca/files/Ergonomics%20Self%20Assessment%20Checklist.pdf
   Computer Stretches https://psc.gpei.ca/sites/psc.gpei.ca/files/Computer%20and%20Desk%20Stretches_1.pdf
6. Mindfulness Based Stress Reduction (FREE) https://palousemindfulness.com/index.html
7. Mindfulness at Work (Fall, 2021) ($): https://registeratcontinuingeducation.dal.ca/search/publicCourseSearchDetails.do?method=load&courseId=1922399
8. Canada Life Videos to Support Mental Health through COVID-19: https://www.youtube.com/playlist?list=PLQ7mGSg36Gp4gCYA9bPWUPziBcs0UZBnC
9. COVID-19 Resources: https://psc.gpei.ca/covid19-resources

Understanding Yourself and Collaborating with Others

1. Personality Assessment Tool: Group dynamics play an important part in every team's success. https://www.16personalities.com/free-personality-test
2. Insights: https://www.insights.com/ca/
   Government of PEI has been investing in Insights for more than 15 years now. To learn more and explore what Insights is all about, visit: https://www.insights.com/ca/what-we-do/why-insights/ (There are many videos embedded in the links as well.)
3. Collaboration School – Kirstin Lund
   Mediation Certificate for Managers and Supervisors ($):
   https://collaborationschool.com/mediation-certificate-program-for-managers-and-supervisors/
   https://www.facebook.com/collaborationschool/
   FREE Resources: https://collaborationschool.com/bcw-hub/
   Kirstin Lund, B.A., LL.B., is a mediator, facilitator and conflict resolution trainer. Since leaving the practice of law in 1996, Kirstin has trained thousands of people in conflict resolution, collaboration and communication skills in her capacity as CEO of Settlements Inc. and founding faculty member of UPEI's Centre for Conflict Resolution Studies.
4. Winding Path Intentional Focus – Leadership Skills for the Workplace ($$$):
   https://www.windingpathinc.com/intentional-focus/

Leadership and Management

1. Approving Leave in PeopleSoft https://psc.gpei.ca/peoplesoft-approving-leave
2. Public Service Leadership Competencies https://psc.gpei.ca/public-service-leadership-competencies-framework
3. Developing Political Acumen: https://www.publicsectorleadership.ca/
4. Inside Public Sector Leadership
   https://www.publicsectorleadership.ca/registration.html
5. COMMUNICATION: Networking Leadership 101
   (https://www.plusacumen.org/courses/networking-leadership-101)
   Networking 101 teaches how to build a core professional network. The content might be useful for a wide range of employees. However, it does ask for team-based participation, even though it is not required to complete the program. Giving the present social distancing situation, employees who take the course might maximize its benefit if they can connect with others virtually, which may be possible.
6. Storytelling for Change
   Improve your public speaking by uncovering and communicating your personal story (https://www.plusacumen.org/courses/storytelling-change)
   This is a hands-on course for developing a personal story and integrating it into a larger presentation. The goal is to develop a leadership presence framework, important storytelling tools, and a rehearsed presentation that can help the presenter to better connect with an audience and inspire change.
7. Prasad Setty of Google on People Analytics
   (https://www.plusacumen.org/courses/prasad-setty-google-people-analytics)

This course introduces 'People Analytics' – an emerging field that uses data to advance how organizations make decisions about human resources and enables leaders to operate on evidence rather than intuition. The course will be useful for managers and staff teams working in the area of Human Resources. It uses Google's own example to introduce a field that was pioneered by Prasad Setty himself.

8. Empathy and Emotional Intelligence at Work (https://www.edx.org/course/empathy-and-emotional-intelligence-at-work)
   The course is part of a certificate program and promises to develop research-based skills to strengthen empathy and trust, improve collaboration, and create more innovative, productive, and satisfying experiences at work. A key insight from the science of happiness is that our own personal happiness depends heavily on our relationships with others. By tuning into the needs of other people, we actually enhance our own emotional well-being. The same is true within organizations: those that foster trusting, cooperative relationships are more likely to have a more satisfied, engaged—and more productive and innovative.
9. People Management (https://www.edx.org/course/people-management?index=product&queryID=b0558003dc5f001958f348daa37a8719&position=1)
   This course teaches first time managers leadership and communication skills designed to turn them into great team leaders. Will be a useful addition to staff who are looking to take on management roles or those who are already in new roles and have responsibility for managing a team.
10. Working on Teams: A Practical Guide (https://www.edx.org/course/working-in-teams-a-practical-guide)
    The course addresses teamwork in professional activities. It introduces participants to teamwork skills that help each member improve their performance on a team. It teaches participants how they can build effective teams, be a great team player and manage team conflict.

Post-COVID-19 Related Learning for Supervisors, Managers, and Directors

- HBR: It's Time to Re-Onboard Everyone
- Conference Board of Canada - COVID-19 (resources: reports, videos, webinars)
- Leadership Best Practices in COVID-19
- Promising Practices to Managing and Supporting Your (Newly) Remote Workers
- Employee Engagement During COVID-19
- Building Trust for Employee Engagement during COVID-19

Policy Courses

1. **GBA+:** https://women-gender-equality.canada.ca/en/gender-based-analysis-plus/take-course.html

GBA+ is an analytical process used to assess how diverse groups of women, men and non-binary people may experience policies, programs and initiatives. The "plus" in GBA+ acknowledges that GBA goes beyond biological (sex) and socio-cultural (gender) differences. We all have multiple identity factors that intersect to make us who we are; GBA+ also considers many other identity factors, like race, ethnicity, religion, age, and mental or physical disability.

2. **A Framework for Analyzing Public Policies:** http://www.ncchpp.ca/438/Online_Course.ccnpps

This online training offers a structured approach to analyzing public policies. This approach is based on an analytical framework that reflects a public health perspective, while at the same time integrating other concerns of policy makers.

3. **The public policy – action relationship:** https://www.open.edu/openlearn/money-management/management/business-studies/the-public-policy-action-relationship/content-section-0?active-tab=description-tab

Much literature on the public policy process focuses narrowly on the policy-making part. This free course, *The public policy action relationship*, widens the focus to examine the implementation phase, and how change happens as a result of new policies: that is, policy action relationship. It does this by looking at four different models of how this relationship can work, through examples from varying fields. The course will be of interest to public sector managers, their staff and the general reader.

4. **Speaking to persuade: Motivating audiences with solid arguments and moving** language: https://www.coursera.org/learn/persuade-speech#enroll

By the end of this course, you should be able to design persuasive speeches that address problems and solutions and that motivate audience members. You should be able to use rhetorical style strategically and deliver passionate and compelling speeches. Learners will record speeches, providing and receiving peer feedback.

5. **Epidemiology: The Basic Science of Public** Health: https://www.coursera.org/learn/epidemiology

Often called "the cornerstone" of public health, epidemiology is the study of the distribution and determinants of diseases, health conditions, or events among populations and the application of that study to control health problems. By applying the concepts learned in this course to current public health problems and issues, students will understand the practice of epidemiology as it relates to real life and makes for a better appreciation of public health programs and policies. This course explores public health issues like cardiovascular and infectious diseases – both locally and globally – through the lens of epidemiology.

6. **National Collaborating Center for Healthy Public Policy - Free info and seminars.** http://www.ncchpp.ca/en/

Learning about Climate Change

1. **How to Transform Apocalypse Fatigue into Action on Global Warming**
   https://www.ted.com/talks/per_espen_stoknes_how_to_transform_apocalypse_fatigue_into_action_on_global_warming?language=en

2. **United Nations Climate Change Learning Partnership (UN CC: Learn)**
   https://www.uncclearn.org/learning-resources
   UN CC: Learn fosters sharing of information, experience and lessons learned in matters of climate change learning. Additionally, the UN CC: Learn partnership has designed various learning materials available on this website.

3. **Climate Change: The Science and Global Impact**
   https://www.edx.org/course/climate-change-the-science-and-global-impact
   The course covers the basic principles of atmospheric science, methods of climate data collection and tracking of greenhouse gas emissions. It introduces basic climate modeling and explores the impact of various greenhouse gas emissions scenarios. Finally, it outlines the impacts of climate change on environmental, social, economic and human systems, from coral reefs and sea level rise to urban infrastructure. The course follows the general outline of the 5th Assessment Report of the United Nations Intergovernmental Panel on Climate Change.

4. **The Health Effects of Climate Change**
   https://www.edx.org/course/the-health-effects-of-climate-change
   Created with support from the Harvard Global Health Institute, this course will explain how climate change impacts people around the globe, but also how it directly affects you and your life. Though your risk rises with the rising global temperatures, climate change is a solvable problem, and there are things you can do to mitigate that risk.

5. **The Science of Well-Being**
   https://www.coursera.org/learn/the-science-of-well-being?
   In this course you will engage in a series of challenges designed to increase your own happiness and build more productive habits. As preparation for these tasks, Yale Professor Laurie Santos reveals misconceptions about happiness, annoying features of the mind that lead us to think the way we do, and the research that can help us change. You will ultimately be prepared to successfully incorporate a specific wellness activity into your life.

6. **Master Gardener Short Course Series ($)**
   https://workspace.oregonstate.edu/course/master-gardener-short-course-series
   The Master Gardener Short Course Series highlights sections from OSU's Master Gardener Online course, which allows you to study the specific fundamentals that you're interested in. The various subject areas of the OSU Master Gardener curriculum encourage you to learn the art and science of growing and caring for your own plants.

Post-Secondary – Professional Development

Holland College Professional Development Opportunities

- New Manager Training Program
- Medical Terminology Course
- ONLINE Business Skills Course

UPEI Professional Development Opportunities

(also posted and updated via PSC's website)

- UPEI Office of Continuing Education and Professional Development
- Individual Courses
- Certificate Programs
  - Leadership Management and Training
    - New Managers
    - Collaborative Leadership
    - Case Management
  - Communications
    - Professional Communications Courses
    - Social Media and Applied Digital Communications
  - Project Management
  - Aquaculture
  - Executive Administration Certificate
  - Certificate in Design and Facilitation (Adult Education)

More Self Initiated Learning

1. **Ted Talks** https://www.ted.com/talks
   Ted Talks are a great way to listen to experts in their field, to be inspired, and to think differently about things. There are 3300+ talks on a variety of topics, ranging from Climate Change to Education. These are a few of our favorites:
   https://www.ted.com/playlists/124/ken_robinson_10_talks_on_educ
   https://www.ted.com/playlists/672/8_ways_to_fuel_innovation
2. **Coursepark.ca -** https://www.coursepark.com/eforcepei/
   This website offers training in a variety of areas, including: Excel, Personal Productivity, Workplace Conflict, and Finance for non-finance professionals, marketing, etc
3. **LinkedIn Learning** has a variety of courses topics that range from design thinking to excel basics: https://www.linkedin.com/learning/
4. **Udemy** has a variety of courses on a range of topics with varied $ www.udemy.com

Funding for Development and Training

You may be eligible for funding through the Development and Training Fund! Any government employee who initiates a learning opportunity that will enhance their current job skills or potential future responsibilities relevant to the public service may apply to the Development and Training Fund for up to **$2,500 per fiscal year**.

For more information and monthly deadlines, please visit the Public Service Commission's website https://psc.gpei.ca/ specifically:

- Excluded Fund: https://psc.gpei.ca/development-and-training-fund-excluded
- Unionized Fund: https://psc.gpei.ca/funding-for-training

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