

September 2011 - January 2012

# WORKSHOPS AND SERVICES

## WRHA Organization & Staff Development (OSD)



[www.wrha.mb.ca/osd](http://www.wrha.mb.ca/osd)

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Winnipeg Regional  
Health Authority  
*Caring for Health*

Office régional de la  
santé de Winnipeg  
*À l'écoute de notre santé*

Current as of August 2011

### **ORGANIZATION AND STAFF DEVELOPMENT:**

*Provides developmental opportunities for staff working across the Winnipeg health region, supporting employees to expand their knowledge, skills and abilities.*

*We provide a broad range of consultative, client-focused services that promote systemic change and enhance the performance of organizations, teams and individuals.*

*We work with leaders to achieve the organization's vision, priorities and desired culture.*

*Our organizational development services improve retention and staff satisfaction and build leadership capacity within the organization to become an employer of choice.*

# Management & Leadership Development

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## TAKE CONTROL!

How often do you hear yourself saying things like:

“They’ll never change...”

“It’s not my problem.”

“I’m not even going to bother...”

“We’ve tried everything, and nothing works!”

“Flavour of the week!”

“Been there, done that.”

These are pretty common things that people tell themselves when faced with change, challenges and obstacles. We convince ourselves that it’s not our responsibility and that we don’t have a role to play in the outcome.

Think about a situation you’re experiencing now and ask yourself,

“If we think we can or we can’t, we’re probably right.”

Henry Ford



## “What part of this can I control?”

Often it boils down to our approach to a situation.

OSD offers a number of workshops to help you identify what you CAN control in situations that often leave us feeling helpless and frustrated. Participate in workshops that give you an opportunity to reflect on what is working well for you now and in what areas you can improve. In doing so, you can exert more control over your day-to-day circumstances.

mode=details&ID=291&SID=2605  
**ACCOUNTABILITY IN ACTION** encourages participants to look at how they can contribute to the work environment and what role they play in creating an accountable and positive workplace.

*(For further details go to page 16 or click on <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=291&SID=2605>)*

**CHANGE MANAGEMENT FOR MANAGERS** examines the impact of our ever-changing system. It offers suggestions for supporting and appreciating team members during change.

*(For further details go to page 2 or click on <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=863&SID=3432>)*

**INTERPERSONAL CONFLICT RESOLUTION** looks at how we approach difficult situations day-to-day. Specific tools and techniques are taught to help you create successful outcomes.

*(For further details go to page 5 or click on <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=626&SID=2345>)*

**IT TAKES ALL TYPES: MYERS BRIGGS PERSONALITY INVENTORY** is designed to learn to appreciate and understand differences between individuals and build on those strengths to have a supportive work environment.

*(For further details go to page 6 or click on <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=514&SID=2345>)*

# Management and Leadership Development

## Attendance Support and Assistance Program (ASAP)

Absenteeism is a common performance management problem. It affects individual employees, co-workers and the organization as a whole. Issues related to attendance can be varied and complex.

This ½ day workshop will help managers use the "Attendance Support and Assistance Program" (ASAP) to:

- Facilitate a process to help staff to attend work on a regular basis;
- Follow a standardized process and checklist when attendance does not improve;
- Understand when to involve Human Resources in attendance management situations;
- Practice using the ASAP checklist using realistic case examples.

## Date/Location/Facilitator(s)

Wednesday, November 16, 2011  
0830 -1230 hours  
Health Sciences Centre

*Conne Newman  
Director, HR Services,  
Victoria General Hospital*

*"This workshop gave me insight into how to deal with this issue in a positive way."*

## Management and Leadership Development

### Change Management

Change is constant in healthcare and is an essential element in moving us forward in achieving our goals.

*"You can't stop the waves of change but you can learn to surf." Anonymous*

This Change Management workshop is designed to help managers increase their awareness of how to manage the people side of change and how to support themselves and their staff through change.

As a result of attending this workshop participants will:

- Define change management and discuss the benefits of incorporating change management into initiatives;
- Explore the impact of change;
- Identify the greatest contributors to a successful change;
- Discuss the role of managers and sponsors in change;
- Explore how to build staff involvement in change;
- Outline guidelines in communicating about change;
- Discuss strategies to deal with resistance to change.

*"I liked that the focus was on the personal impact of change and that was well balanced with practical implementation tools."*

*"The exercises were excellent. Both engaging and relevant...it's easy to come up with current change examples. When you're able to relate the material to your own experiences, it's more meaningful."*

*"It's not so much that we're afraid of change or so in love with the old ways, but it's that place in between that we fear. It's like being between trapezes. It's Linus when his blanket is in the dryer. There's nothing to hold on to."*

*Marilyn Ferguson*

### Date/Location/Facilitator(s)

Friday, October 21, 2011  
0830 -1630 hours  
St.Amant

*Cheryl Harder*  
*Staff Development Consultant ,*  
*WRHA*  
*& Sandi Mitchell*  
*OD Consultant, WRHA*

Friday, November 18, 2011  
0830 -1630 hours  
Deer Lodge Centre

*Cheryl Harder*  
*Staff Development Consultant ,*  
*WRHA*  
*& Sandi Mitchell*  
*OD Consultant, WRHA*

Wednesday, January 18, 2012  
0830 -1630 hours  
Grace General Hospital

*Cheryl Harder*  
*Staff Development Consultant ,*  
*WRHA*  
*& Sandi Mitchell*  
*OD Consultant, WRHA*

## Management and Leadership Development

### Duty to Accommodate/Ability Management

This workshop provides managers with information around legal obligations arising out of the “Duty to Accommodate” legislation. It clarifies the principles that underlie the employer’s obligations toward employees who have special needs.

Through the use of case studies and discussion of real world challenges when addressing workplace accommodation in the health care sector, managers will:

- Discuss, in broad terms, the legal obligation carried by employers with regard to accommodating employees;
- Review the benefits to the employer and the employee of a good workplace accommodation program;
- Explore the wide range of situations where duty to accommodate applies;
- Discuss the broad principles that underlie the employer’s obligations and guide the required efforts to accommodate an employee who had special needs;
- Leave prepared to provide more proactive and informed support to the accommodation of workers.

*“Case studies presented are relevant. Hearing other manager’s examples and what they have done to deal with a particular situation is very helpful and informative.”*

### Date/Location/Facilitator(s)

Wednesday, October 26, 2011  
0830 - 1630 hours  
Concordia General Hospital

*Eric Barnaby*  
*Director, HR Innovation and Staff Development, WRHA*  
&  
*Gayle Hryshko*  
*Manager, Disability Management Programs, WRHA*

### Ethics in Healthcare Management

Are you interested in learning more about ethics in healthcare management?  
Are you keen to network with others with similar interests and challenges?  
In this interactive, one-day workshop managers will:

- Reflect on the ethical dimensions of their health care roles and responsibilities;
- Discuss organizational ethics in health care contexts;
- Apply ethics frameworks to healthcare management issues;
- Receive information on ethics resources, strategies and networking opportunities.

There is no prerequisite for this workshop, however, there are some pre-workshop activities which can be accessed online during registration.

### Date/Location/Facilitator(s)

Friday October 14, 2011  
0830 - 1630 hours  
WRHA Corporate Office

*Sheila Toews*  
*Regional Director, Ethics Services, WRHA*

**Contact Pam Kitchur**  
**Ph: 926-1312 to register**

# Management and Leadership Development

## High Impact Interview Techniques

Managers no longer have to rely on intuition to evaluate the best applicant for the job. The behavioral descriptive interview (BDI) is a structured goal-oriented process that helps to improve applicant evaluation and as a result, improve the match between people and jobs.

After successful completion of this workshop managers will:

- Have an understanding of the advantages and disadvantages of different types of interview questions;
- Know the principles of behavioral interviewing;
- Have the ability to write behavioral questions;
- Develop strategies for conducting an interview using BDI techniques;
- Develop techniques to ensure a behavioral-focused response.

*“I now have a better understanding of interview questions and how they are developed to retrieve the most information from a candidate as possible.”*

## Date/Location/Facilitator(s)

Thursday, September 29, 2011  
0830 - 1230 hours  
Concordia General Hospital

*Brent Kreller*  
*Director, HR Services*  
*Concordia General Hospital*

## Management and Leadership Development

### Interpersonal Conflict Resolution (2 Days)

Conflict is normal in the work place. Effective conflict resolution is a necessary skill and competency for all health care employees. This introductory course examines basic assumptions and understandings of conflict; looks at styles of handling conflicts; and provides models, processes and communication skills that are crucial to effective conflict resolution.

Participants attending this workshop will:

- Assess real-life interpersonal conflict, analyze it, and understand the dynamics;
- Explore their individual style of responding to conflict and consider how their style is affecting their conflicts;
- Learn specific and practical communication skills to use in conflict situations;
- Increase their ability to effectively engage others to work together to resolve conflicts;
- Develop skills to proactively manage issues as they arise;
- Learn and practice applying three models for resolving conflict.

These models will enable participants to constructively and effectively clear up misunderstandings, recover from mistakes and resolve disagreements.

*“The facilitation was great. The atmosphere was supportive and positive...Great workshop...I would recommend it to others.”*

*“WOW! I learned so much from this workshop. The content was new, relevant and interesting.”*

*“Learning how to use the tools and models presented in the Interpersonal Conflict Resolution workshop has literally changed my life.”*

### Date/Location/Facilitator(s)

Wednesdays, September 28 &  
October 5, 2011  
0830 -1630 hours  
Seven Oaks General Hospital

*Jennifer Kilimnik*  
*OD Consultant , WRHA*

Mondays, November 7 & 14, 2011  
0830—1630 hours  
Health Sciences Centre

*Jan Schmidt*  
*Mediator and Conflict Management*  
*Specialist, Facilitated Solutions*  
&  
*Cheryl Harder*  
*Staff Development Consultant ,*  
*WRHA*  
&  
*Terri Johnston*  
*OD Consultant, WRHA*

Thursday & Friday, January 19 &  
January 20, 2012  
0830 -1630 hours  
Concordia General Hospital

*Jennifer Kilimnik*  
*OD Consultant , WRHA*

## Management and Leadership Development

### It Takes All Types—Myers Briggs Type Indicator (MBTI)

The Myers-Briggs Type Indicator (MBTI) helps individuals and groups determine their preferences for how they relate to each other and allows people to gain appreciation of differences. The MBTI assists in identifying some key preferences, tendencies and characteristics.

As a result of completing an MBTI assessment and attending this workshop, managers will:

- Clarify their preferences and their MBTI profile;
- Explore and develop a better understanding of the differences in the way people use 'perception' and 'judgment';
- Have the ability to articulate how their preferences may impact colleagues and employees.

### Date/Location/Facilitator(s)

Friday, September 30, 2011  
St. Amant  
0830 -1200 hours

*Sandi Mitchell*  
OD Consultant, WRHA

Wednesday, December 14,  
2011  
Victoria General Hospital  
0830-1200 hours

*Jennifer Kilimnik*  
OD Consultant, WRHA

*“Even though I understand and embrace the differences between people, this workshop showcased the differences in a different way...I feel you can never know too much on this subject and it made me explore how I related to the different MBTI types.”*

## Management and Leadership Development

### Managing the Generational Mix at Work

It is the first time in modern history that there have been four distinct generations in the workplace. Why does this matter? Each generation; Veterans, Boomers, Generation X and Generation Y, bring their own unique values and characteristics to the workplace based on their shared experiences and generational influences.

How we view ourselves, our organizations, and our work can be quite different based on our generation. A key to managing the generational mix is to understand what formed our generation's attitudes and values, while making space for, and recognizing what is important for other generations.

In this workshop, managers will;

- Discuss the different generational values and defining events that shape each of the generations;
- Identify why the 'traditional workplace' doesn't appeal to all generations, and learn how each generation defines loyalty and success;
- Explore techniques to better communicate across generations in order to have a positive impact on productivity, teamwork, dealing with change and more;
- Review ways to motivate and work co-operatively with all generations.

### Date/Location/Facilitator(s):

Thursday September 29, 2011  
St. Boniface General Hospital  
0830 -1230 hours

*Glynis G. Quinn*  
*Manager*  
*Corporate Education & Technology*  
*Services*  
*St. Amant*

## Management and Leadership Development

### Performance Support & Dialogue

This workshop provides the foundation for supporting employee performance as part of a cooperative, forward thinking and non-confrontational approach that invests in each employee's future. This system encompasses the components necessary for effective performance management -situation analysis, development plans and effective communication. In addition, it will introduce a series of valuable tools and resources utilized to develop staff, engage in necessary productive conversations. Though the material discussed may be used to enhance a performance appraisal, this workshop does not specifically address the topic of performance appraisals.

This course, designed for managers, will introduce participants to the components and benefits of Performance Support and Dialogue.

Upon successful completion of this workshop, managers will have the ability to:

- Discuss the theory behind supporting employee performance;
- Utilize tools to manage performance and reinforce future growth by developing and supporting manager/employee dialogue;
- Evaluate and assess individual developmental needs;
- Articulate where and how to resource developmental options;
- Outline and demonstrate appropriate ways to give feedback and conduct development discussions;

*“This workshop provided a tool to use for the staff who are already doing a good job. It helps me to acknowledge the work that they are already doing and look at ways to help them grow. Helps me to build the morale through positive feedback.”*

### Date/Location/Facilitator(s)

Friday September 23, 2011  
1300 - 1630 hours  
St.Amant

*Jordan Forbes  
Director, HR Services,  
Seven Oaks General Hospital*

## Management and Leadership Development

### Progressive Discipline

It is in health care's best interests to have all staff succeed in their employment. On occasion, it may become necessary to impose discipline in an effort to place a staff person back on the road to success. Progressive Discipline consists of a series of management interventions, the purpose of which, is to clarify standards of performance and encourage employees to modify their behavior thereby avoiding the need for discharge.

After successful completion of this workshop, managers will:

- Understand when discipline is and is not appropriate;
- Know the contract that each employee has with the organization;
- Have the ability to articulate the foundations of a fair and just discipline process;
- Develop a solid understanding of the progressive discipline model;
- Know the importance of maintaining accurate and timely documentation of employee discipline;
- Understand the guidelines for conducting effective disciplinary sessions;
- Possess strategies to reduce the incidence of discipline with proactive human resource management.

*"This workshop was a thorough outline of when progressive discipline is necessary and other tools that can be used in place of it."*

*"Discussing issues with other managers/hearing similarities in how to deal with situations/develop strategies was extremely valuable."*

### Date/Location/Facilitator(s):

Thursday, November 15, 2011  
0830-1230 hours  
St. Boniface General Hospital

*Daphne Randall*  
*Director, HR Services,*  
*Health Sciences Centre*

# Management and Leadership Development

## Project Management

This workshop is designed for WRHA managers who need to acquire tools and skills to effectively manage small to medium-sized projects in their departments (No prior experience in project management is required).

Upon successful completion of this workshop managers will:

- Understand the reasons why projects fail (it's not for lack of ability);
- Have the ability to:
  - Design a project plan that will guide you to a successful outcome;
  - Assess project risks and develop contingency plans;
  - Assemble a project team;
  - Manage change requests while improving the project's success;
  - Create status reports that will banish surprises and help your project to stay on schedule.

## Date/Location/Facilitator(s):

Friday, September 30, 2011  
0830 -1630 hours  
Misericordia Health Centre

*Frank Krupka*  
*Senior Project Manager, WRHA*  
&  
*Alanna Hinrichsen*  
*Project Manager, WRHA*

*"This workshop provided me with  
useful tools that I can use  
immediately for processes/projects."*

## Management and Leadership Development

### Respectful Workplace for Managers

All WRHA staff are entitled to enjoy a respectful work environment free of disrespectful behavior including discrimination, harassment, sexual harassment, personal harassment and workplace violence. This interactive workshop will help participants understand what constitutes workplace discrimination and harassment and gain knowledge in dealing with disrespectful behavior.

Participants attending this workshop will:

- Discuss and define what is a Respectful Workplace;
- Review WRHA's Respectful Workplace Policy;
- Define and explore disrespectful and inappropriate behaviors and the many forms that they take;
- Clarify the Rights and Responsibilities of employees, managers, human resources and unions under the policy;
- Identify and practice language that assists in initiating conversations and in defusing situations;
- Review the Respectful Workplace complaint process.

*“Excellent presentation. I feel that this workshop will help me in dealing with situations of disrespect in the workplace.”*

### Date/Location/Facilitator(s):

Friday, October 7, 2011  
0830 – 1230 hours  
Grace General Hospital

*Debbie Gustafson  
Human Resources Consultant,  
Deer Lodge Centre*

## WRHA/RRC Health Services Management Certificate Program

The WRHA/RRC Collaborative Health Services Management Certificate Program is an accredited management development program.

The program is comprised of 10 courses from the curriculum of Red River College's HSM Certificate Program. Upon successful completion of these courses, participants will receive a Red River College Health Services Management Certificate in addition to the WRHA/RRC Health Services Management "Certificate of Achievement."

Financial responsibility for this program is shared between the employee and employer. All participants must complete an application form and obtain sponsorship approval from their employer prior to being accepted into the program.

For more information on this management opportunity please visit [http://www.wrha.mb.ca/osd/leadership\\_rrc.html](http://www.wrha.mb.ca/osd/leadership_rrc.html) or contact the Human Resource Department at your facility.

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## Building Leaders for the Future

### WRHA Succession Program

A regional process is in place for accessing sponsorship to external leadership development programs such as Royal Roads University, Health Leaders Institute and the EXTRA program. The purpose of this initiative is to provide a collaborative process for identifying, administering and sponsoring professional development for potential successors to various leadership positions in the future.

The Reference Tool '[Building Leaders for the Future Succession Planning Resource Guide](#)' has been developed to assist leaders in identifying, assessing and determining appropriate developmental opportunities for employees identified as potential management successors.

Calls for application are held at various times of the year for the different approved programs. For a copy of the reference tool or for other information on the current status of this program go to <http://www.wrha.mb.ca/osd/leadership.html>

## Orientation for New Managers (ONM)

This **full week** program is open to new managers across the Winnipeg Health Region who would benefit from a peer-supported environment, while learning procedures and skills that are critical for success as a healthcare manager. The program consists of workshops that are required for all new managers at integrated facilities. Participants should be less than 12 months in their current management role, have supervisory responsibilities, and **have not taken** any of the following workshops:

- Attendance Support & Assistance Program
- Duty to Accommodate
- Progressive Discipline
- Respectful Workplace for Managers
- The Art of Financial Management

A registration form and further information is available on the OSD website at <http://www.wrha.mb.ca/osd> Click on Management & Leadership Development to find WRHA Orientation for New Managers. Managers registering for this one week orientation must register for the entire week. If you have any questions or would like more information please contact Susan Hologroski, Organizational Development Consultant at 787-2963.

### Date/Location/Facilitator(s)

Monday - Friday  
September 26 - 30, 2011  
0830 -1630 hours  
Health Sciences Centre

Additional Dates may be available, so please visit our website.

*“Training on a whole was fantastic. There were many wonderful tools that were shared and will be useful in the workplace. I wish we could have attended this training my first week in my position.”*

*“Excellent idea to do this training for managers as it gives good orientation to essential/important issues, processes, policies and procedures needed to effectively manage in the workplace. Week long training helps to focus on the training and not worry about work.”*

*“I learned a lot of valuable info that can/and will be used as a manager. I feel more equipped as a manager.”*

## Organizational Development (OD) Services

### What Can OD Offer You and Your Team?

When health care organizations function effectively they attract and retain talented employees who can focus on delivering safe and caring service. There are times when challenges faced by the organization need to be addressed at the group, team, or department level and that's when OD consultants can help. Consultants are available to work with teams to identify and build on existing strengths.

OD Consultants work with leaders to enhance the performance of organizations and the people in them. The Consultant uses an approach that begins with an objective assessment of the issues and the opportunities for change. Through this approach the Consultant identifies a range of options for managing change, solving problems and building stronger teams. The Consultant involves the leaders throughout the process and supports them in selecting a direction that will facilitate the delivery of safe, caring and effective service.

#### Scope of OD Services

- Consultations
- Customized Facilitation
- Diagnostic Team Assessments
- Focus Groups
- Leadership Coaching for Improved Performance
- Visioning and Strategic Planning

#### OD Consultants

- Terri Johnston
- Jennifer Kilimnik
- Sandi Mitchell

For more information contact Sandi Mitchell at ph: 787-1385 or email [smitchell2@wrha.mb.ca](mailto:smitchell2@wrha.mb.ca).

## Organizational Development Services

### Agreements for Excellence (AFE)

AFE is a proven team-based program that has been offered as one of OD's customized services since 2003. It is a practical, facilitated working session through which teams clarify expectations and strengthen their alignment and agreements around what is required to successfully achieve their desired results. AFE enhances the performance and overall effectiveness of teams, increases individual and team accountability, and assists team members to build a shared commitment to achieving their team's service, business and interpersonal priorities. The result: more focused and effective teams. The AFE approach also includes built-in measurement tools, which enable teams to track their results and recognize their successes.

Depending on the nature of the team, Agreements for Excellence is either a one-day or a two-day working session, with a follow up session (of either a half or a whole day) approximately six months later, to measure results.

Delivery of AFE working sessions is arranged by completing the AFE Working Session Application Form. Applications are available on the OSD website or by calling 787-4541.

For more information on the AFE program, visit our website at: [http://www.wrha.mb.ca/osd/accountability\\_afe.html](http://www.wrha.mb.ca/osd/accountability_afe.html)

## Staff Development

### Accountability in Action

This one-day, highly interactive program challenges participants to re-think the way they respond to challenges, difficulties and problems, while helping them create greater accountability and success in their lives. Designed for employees at all levels, this program introduces participants to the Personal Accountability Model using innovative, fun and effective learning techniques. Participants learn skills, techniques and new ways of responding to situations that will create greater accountability in themselves and in their team.

As a result of attending this workshop, participants will explore:

- The difference between accountable and victim behaviour;
- New ways to respond;
- How to help others in the victim loop;
- Barriers to accountability;
- Dealing effectively with emotional situations;
- Interlocking accountability.

*“I appreciated the opportunity to do group work with other people from other organizations who are dealing with similar issues.”*

*“Excellent content and instruction. Everyone should have to take this in the WRHA.”*

*“This course provided me with the know how on how to handle a difficult situation with either a co-worker or a supervisor. It will also help with situations in the home environment.”*

### Date/Location/Facilitator(s):

Monday, September 19, 2011  
0830 -1630 hours  
Health Sciences Centre

*Berna Klassen  
Coordinator, Developmental  
Services, St.Amant*

Tuesday, November 15, 2011  
0830 -1630 hours  
St.Amant

*Berna Klassen  
Coordinator, Developmental  
Services, St.Amant*

Thursday, January 12, 2012  
0830 - 1630  
Health Sciences Centre

*Cheryl Harder  
Staff Development Consultant ,  
WRHA*

Additional workshops may be available, so please visit our website.

## Other Training and Development

### Aboriginal Cultures Awareness Workshop (2 Days)

This two-day workshop introduces a basic knowledge of the worldviews, spiritual and cultural values of Aboriginal peoples, highlights historical and contemporary issues that influence Aboriginal peoples, and honours the rich diversities within Aboriginal communities.

As a result of attending this workshop participants will:

- Increase awareness and understanding of Aboriginal cultures in a health care setting;
- Increase ability to provide culturally competent and proficient care;
- Gain knowledge to build a culturally respectful workplace.

The workshop is a prerequisite towards advanced level workshops including: Honouring All Cultures, Traditional Teachings and Sweat Lodge Teachings. To find out more about the workshops offered by Aboriginal Health Programs – Health Education visit our website or check the OSD online calendar.

The Aboriginal Cultures Awareness Workshop is open to all staff and affiliates employed within the Winnipeg Health Region. Management support is required and it is necessary to attend the two days consecutively.

### Date/Location/Facilitator(s):

2 day workshop offered  
Tuesdays and Wednesdays  
twice monthly

<http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=857&SID=3381>

0900 – 1600 hours  
Aboriginal Health Programs  
305 – 323 Portage Ave.

*Education and Training  
Coordinators, Aboriginal  
Health Programs – Health  
Education*

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### Honouring all Cultures in the Workplace; Aboriginal Cultures and Diversity for Managers

Building a representative workforce involves strategies to sustain new and existing employees. This workshop will deepen understanding on various aspects of service delivery, policy, and practice; we will look at moving from awareness to action.

The workshop explores the themes and issues emerging from participant experiences and knowledge to identify concrete and productive ideas, which lead to:

- Improved retention for Aboriginal employees;
- Creating an environment that values diversity.

### Date/Location/Facilitator(s):

Please visit our website for  
dates and to register

0830 – 1230 hours  
Aboriginal Health Programs  
305 – 323 Portage Ave.

*Education and Training  
Coordinators, Aboriginal Health  
Programs – Health Education*

**\* The Aboriginal Cultures Awareness Workshop is a prerequisite  
for this course**

## Other Training and Development

### Palliative Care: Aboriginal Perspectives on End of Life

This workshop will explore Aboriginal perspectives on death and dying. As death is a natural part of life, it is also a significant part of our journey. We will explore traditional beliefs and values that may impact on how we, in western medicine, provide care. Both palliative care and the Medicine Wheel provide a holistic approach which includes the physical, emotional, mental and spiritual needs of the individual, family members and community. This approach aligns with all cultural beliefs and values, yet at the same time respects individual perspectives and needs.

**\* The Aboriginal Cultures Awareness Workshop is a prerequisite for this course**

### Date/Location/Facilitator(s):

Thursday, October 20, 2011  
 Thursday, November 24, 2011  
 Thursday, February 9, 2012  
 Thursday, April 12, 2012

0830 – 1630 hours  
 Aboriginal Health Programs  
 305 – 323 Portage Ave.

*Education and Training  
 Coordinators, Aboriginal Health  
 Programs – Health Education*

Additional workshops may be available, so please visit our website.

## Other Training and Development

### Traditional Aboriginal Teachings

Building on the existing WRHA Aboriginal Cultures Awareness Workshop, numerous traditional teachings have been handed down through generations. They include medicine, ceremonies and lessons on how to live a good life on mother earth. Traditional Healers or Elders offer these teachings. This workshop is presented by and in partnership with the WRHA and Circle of Life – Thunderbird House.

Participants attending this workshop will:

- Obtain increased understanding and knowledge of Traditional Aboriginal Teachings in a health care setting;
- Develop increased understanding and knowledge of Aboriginal ceremonies;
- Increase ability to provide culturally competent and proficient care.

**\* The Aboriginal Cultures Awareness Workshop is a prerequisite for this course**

### Date/Location/Facilitator(s):

Wednesday, October 26, 2011  
 Wednesday, December 7, 2011  
 Friday, April 6, 2012  
 June 6, 2012

0900 – 1200 hours  
 Circle of Life Thunderbird  
 House  
 715 Main Street

*Aboriginal Elder*

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### Sweat Lodge Teachings Workshop

Building on the existing WRHA Aboriginal Cultures Awareness Workshop, the Sweat Lodge Teaching workshop will provide teachings and an experience not available in literature, lectures or verbal accounts. You will have the opportunity to participate in a teaching sweat. This workshop is presented by and in partnership with the WRHA and Circle of Life – Thunderbird House.

As a result of attending this workshop participants will:

- Obtain increased understanding and knowledge of Traditional Aboriginal Teachings in a health care setting;
- Develop increased understanding and knowledge of Aboriginal ceremonies;
- Increase ability to provide culturally competent and proficient care.

**\* The Aboriginal Cultures Awareness Workshop is a prerequisite for this course**

### Date/Location/Facilitator(s):

Wednesday, October 26, 2011  
 Wednesday, December 7, 2011  
 Friday, April 6, 2012  
 June 6, 2012

1300 – 1600 hours  
 Circle of Life Thunderbird  
 House  
 715 Main Street

*Aboriginal Elder*

**Participants may register  
 for either of these  
 workshops or for both.**

## Other Training and Development

### Computer Training Solutions

The Manitoba eHealth Computer Training Solutions Team (CTS) is committed to providing accessible, effective, high-quality training and support to health care staff.

Courses are available to all WRHA staff through our website: <http://www.manitoba-ehealth.ca/cts/>

### Education and Information Sharing

This listing on the WRHA homepage provides information and registration on a variety of conferences, workshops, seminars. Go to <http://home.wrha.mb.ca/education/index.php>

### Employee Assistance Program (EAP) Workshops

EAP Workshops, facilitated by Manitoba Blue Cross Counsellors, are available to all WRHA staff.

Sessions are held throughout the year on a variety of topics such as;

- Appreciating Differing Work Styles
- Balancing Work and Life Roles
- Communication Techniques and Conflict Resolution
- Emotional Intelligence in the Workplace
- Stress Management
- Understanding Depression

These workshops are held at various healthcare facilities across the region.

Scheduled workshops are posted on line at <http://home.wrha.mb.ca/education/index.php> or at your facility.

### Ethics Education

Interested in learning more about ethics? Educational opportunities are offered throughout the year in the Winnipeg region. Go to INSITE at: <http://home.wrha.mb.ca/corp/ethics/index.php>

## Other Training and Development

### Evidence-Informed Practice Workshop Series

Incorporating evidence into practice is a challenge for all health care professionals in a workplace that increasingly demands that we do more with less. This workshop series provides an introduction into the process of using evidence to inform decision making and how that can lead to meaningful change. The workshop is organized into four half days which are designed to follow each other. They can be taken individually or in a full two day block.

#### Level 1: Introduction to Evidence-Informed Practice

- Introduce the concepts of evidence-informed practice.
- Understand the hierarchy of evidence
- Learn how to frame questions in a way that can be answered.

Explore the interaction of research evidence, resources, circumstances, patient preference and clinical expertise.

#### Level 2: Critical Appraisal of the Literature

- Discuss tools used to critique various types of literature.
- Review some common statistical terms found in quantitative research.
- Explore strategies in determining flaws in research studies.

Conduct critical appraisal of an intervention study and a systematic review.

#### Level 3: Making Recommendations

- Review the steps towards making practice recommendations using the GRADE process.

Discuss strategies to integrate the research evidence with resources, clinical situations and patient preferences.

#### Level 4: Implementing Practice Change

- Explore the concepts in change theory and various approaches to managing clinical change.
- Discuss assessment of the need for change.

Review the “Model for Improvement” to plan and implement a clinical change.

For further information or to register visit our website at <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=874&SID=3564>

## Other Training and Development

### French Language Training

There's something for everyone. Various evening classes (spring, winter, fall sessions), as well as specialized workshops, monthly French conversation groups, on-line learning tools accessible through the FLS intranet page, and a Resource Centre are available to all staff who wish to learn or improve their French. For more information go to: <http://home.wrha.mb.ca/corp/fls/training.php>

### Prevention is 9/10<sup>ths</sup> of the Law

This workshop provides practical tools for the prevention and management of aggression and violence in the workplace. Learn to confidently prevent and manage aggression and violence, no matter where you work. Know your options for handling difficult situations. Understand the key elements of personal and team safety, from prevention and de-escalation to verbal and physical interventions, without harm to yourself or others.

This training is offered at no charge, through the Nursing Safety and Security Fund, as a result of the Worklife Task Force.

For further information or to register visit our website at <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=625&SID=2374>

### Quality Improvement in Your Workplace

This workshop, provided by Quality Improvement and Accreditation Services of the WRHA, is intended to assist Quality Team members in the design and implementation of quality initiatives.

Upon completion of the three modules of learning, participants will leave with renewed enthusiasm for a process that is proven to work time and time again and ways to incorporate new improvement initiatives in your work place.

For further information or to register visit our website at [http://www.wrha.mb.ca/osd/skillsdev\\_quality.php](http://www.wrha.mb.ca/osd/skillsdev_quality.php)

### Recognition Resource Kit for Managers

It is said employees join organizations but leave managers. Do you motivate your staff to stay?

Recognition for a job well done is the top motivator of employee performance. Feeling appreciated for one's contribution is probably one of the highest-ranked needs of employees and yet many managers under-utilize the potential power of employee recognition. Recognition that motivates staff is an intensely personal and internal matter for which there is no cookie-cutter approach.

Resource kit now available as downloadable PDF. Visit our website at: <http://www.wrha.mb.ca/osd/resources.php>

## Other Training and Development

### SAFETY WORKSHOPS

#### Managers & Safe Work

Managers and Safe Work is a core element of education required by all managers and supervisors. Managers attending this workshop will understand their roles and responsibilities as it relates to health and safety. According to the Workplace Health and Safety Act W210, managers/supervisors will have general knowledge of hazard recognition, job hazard analysis, risk assessment, control concepts, safe work procedures and training of workers, and will understand what is required if an incident should occur in the workplace. Please contact the individual responsible for Health and Safety at your site for training opportunities.

#### Critical Incident Workshop "The New Lens PSI Workshop"

A one day workshop for all health care providers and leaders to introduce the framework and techniques used in CI investigations in the WRHA. The workshop will help all staff whether in review of healthcare system breakdowns or as a leader or participant on a team which may need to implement recommendations. We all have a part in supporting the Region's strategic priority of the reduction of preventable harm to patients receiving care in our facilities, units, and programs in the Winnipeg region. The workshop will encourage you to shift your thinking about Critical Incidents and accident investigations. Instead of simply searching for causes, the objective is to seek to understand or to make sense of what happened that led to patient harm; this is a major shift in the way we think about such things. We believe the workshop will help you to understand events other than Critical Incidents, including occurrences with minimal harm, near misses, and more generally, unsafe acts that occur within the healthcare system. Inspiration for this workshop comes from leaders in the field of System Safety, including Sidney Dekker and Erik Hollnagel.

There is a charge of \$50.00 for each participant from a WRHA facility or site. A limited number of places will be held at each workshop for non-WRHA participants who want to attend at a charge of \$150.00 for each participant. Please register two weeks before the course date.

#### Disclosing Unanticipated Medical Outcomes (DUMO) workshops

The goal of the workshop is to enhance participants' ability to re-establish trust and rapport in the face of adverse outcomes. Research and experience suggest that the clinicians' and organizations' abilities to effectively respond to the patient and family's concerns and emotions are the best way to reduce the likelihood that the situation will escalate to more contentious legal processes, and allow clinicians, patients and families to be able to acknowledge, forgive, and move on with less emotional distress.

The workshop addresses each aspect of the communication process using lecture, video examples, small group practice and discussion to identify and practice the most effective ways of responding both empathetically and non-defensively. Participants will have the opportunity to better understand organizational, ethical, and risk management aspects of disclosure along with practicing the communication skills needed with patients and families. These workshops are approximately 3 to 3.5 hours and are provided at WRHA facilities and other regional sites, and can be arranged for other RHAs.

This program has been accredited by The College of Family Physicians of Canada, for Mainpro-M1 credits.

## Other Training and Development Resources

### Patient Safety Investigator Workshop

This workshop is intended to deepen the understanding of the techniques, principles and framework introduced during the New Lens workshop. This is a 3-day intensive workshop with modules in the area of building a narrative understanding, mapping & chronology, human factors, recommendations and leadership to enhance critical incident investigations. The New Lens workshop, disclosure DUMO workshop in addition to specific required readings are part of the pre-course requirements of this workshop.

For registration and other information regarding the above workshops, visit the Patient Safety website at: <http://www.wrha.mb.ca/healthinfo/patientsafety/workshops.php>

## Other Training and Development

### University of Manitoba Library

Staff have access to a broad range of information resources and services through the University of Manitoba's Neil John Maclean Health Sciences Library and affiliated Health Sciences Libraries. For more information, including how to obtain a library card and to access the library, go to <http://home.wrha.mb.ca/research/library.php>. To learn about training sessions on accessing the evidence-based health information resources available through the Library go to: <http://www.umanitoba.ca/libraries/units/health/training/workshops.php>

### WISE on Family Violence

Family violence is increasingly recognized as a workplace issue with significant costs to employee health, safety and lost productivity. Family violence affects workers in every business and organization regardless of size, location or sector.

As many victims of family violence keep the abuse in their lives a secret out of shame and/or fear, it may be difficult to recognize when a problem exists. Knowing how to address the issue effectively and respectfully can seem even more difficult.

Promoting family violence awareness and developing related policies to support employees who may be affected makes good business sense.

As a result of attending this workshop participants will:

- Develop an awareness of family violence and its affect on the workplace;
- Recognize signs that may indicate involvement in an abusive relationship;
- Address impacts on employee performance using principles of good management;
- Develop workplace strategies for promoting family violence awareness and prevention;
- Increase knowledge about resources available to assist both victims and abusers.

For workshop dates and to register, visit our website at: <http://www.wrha.mb.ca/osd/calendar/default.asp?mode=details&ID=806&SID=2995>

### Wound Care

The WRHA Wound Care Education Committee will be providing educational opportunities to expand the knowledge base related to wound care of all professional staff in Acute Care, Home Care and Long Term Care which will ultimately improve the quality of care for any patient/client/resident with a wound or at risk of developing a wound.

To launch this initiative a schedule has been developed between September, 2011 and January, 2012. These professional development courses are available at no charge, and are presented by 3M. As part of the recently awarded "Advanced Wound Care" contract, 3M is the primary provider of wound care products for WRHA.

For further information or to register for one of the Wound Care sessions visit our website at [http://www.wrha.mb.ca/osd/clinical\\_woundcare.php](http://www.wrha.mb.ca/osd/clinical_woundcare.php).

## Eligibility & Registration

### Eligibility

OSD seminars and workshops are provided at no charge unless otherwise noted and are open to staff from any facility, service or affiliated agency funded through the WRHA.

**Note:** “Management and Leadership Development Program” workshops are intended primarily for staff with formal management/supervisory roles and these staff are given priority for participation. However, as space is available these workshops are also open to employees who:

- have been identified by their manager as potential successors for future management positions and/or;
- have received approval from their manager to attend workshops for further professional development.

### Registration

Registration is required for all workshops. Classes are limited in size. Once capacity has been reached, all subsequent registrations will be placed on a waiting list. Waiting list participants will only be contacted if a space becomes available. Please register early as classes may be cancelled if enrollment is low.

To register on-line:

- Go to: [www.wrha.mb.ca/osd](http://www.wrha.mb.ca/osd) **Note:** *If you are a first time user you must create an OSD profile.*
- Click on “How to register for courses” located at the top right side bar of the OSD website page and follow the online registration procedures.
- If you are an existing user or have an OSD profile click on “Existing User” and enter your email and password to register.
- You may also follow the links to access information on the type of program which is relevant for you.
- Select the course you wish to attend and then select the date you would like to register for by clicking on REGISTER.

Continued on next page

## Eligibility & Registration - Continued

### FAQ's

*Can I view OSD workshop and services information online?*

We recommend you visit our website at [www.wrha.mb.ca/osd](http://www.wrha.mb.ca/osd) for a comprehensive listing of all our courses and services.

*How do I know if I'm registered?*

All registrations will receive an immediate email confirmation stating that your registration has been received. All subsequent communications with regard to the course will come via email.

*\* Please note: If you do not have email, you must provide a 2nd party valid email address that is checked on a regular basis as this is the primary communication participants will receive regarding workshop changes, updates and course cancellations.\**

*What about cancellations?*

If workshops are cancelled, registrants will be notified by email, usually one week in advance.

If you are registered but then need to cancel, please provide as much notice as possible. Short notice cancellations are costly, and deny others on the "wait list" the opportunity to participate.

If, at the very last minute, you find you are unable to attend, you may send an alternate.

*Is my attendance documented?*

All participation is tracked and documented (including no shows). Executive leadership at each facility/site are provided with periodic reports on participation in OSD courses.