

September 2013 – January 2014

WORKSHOPS AND SERVICES

WRHA Organization & Staff Development (OSD)



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WWW.UWINDSOR.CA

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 September, 2013

ORGANIZATION AND STAFF DEVELOPMENT

We provide developmental opportunities for staff and support 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 build leadership capacity within the organization and improve retention and staff satisfaction.

Service Excellence Workshop for Staff **NEW!**

Everyday...Every interaction...All the time...

We have the opportunity to provide Service Excellence through our actions, attitude and communication with others.

"Excellence is not an accomplishment. It is a spirit, a never ending process." - Lawrence M. Miller

Learn about ways to bring your positive self to work, develop your communication skills, recognize the triggers of communication derailment and leave with tools for service recovery and resilience to use on your service excellence journey.

You're invited to sign up for Service Excellence on the OSD website <http://www.wrha.mb.ca/osd/skillsdev.php>.

For dates and times, please see page 16.



Management & Leadership Development

Organizational Development (OD) Services

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Management & Leadership Development Workshops

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.

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Organizational Development (OD) Services

What Can Organizational Development 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

- Change Management
- Consultations
- Customized Facilitation
- Diagnostic Team Assessments
- Focus Groups
- Leadership Coaching
- Team Building
- Visioning and Strategic Planning

Consultants

- Cathy Johnston BRS, HR Cert.
- Terri Johnston, MMFT, CEC
- Jennifer Kilimnik, H.R.D.P., B.A. (HONS.)
- Sandi Mitchell, R.N. B.N.

For more information contact the Lead Organizational Development Consultant, Sandi Mitchell at ph: 204-787-1385 or email smitchell2@wrha.mb.ca.

Organization & Staff Development

Management and Leadership Development Workshops

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, October 23, 2013
0830 - 1230 hours
Health Sciences Centre

Rose Schwarz
Director, HR Services
St. Amant

"I found that having the knowledge that a standard process exists to solving attendance problems most useful."

"Interaction allowed for discussion of different scenarios."

Organization & Staff Development

Boot Camp for New Managers

(formerly Orientation for New Managers)

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 (ASAP)
- 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 Boot Camp 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, Staff Development Coordinator at 204-787-2963.

Date//Location/Facilitator(s)

Monday - Friday
September 30 - Oct 4, 2013
0830 - 1630 hours
Health Sciences Centre

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

"I really appreciated the honesty of the presenters. They were amazing."

"It is a great program and should be mandatory for all new managers."

"Really humanized management."

Organization & Staff Development

Management and Leadership Development Workshops

Change Management for Managers

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.

Date/Location/Facilitator(s)

Tuesday, October 8th, 2013
0830 - 1600 hours
Grace Hospital

Terri Johnston
Organizational Development
Consultant, WRHA

"The content of the course was completely relevant to professional and personal changes."

"Absolutely fantastic course!"

"The course was a great workshop and the facilitator was very engaging."

Organization & Staff Development

Management and Leadership Development Workshops

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.

“Facilitators -very interesting and they have so much experience to share and pass on.”

“Found the workbook case scenarios to be very effective. Personal experiences the presenters possessed and presented were also very helpful. (Gained knowledge of concerns/problem/issues with employees in a meeting..”

“Pace and content was spot on for the variety of individual experience in the class.”

Date/Location/Facilitator(s)

Monday, November 25th, 2013
0830 - 1630 hours
Grace Hospital

Jordan Forbes
Director, HR Services
Seven Oaks General Hospital
&
Bernice Irvine
Manager, Occupational Health
WRHA

Organization & Staff Development

Management and Leadership Development Workshops

High Impact Interview Techniques - The Behavioral Descriptive Interview

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:

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

“Good discussion on Behavioral Interviews and good examples of questions..”
“...discussion of different peoples scenarios.”

Date/Location/Facilitator(s)

Wednesday, October 30, 2013
 0830 - 1230
 Health Sciences Centre

Brent Kreller
Senior Corporate Project
Manager, WRHA

Organization & Staff Development

Management and Leadership Development Workshops

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.

To find out what participants are saying about this session go to <http://www.wrha.mb.ca/osd> to view the video.

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
- 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 examples provided, both by the instructor, and in our break-out groups gave me a good understanding on how to handle conflict when it arises and I hope I am able to “stop the parrot” and take a step back before I respond.” and force a “crunch” situation.”

“Figuring out what type one is when dealing with conflict and tools they can use to stay calm during the conflict and successfully handle it.”

“I thought the workshop was amazing, I cant think of any improvements I would suggest.”

Date/Location/Facilitator(s)

Fridays,
September 20 & 27, 2013
0830 - 1630 hours
Deer Lodge Centre

*Terri Johnston
Organizational Development
Consultant, WRHA*

Fridays,
November 22 & 29, 2013
0830 -1630 hours
St.Amant

*Jennifer Kilimnik
Organizational Development
Consultant, WRHA*

Organization & Staff Development

Management and Leadership Development Workshops

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.

"I am able to better recognize the generational differences and put the behaviours in context rather than judge the behaviour."

"This was a very informative workshop and would definitely recommend it to others."

Date/Location/Facilitator(s):

Monday, December 3, 2013
1300 - 1600 hours
St.Amant

Glynis G. Quinn
Director
Corporate Services
St.Amant

Organization & Staff Development

Management and Leadership Development Workshops

Myers - Briggs Type Indicator (Introduction to Type Preference)

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';
- Articulate how their preferences may impact colleagues and employees.

"The break down of the different indicators—is very useful for one-on-one situations and when in a working group. It will help me identify the style others use to work"

"I enjoyed the group work and the content and the information was great. It was a fun workshop"

Date/Location/Facilitator(s)

Tuesday, September 24, 2013
0830 - 1230 hours
Concordia Hospital

*Jennifer Kilimnik
Organizational Development
Consultant, WRHA*

Thursday, January 9, 2014
0830 - 1230 hours
Health Sciences Centre

*Sandi Mitchell
Lead Organizational Development
Consultant, WRHA*

Organization & Staff Development

Management and Leadership Development Workshops

Performance Support & Dialogue

Date/Location/Facilitator(s)

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.

Tuesday, January 28, 2014
0830 – 1230 hours
Seven Oaks General Hospital

Jennifer Spier
Manager, Organization & Staff
Development & Recruitment
WRHA

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;

“We tend not to focus on the ‘good’ employee and it was refreshing to see/hear this information. This will help to retain employees over the long term.”

“To motivate staff and identify opportunities for development.”

“I found some strategies for approaching performance most useful”.

Organization & Staff Development

Management and Leadership Development Workshops

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;
- 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;
- Reduce the incidence of discipline with proactive human resource management.

"Group participation was good. Different scenarios helped me look at different ways to handle situations."

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

"What I found most useful was the participative nature of the presentation."

Date/Location/Facilitator(s):

Thursday, October 31, 2013
0830 -1230 hours
St. Boniface Hospital

Bryon deVries
Human Resources Consultant
WRHA
&
Sina Barkman
Human Resources Consultant
WRHA

Organization & Staff Development

Management and Leadership Development Workshops

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!);
- 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.

“The delivery was interesting; the breakout group work was helpful as a way to apply theory to a work scenario. The emergency scenario of trying to look at admissions related to back pain was interesting and easily understood by all; everyone could relate to it.”

“This workshop gave me a better idea of the details involved within a project.”

Date/Location/Facilitator(s):

Monday, September 16th, 2013
0830 -1630 hours
Seven Oaks General Hospital

Karl Schwab
Project Manager, WRHA
&
Alanna Hinrichsen
Project Manager, WRHA

Thursday, January 23, 2014
0830 -1630 hours
Health Sciences Centre

Karl Schwab
Project Manager, WRHA
&
Alanna Hinrichsen
Project Manager, WRHA

Organization & Staff Development

Management and Leadership Development Workshops

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.

Date/Location/Facilitator(s):

Friday, December 13, 2013
0830 - 1230 hours
Health Sciences Centre

Debbie McMillan
Human Resources Consultant
Deer Lodge Centre

"I found the situational discussion with the HR consultants very helpful and informative."

"Group discussion and hearing stories of colleagues have helped me understand and have an idea of how complex situations can be."

"This is such a relevant part of every workplace!"

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 and Health Leaders Institute. 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>

Organization & Staff Development

Staff Development Workshops

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.

To find out what participants are saying about this session got to <http://www.wrha.mb.ca/osd> to view the video.

As a result of attending this workshop, participants will:

- Understand the difference between accountable and victim behaviour;
- Explore new ways to respond;
- Help others in the victim loop;
- Identify barriers to accountability;
- Deal effectively with emotional situations;
- Examine interlocking accountability.

“The facilitator was great and very knowledgeable. Made the workshop enjoyable with group exercises.”

“Very enjoyable day! Came away with renewed energy for situations at work!”

“I loved the workshop, very valuable information that I can apply to my everyday work life. It was nice to see that feelings of victims are common and normal and there is a solution.”

“It was a wonderful course for self-reflection with good tips on how to get out of the victim loop.”

Date/Location/Facilitator(s):

Thursday, September 26, 2013
0830 -1630 hours
St.Amant

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

Thursday, November 21, 2013
0830 -1630 hours
Victoria General Hospital

*Susan Hologroski
Staff Development Coordinator,
WRHA*

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

Organization & Staff Development

Staff Development Workshops

Service Excellence for Staff **NEW!**

This highly interactive program challenges participants to reflect upon and develop skills to strengthen their service excellence interactions. The workshop is open to all staff.

Program objectives:

- Learn about the value of bringing a positive attitude to work;
- Develop and strengthen interpersonal communication;
- Recognize service delivery breakdowns and explore techniques for service recovery;
- Identify and develop one's resilience at work

Date/Location/Facilitator(s):

Tuesday, October 22, 2013
0900 - 1200 hours
Health Sciences Centre

Susan Hologroski
Staff Development Coordinator,
WRHA



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

Other Training and Development

Aboriginal Health Programs Education

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.

Attendance in this workshop is strongly recommended before taking the advanced level workshops within Aboriginal Health Programs - Health Education workshops. To find out more about the workshops offered by Aboriginal Health Programs – Health Education visit our website at: <http://www.wrha.mb.ca/osd/acw.php> 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 (Tuesday & Wednesday) offered twice monthly

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

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

Aboriginal Health Policy Workshop

This workshop explores the effects and impacts of various factors which have marginalized the health status of Aboriginal Peoples. Various types of racism is discussed with an emphasis on how systemic racism operates and how it can affect the delivery of health care to marginalized groups.

This workshop is designed to empower decision makers within the WRHA with the following:

- Review the determinants of health and the relationship with the health status of Aboriginal communities
- Understand how large organizations may inadvertently operate in a means which may exclude equal participation and engagement of certain groups within society
- Raise awareness of the ongoing challenges of the current service delivery model and how policy changes may generate a prosperity of healthier outcomes for all clientele and affiliates of the WRHA

Wednesday, April 9, 2014
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

Aboriginal Health Programs Education

Aboriginal Retention 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):

Friday, January 30, 2014
0830 – 1230 hours
Aboriginal Health Programs
305 – 323 Portage Ave.

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

Circle of Care: Enhancing the Culture of Well-Being Workshop

This is a one day workshop for Service Providers working in Mental Health. It aims to create discussion and provide information on establishing culturally safe environments and service provision for Aboriginal mental health clients.

Some of the topics include:

- Understanding your own professional and personal culture through self-reflection;
- Identify and explore issues that affect our well-being;
- Cultural safety and what this means for you as a mental health service provider and for Aboriginal people accessing services;
- Comparing and contrasting mental health service practices to Aboriginal approaches and worldviews.

Date/Location/Facilitator(s):

October 17, 2013
November 28, 2013

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

*WRHA Mental Health Program and
Aboriginal Health Programs-Health
Education*

This is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada and approved by the University of Manitoba for a maximum of 6.5 credits. This program meets the accreditation criteria of the College and Family Physicians of Canada and has been accredited for up to 6.5 Mainpro-M1 credits. Participants should only claim credit for the actual number of hours attended.

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

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

Other Training and Development

Aboriginal Health Programs Education

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, motional, 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.

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by the University of Manitoba for a maximum of 7.0 credits.

This program has been accredited by the College of Family Physicians of Canada for 7.0 Mainpro-M1 credits.

Date/Location/Facilitator(s):

October 18, 2013
November 29, 2013

Fridays, 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

Aboriginal Health Programs Education

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:

- Be an active participant in a Traditional Sweat Lodge ceremony;
- Obtain increased understanding and knowledge of Traditional Aboriginal Teachings in a health care setting;
- Develop increased understanding and knowledge of Aboriginal ceremonies;
- Obtain information to assist in providing culturally competent and proficient care.

Date/Location/Facilitator(s):

Wednesday, October 30, 2013
1300 – 1600 hours
Circle of Life Thunderbird House
715 Main Street

Aboriginal Elder

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

Traditional Aboriginal Teachings Workshop

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.

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.

Date/Location/Facilitator(s):

Wednesday, October 30, 2013
0900—1200 hours
Circle of Life Thunderbird House
715 Main Street

Aboriginal Elder

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

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

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/> or contact ph: 204-926-9172

Education Portal

The Education Portal provides information and registration on a variety of conferences, workshops, and seminars available to staff. Go to <http://www.wrha.mb.ca/education/>

The portal will be continually changing to meet demands. Please forward any comments or feedback to ahowell@wrha.mb.ca. If you wish to post educational offerings or resources onto the portal, complete the [Submission Form](#).

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;

- Managing Change and Transition in the Workplace
- Take Back Control – Back Pain Clinic
- Respectful Workplace
- Financial Planning and Your Retirement
- Creating Your Assertive Self
- Understanding & Managing Yourself in Conflict
- Grief in the Workplace
- Appreciating Diversity
- Appreciating Differing Workstyles
- Communication Techniques & Conflict Resolution
- Essentials of Health & Professional Communication
- Meditation: Take a Stress Reduction Break

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

Scheduled workshops are posted on line at <http://www.wrha.mb.ca/education/> or at your facility. To register, Ph: 204-786-8880

Other Training and Development

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.

Interested in learning more about ethics? Educational opportunities are offered throughout the year in the Winnipeg region.

For dates and to register contact Pam Kitchur Ph: 204-926-1312 or go to INSITE at: <http://home.wrha.mb.ca/corp/ethics/index.php>

Other Training and Development

Evidence-Informed Practice Workshop Series

Date/Location/Facilitator(s):

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.

Thursday, November 28, 2013
0800 - 1200 hours
Health Sciences Centre

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.

Thursday, November 28, 2013
1300 - 1600 hours
Health Sciences Centre

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.

Friday, November 29, 2013
0800 - 1200 hours
Health Sciences Centre

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.

Friday, November 29, 2013
1300 - 1600 hours
Health Sciences Centre

Asha Pereira
Clinical Nurse Specialist
Health Sciences Centre

For further information or to register visit: <http://www.home.wrha.mb.ca/osd/skillsdev.php>

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> or contact ph: 204-258-1081.

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.

Other Training and Development

Quality Improvement & Patient Safety Workshops

Disclosing Unanticipated Medical Outcomes (DUMO)

The goal of this 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. This allows clinicians, patients and families to be able to acknowledge, forgive, and move on with less emotional distress.

This 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.

This program has been accredited by the College of Family Physicians of Canada, for 2.5 – 3.5 Mainpro-M1 credits.

Questions – Contact Cathy Hay 204-926-8058

To register, go to <http://www.wrha.mb.ca/quality/workshops.php>

“I enjoyed this workshop, it validated the work we are doing and provided much opportunity for reflection.”

“Video and role play enhanced the workshop. Good discussion among participants.”

Date/Location/Facilitator(s):

Wednesday, October 30, 2013
Deer Lodge Centre
0830 -1200 hours

Shirley Gobelle
Director, Patient Safety &
Quality
St. Boniface Hospital

Other Training and Development

Quality Improvement & Patient Safety Workshops

Understanding Healthcare Systems and the Critical Incident Review Process **NEW!**

Patient Safety provides us with various methods and processes for improving patient care and creating environments that increase patient safety. This three hour workshop is for all health care providers and leaders. It introduces participants to Patient Safety guiding principles and to our Critical Incident review process.

This workshop focuses on the following topics:

- Evolution of Patient Safety
- Patient Safety Legislation/WRHA policy
- Encouraging Safety in Organizations
- Patient Safety Guiding Principles
- A culture of Learning vs. A culture of Blaming
- A systems way of thinking
- Critical Incident Review Process

Questions – Contact Cathy Hay 204-926-8058

To register, go to <http://www.wrha.mb.ca/quality/workshops.php>

An Introduction to Quality & Patient Safety **NEW!**

In this workshop, you will be introduced to the topics of Patient Safety and Quality Improvement, priorities in the delivery of healthcare services within the Winnipeg region. A review of the historical development and philosophical underpinnings of Patient Safety within the region will be followed by a discussion of the importance of a positive patient safety culture in the management of health care. The categories of patient safety events will be explained along with the important role they can play in promoting learning and improvement in health care service delivery. This will be followed by a review of the historical development of Quality Improvement in general and within the region with examples of current initiatives for practical application. Overall, participants will gain a greater understanding of the role of Quality Improvement and Patient Safety in the management of healthcare services in the region.

Questions – Contact Cathy Hay 204-926-8058

To register, go to <http://www.wrha.mb.ca/quality/workshops.php>

Date/Location/Facilitator(s):

Wednesday, November 13, 2013
Thursday, February 20, 2014
0900-1200 hours
St. Boniface Hospital

*Brenda Lord, Patient Safety
Consultant, WRHA*

&

*Leslie Pitchford, Patient Safety
Consultant, WRHA*

Wednesday, October 30, 2013
1300 - 1600 hours
Health Sciences Centre

*Shelley Probizanski
Patient Safety, Quality & Risk
Manager*

&

*Gordon Luy, Patient Safety
Consultant, WRHA*

&

*Holly Mulvihill, Patient Safety
Consultant, WRHA*

Other Training and Development

Quality Improvement & Patient Safety Workshops

Quality Improvement in Your Workplace

These workshops, provided by Quality Improvement and Patient Safety of the WRHA, are intended to assist Quality team members in the design and implementation of quality initiatives.

Upon completion, participants will leave with renewed enthusiasm for a process that is proven to work time and time again, and methods to incorporate new improvement initiatives in their workplace.

Basics of Quality Improvement (Module 1)

Looking at a blank template and being asked to complete a quality plan can sometimes be a daunting task. This workshop will help you develop a quality plan from start to finish. Learn how to define an issue, set objectives, create plans of action and finally, how to measure progress.

This course is a pre-requisite for - Quality Improvement Tools (Module 2)

Questions – Contact Laura Loiselle 204-926-8087

To register, go to <http://www.wrha.mb.ca/quality/workshops.php>

Quality Improvement Tools (Module 2)

PRE-REQUISITE - BASICS OF QUALITY IMPROVEMENT (Module 1)

You have invested the time in planning, and you know what you are going to do. But, now you wonder, how am I going to do it? What are the tools, how do I choose them and how do I interpret the data?

This module will help give you the tools you need to get your quality initiative on its way. We will cover PDSAs, flowcharting, process mapping, and run charting.

Questions – Contact Laura Loiselle 204-926-8087

To register, go to <http://www.wrha.mb.ca/quality/workshops.php>

Date/Location/Facilitator(s):

Thursday, November 7, 2013
0900 - 1200 hours
Health Sciences Centre

*Candace Holden-Piush
Manager, Quality Improvement,
WRHA*

Thursday, November 7, 2013
1300 - 1600 hours
Health Sciences Centre

*Candace Holden-Piush
Manager, Quality Improvement,
WRHA*

Other Training and Development

Recognition Resource Kit for Managers

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.

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

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

SAP Training

In 2011/2012 the WRHA (Corporate and Community Programs) and HSC went live with SAP, a 'single system with common processes' for Finance; Human Resources and Supply Chain (WRHA only). If you will use SAP as part of your job, you will need training.

The WRHA training for SAP has been custom built to provide a good understanding of the SAP environment and how our business processes fit within this. Training will also provide comprehensive instruction on how to perform specific tasks and transactions within SAP. Training sessions are specific to your role within SAP:

[SAP Cost Centre Management/Requisition Approval/Responsibility Centre Reporting](#)

[SAP Org Chief and Time Approval](#)

[SAP Process Requisition and Receive Materials](#)

[SAP Time Recording](#)

One or more short, self-study prerequisite courses will be required prior to attending a training class.

For details and to register go to <http://www.wrha.mb.ca/osd/SAP.php>

If you have already taken the training but require addition information or want to refresh your knowledge go to <http://home.wrha.mb.ca/sap/roles.php> and then select the relevant job roles.

Other Training and Development

Social Networking in RPN and RN Practice: Implications for Professional Practice Avoiding the Collision between Your Personal and Professional Life

Presented by the College of Registered Psychiatric Nurses of Manitoba and the College of Registered Nurses of Manitoba

Online social networking sites and forums have changed the way the world communicates. These online environments transcend the traditional time, place and distance boundaries allowing professionals to learn and network with each other in true global practice communities. Technology and the electronic age permit access to experts and colleagues from across the world and to the best available evidence for professional practice. Indeed, global connections and global audiences.

What about what we say online? Can we be sure our private communications will never fall into the public domain? Are there implications to professional practice?

This presentation will explore the issues of ethics, privacy and boundaries within the context of social networking. To ground the discussion in registered psychiatric and registered nursing practice, the presentation will examine the role of law and ethics in professional practice and the theoretical concepts of boundaries in the therapeutic relationship. The presentation will then demonstrate that it is possible to access those “so called private spaces” of social networking sites and will use real examples of “blogging gone wrong” to demonstrate that personal and professional lives can indeed collide. Finally, the presenters will offer some helpful guidelines for professionals to navigate in the online environment in a way that ensures appropriate privacy, boundaries and a positive image of the profession. While the framework for the presentation is from a nursing perspective, the guidelines surrounding social networking may be applicable to all health care staff.

To register please visit our website at: <http://www.home.wrha.mb.ca/osd/skillsdev.php>

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://home.wrha.mb.ca/research/library_training.php

Other Training and Development

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.

A schedule has been developed between September and January, 2014. 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.

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 (**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 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 a work email address, 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.

www.wrha.mb.ca/osd

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Isabel M. Stewart Building
Health Sciences Centre
Winnipeg, Manitoba R3E 0T2

Phone (204) 787-1582
Fax (204) 787-1888
Email: osd@wrha.mb.ca



Winnipeg Regional Health Authority **Office régional de la santé de Winnipeg**
Caring for Health *À l'écoute de notre santé*

Current as of September, 2013