Course Catalogue

UNIVERSITY of Prince Edward ISLAND | Office *of* CONTINUING EDUCATION *and* PROFESSIONAL DEVELOPMENT

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COURSES: ADMINISTRATION/LEADERSHIP/ MANAGEMENT

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ADMINISTRATION/LEADERSHIP/MANAGEMENT

Becoming the CEO of Your Own Position (6 hours – Certificate in Executive Administration)
Having a leadership mindset in today's workplace is key to creatively solving problems, building processes, and making decisions. This course will offer strategies to enhance participants' self-awareness for greater interpersonal effectiveness and provide tools to help establish grit, passion, and perseverance for their long-term goals.
Participants will also learn techniques to increase their emotional intelligence and resilience, as well as methods to improve their confidence, adaptability, and assertiveness. Those taking the course will also learn the importance of empowering themselves as an executive assistant, administrative professional, or support staff member to influence change, manage and meet expectations and innovate systems and procedures to achieve effective results.

Communication Skills for Conflict Resolution (6 hours – Certificate in Conflict Resolution)
Foundations of Conflict Resolution is a prerequisite for this course. Topics discussed:
• Being self-aware and self-reflective
• Your role and its impact
• Your default assumptions and judgments
• Listening to understand
• Formulating good questions
• Verifying interpretation
• Exploring what matters and articulating it in a productive way
• Supporting decision-making with questions that include what matters
• How transparency can support the conflict conversation
• Creating Student Scenarios: Conflict Situations in the students' worlds to be used in sessions

Communicating as a Leader (6 hours – New Managers Certificate)
As a leader in the workplace, effective communication practices and tools can be the vehicle through which you and your employees can clarify expectations and coordinate work. Your team can work interdependently through communications and communications will be important for their learning and decision making.

Communicating Clear and Professional Messages (6 hours – Certificate in Executive Administration)
Administrative professionals taking this course will learn essential daily communication skills whether they are on the phone or responding to emails. Time will be spent covering topics such as delivering bad news or dealing with rude or aggressive people in your day-to-day job. Participants will also learn important tips such as using templates to answer emails quickly and effectively.

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Conflict Skills: Applications and Insights (6 hours – Certificate in Conflict Resolution)
Foundations of Conflict Resolution is a prerequisite for this course.
Topics discussed:
- Preferred ways of expression
- Other ways people express themselves
- Appreciating preferences and styles without labeling
- Expanding your abilities outside your preferences
- Exploring values and how we respond when they are threatened
- How differences and similarities play out in conflict

Change Management (NM) (6 hours – New Managers Certificate)
Constant change is the new normal; change initiatives fail at an alarming rate because organizations "fail to put people first" and focus on the "things that matter most". Managers and change agents need powerful strategies and meaningful actions to successfully execute organizational transformation. This course focuses on guiding, equipping, and supporting individuals and teams as they transition from their current states to their future states. Participants will be better equipped to manage the predictable dynamics of change and able to direct their energies on building top-performing work groups during challenging times.

Change Management (PM) (6 hours – Certificate in Project Management)
Topics discussed:
- Leading individuals and teams through change
- The role of a leader in change management
- Putting people first
- Addressing barriers to change
- Attitudes toward change in the workplace
- Managing the predictable elements of change

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Cultural Awareness in the Workplace (6 hours – New Managers Certificate)

This course aims to enhance cultural awareness and cultural competence through scientific and experiential methods by covering valuable information, individual and group exercises, and providing some tools and techniques.

Its purpose is to enhance your skills, knowledge, and awareness of yourself in your interactions with others and to assist you in recognizing what you can do to become more effective in working and living in a culturally diverse environment. It's important for our businesses and communities to thrive and be aware and sensitive to all the members of our community.

The [Society for Human Resource Management](#) (SHRM) reports that culture impacts productivity, explaining "employees from different backgrounds are motivated by different incentives and react differently to various management and communication styles."

Customer and Client Service for Admins (6 hours – Certificate in Executive Administration)

Dealing with customers and clients is a massive part of the role of an administrative professional. This course is designed to give the information and tools for admins to improve customer and client service and care to both internal and external clients and customers. This course will give the participants the skills to:

- Assess and improve your organization's commitment to quality service
- Differentiate and elevate your service to become a provider of choice
- Design standards for quality service and create a consistent service experience
- Evaluate the needs, wants, stereotypes and emotions of your customers at an individual level
- Understand the processes necessary to develop a culture that consistently delivers exceptional service
- Recover effectively from a service failure and turn it into an opportunity to strengthen customer relations

Developing Leadership Competencies (6 hours – Certificate in Collaborative Leadership)

The foundation of leadership success is the development of core competencies. This full-day course will focus on leadership competencies, skill development, and effective behaviours that will lead to enhanced leadership and superior performance in the workplace. Learn about key Leadership Competencies, what they mean in practice, the differences between management and leadership, and how they fit into the big picture of your strategic objectives and leadership style.

Three categories of core competencies will be explored: *interpersonal* – how leaders interact with their teams, partners and stakeholders (emotional intelligence, building relationships, character leadership, mobilizing people, leading others, collaboration and conflict management), *logistical* – the skills that leaders use to plan and execute projects (vision, strategy, promoting innovation, guiding change, decision making, task delegation and achieving results) and *internal* - how leaders perceive themselves and their commitment to growth (self-awareness, leadership style, growth mindset, integrity, respect, and accountability).

Tools and techniques will be shared as well as examples of leadership competencies in action.

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Effective Teams (6 hours – New Managers Certificate)

Learn how dynamic productive teams can bring together knowledge, skills, experience, and perspectives of a wide range of people to solve multifaceted problems, make good decisions, and deliver effective solutions.

The following themes will be explored:

- Definition of team and teamwork, and learning to work together
- Team roles and responsibilities
- Behaviours and strategies for establishing and maintaining teamwork
- The role of the leader or manager
- Team dynamics and stages and development
- Goal setting and accountability
- Using tools to solve problems
- Team management tools and techniques (including managing virtual teams)

Foundations of Conflict Resolution (12 Hours – Certificate in Conflict Resolution)

- "A Definition of Conflict We Can Work With: Introducing the Insight Approach"
  - Conflict theory, social theory, and learning theory
  - Learning to notice and respond to conflict behaviours
  - Real-world observations – what's going on when people are in conflict?
  - The problem with problem-solving
  - Dealing with defensiveness
  - Being comfortable with uncertainty
- "Managing the People AND the Problem"
  - Navigating bumps on the road to resolution
  - "That's Not What I Meant" – the importance of verifying interpretation
  - Understanding conflict style
  - Noticing conflict (defensive) behaviours and being curious
  - Checking your assumptions and judgments
  - How your role can impact the conflict dynamic

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Foundations of Project Management (12 hours – Certificate in Project Management)

Topics discussed:

- What is a project?
- What is project management and what defines the success of a project?
- Typical challenges of a project (quality vs time vs cost)
- Project governance (portfolios, programs, projects)
- The project lifecycle:
  - Startup and planning
  - Project delivery
  - Project completion and evaluation

Handling Difficult Conversations (9 hours – Certificate in Conflict Resolution)

Foundations of Conflict Resolution is a prerequisite for this course.

Topics discussed:

- Different processes for working with conflict:
  - Client-centred mediation (with focus on dialogue)
  - Evaluative mediation approaches
  - Direct discussion – no third party
  - Group facilitation (with focus on dialogue)
  - Adjudicative processes: tribunals, arbitration and litigation
- Choosing a process
- What is your *role*? Inviting parties to dialogue - setting the tone and agenda
- Preparing the parties to participate
- Opening the dialogue – asking about hopes, being curious about threats
- Working with resistance
- Checking your agenda at the door, and giving and receiving feedback
- *Deepening Skills* Practice Session
  - Applying conflict skills to student situations which will be created after Communication Skills for Conflict Resolution
  - Choosing a process and understanding the role the student will play
  - Role plays and exercises with student-created scenarios
- Feedback and takeaways

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History of Conflict with Indigenous People (6 hours – Certificate in Conflict Resolution)
*Foundations of Conflict Resolution is a prerequisite for this course.
Topics discussed:
- Areas that cause pain to Indigenous peoples in Canada
  - Residential schools
  - '60s Scoop and Child and Family Services
  - Poverty
  - Missing and murdered Indigenous women and girls (MMIWG)
  - Indigenous incarceration rate
- The 94 Calls to Action from the Truth and Reconciliation Commission of Canada and how they intertwine with conflict resolution
- Different Indigenous approaches to resolving conflict
  - Focuses on recognition, respect, equality, and Elders

Introduction to Agile Project Management (6 hours – Certificate in Project Management)
Topics discussed:
- Planning and communicating within uncertainty
- Agile project management frameworks
- Agile estimating techniques – budgeting and scheduling
- Managing individuals who are resistant to change

Maintaining Mental Health (6 hours – Certificate in Workplace Mental Health and Well-Being)
"Maintaining Mental Health" will give you the skills to support keeping your mental health consistently strong in the workplace. Areas such as emotional intelligence competencies will be discussed, as well as ways to promote well-being in the workplace by establishing a culture of civility, inclusion and respect.

Managing Your Time and Productivity (6 hours – Certificate in Executive Administration)
Administrative professionals often deal with overflowing inboxes, busy phone lines, long to-do lists, busy calendars to manage, and end up feeling overwhelmed and unsure what to tackle first. This course will show participants how to put together a plan and execute it throughout the week. Participants will also learn tools and techniques to manage stress and be able to perform at their best even in a chaotic work environment.

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Managing Conflict in the Workplace (6 hours – New Managers Certificate)

As a new or aspiring manager, resolving conflict in your work team can be one of the most daunting tasks. How do you recognize when conflict is happening, how do you prevent it and what is the manager's role? This course provides tools and strategies for managing workplace conflict. Through lectures and exercises, participants will:

• Explore self-awareness
• Examine various conflict resolution styles (including the basis of interest-based conflict resolution)
• Work on active listening skills and on sharing perspectives
• Learn to frame conflict around needs and interests
• Learn to use collaborative strategies

Managing Stress, Time and Productivity (6 hours – Certificate in Workplace Mental Health and Well-Being)

Overflowing inboxes, busy phone lines, long to-do lists, busy calendars to manage and other factors lead to people feeling overwhelmed and not sure what to tackle first, which in turn leads to stress.

This course will show you how to put together a plan with goals and execute it throughout the week. You will also learn tools and techniques to manage stress and be able to perform at your best even in a chaotic work environment, which will help reduce your stress.

Maximizing Results Within an Everchanging Workplace (6 hours – Certificate in Collaborative Leadership)

The workplace has always been a fluid, changing environment. However, with the changes brought about by a global pandemic and rapidly changing technology, the workplace has undergone massive change over the past 2-3 years. How does a leader navigate these constant changes and ensure they are maximizing effectiveness while meeting the needs of their employees?

In this course, participants will discuss challenges and solutions around achieving results in the everchanging workplace, as well as be given knowledge, tools, and practice experience on how to achieve more efficiency and maximize results despite constant technological changes, expectations from employees, and employees working from home. At the end of this course, participants will have the confidence to create a culture that fosters growth and effectiveness within the workplace while thriving within its constant change.

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Mental Health Awareness (6 Hours – Certificate in Workplace Mental Health and Well-Being)
"Mental Health Awareness" will discuss the importance of mental health and the signs and symptoms of struggling mental health within the workplace. Tools and strategies for strengthening mental health and achieving more resilience will be given, as well as managing and preventing burnout.
Other topics discussed are the mental health continuum, the thirteen factors of psychological health and safety in the workplace, and finally, how to support colleagues who may be struggling.

Mental Health at Work: Healthy, Inclusive Workspaces and Self-Care (6 hours – Certificate in Collaborative Leadership)
Leaders play an important role in creating the type of environment that promotes mental and emotional well-being, a sense of belonging, and an atmosphere where employees feel safe to discuss these topics in the workplace. On the contrary, executives often promote self-care for their teams, but too often disregard their own mental health needs. Today's leaders are expected to be many things to many people, which often leads to extraordinary amounts of stress and pressure. Being able to balance the challenges of work with the importance of self-care is a critical leadership quality. In order to lead healthy workplaces, it is important for leaders to demonstrate that they value their own mental and physical health and build a positive environment for themselves and their employees. This module consists of:

- Strategies for improving workplace well-being and creating a healthy, inclusive and supportive working environment for employees.
- Awareness of the 13 psychosocial factors that can impact the mental health of employees in the workplace and discuss methods for promoting psychologically safe working environments.
- Defining core principles of inclusivity in the workplace, recognizing responsibilities related to diversity, equity and inclusion and being an ally and an advocate for inclusion.
- Reflect and explore self-care activities/opportunities to mitigate stress and enhance mental health, while developing an action plan to role-model self-care as a leader.

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OHS Basics and Responsibilities (6 hours – Certificate in Occupational Health and Safety)

Supervisors have the front-line responsibility to keep the workplace safe and to protect workers. This course will provide an overview and interpretation of relevant and increasing Occupational Health and Safety (OHS) legislation, as well as practical exercises that enable participants to look for information on the legislation needed to solve an issue. Identifying the responsibilities of employers, supervisors, and workers is crucial to maintaining a safe workplace, and as such, participants will learn to exercise due diligence, identify hazards, develop plans to reduce or eliminate hazards and take effective preventive actions to foster a safety culture at their workplace. Upon completion of this course, participants will be able to maintain the desired level of safety compliance through the practical and theoretical understanding of OHS basics.

OHS Program Development (6 hours – Certificate in Occupational Health and Safety)

Proper program development is critical for effective and functional OHS within a workplace. In this course, participants will develop the essential knowledge and skills required to develop, coordinate, implement, maintain, and evaluate an OHS program in their organization, within the frameworks of OHS legislation on Prince Edward Island. Using a risk management mindset, this course will also prepare participants to develop the policies and procedures required for a written OHS program (including workplace inspections, accident investigations, record keeping, first aid, ergonomics, emergency preparedness, job hazard analysis, training, work procedures, and regular program review). Special focus will be given to psychological health and safety, a growing focal point in Canadian workplaces.

OHS Program Implementation (6 hours – Certificate in Occupational Health and Safety)

Recognition and evaluation of hazards are foundational to the creation of a safe work environment, regardless of whether participants work within industrial or commercial settings. This course will teach participants how to develop the ability to identify and determine various hazards and controls, reinforced with case studies (based on real events). Also covered in length is how to properly investigate and use the concepts of incident causation after workplace incidents to further revise and develop OHS procedures and present report findings to management for decision-making, ultimately lowering/eliminating the number of incidents.

Other topics covered in this course include interpreting data and information within an OHS incident and converting it to a simplified report, and planning and managing meetings following generally accepted formats. At the end of this course, participants will be confident with the implementation of any OHS program within their workplace.

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Performance Management (6 hours – New Managers Certificate)

Leaders who understand how to create high-performance work environments grounded in clear communication, giving, and receiving "smart" feedback, and building team trust are successfully able to navigate, develop and guide employees and teams to organizational success. Process-focused performance management strategies fail, people centric performance management strategies succeed. This course focuses on educating participants on the philosophy of performance management and what motivates employees to perform. The key learning objectives from this course:

- Understand key concepts associated with performance management
- Develop strategies that work corresponding to each step of the performance management cycle
- Practice giving and receiving "smart" feedback
- Practice managing difficult performance scenarios and conversations

Project Communication (6 hours – Certificate in Project Management)

Topics discussed:

- Create an effective communications plan
- Vendor/Contractor communications – managing procurement
- Communicating with your teams
- Engaging with stakeholders
- Proactive communication
- Scenario training – apply these concepts to real-world scenarios

Project Leadership (6 hours – Certificate in Project Management)

Topics discussed:

- Monitoring budget and project schedule
- Meeting targets and deadlines
- Managing financial and budgetary constraints
- Managing risk and creating risk response strategies
- Problem-solving techniques
- Managing and inspiring excellence in team performance
- Leadership "soft skills"

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Project Management for Admins (6 hours – Certificate in Executive Administration)
This course is designed specifically for administrative professionals running projects (or wanting to) as part of their job description. They will learn the importance of planning, how to develop achievable plans, work well with all team members and achieve the deserved credibility. This course provides a unique and simplified look at the field of project management and demonstrates many skills that can be used immediately. Participants will learn practical, proven techniques for running any project thrown their way.

Project Startup, Planning, and Completion (6 hours – Certificate in Project Management)
Topics discussed:
- Practical planning tools
- Estimating costs and budget – tools and techniques
- Building your teams
- Defining your project scope
- Managing project completion
- Debriefing – fostering continuous improvement

Restorative Dialogue (9 hours – Certificate in Conflict Resolution)
Foundations of Conflict Resolution is a prerequisite for this course.
Topics discussed:
- Seeing, articulating, and participating in people-centered, responsive, and future-focused justice
- Understanding the principles, values, practices, and philosophy of restorative justice
- Gaining an understanding of the impact of harm on those affected by and/or involved in harm, including the role of victim-centeredness, and
- Developing skills and insight into how to design a restorative justice approach to dialogue
- Applying a restorative approach to a situation of harm and/or injustice

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Strategic Thinking (6 hours – New Managers Certificate)

Strategic thinking goes well beyond thinking about the present – it is imagining what the future could be. Strategic thinking is the ability to think on a big and small scale, long and short term, and into the past and the present. When you understand more about thinking styles and understand how the players think on your team, then you can see the big picture more clearly. Applying strategic thinking comes down to building human connections and really listening and hearing what others have to say. Continually being aware of the changes in the external environment and how they can potentially affect the direction of your business is a skill. When you can think of all areas within and outside of your organization and the impact your decisions will make – that is strategy.

Tech Tools for Admins (6 hours – Certificate in Executive Administration)

Technology is a massive part of our lives. For admins, technology is an essential part of the job. The ability to effectively use common technology can make an admin's job a great deal easier.

This course will help participants maximize their Microsoft® and Google knowledge and show them the fundamentals of using these platforms in the workplace. For Microsoft® it will focus on basics in Microsoft® Word, Excel, Outlook, OneDrive, PowerPoint, Calendar, and Forms. For Google, it will focus on basics in Google Drive, including Docs, Sheets, Chat, Meet, and Forms.

The Leader in You (6 hours – New Managers Certificate)

To cultivate the potential of new managers, focus needs to be placed on developing both managerial and leadership skills. Moving from an employee to a manager is not just a promotion; it requires a whole new set of skills, perspectives, and accountabilities. This course will help participants transition from individual contributors to managers.

In this session, participants will explore and take away tools and strategies to:

- Establish a presence, build trust and respect
- Create a performance culture
- Appreciate different leadership styles
- Motivate your team
- Effectively coach and supervise employees

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Unlocking Your Leadership Abilities: Rise Up, Lift Others, Engage (12 hours – Certificate in Collaborative Leadership)

This two-day course will challenge and inspire participants to take their leadership competencies to the next level. Embracing next-level leadership excellence will be explored through two days of interactive learning designed to challenge. Self-exploration of competency will be the course journey, challenging participants to reflect on the practical skills needed to:

• Inspire others to enable action and progress
• Engage teams
• Influence people and environments
• Overcome challenges through resilience building
• Effectively coach and mentor others
• Instill courage and confidence around us
• Be a champion for change and continuous improvement
• Build accountability for results
• Recognize progress and lead celebration

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COURSES: COMMUNICATION

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COMMUNICATION

Social Media Marketing (9 hours – Certificate in Marketing and Branding)
The Social Media Marketing course will teach participants the skills needed to successfully manage social media campaigns and create a space to ask as many questions as needed. This interactive course strives to give the tools needed for participants to confidently manage social media channels with a confident brand voice. This course will focus on:
- Identifying needs within social media platforms
- Creating a unique brand voice
- Creating a plan that incorporates brand voice
- Assistance in the creation of a social media/marketing plan
- Assistance in the creation of content

This course is spread out over a three-day period strategically to give time to create content and have real-time feedback from the facilitator and other participants.

Communicating Clear and Professional Messages (6 hours – Certificate in Interpersonal Communications)
Participants enrolled in this online course will learn essential daily communication skills whether they are on the phone or responding to emails. Time will be spent covering topics such as delivering unwelcome news or dealing with rude or aggressive people in your day-to-day job. Participants will also learn important tips such as using templates to answer emails quickly and effectively.

Customer and Client Service (6 hours – Certificate in Interpersonal Communications)
This in-person course is designed to give the information and tools to participants to improve customer and client service for both internal and external clients and customers.
Participants will gain knowledge and strategies in the following areas:
- Assessing and improving your organization's commitment to quality service
- Differentiating and elevating your service to become a provider of choice
- Designing standards for quality service and creating a consistent service experience
- Evaluating the needs, wants, stereotypes, and emotions of your customers at an individual level
- Understanding the processes necessary to develop a culture that consistently delivers exceptional service
- Recovering effectively from a service failure and turning it into an opportunity

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COMMUNICATION

Dealing with Difficult People (6 hours – Certificate in Interpersonal Communications)

This in-person course will review the basics of dealing with difficult people. Everyone is different, and so are their personalities; Dealing with Difficult People will help participants deal with those different personality types in demanding situations. Topics and course material will first be reviewed and then incorporated into opportunities to practically apply the knowledge through role-playing. This approach will help participants learn how to diffuse tricky situations and remain calm.

Topics covered in this course include:

- The seven basic personality traits
- Different strategies for dealing with difficult people
- Benefits of workplace conflict
- "Dare to Disagree"
- Ways to deal with difficult coworkers
- The power of curiosity
- Learning from a difficult situation

Course bonus – the *LAST Approach* to diffusing difficult or angry people in customer service

Event Communications (6 hours – Certificate in Professional Communications)

A course for professionals, project officers, entrepreneurs, and many others, Event Communications will enhance participants' communications skills by learning how to create communications products that influence and make an impact. Those enrolled will learn public relations strategies and skills to successfully design, implement and evaluate messages to communicate effectively and influence stakeholders.

Event Communications will help harness grammar and writing skills in crafting communications materials, valuable direction, and guidance on preparing for participants' next events.

Topics include:

- Communications Plan
- Scenario notes
- Speeches
- Webpages and blog articles
- Social media strategy and content writing

COMMUNICATION

Introduction to Marketing and Branding (6 hours - Certificate in Marketing and Branding)
Participants are already quite well versed in marketing—after all, they've been consumers all their lives and have been exposed to hundreds (if not thousands) of advertisements each day! Also, almost all have applied for jobs, marketing themselves, and – if they are active on social media – then they have likely marketed themselves even more!
In Introduction to Marketing and Branding, the group will delve into understanding value propositions – and how to create value, the 4Ps in marketing, building relationships with customers, and much more.

Intro to Workplace Writing (5 weeks; Asynchronous - Certificate in Professional Communications)
Learn how to write for the twenty-first-century workplace. In this five-week Intro to Workplace Writing course, you'll learn tools and techniques for professional communication. As we navigate work in a digital age, with many operating in a work-from-home culture, you'll learn updated strategies for enhancing communication. Learn new team communication tools such as Slack, Asana, and Google Docs. Ensuring your message is heard and understood is critical for a smooth workflow. Take your emails into the digital age and learn updated email etiquette strategies – what was acceptable ten years ago no longer is! Learn how to craft a message for an external audience vs an internal one and employ effective content creation tools such as content calendars and style guides. Brush up on some basic grammar, learn how to recognize your own bias when crafting messages, and educate yourself with inclusive language best practices.
This course is virtual and can be completed independently on your own time, over 5 sessions, and course material will be released weekly each Wednesday. There are videos and short assignments.

COMMUNICATION

Public Speaking Fundamentals (6 hours – Certificate in Professional Communications)

Many people feel ill-prepared or are afraid to speak in public. This course will teach participants all the fundamentals of public speaking and how to cope with their fears. It will cover several topics to start people along their journey to become a more skilled public speaker. Knowledge is power and practice makes perfect.

In Public Speaking Fundamentals, participants will learn through a combination of lectures and exercises how to prepare both mentally and physically to make a presentation that is engaging, interesting, and memorable.

Specific details of the course include:

- Reviewing the different forms of public speaking
- Learning why public speaking skills are important
- Exploring the causes of public speaking fears
- Learning techniques to overcome fears of public speaking
- Learning formal and informal presentation formats
- Discussing audience behaviour and non-verbal communication

This course is ideal for:

- Anyone who needs to engage in public speaking, but lacks the confidence to do so.

Strategic Marketing and Branding (6 hours – Certificate in Marketing and Branding)

In this course, more attention will be paid to brands and branding. A major question that will be examined is "What are brands and why do they matter?" Participants will also focus on how to build a brand and manage it to maximize value to both customers and the organization.

Strategic Marketing and Branding will use interactive, engaging, and real-world examples to develop an understanding of and appreciation for the power of marketing and branding.

COURSES: RESEARCH

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RESEARCH

Introduction to Quantitative Analysis (6 Hours – Certificate in Introductory Data Analytics)

The "Introduction to Quantitative Analysis" course is an introduction to applied statistics as used by behavioural scientists in measurement, data, analysis, and design of experiments.

This course stresses both an understanding of the rationale governing the selection of appropriate designs or techniques and an understanding how to interpret data.

Topics include:

- Scaling
- Measures of central tendency and variability
- Probability
- Statistical inference and hypothesis testing
- Means test (z and t)
- Correlational techniques
- Chi-square and other non-parametric techniques
- Analysis of variance

Qualitative Analysis I (6 Hours – Certificate in Introductory Data Analytics)

The "Qualitative Analysis I" course will introduce qualitative analysis with a focus on Thematic Analysis (TA) as outlined by Braun and Clark (2006). They provide the classic framework for doing thematic analysis.

There will be a brief introduction to qualitative research and coding. This will provide participants with other approaches to qualitative analysis as contrasted to RFA. The focus of our day will be on reflexive thematic analysis (RTA) with hands-on analysis practice, and understanding triangulation of data. The key points of RTA will be examined, clarifying definitions for your work, as well as the triangulation of codes

Qualitative Analysis II – *Report Writing, Ethics & Types of Qualitative Research (6 Hours – Certificate in Introductory Data Analytics)*

Qualitative Analysis I is a prerequisite for this course.

The "Qualitative Analysis II" course dives deeper into qualitative analysis, starting with a discussion of ethics.

There will be deep examination beyond focus group research by discussing other types of qualitative research, including field research, interviews, and participatory action research (PAR). The day will conclude with participants learning how to properly write a qualitative research report.

Much of the course information will be taken from D.K. van den Hoonard's Qualitative Research in Action: A Canadian Primer (2019).

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COURSES:
DIVERSITY, EQUITY AND INCLUSION

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DIVERSITY, EQUITY AND INCLUSION

Be an Ally! Equity, Diversity and Inclusion in the Workplace (6 hours)
Your journey to better support LGBTQ+ starts here. This course introduces the concepts, terminology and vocabulary related to gender and sexual diversity, as well as the importance of Positive Space and how to prepare individuals to offer support to their colleagues as a Positive Space ambassadors in the workplace.
Participants will discuss issues relevant to the LGBTQ2+ communities and learn to contribute to a safer, more inclusive workplace. While much progress has been made, the LGBTQ2+ communities still face challenges with heterosexism, genderism, transphobia and homophobia, which can lead to individuals feeling unsafe at work.
Through scenarios and practical exercises, participants will learn behaviours that can help bring diversity and inclusion into the modern workplace. Diversity and inclusion are essential for building a modern, high-performing workplace!

Indigenous Cultural Awareness (6 hours)
Led by facilitator Julie Pellissier-Lush, the Indigenous Cultural Awareness course will focus on two key areas – traditional knowledge and reconciliation.
The first part of the Indigenous Cultural Awareness course will delve deeply into traditional knowledge, with a discussion beginning with the seven sacred teachings and the medicine wheel teachings. These teachings will provide the building blocks that help to build up Indigenous peoples to be better community members, family members, and better to themselves. As a safe space is created that fosters learning and growth with these powerful teachings, stories, songs, and poetry will be added to further reinforce these fundamental teachings. This will create a fun learning space for all who can enter the circle and learn about these wonderful gifts from the Elders across Turtle Island and learn how to use them in their own life.
The second part of this course will have Julie take participants through a journey of the Mi'kmaq, what their life looked like before colonization, how they lived and interacted with one another, and their roles. After this, participants will embark on the true story of colonization, what happened to the Mi'kmaq as a people – as an unconquered nation – and then where they are now, what are their roles, and how do all – Mi'kmaq and non-Indigenous alike – move forward together positively. These stories are full of hard truths but are very important for every Canadian to know, and therefore find a way to start on their own path of reconciliation. This will be done to ensure everyone feels safe learning in the circle provided.

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COURSES:
ADULT EDUCATION

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ADULT EDUCATION

The Adult Learner – Course Design and Facilitation Workshop (12 hours)

When designing and delivering learning programs to learners, your success depends on engaging and motivating others to become a part of a unique learning experience.

The Adult Learner – Course Design and Facilitation Workshop will help you develop new insights and strategies in training to support learning in both personal and professional development. Understand the key components of each phase of a training program including needs assessment, design, delivery, and evaluation, as well as adult learning principles.

Participants will:

- Develop new insights and techniques that will strengthen their training content and approach
- Promote learner participation and involvement by developing and designing curricula to match diverse learning styles, including in-person and online facilitation
- Develop and organize engaging experiential activities that ensure the achievement of learning objectives

The delivery method for this workshop will include short lectures, participant interaction, small and large group work, and reflection. This workshop will take place entirely online. Here is a description of the main principles:

- Principles of Adult Education
- Working with the Adult Learner
- Designing Instruction for Adult Learning
- The Art of Facilitation
- Assessment and Evaluation

CERTIFICATES
(WHERE ALL COURSES MUST BE TAKEN)

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CERTIFICATE IN CASE MANAGEMENT

Engagement (6 hours – Certificate in Case Management)

- Case management fundamentals
- Engagement
    - Building trust
    - Establishing ground rules and expectations
    - Duty to report, FOIPP Act requirements
- Ethics
    - Develop a case manager code of ethics
- Bias
    - PEI specific topics

Assessment (6 hours – Certificate in Case Management)

- Assessment fundamentals
    - Strengths-based, client-centred focus
- How to manage the cases of clients with mental health conditions
- Communication techniques – active listening, summarizing, paraphrasing, non-verbal communication
- Empathy versus sympathy
- How to de-escalate angry client situations
- Office and home visit safety plans

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CASE MANAGEMENT CERTIFICATE

Analysis (6 hours – Certificate in Case Management)

- Case management analysis
    - o Unmet needs, strengths, supports, wishes
    - o Risk
    - o Duty to report
    - o Establish client and caseload priorities
    - o Time allocation
    - o Consultation
    - o Case management analysis continued
    - o Data integrity
    - o Cost-benefit analysis
- Advocating for change
- Crisis intervention

Case Planning (6 hours – Certificate in Case Management)

- Planning fundamentals
    - o Build on strengths and informal supports
    - o SMART goals
- Consensus building and negotiation
- Facilitating conversations that matter
- Leadership in case management
- Change management
    - o Prochaska and Diclemente model
    - o Motivational interviewing

CASE MANAGEMENT CERTIFICATE

Monitoring and Closure (6 hours – Certificate in Case Management)

- Monitoring fundamentals
- Conflict resolution
- Closure fundamentals
    - When and how to terminate the relationship
- Self-care
- Reflective practitioning

Tying It All Together (6 hours – Certificate in Case Management)

- Case management core functions review
- Simulated patient exercise
- Final exam
- Graduation

CERTIFICATE IN CARE COORDINATION

Introduction and Engagement in Care Coordination (6 hours – Certificate in Care Coordination)
- Introducing care coordination
- Fundamentals of engagement
- Ethics in care coordination

Assessment (6 hours – Certificate in Care Coordination)
- Assessment fundamentals
- Analysis fundamentals
- Planning fundamentals

Implementation and Management (6 hours – Certificate in Care Coordination)
- Implementation and monitoring
- Managing projects and conflict
- Patient pathways
- Mid-course evaluation and feedback

Core Functions (6 hours – Certificate in Care Coordination)
- Core functions
- Communication techniques
- Diffusing angry clients
- Crisis management

Consensus Building and Monitoring (6 hours – Certificate in Care Coordination)
- Consensus building
- Negotiation in care coordination
- Building group consensus
- Managing change

CERTIFICATE IN CARE COORDINATION

Practical Applications and Final Assessment (6 hours – Certificate in Care Coordination)

- Leadership
- Core function activities
- Final course evaluation and feedback

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