



# CALENDAR 2003-04

NOVA SCOTIA PUBLIC SERVICE COMMISSION

## CORPORATE CALENDAR OF LEARNING PROGRAMS & COURSES

INNOVATION & GROWTH DIVISION

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## CORPORATE CALENDAR OF LEARNING PROGRAMS & COURSES

SEPTEMBER 2003 - JUNE 2004

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## **A MESSAGE FROM THE COMMISSIONER**

I am pleased to present the Government of Nova Scotia's 2003-2004 Corporate Calendar of Learning Programs & Courses. We have a wide variety of training courses this year for government employees at all levels.

In these constantly changing times, it's important for all of us to keep our skills up to date and continue to learn new things. Ongoing training can help us meet our own personal goals and ultimately lead to improved programs and services for the people of Nova Scotia.

Whether you need to learn to use a computer tool or enhance your personal work skills, you are likely to find something of interest in the Corporate Calendar. The Public Service Commission also offers Leadership Development Programs that will suit employees who want a more comprehensive training package. Information on all of our programs is available on the website at [www.gov.ns.ca/psc/hrd/training/](http://www.gov.ns.ca/psc/hrd/training/).

I encourage you to look at the calendar and speak with your supervisor about applying for courses that fit your training and development plan. Information on the application process is also on the website. If you have any questions or comments about this year's calendar or courses, please call the Public Service Commission at 424-8384.

Thank you for your interest in building a strong public service in Nova Scotia.

### **Vicki Harnish**

*Commissioner,  
Public Service Commission*

## **A MESSAGE FROM THE HUMAN RESOURCE INNOVATION AND GROWTH DIVISION**

Have the career you have imagined. Go confidently in the direction of your dreams. Are you ready?

Welcome to the future of a progressive government made possible by you! How? Through a commitment to life-long learning. The new Calendar of Corporate Learning Programs and Courses is an innovative and dynamic collection of courses which have been selected to enhance your development and inspire you to continue learning.

If your career and life strategies include professional and personal development, then you will find a wide range of exciting programs specifically designed to meet your individual development needs and help you become more effective. From transformational team building courses and learning experiences, to professional development programs and personal effectiveness courses, we offer government one-of-a-kind, world-class experience.

We are a team of dynamic, creative, skillful training and development professionals who have come together with the one focus - to enable people to excel - and to do this through the provision of innovative programs and services. Our role is to act as brokers, planners and facilitators of learning through a wide range of activities and collaborations. We promote lifelong learning to ensure the public service in Nova Scotia has a highly skilled and flexible workforce. You are our valued clients, and we are committed to providing you with relevant, high-quality and timely learning and development experiences.

We hope the courses offered this year motivate and inspire you to experience the joys, fulfillment and positive change of lifelong learning.

### **Cheryl Burgess**

*Director, Human Resource  
Innovation and Growth*

**NOVA SCOTIA  
PUBLIC SERVICE COMMISSION -  
CORPORATE PROGRAMS  
AND SERVICES**

**LEADERSHIP DEVELOPMENT  
PROGRAMS**

Human Resource Innovation and Growth offers Leadership Development Programs for Frontline, Middle Managers, Individual Contributors, and Executives. The programs are modular, and take place over a six-month period with focus on developing core leadership competencies to meet the challenges of managers in government. Modules are based on input from senior management, research, innovative design, real-world implementation, and experiential learning. Program participants exchange ideas with other leaders across government creating an enriched and stimulating learning environment. To support workplace application of new learning, participants are encouraged to meet regularly with their sponsor/manager to develop strategies for transferring the skills back on the job. Interested participants are nominated through their departmental human resources section. Detailed descriptions of the programs are available by contacting the Human Resource Innovation and Growth Division at 424-4132 or go to [iweb.gov.ns.ca/psc/hrd/training/](http://iweb.gov.ns.ca/psc/hrd/training/) or [www.gov.ns.ca/psc/](http://www.gov.ns.ca/psc/).

For information about the programs, contact:

**Kenene Doherty Fergusson**  
Human Resource Development  
Consultant  
424-4210

**Debbie Thomas**  
Human Resource Development  
Consultant  
424-5396

**Theresa MacIsaac**  
Business Administration Assistant  
424-4132

**CONSULTATION SERVICES**

The Human Resource Innovation and Growth Division provides consultation services to deputy ministers and human resource directors. Our main areas of content expertise are Human Resource Planning and Succession Management and Organizational Design and Effectiveness.

Our subject matter expertise includes, but is not limited to, the following: business planning, organizational design, team development, planning and implementing change.

For more information about our consulting services, please contact:

**Angela Scammell**  
Senior Consultant, Organizational  
Design and Effectiveness  
424-3167

**Valerie Hearn**  
Senior Consultant, Human Resource  
Planning and Succession Management  
424-3177

**ACCESS TO PRIVATE SECTOR  
TRAINERS AND CONSULTANTS**

The Human Resource Innovation and Growth Division manages the tendering process for training and consultation services across government. We work together with the Procurement Branch of the Department of Transportation & Public Works to approve external vendors based on identified requirements. An approved vendor list exists for training and consultation services including computer training. Government human resource professionals have access to an approved vendor list in order to respond to immediate training and development needs of their clients.

For information about the standing offer or qualified vendors, please contact:

**Kenda MacFadyen**  
Human Resource Development  
Consultant  
424-2706

**ELIGIBILITY**

Corporate training and development courses offered by the Public Service Commission are available to all Nova Scotia public service employees, provided that the following criteria are met:

- 1 You (the applicant) must be within the target audience for the course as defined by the course description
- 2 You must have completed any prerequisite training specified by the course description
- 3 The training must be a specific learning opportunity necessary to support performance on the job
- 4 You must be an employee of one of the following:
  - the provincial government
  - a Crown corporation
  - a non-profit and government-funded organization
  - a municipality
  - a district health authority
  - a regional library board

**REGISTRATION PROCEDURE**

Complete the Nova Scotia Public Service Commission Course Application Form No. 5004, available from your departmental human resource office, the Stationery Stockroom, or our website ([www.gov.ns.ca/psc](http://www.gov.ns.ca/psc)).

Persons within the Government of Nova Scotia should forward the completed application to their departmental human resource contact person who will then send it to the registrar prior to the registration deadline date. Applications which are submitted incomplete will be returned unprocessed.

Course fees do not include tax (HST applies to external clients only).

**COURSE CONFIRMATION**

Approximately two weeks prior to the course date, the Registrar will send confirmation letters to all successful applicants (usually by fax). The respective departmental human resource contact person will also receive notification (copy of application form). You (the applicant) have been confirmed to attend only if you receive a letter of confirmation from the registrar. If you are not accepted, you will also receive notification.

Departments will be charged the full registration fee if you, or a delegate, do not attend ("no show").

**WAIT LIST**

You may not be accepted into a course if the number of applicants exceeds the number of seats available. When you cannot be accommodated in a course, the departmental human resource contact person will be notified and you will be placed on a waiting list. You will be advised of alternate dates once they become available. If you do not or cannot attend any of the scheduled sessions, your application will be discarded and you must reapply.

**CANCELLATIONS**

Human Resource Innovation & Growth reserves the right to cancel a course when circumstances warrant. In the event that a course is cancelled or the date/location is changed in any way, the registrar will contact the departmental human resource contact person. It is the responsibility of the departmental human resource contact person to notify you of these changes, and you are then responsible for informing your supervisor of the change. Courses are rarely cancelled due to inclement weather.

You have up to the course registration deadline date to opt out of a course. To opt out of a course, advise your departmental human resource contact person. It is the responsibility of your department to find a substitute if you are cancelling after the registration deadline. If a substitute cannot be found, your department will be charged the full registration fee.

For information on the registration procedure or courses, please contact: **Registrar, Calendar Programs**  
424-8384

# CALENDAR 2003-04

## CORPORATE CALENDAR OF LEARNING PROGRAMS & COURSES

This calendar includes all the courses available to government employees that are offered corporately by the Public Service Commission.

When reviewing the calendar, please carefully read the course description, content, and who should attend to ensure the course is most appropriate and helpful for you.

Please read the Registration Information on page 6 .

All courses are full days (8:30 a.m. to 4:30 p.m.) unless otherwise noted. Please plan to stay until the end of the last day of the course.

Course location will be provided in the confirmation letter. However, most courses are held in the Nova Scotia Public Service Commission Training Centre located on the 3rd floor of the Joseph Howe building at 1690 Hollis Street, Halifax. The Training Centre is wheelchair accessible.

All computer courses are facilitated by Polar Bear Corporate Education Solutions and will be held at CIBC building, 1809 Barrington Street, Suite 900, 9th Floor.

This calendar is also available on line at < [iweb.gov.ns.ca/psc/hrd/training/](http://iweb.gov.ns.ca/psc/hrd/training/)> or <[www.gov.ns.ca](http://www.gov.ns.ca)>

For information on the registration procedures or courses, contact: Registrar at 424-8384

## ★ NEW!

## CAREER PLANNING

Career Planning is a six-stage process, with each stage involving several elements. This one-day module will equip you with a road map for developing a career planning strategy and provide you with tools, resources, and websites to help you in mapping out your journey.

**Content** ■ Differentiate between job hunting and career planning  
 ■ Develop a career management plan  
 ■ Enhance awareness of strengths  
 ■ Research options and identify opportunities  
 ■ Develop personal marketing skills  
 ■ Use decision-making tools to determine best options ■ Set goals and develop an action plan

**Who should attend** People who wish to develop a plan for their future.

**Fee** \$150

## DEVELOPING A CAREER PORTFOLIO

The goal of the workshop is to reflect on past learning and accomplishments and to provide you with information to create your own portfolio representing your skills, abilities, and experiences. The portfolio is a self-marketing and a career management tool. The process of developing the portfolio is as valuable as the final product.

**Content** ■ Describe what a portfolio is and what goes in it ■ Use a portfolio effectively to negotiate career opportunities, training, and performance appraisals ■ Assess and validate your skills and abilities  
 ■ Market yourself internally

**Who should attend** People who wish to develop their career planning skills

**Fee** \$150

## ★ NEW!

## RESUME WRITING AND INTERVIEW SKILLS

Success in getting a job is largely determined by gaining entry to the interview and then interviewing well. Good resumes are vital to getting an interview and strong interview skills are a must in selling the match between your qualifications and the job requirements. This one-day course is designed to provide you with the necessary skills to compete for internal positions.

**Content** ■ Assess current resume strengths and weaknesses ■ Write targeted resumes ■ Write cover letters that get screened in ■ Match training, skills, and experience with employer needs ■ Prepare for the interview  
 ■ Deal with interview situations and questions

**Who should attend** People who wish to update their resume and learn new interview skills.

**Fee** \$150

COURSE DATE	REGISTRATION DEADLINE
October 7, 2003	DEADLINE - September 16, 2003
April 20, 2004	DEADLINE - March 30, 2004

COURSE DATE	REGISTRATION DEADLINE
January 21, 2004	DEADLINE - December 30, 2003

COURSE DATE	REGISTRATION DEADLINE
November 24, 2003	DEADLINE - November 3, 2003
April 21, 2004	DEADLINE - March 31, 2004

★ NEW!

**CORE COMMUNICATION SKILLS**

This course is designed to improve your interactions with people in the workplace and at home. You will have an opportunity to improve the critical communication skills of listening, asking questions, and being aware of non-verbal messages. This course can help you find that balance between being overly aggressive and too passive and help counter the manipulative tactics of difficult people.

**Content** ■ Identify common communication problems that may be holding you back ■ Develop skills in asking questions that give you information you need ■ Learn what your non-verbal messages are telling others ■ Develop skills in listening actively and empathetically to others ■ Firmly stand your ground and make your feelings heard ■ Enhance your ability to handle difficult situations without being manipulated ■ Be more aware of six critical elements of our communication with others

**Who should attend** People who want to have more effective interactions with others through improving their communication.

**Fee** \$285

**THE BASICS OF SPEAKING IN GROUPS**

This is a two-day course designed to help you feel comfortable speaking up in informal settings, at meetings, and in small groups. It will also help you feel at ease in social settings where you must communicate or network with people you don't know. You will have opportunity to work with and practice basic communication skills such as voice, body language, and word choice.

**Content** ■ Enhance your ability to speak one-on-one with others ■ Develop the confidence to feel at ease speaking socially or in small groups such as meetings ■ Develop awareness of how body language, tone, and choice of words can affect communication ■ Control nervousness ■ Practice skills and techniques in an environment where you have support and encouragement

**Who should attend** People who want to increase their comfort level when speaking up in social situations.

**Fee** \$285

★ NEW!

**POWERTALK: DELIVERING EFFECTIVE PRESENTATIONS**

Discover the power of communication through your own voice! Discover the secrets of powerful speech through organized presentations, dealing with nervousness, and interpersonal communications. PowerTalk is relevant and practical in that it applies to both everyday business and personal applications. This course will help you develop new levels of self-confidence when delivering formal presentations and when speaking in your day-to-day communications.

**Content** ■ Overcome and deal with nervousness ■ Understand the breakdown of communications ■ Speak with confidence in a variety of situations ■ Use specific formulas for formal presentations ■ Recognize how and when to incorporate a speaking tool ■ Realize the impacts of wording, tone, and body language in your communications ■ Develop techniques to deliver with enthusiasm and confidence

**Who should attend** Those who experience anxiety prior to speaking to a group, as well as those who want to gain confidence and increase effectiveness in formal presentations.

**Fee** \$285

**COURSE DATE REGISTRATION DEADLINE**

November 27 & 28, 2003  
DEADLINE - November 6, 2003

April 1 & 2, 2004  
DEADLINE - March 11, 2004

**COURSE DATE REGISTRATION DEADLINE**

February 5 & 6, 2004  
DEADLINE - January 15, 2004

June 7 & 8, 2004  
DEADLINE - May 17, 2004

**COURSE DATE REGISTRATION DEADLINE**

May 4 & 5, 2004  
DEADLINE - April 13, 2004

## CERTIFICATE IN WORKPLACE MEDIATION

The Certificate in Workplace Mediation is a mediation skills course for people who wish to enhance their workplace dispute resolution competencies. The course consists of four core modules followed by an individual performance-based assessment of your level of competency in the use of mediation skills. The knowledge and skills identified by national and international conflict resolution organizations as standards of competency are covered in this course.

**Note:** To receive a Certificate in Workplace Mediation, participants must attend all five modules.

### MODULE 1 Workplace Mediation

This module is an introduction to the mediation model, principles, caucus, and preparation.

### MODULE 2 Mediation Skills

This module focuses on the skills needed to mediate when diversity issues and power inequalities exist. Balancing power, working with diversity, and co-mediation will be explored.

### MODULE 3 Skills Practice

This module is a one-day practice session where you will receive individualized coaching. The class will be divided into three groups, and each group will attend one of the three days.

### MODULE 4 Ethical Workplace Mediation

This module will focus on ethical practice and issues for workplace mediators.

### MODULE 5 Skills Practice

This module is a three-day skills clinic where you have an opportunity to videotape your mediation and receive feedback on strengths and challenges.

**Who should attend** People in roles that require strong conflict management skills.

**Fee** Five modules \$1,900

#### COURSE DATE

Module 1 – January 19 & 20, 2004

Module 2 – February 16 & 17, 2004

Module 3 - March 1 or 2 or 3, 2004

Module 4 – May 10, 2004

Module 5 – June 23 or 24 or 25, 2004

#### REGISTRATION DEADLINE

For all modules – December 22, 2003

## NEGOTIATING AND INFLUENCING SKILLS

Studies show that today's professionals spend up to 25% of their time negotiating and resolving conflicts. Therefore, the success of these professionals and their organizations rests heavily on developing effective negotiating skills. In this workshop, you will learn how to more effectively motivate your employees, to resolve conflicts, and to make sure that the messages you want to get across are the messages received. You will be able to observe every aspect of the negotiation process, from initial contact to closing and then practice them.

**Content** ■ Identify your preferred negotiating style and gain more confidence in knowing when to use it and when not to use it ■ Develop greater flexibility in choosing the best negotiating style for each situation ■ Gain a better understanding of the other person's needs ■ Determine when to confront conflict and when to ignore it ■ Get genuine commitment by setting mutually beneficial goals

**Who should attend** People who want to develop the skills that are necessary to bring solutions to fruition.

**Fee** \$285

#### COURSE DATE

#### REGISTRATION DEADLINE

October 1 & 2, 2003

DEADLINE -September 10, 2003

January 12 & 13, 2004

DEADLINE -December 22, 2003

★ NEW!

**COMMUNICATING EFFECTIVELY WITH YOUR EMPLOYEES**

Research shows that supervisors and managers are responsible for some 85 per cent of all communications in an organization, and employees get only 15 per cent of their information from official sources such as newsletters. This course teaches the best tools and strategies to use to communicate with employees consistently and effectively, so that they will enjoy their jobs more and perform well. It is based on an innovative training method developed by organizational communication legend Roger D'Aprix that has been used across North America by organizations such as Federal Express, Hewlett-Packard, and Hallmark Cards.

**Content** ■ Recognize your own communication strengths and weaknesses from the all-important perspective of the people you are leading ■ Explain why managers are employees' preferred source of information. ■ Determine how to select the method and approach for communicating with employees ■ Describe the importance of face-to-face communications, especially in a crisis ■ Recognize how communications affects the performance of your organization, and how good communication can promote employee engagement in their work and the goals of the organization

**Who should attend** People who supervise the work of others.

**Fee** \$80

COURSE DATE	REGISTRATION DEADLINE
November 3, 2003 (1:00p.m.-4:30p.m.)	DEADLINE - October 10, 2003
March 8, 2004 (8:30a.m.-12:00p.m.)	DEADLINE - February 16, 2004

**WRITING EFFECTIVELY**

This course guides you through the process of writing letters, e-mails, memos, and short reports. With the help of the instructor, you'll discover how to spend less time on your writing and how to express yourself clearly on paper.

**Content** ■ Clarify the end result you want ■ Understand your readers' needs ■ Learn a "fail-safe" approach to get your thoughts organized on paper ■ Get started quickly and easily ■ Use the five principles of clarity ■ Assess how easy your writing is for others to read ■ Edit and polish for impact ■ Write faster with better results

**Who should attend** People who write short documents as part of their daily work.

**Fee** \$285

COURSE DATE	REGISTRATION DEADLINE
December 1 & 2, 2003	DEADLINE - November 10, 2003

**WRITING THAT WORKS: BUSINESS WRITING AND GRAMMAR**

For those who must write as part of their job, being able to write well is a real career asset. In this one-day course, you will learn how to capture your thoughts on paper so they are persuasive, but at the same time clear, concise, complete, and correct.

**Content** ■ Explain the value of good written communication ■ Develop techniques to write in a clear, concise, complete and correct way ■ Proofread your own work ■ Explain the "Fog Index" ■ Use the rules of grammar, spelling, and punctuation

**Who should attend** People who want to improve their writing skills.

**Fee** \$150

COURSE DATE	REGISTRATION DEADLINE
October 8, 2003	DEADLINE - September 17, 2003
March 5, 2004	DEADLINE - February 13, 2004

### WRITING REPORTS AND PROPOSALS

This one-day workshop will help you prepare professional reports and proposals. At all levels in government, report writing is necessary to explain or to present your findings. You may also write proposals to convince others of the value of a course of action. Bring a sample of a report or proposal you have written for critiquing, as well as information you will use to write an upcoming report or proposal.

**Content** ■ Review basic techniques for researching and preparing professional looking reports and proposals  
 ■ Identify the key elements in a formal report or proposal ■ Identify basic methods of presenting information in a report and when to use each method ■ Identify the signposts readers look for in a professional report or proposal and know the guidelines for using them correctly ■ Develop sound proofreading and revision techniques

**Who should attend** People who write reports and proposals as part of their job and want to increase their skill and efficiency.

**Fee** \$150

COURSE DATE	REGISTRATION DEADLINE
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April 26, 2004	DEADLINE - April 5, 2004
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## DIVERSITY

### DIVERSITY AND EMPLOYMENT EQUITY EDUCATION

This introductory course provides you with information regarding the benefits of diversity in the workplace. Through a variety of learning activities, you will increase personal and professional knowledge of diversity and gain a clearer understanding of the inter-relationships of ability, class, gender, and race.

**Content** ■ Describe the meaning and impact of discrimination  
 ■ Discuss barriers faced by people in the designated groups ■ Explore your own biases and prejudices

**Who should attend** This is a mandatory course for all employees of the Government of Nova Scotia.

**Fee** \$80

COURSE DATE	LOCATION	REGISTRATION DEADLINE
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October 22, 2003	Halifax	DEADLINE - October 1, 2003
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November 26, 2003	Truro	DEADLINE - November 5, 2003
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December 11, 2003	Halifax	DEADLINE - November 20, 2003
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January 15, 2004	Halifax	DEADLINE - December 22, 2003
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February 19, 2004	Halifax	DEADLINE - January 29, 2004
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March 31, 2004	Halifax	DEADLINE - March 10, 2004
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May 19, 2004	Sydney	DEADLINE - April 28, 2004
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June 23, 2004	Truro	DEADLINE - June 2, 2004
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### DIVERSITY FOR LEADERS

The Government of Nova Scotia is committed to providing a workplace that is free of discrimination and promotes equality of opportunity for all persons accessing employment positions within the Government of Nova Scotia. This course helps leaders develop an understanding of their role in the provision of diversity support throughout government.

**Prerequisite** Diversity and Employment Equity Education

**Content** ■ Promote equity in the workplace ■ Identify and remove systemic barriers to employment and promotion ■ Review Provincial Diversity Initiatives ■ Explore ways to increase the representation and distribution of the designated groups in the workplace

**Who should attend** Leaders and managers of the Government of Nova Scotia (please note prerequisite).

**Fee** \$130

COURSE DATE	LOCATION	REGISTRATION DEADLINE
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November 20, 2003	Halifax	DEADLINE - October 30, 2003
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April 22, 2004	Truro	DEADLINE - April 1, 2004
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May 20, 2004	Sydney	DEADLINE - April 29, 2004
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## PERFORMANCE MANAGEMENT: FOR MANAGERS WHO MANAGE BARGAINING UNIT & ADMIN SUPPORT EMPLOYEES

This half-day course is an overview of the Nova Scotia Government Performance Management System, designed to help managers acquire the knowledge and skills necessary to implement the system. The focus is on learning how to apply performance management practices to support the growth and development of employees.

**Content** ■ Learn the benefits of effective performance management  
 ■ Understand the roles & responsibilities of manager & employee  
 ■ Review the phases of the performance management process  
 ■ Learn how to establish performance objectives & standards ■ Review coaching skills used to support performance ■ Understand the components of a successful performance review

**Who should attend** People in the Government of Nova Scotia who manage Bargaining Unit and Administrative Support employees (non-MCP employees).

**Fee** \$35

**COURSE DATE**  
**REGISTRATION DEADLINE**  
 October 15, 2003 (8:30 a.m.-12:30 p.m.)  
 DEADLINE - September 24, 2003

## PLANNING PERFORMANCE

All MCP employees should develop a Performance Plan in the quarter immediately preceding the new business year (Jan. 1st- March 31st). This module follows a process for developing a Performance Plan that is aligned with the department business year. Performance Management then becomes a strategic tool for organizational effectiveness.

**Content** ■ Describe how the overall direction and business plan for your department/division relates to performance planning ■ Identify work priorities based on contribution to the goals of the department/division  
 ■ Write high priorities in the form of effective targets using the SMART model

**Who should attend** New MCP employees of the Government of Nova Scotia.

**Fee** \$35

**COURSE DATE**  
**REGISTRATION DEADLINE**  
 October 15, 2003 (1:00p.m.-4:30p.m.)  
 DEADLINE - September 24, 2003  
 February 4, 2004 (1:00p.m.-4:30p.m.)  
 DEADLINE - January 14, 2004

## COACHING PERFORMANCE

This course provides you with the knowledge of why coaching is an integral part of the performance management system. Learn the skills to be an effective coach, to help keep employee performance on track, and to review and adjust performance as needed. This course will help you understand your role as a coach as well as provide skill development to support the use of coaching to reinforce, recognize, and correct performance.

**Content** ■ Describe the benefits of coaching to improve performance for the individual, the manager, your staff, and department ■ Identify behaviours that help develop a supportive coaching environment ■ Demonstrate how to coach by using directive and non-directive techniques and a coaching process ■ Develop skills in giving feedback to reinforce, recognize, and correct performance

**Who should attend** Managers within the Government of Nova Scotia who manage MCP employees.

**Fee** \$35

**COURSE DATE**  
**REGISTRATION DEADLINE**  
 November 17, 2003 (1:00 p.m.-4:30 p.m.)  
 DEADLINE - October 27, 2003

**REVIEWING PERFORMANCE**

This workshop provides you with an understanding of how the final step, reviewing performance, fits in the Performance Management Process for MCP employees. Performance review is an ongoing process rather than a single event. In this course, you will learn concepts and methods for using a collaborative approach to performance management throughout the year. Collaborating with staff on their performance reviews will help increase employee motivation, learning, and productivity.

**Content** ■ Explain the main elements of a performance review ■ Learn how to prepare for a focussed discussion ■ Learn how to assess and give your perspective on employee performance ■ Learn how to rate performance ■ Learn how to create and use a personal development plan

**Who should attend** Managers who conduct performance reviews for MCP employees

**Fee** \$35

**COURSE DATE**  
**REGISTRATION DEADLINE**  
 February 4, 2004 (8:30 a.m.-12:30 p.m.)  
 DEADLINE - January 14, 2004

**MANAGING DEFICIENT PERFORMANCE**

The goal of the Province of Nova Scotia's Performance Management System is the improvement of both individual and corporate performance. It is, therefore, hoped that employees whose performance is being managed in accordance with the methods described in the Performance Management System will respond positively. In certain circumstances, however, the performance of employees will not improve even with a manager's best efforts. This course will help you understand what you can do and when, how, and why to effectively manage the employee's deficient performance.

**Content** ■ Define deficient performance ■ Explore rights & responsibilities ■ Recognize potential managerial responses to deficient performance ■ Identify best practices for how to implement the selected course of action ■ Explore the dos and don'ts of performance management ■ Practise managing deficient performance by completing case studies.

**Who should attend** Managers of MCP employees in the Government of Nova Scotia. Managers who need to develop skills in managing unsatisfactory performance.

**Fee** \$150

**COURSE DATE**  
**REGISTRATION DEADLINE**  
 February 23, 2004  
 DEADLINE - February 2, 2004

## LEADERSHIP DEVELOPMENT PROGRAMS

Leadership Development Programs for Frontline, Middle Managers, Individual Contributors and Executives are modular programs focused on developing core leadership competencies of managers in government. The Individual Contributor Program develops skills to lead and influence others in the areas of communication, project management, presentations, facilitation and negotiation. The Frontline Management Program focuses on developing leadership skills in the areas of interpersonal skills, people development and service excellence. The program for Middle Managers broadens skills in change, communications, teamwork, planning and work method improvements. The Executive Program is focused on enhancing leadership capacity at the senior level. Please see page 5 for more information on the programs.

## EMPLOYEE ASSISTANCE PROGRAM (EAP): TRAINING FOR SUPERVISORS

Did you know that at any one point in time, one in three people has personal problems? This half-day course will give you the tools to identify the signs and symptoms of a troubled employee and to constructively approach and explain the Employee Assistance Program to them. It will clarify your role as a supervisor and to what extent you should become involved with employees experiencing problems. It will give you the skills and confidence to approach employees who may appear to show a variety of emotional or physical symptoms.

**Content** ■ Understand the services and benefits of the Nova Scotia Government's Employee Assistance Program (EAP) ■ Learn the three ways employees can access EAP ■ Learn how EAP can be a resource for employees with absenteeism and/or performance issues ■ Learn about enabling behaviours in the workplace and how these prevent employees from receiving the help they need ■ Learn about EAP utilization and how to promote the service within your department

**Who should attend** People within Government of Nova Scotia who manage and supervise others.

**Fee** \$50

## COACHING FOR EXCELLENCE

This two-day workshop is designed to make coaching a habit. Through helpful information and exercises, you will practice simple, effective and powerful coaching tools. The workshop will help you improve communications, be clear on what you want to accomplish and how to accomplish it, and motivate your staff to discover their own solutions.

**Content** ■ Integrate coaching with your other leadership skills ■ Recognize when to coach ■ Determine whether coaching works with difficult employees ■ Normalize constructive feedback ■ Support your goals, your team goals, and government goals

**Who should attend** Leaders, managers and people in supervisory roles.

**Fee** \$285

### COURSE DATE (8:30a.m.-1:00p.m.) REGISTRATION DEADLINE

October 9, 2003  
DEADLINE - September 18, 2003

December 5, 2003  
DEADLINE - November 14, 2003

March 30, 2004  
DEADLINE - March 9, 2004

May 11, 2004  
DEADLINE - April 20, 2004

### COURSE DATE REGISTRATION DEADLINE

October 29 & 30, 2003  
DEADLINE - October 8, 2003

February 26 & 27, 2004  
DEADLINE - February 5, 2004

**FACILITATION SKILLS FOR THE WORKPLACE**

People that work with groups need a special set of skills to increase group cohesion and effectiveness. Facilitation Skills for the Workplace introduces you to process facilitation practices, tools, and techniques that you can use in meetings, with project teams, and as part of your daily leadership activities. From leading group discussions to assessing problems and developing team interventions, you will learn the task of balancing team and individual needs that ultimately results in improved performance.

**Content** ■ Use a variety of tools to accurately identify group issues ■ Design and implement effective team-building interventions ■ Lead work groups through changes ■ Develop observation skills for group process and for providing teams with constructive feedback ■ Learn how to manage group conflict

**Who should attend** People who regularly work with or lead groups.

**Fee** \$460

**LEADERSHIP SKILLS FOR TEAMS**

Teams need more than theory; they need the ‘how-to’. Managers and supervisors have responsibility for working with staff to develop teams. Teams naturally move through stages of development, and being able to recognize at which stage a team is situated will determine the appropriate approach to be taken. In this course you will learn to establish the team, choose the best method of making decisions, develop constructive communication channels, and determine the roles and responsibilities of individuals. Through real-life examples, you will practise the “how to’s” of team leadership.

**Content** ■ Analyze the stages of team development ■ Identify what makes highly effective teams ■ Build practical and effective skills in leading teams ■ Develop strategies and plans for addressing team conflict and development issues ■ Recognize the dynamics involved in teamwork and how decisions are made

**Who should attend** People who lead a team of individuals in the workplace, either project teams or ongoing teams.

**Fee** \$285

**TEAM TOOLS & TECHNIQUES**

All teams need special care and attention at various times throughout their existence—whether they are searching for a mission and a set of ground rules, bogged down and demoralized midway through a project, or completing a successful effort. This half-day course introduces 14 tools and techniques you can use to get your team started and keep them on track. Learn how to prepare a mission statement, set goals, evaluate progress, learn from mistakes, celebrate success, and disband a team.

**Content** ■ Explain the four phases of team development ■ Identify which phase of team development a team is in ■ Select the appropriate tools and techniques to deal with a variety of team problems and situations ■ Explain the importance of working with teams to establish ground rules, develop a mission statement and shared vision, and set goals ■ Develop plans to launch and refuel different kinds of teams effectively

**Who should attend** Managers, supervisors, teams, and work groups.

**Fee** \$80

COURSE DATE	REGISTRATION DEADLINE
June 15 & 16, 2004	DEADLINE - May 25, 2004

COURSE DATE	REGISTRATION DEADLINE
November 25 & 26, 2003	DEADLINE - November 4, 2003

April 27 & 28, 2004	DEADLINE - April 6, 2004
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COURSE DATE	REGISTRATION DEADLINE
March 11, 2004 (1:00 p.m. – 4:30 p.m.)	DEADLINE - February 19, 2004

## SKILLS FOR THE FIRST-TIME SUPERVISOR

In your first year as a team leader, a project manager, or a unit coordinator, you may encounter some common supervisory problems. This course is designed to help you transition into your new role and overcome obstacles.

**Content** ■ Help clarify roles and responsibilities of the new job ■ Adjust to the new role with confidence and assurance that you can handle the position ■ Identify techniques to deal with employee challenges ■ Recognize the importance of being visible and available to employees ■ Understand the importance of developing good relationships with employees and peers

**Who should attend** People new to supervisory or management roles.

**Fee** \$285

### COURSE DATE

#### REGISTRATION DEADLINE

February 2 & 3, 2004

DEADLINE - January 12, 2004

## STEPPING UP TO SUPERVISION PROGRAM

This is a six-module program for recently appointed supervisors, experienced supervisors with no formal training in the field, and managers who wish to acquire a better understanding of the nature, scope and responsibilities of the supervisory management position. The modules contain the knowledge and skill development that you need in order to be successful in a leadership position with the provincial public service.

**Note** You must attend all six modules to receive a certificate.

### MODULE 1

#### Worktypes: Make the Most of your Work Personality

By recognizing that everyone has a unique personality and communication style, you can adjust your work habits and conversation to be more productive. Appreciate the different personalities, skill sets, and talents each of your team members brings to workplace projects. Learn how to make the most out of diverse ideas and approaches.

### MODULE 2

#### Staffing

Learn best practices and the required processes and policies set down by the Government of Nova Scotia in these key supervisory areas.

### MODULE 3

#### Leadership and the Role of the Supervisor

Explore the personal qualities required to be an excellent leader in the context of your new supervisory responsibilities.

### MODULE 4

#### Team Work and Communication

Learn how to keep channels of communication open and honest among team members to ensure a strong team approach and high levels of productivity.

### MODULE 5

#### Orientation and Training, Motivation, Delegation, and Resolving Conflict

Learn the importance supervisors and managers play in the orientation of new employees; explore motivational theories and develop techniques for motivating without money; learn guidelines for effective delegation; and understand how to resolve conflict in the workplace.

### MODULE 6

#### Performance Management and Labour Relations

Bring out the best in your staff through clear performance expectations, regular feedback, and effective performance reviews.

**Who should attend** Newly appointed supervisors, staff who may have a future supervisory role, or current supervisors or managers who wish to enhance their supervisory knowledge and skill.

**Fee** \$675

### COURSE DATE

Modules 1 & 2: April 22 & 23, 2004

Modules 3 & 4: May 17 & 18, 2004

Modules 5 & 6: June 17 & 18, 2004

### REGISTRATION DEADLINE

DEADLINE - April 2, 2004

**STANDARD FIRST AID TRAINING**

This course trains you to react, think, and improvise when dealing with time-priority, life-threatening emergencies, and also to deal with emergencies that, if not treated, could lead to life-threatening situations. You will learn to identify and control signs and symptoms of life-threatening emergencies.

- Content** ■ Explain the awareness of hazards and describe actions and behaviours that will prevent injuries and illnesses ■ Explain how EMS system works and your role in it ■ Describe when and how to move a casualty in an emergency situation ■ Identify and care for choking and other breathing emergencies ■ Identify the major risk factors for cardiovascular disease and injury ■ Recognize the signs and symptoms of a possible heart attack ■ Identify the signs and symptoms of cardiac arrest ■ Identify life-threatening bleeding ■ Identify the signs and symptoms of shock ■ Identify the signs and symptoms of medical emergencies ■ Identify the signs and symptoms of various soft tissue and musculoskeletal injuries

**Who should attend** People interested in learning First Aid.

**Fee** \$85

**STANDARD FIRST AID RE-CERTIFICATION**

Research shows that by getting trained in first aid, individuals become more aware of potential dangers and can reduce their risk of personal injury by up to 40 to 45 per cent. This course re-certifies your Standard First Aid training (both Saint John Ambulance and Red Cross). It will reinforce your training to react, think, and improvise when dealing with time-priority, life-threatening emergencies. Re-certification must be taken every two years (prior to expiration of certification).

- Content** ■ Review Standard First Aid ■ Evaluate your practical skills ■ Complete and pass a written or oral exam

**Who should attend** Anyone who holds a valid Standard First Aid certification and needs to be re-certified. A photocopy of your certification card must accompany your application form. If you have lost your card or certification has expired, you are not eligible for re-certification and should instead apply to attend Standard First Aid training.

**Fee** \$60  
(Additional charge of \$10 for "The Vital Link" manual. If you need this manual, please advise the registrar at 424-8384.)

**STREET SMART FROM 9 TO 5**

Street Smart from 9 to 5 is a training course designed to promote respect, service, and safety in the workplace. The principles and techniques presented in the course can be used with customers, co-workers, and third parties.

- Content** ■ Recognize early warning signals of anger or hostility ■ Use personal space, body language, and paraverbal communication to relieve tension and diffuse hostility ■ Set firm, direct limits while remaining respectful and polite ■ Give bad news in the safest and most professional manner ■ Protect yourself if you are physically assaulted ■ Respond to a person who confronts you with a weapon ■ Activate Violence Response Procedures and debrief after an incident

**Who should attend** Frontline employees, managers, and supervisors.

**Fee** \$130

COURSE DATE	REGISTRATION DEADLINE
November 12 & 13, 2003	DEADLINE - October 22, 2003
April 14 & 15, 2004	DEADLINE - March 24, 2004
June 1 & 2, 2004	DEADLINE - May 11, 2004

COURSE DATE	REGISTRATION DEADLINE
November 14, 2003	DEADLINE - October 22, 2003
April 16, 2004	DEADLINE - March 24, 2004

COURSE DATE	REGISTRATION DEADLINE
November 18 & 19, 2003	DEADLINE - October 28, 2003
May 26 & 27, 2004	DEADLINE - May 5, 2004

★ NEW!

**ASSERTIVENESS TRAINING**

This three-day workshop aims to improve your self-expression skills in order to reduce misunderstandings. You will learn about the four different communication styles and be able to recognize the aspects of each, as well as the impacts on yourself and others when you use them. The ability to stand your ground in difficult interactions will maximize your communication confidence and will result in more positive outcomes, both professionally and personally.

**Content** ■ Identify your dominant communication style ■ Learn about the impact your style has on you and others ■ Learn the appropriate behaviours of an assertive communication style ■ Apply effective listening skills ■ Apply new behaviours in real-life situations and get feedback ■ Learn how self-esteem influences communication

**Who should attend** People who want to make their professional relationships more productive.

**Fee** \$450

**INTERPERSONAL CONFLICT MANAGEMENT IN THE WORKPLACE**

Managing workplace conflict effectively can lead to reduced stress and improved working relationships. Interpersonal Conflict Management in the Workplace will inform you how to resolve disputes without outside interventions. You will learn how to analyse the conflict, prepare for the discussions, identify interests, and de-escalate the conflict.

**Content** ■ Learn approaches to resolving conflict ■ Identify interests of parties involved ■ Understand the conflict management process ■ Role-play the conflict management process

**Who should attend** People who wish to enhance their ability to handle interpersonal conflict.

**Fee** \$150

**MBTI®: WORKTYPES**

Are your individual differences working for or against your team? The Myers-Briggs Type Indicator (MBTI®) is an indispensable tool for pulling work teams together and creating a better understanding of how to take advantage of individual strengths. This course explores the relationship between personality types and the workplace. It is designed to increase self-understanding and appreciation of personal differences in order to improve one-on-one interactions and team success.

**Content** ■ Complete the personality type indicator questionnaire ■ Recognize personality type differences and needs of each type ■ Recognize strengths/ blind spots for each personality type ■ Communicate more effectively with employees and colleagues ■ Resolve conflict and improve teamwork ■ Explore the different personality types in work situations ■ Adapt to different work styles

**Who should attend** People who wish to understand themselves and others better.

**Note:** This course is also suitable for intact teams as a means to develop group cohesion and effectiveness - please contact the registrar at 424-8384 to make arrangements.

**Fee** \$80

COURSE DATE	REGISTRATION DEADLINE
October 6, 16 & 17, 2003	DEADLINE - September 15, 2003
April 5, 6 & 7, 2004	DEADLINE - March 15, 2004

COURSE DATE	REGISTRATION DEADLINE
December 15, 2003	DEADLINE - November 24, 2003
February 11, 2004	DEADLINE - January 21, 2004

COURSE DATE	REGISTRATION DEADLINE
February 18, 2004	DEADLINE - January 28, 2004

May 14, 2004	DEADLINE - April 23, 2004
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**PERSONALITY DIMENSIONS**

This half-day course (formerly True Colors) is a dynamic human relations model and tool that helps you understand your own personality, behaviour, skills, needs, and motivators. It also creates awareness, understanding, and greater acceptance of those around you. Based on the research of Myers-Briggs, Jung, and Kiersey, this exciting learning can be used to enhance interpersonal skills, communications, team building, and improve living and working environments.

**Content** ■ Discover and understand yourself ■ Recognize personality type differences ■ Recognize strengths/blind spots for each personality type ■ Understand the different needs of each type

**Who should attend** Individuals as well as intact teams wishing to increase group cohesion.

**Fee** \$80

**COURSE DATE**  
**REGISTRATION DEADLINE**

March 11, 2004 (8:30 a.m. - 12:30 p.m.)  
 DEADLINE - February 19, 2004

**THE BASIC PRINCIPLES OF TEAM WORK**

Organizations today require a workplace where everyone is willing and able to work together in new and collaborative ways. Collaboration positively impacts productivity, quality, customer satisfaction, and overall organizational performance. Learn how you can use basic principles to create a set of shared values to help team members work together more effectively in a collaborative climate where everyone is able to co-operate, share ideas, and work together for a common purpose.

**Content** ■ Learn how to focus on the situation, issue, or behaviour, not on the person ■ Maintain the self-confidence and self-esteem of team members ■ Maintain constructive relationships within the team ■ Learn to take initiative to make things better ■ Learn how to lead by example

**Who should attend** Individuals and intact teams.

**Note:** For intact teams, please contact the registrar at 424-8384 to make arrangements

**Fee** \$80

**COURSE DATE**  
**REGISTRATION DEADLINE**

November 3, 2003 (8:30 a.m.- 12:00 p.m.)  
 DEADLINE - October 10, 2003

**SKILLS FOR TEAM MEMBERS**

A team is one of the most basic and enduring organizational groups. When a spirit of teamwork permeates a workplace, everyone works together toward improved results. The focus of this workshop is the belief that every member of a team shares responsibility to develop team spirit. In this workshop, you will learn to establish ground rules, choose the best method of making decisions, develop constructive communication channels, and determine the roles and responsibilities of individuals within a team.

**Content** ■ Understand the stages of team development and the dynamics involved in teamwork ■ Identify what makes highly effective teams and your role as a team member ■ Practise strategies and methods of addressing team problems and decision-making

**Who should attend** Intact teams and people who lead a team of individuals in the workplace.

**Note:** For intact teams, please contact the registrar at 424-8384 to make arrangements

**Fee** \$285

**COURSE DATE**  
**REGISTRATION DEADLINE**

January 22 & 23, 2004  
 DEADLINE - January 5, 2004



## LIFE MANAGEMENT STRATEGIES

If life seems to be throwing you curve balls, this workshop is for you! You will learn important techniques to successfully navigate troubled waters. Through understanding your own problem-solving behaviour and a series of effective problem-solving and life-management strategies, you will become more confident in handling curve balls in both your professional and personal life.

**Content** ■ Analyze your problem-solving behaviour ■ Understand the role your thought process plays in problem solving ■ Identify important life-management strategies useful for both work and home ■ Identify and practice the steps in effective problem solving

**Who should attend** People wishing to become more self-aware and better problem solvers.

**Fee** \$150

## THE POWER OF POSITIVE ATTITUDE

The course is designed to provide you with the skills to become more self-empowered in both your professional and personal life. Through self-assessment, you will learn how to organize yourself to become more assertive and effective in dealing with others on a day-to-day basis.

**Content** ■ Recognize when you're getting bogged down in small details ■ Identify how individual skills impact on your life ■ Learn how to keep control in difficult situations ■ Explain the principles of self-empowered thinking and apply the principles in your daily life

**Who should attend** People wishing to become more self-empowered and confident.

**Fee** \$150

## STRESS MANAGEMENT

Distress and its management are an important issue for everyone within an organization. Individuals experiencing too much or poorly managed change and pressure may risk their health, job performance, and quality of their relationships. In this two-day workshop, you will learn a wide variety of practical skills that are useful both at work and home to better manage the pressures and changes you face.

**Content** ■ Understand the impact of distress on health, performance, and relationships ■ Assess and monitor effectiveness in managing workplace and personal changes and pressures ■ Use mental and physical techniques to minimize symptoms of distress ■ Limit the impact of negativity on job performance

**Who should attend** People at all levels and functions who wish to positively influence their performance, relationships, and health.

**Fee** \$285

COURSE DATE	REGISTRATION DEADLINE
April 19, 2004	DEADLINE - March 29, 2004

COURSE DATE	REGISTRATION DEADLINE
June 9, 2004	DEADLINE - May 19, 2004

COURSE DATE	REGISTRATION DEADLINE
February 12 & 13, 2004	DEADLINE - January 21, 2004
April 29 & 30, 2004	DEADLINE - April 8, 2004

### PRE-RETIREMENT PLANNING SEMINAR

Retirement is the reward for all your hard work throughout your career. Planning to retire properly is both exciting and daunting on many levels. This seminar is designed to assist you in making decisions for retirement based on current information provided by professionals. This two-day seminar offers information by experts in pensions, financial planning, estate planning, health, and psychology.

**Content** ■ Discuss retirement and financial planning ■ Understand the various pension plans (Superannuation, Canada Pension and Old Age Security Programs) ■ Examine the psychological aspects of retirement ■ Explore the legal aspects of retiring (wills and estate planning) ■ Understand wellness and the basics of fitness and nutrition ■ Review resources available

**Who should attend** All employees of the provincial government, but is more beneficial for those who have over five years of service. Partners of participants are encouraged to attend at no additional fee. Employees of Capital Health should contact their own human resource department for information regarding pre-retirement programs available to them through Capital Health.

**Fee** \$175

COURSE DATE	LOCATION
<b>REGISTRATION DEADLINE</b>	
October 6 & 7, 2003	Port Hawkesbury
DEADLINE - September 15, 2003	
October 20 & 21, 2003	Halifax
DEADLINE - September 29, 2003	
November 24 & 25, 2003	Halifax
DEADLINE - November 3, 2003	
January 12 & 13, 2004	Halifax
DEADLINE - December 22, 2003	
February 16 & 17, 2004	Truro
DEADLINE - January 26, 2004	
March 22 & 23, 2004	Bridgewater
DEADLINE - March 1, 2004	
April 5 & 6, 2004	Halifax
DEADLINE - March 15, 2004	
April 26 & 27, 2004	Sydney
DEADLINE - April 5, 2004	
May 17 & 18, 2004	Truro
DEADLINE - April 26, 2004	
June 21 & 22, 2004	Halifax
DEADLINE - May 31, 2004	

### ★ NEW!

### PERSONAL FINANCIAL PLANNING FOR LONG TERM SUCCESS

Ease the complexity and uncertainty of your financial planning future. This course will focus upon many financial issues including cash management and budgeting, retirement planning, effective tax planning for lump payments, and consideration of government sources of income. The course is designed to assist you in planning and identifying financial planning issues and retirement planning opportunities. Financial Planning for Long Term Success provides you with hands-on, practical direction to implement a personal plan of action for your financial future and retirement.

**Content** ■ Understand what financial planning means ■ Analyze your current status ■ Crystallize your goals and objectives in quantifiable terms ■ Devise a realistic agenda for achievement of your goals and objectives ■ Discuss income and expense changes as well as sources of retirement income ■ Learn about income tax planning and investment strategies

**Who should attend** People who are interested in financial planning aspects of retirement.

**Fee** \$150

#### COURSE DATE REGISTRATION DEADLINE

November 21, 2003  
DEADLINE - October 31, 2003

January 14, 2004  
DEADLINE - December 22, 2003

★ **NEW!**

**ADMINISTRATIVE SUPPORT  
CERTIFICATE PROGRAM**

As a professional who provides support to individuals, departments, and to external customers and clients, you have never been more challenged than you are today. Your administrative support role may be expanding—you may be a team leader, an office manager, or an executive administrative assistant interacting with senior level management and employees. This program equips you with critical skills that will help you excel as your role and responsibilities evolve and increase. This certification program shows your employer, clients, and associates that you are committed as a professional.

**MODULE 1**  
**Management Skills for the Administrative Assistant** is a two-day workshop intended to help you development management skills for increased responsibility. The module presents advanced information and training which builds on basic administrative planning, interpersonal and team skills, communication skills, and professionalism.

**MODULE 2**  
**Negotiating for Results** will help you develop skills to resolve issues through negotiation. This will help you in your day-to-day responsibilities. This one-day course includes techniques to promote effective communication and explore problem solving.

**MODULE 3**  
**Business Writing for Administrative Professionals** is a one-day course designed to help you get the results you need. Topics include all areas of business writing including letters, memos, reports, and emails. You will also learn how to edit, proofread, and rewrite your own and other's work.

**MODULE 4**  
**Project Management for Administrative Support Professionals** is a two-day workshop designed to provide you with foundational information and tools for successfully managing and coordinating projects.

**Who should attend** People in support positions who interact with senior level and executive management.

Fee \$860

COURSE DATE
Module 1 - January 8 & 9, 2004
Module 2 - February 24, 2004
Module 3 - February 25, 2004
Module 4 - March 25 & 26, 2004

**REGISTRATION DEADLINE**  
DEADLINE - December 15, 2003

**SUCCEEDING IN  
SUPPORT POSITIONS**

This course is intended to help you understand your roles and responsibilities in a support position. You will discuss new strategies for handling workload, through enhancing organization skills and ability to prioritize. You will also explore ways to work effectively in a team environment by enhancing critical communication skills.

**Content** ■ Describe the importance of a professional presence on the job  
 ■ Improve ability to organize, plan, prioritize, and self-manage  
 ■ Identify ways to problem solve more creatively  
 ■ Improve critical communication skills, such as listening actively and asking open questions to gather information  
 ■ Develop strategies for managing difficult situations and people

**Who should attend** Administrative support staff.

Fee \$285

COURSE DATE
October 23 & 24, 2003

**REGISTRATION DEADLINE**  
DEADLINE - October 2, 2003

## ★ NEW!

**CUSTOMER SERVICE:  
TAKE CARE OF YOUR CUSTOMERS**

This course is designed to help public sector employees deliver exceptional service to their customers— both external and internal. Using facilitated discussions, small group exercises, role-plays, and real-life examples, this session will present the attitudes and skills essential to a customer-focussed approach to public services. The result will be satisfied taxpayers, greater efficiency, happier and more productive employees, and an enhanced respect for the role of the public servant.

**Content** ■ Articulate the needs and expectations of customers ■ Identify the payoffs of exceptional service to the organization, its employees, and customers ■ Identify the impediments to exceptional service and how to remove them ■ Identify the essential ingredients of exceptional customer service ■ Effectively handle customer complaints using a four-step approach ■ Use techniques for dealing with special customer service problems such as the difficult, long-winded, abusive, or threatening customer ■ Reduce the stress involved in customer contact situations ■ Develop a customer-focussed attitude

**Who should attend** People who serve internal and/or external customers and clients.

**Fee** \$150

**COURSE DATE  
REGISTRATION DEADLINE**

October 20, 2003  
DEADLINE - September 29, 2003

May 3, 2004  
DEADLINE - April 13, 2004

**PROBLEM SOLVING  
AND DECISION MAKING**

Problem solving and decision making are two of an employee's biggest jobs. Each day you face problems with people, with machinery and equipment, and with methods of getting work done. Successful employees not only solve problems effectively, but also recognize and eliminate potential problems before they become major issues. This one-day workshop will provide you with tips and techniques for effective problem solving.

**Content** ■ Achieve an understanding of the problem-solving process ■ Examine some systems for analyzing problems ■ Develop an open attitude toward change ■ Examine the effective use of group participation in problem-solving ■ Examine the decision making process ■ Practice techniques using real problems

**Who should attend** People at all levels and functions.

**Fee** \$150

**COURSE DATE  
REGISTRATION DEADLINE**

October 3, 2003  
DEADLINE - September 12, 2003

## ★ NEW!

**TIME MANAGEMENT**

This one-day workshop will help you learn appropriate habits and practices to take control of your time. We all face a daily dilemma of too much to do and not enough time to do it. Time management concerns how we resolve that dilemma. Time, not activities, is the limiting factor. We must make tough choices about what to do and what not to do.

**Content** ■ Analyze the roles that you play and how you spend your time ■ Set short and long term goals ■ Distinguish between priorities, obligations, and time wasters ■ Get yourself and your work space organized ■ Use file management tips for your computer and manual filing ■ Create a rational "To-Do" list ■ Manage your phone and e-mail time more effectively ■ Use the 20/80 rule ■ Get more value out of meetings ■ Create momentum for difficult tasks

**Who should attend** People who need to refresh their time management skills.

**Fee** \$150

**COURSE DATE  
REGISTRATION DEADLINE**

June 3, 2004  
DEADLINE - May 13, 2004

★ NEW!

**TIME AND PRIORITY MANAGEMENT**

This two-day course will help you get control of your time. As cutbacks in staff and increases in responsibilities squeeze the time and energy we have available, getting the right thing done at the right time is imperative. Knowing how to manage yourself in relation to time is a survival skill. Being able to identify the key priorities and deal with them effectively first will earn you a reputation as an excellent self-manager.

**Content** ■ Focus your time and energy ■ Get organized and clarify priorities ■ Protect your time from others ■ Use electronics to maximize efficiency ■ Get more value from meetings ■ Plan more extensive commitments using a logical, focused approach ■ Manage your knowledge with easy techniques to concentrate, read faster, and listen well

**Who should attend** People who need to better plan and manage their time.

**Fee** \$285

**SPEED READING AND MEMORY TECHNIQUES**

Coping with continuously growing piles of information is enough to overwhelm the most capable person at work today. This course helps you concentrate on developing your speed-reading skills so you can make fast work of all the materials you have to read. Learn how to access the most powerful areas of your memory, so you can remember what you read quickly and easily. You will also learn how to remember more clearly and for a longer time. The benefits are immediate and lasting.

**Content** ■ Overcome habits that slow you down ■ Prepare your mind to read ■ Get information from print quickly ■ Concentrate fully to meet your purpose in reading ■ Make rapid, effective notes ■ Recall information from reading material when you need it ■ Use four steps to improve your short and long-term memory ■ Reduce absentmindedness ■ Follow a handy technique for names and faces ■ Use effective cues for facts, lists and dates ■ Work with your powerful memory

**Who should attend** People who want to increase their productivity

**Fee** \$285

**INTRODUCTION TO PROJECT MANAGEMENT**

More and more work involves managing projects. This course will teach you how to stay focused on the project's priorities and objectives, manage people, and keep it all within planned time lines. By taking into account both the human and technical sides of project management you will learn the tools that allow for flexibility without resorting to a "seat of the pants" management style. In addition to learning the Project Cycle, you will learn skills that involve implementing the project. These include effective leadership, communication, delegation, negotiation, problem-solving, and change skills.

**Content** ■ Describe project management ■ Explain the components of a project cycle ■ Practice defining and planning a project ■ Practice using project scheduling tools (WBS, Gantt Chart, Responsibility Matrix) ■ Develop skills used in managing the implementation of projects (team development, communication, and problem solving)

**Who should attend** Leaders, managers, and persons who lead or coordinate projects.

**Fee** \$285

**COURSE DATE**  
**REGISTRATION DEADLINE**

January 6 & 7, 2004  
DEADLINE - December 16, 2003

May 6 & 7, 2004  
DEADLINE - April 15, 2004

**COURSE DATE**  
**REGISTRATION DEADLINE**

September 29 & 30, 2003  
DEADLINE - September 8, 2003

May 19 & 20, 2004  
DEADLINE - April 28, 2004

**COURSE DATE**  
**REGISTRATION DEADLINE**

December 8 & 9, 2003  
DEADLINE - November 17, 2003

February 9 & 10, 2004  
DEADLINE - January 19, 2004

June 10 & 11, 2004  
DEADLINE - May 20, 2004

## ★ NEW!

## FINANCE IN GOVERNMENT

In this half-day module, you will gain familiarity with the Nova Scotia government financial management and budgeting process.

**Content** ■ Describe components of the provincial budget ■ Explain the business planning and budgetary process ■ Discuss challenges in budgeting for the Nova Scotia government ■ Complete an exercise in the forecast process

**Who should attend** People who manage budgets.

**Fee** \$35

## COURSE DATE

## REGISTRATION DEADLINE

June 29, 2004 (8:30 p.m.-12:00 p.m.)  
DEADLINE - June 8, 2004

## RECORDS MANAGEMENT

UNDERSTANDING RECORDS  
MANAGEMENT

This is a 4-day course presented in three sessions. You may choose from any of the dates listed for each session, but please note that the sessions must be taken in sequence. It is designed to provide you with an understanding of the corporate records management program. Through a series of lectures, practical exercises, and demonstrations, you will learn how to implement and use the policies, procedures, standards, and guidelines to effectively manage information and to ensure legal, financial and operational requirements are met. Particular emphasis is given to understanding the government standard record classification system, the Standard for Administrative Records and the Standard for Operational Records (STAR/STOR).

The following courses are facilitated by Nova Scotia Archives & Records Management.

Additional training courses can be provided by special arrangement.

Please contact

Julie Morris, Records Analyst,  
Nova Scotia Archives & Records  
Management  
(902) 424-6064

morrisjm@gov.ns.ca directly if you have additional course requirements.

NSARM is also preparing supplementary Records Management courses and workshops. Details will be available as they are completed.

## SESSION 1

Introduction to  
Records Management Principles

This one-day session provides an introduction to Records Management. You will learn the fundamentals of records management, the components and standards that make up the corporate records management program, and the benefits of applying those standards to departmental programs. The session will focus on understanding the authority and responsibility for managing government records and the tools available to assist in their effective management.

**Content** ■ What is records management? ■ Overview of the corporate records management program ■ NS Archives and Records Management ■ Records management standards including STAR/STOR system

**Who should attend** People who create, maintain, or work with government records.

**Fee** \$120

## COURSE DATE - SESSION 1

## REGISTRATION DEADLINE

October 9, 2003

DEADLINE - September 18, 2003

November 6, 2003

DEADLINE - October 16, 2003

December 3, 2003

DEADLINE - November 12, 2003

January 14, 2004

DEADLINE - December 19, 2003

February 5, 2004

DEADLINE - January 15, 2004

April 6, 2004

DEADLINE - March 16, 2004

May 4, 2004

DEADLINE - April 13, 2004

**SESSION 2**  
**Implementing STAR/STOR**

**Prerequisite:** Session 1: Introduction to Records Management Principles

This two-day course builds on session 1, Introduction to Records Management Principles. It focuses on the details of the government standard record classification system, STAR/STOR, and how they apply to departmental records. You will learn to use the features of the system, classify active records, how to apply the retention schedule and calculate disposition dates, and explore using STAR/STOR system in an electronic environment.

**Content** ■ Using STAR/STOR to classify records ■ Managing Semi-Active Records ■ Determining retention and final disposition ■ Automating records management

**Who should attend** People who create, maintain, or work with government records.

**Fee** \$240

**COURSE DATE - SESSION 2**  
**REGISTRATION DEADLINE**

October 29 & 30, 2003  
 DEADLINE - October 8, 2003

November 19 & 20, 2003  
 DEADLINE - October 29, 2003

January 21 & 22, 2004  
 DEADLINE - December 29, 2003

February 11 & 12, 2004  
 DEADLINE - January 21, 2004

April 14 & 15, 2004  
 DEADLINE - March 24, 2004

May 5 & 6, 2004  
 DEADLINE - April 14, 2004

**SESSION 3**  
**Records Management**  
**Processes and Controls**

**Prerequisite:** Session 2: Implementing STAR/STOR

This one-day course builds on Session 2, Implementing STAR/STOR. This session focuses on standard records management processes and controls used to manage records throughout their life-cycle. You will learn methods and processes that support records management and records systems, implement the STAR/STOR system, administer retention schedules, maintain and manage paper and electronic records.

**Content** ■ Records management processes and controls ■ STAR/STOR system and filing systems ■ Retention schedules administration ■ Managing semi-active records ■ Implementing final disposition

**Who should attend** People who create, maintain, or work with government records.

**Fee** \$120

**COURSE DATE - SESSION 3**  
**REGISTRATION DEADLINE**

November 26, 2003  
 DEADLINE - November 5, 2003

February 26, 2004  
 DEADLINE - February 5, 2004

May 12, 2004  
 DEADLINE - April 21, 2004

**CORPORATE RECORDS**  
**MANAGEMENT PROGRAM**  
**FOR PROFESSIONALS**

This half-day course provides professionals with information about the corporate records management program. You will learn the components of the corporate program, the role of departmental program within the corporate program, and how to advance the development of records management within departments in order to support the corporate program. Particular emphasis is given to understanding the Corporate Records Management Policy. The session will focus on understanding the authority and responsibility of professionals and the tools to assist in the development of departmental records management programs.

**Content** ■ Understand the corporate program ■ Describe Corporate Records Management Policy ■ Understand accountability and responsibility ■ Explain how to advance records management in public bodies

**Who should attend** Managers and supervisors who are responsible for development of records management programs.

**Fee** \$90

**COURSE DATE**  
**REGISTRATION DEADLINE**

October 23, 2003; 8:30-12pm  
 DEADLINE - October 2, 2003

November 27, 2003; 8:30-12pm  
 DEADLINE - November 6, 2003

March 3, 2004; 8:30-12pm  
 DEADLINE - February 11, 2004

March 3, 2004; 1:00-4:30pm  
 DEADLINE - February 11, 2004

**Note:** All computer courses are facilitated by Polar Bear Corporate Education Solutions and will be held at CIBC building, 1809 Barrington Street, Suite 900, 9th Floor.

**COREL PRESENTATIONS 8.0  
LEVEL 1**

**Prerequisites** Windows 95: Introduction or equivalent knowledge

**Content** ■ Identify on-screen features and navigate in a slide show ■ Create and edit bullet slides ■ Use drawing tools, clip art, and TextArt ■ Create and enhance organization charts ■ Create and edit bar graphs ■ Change the overall appearance of a slide show ■ Run a slide show and become familiar with slide show options ■ Add speaker notes, examine print options, and save a slide show in HTML format

**Who should attend** People who need to create presentations.

**Fee** \$115

**COREL WORDPERFECT 9.0  
LEVEL 1: BASIC WORD PROCESSING**

**Prerequisites** Windows 95: Introduction or equivalent knowledge

**Content** ■ Editing and navigating in a document ■ Using fonts and working with codes ■ Modifying text ■ Formatting paragraphs ■ Using tabs and tables ■ Controlling page appearance ■ Proofing documents

**Who should attend** People who need to use basic word processing skills.

**Fee** \$115

**COURSE DATE  
REGISTRATION DEADLINE**

June 10, 2004  
DEADLINE - May 20, 2004

**COURSE DATE  
REGISTRATION DEADLINE**

October 3, 2003  
DEADLINE - September 12, 2003

March 5, 2004  
DEADLINE - February 13, 2004

**COREL WORDPERFECT 9.0  
LEVEL 2: INTERMEDIATE FEATURES**

**Prerequisites** Corel WordPerfect 9.0: Level 1 or equivalent knowledge

**Content** ■ Modify, format, and work with numeric data in a table  
 ■ Change the appearance of text by using styles ■ Create, use, and edit templates ■ Merge a document with data to create multiple variations of the document ■ Merge a document by using merge codes, and merge envelopes and mailing labels by using the Corel Address Book ■ Change the order of text by using the Sort feature  
 ■ Create, run, and edit a macro  
 ■ Format text into columns and add graphics

**Who should attend** People who need to use intermediate features of WordPerfect 9.0.

**Fee** \$115

**COREL WORDPERFECT 9.0  
LEVEL 3: ADVANCED SKILLS**

**Prerequisites** WordPerfect 9: Level 1 and WordPerfect 9: Level 2 or equivalent knowledge

**Content** ■ Customizing the WordPerfect environment ■ Working with the Corel Central Address Book ■ Sharing documents ■ Working with graphics ■ Working with large documents ■ Creating footnotes, endnotes, and a table of authorities  
 ■ Accessing the Internet

**Who should attend** People who need to use advanced features of WordPerfect 9.0.

**Fee** \$115

**FILE MANAGEMENT**

**Prerequisite** Knowledge of Windows 95/98

**Content** ■ Expand and collapse directories; copy and move files  
 ■ Prepare a floppy disk for use, create directories, and delete files ■ Set up groups and arrange icons in the Program Manager and Windows Explorer ■ View and sort directory windows, change file attributes, and use wildcards in file management  
 ■ Understand how File Manager and Windows Explorer can be used to print files and to set up Program Manager/Desktop Icons

**Who should attend** This course is suitable for everyone.

**Fee** \$115

COURSE DATE	REGISTRATION DEADLINE
November 19, 2003	DEADLINE - October 29, 2003
February 12, 2004	DEADLINE - January 22, 2004
May 3, 2004	DEADLINE - April 13, 2004

COURSE DATE	REGISTRATION DEADLINE
December 15, 2003	DEADLINE - November 24, 2003
March 25, 2004	DEADLINE - March 4, 2004
June 11, 2004	DEADLINE - May 21, 2004

COURSE DATE	REGISTRATION DEADLINE
October 29, 2003	DEADLINE - October 8, 2003
May 27, 2004	DEADLINE - May 6, 2004

**GROUPWISE 5.5: INTRODUCTION**

**Prerequisites** Participants should be familiar with basic microcomputer concepts as well as keyboard and mouse operations. Knowledge of Windows 95/98 is recommended.

**Content** ■ Use the Mailbox folder ■ Work with files attached to messages ■ Use the Calendar folder ■ Schedule meetings with other GroupWise 5.5 users ■ Assign tasks to other users

**Who should attend** New GroupWise users who need to compose, send, and receive mail on a network, as well as schedule and maintain appointments.

**Fee** \$115

**GROUPWISE 5.5: ADVANCED**

**Prerequisites** GroupWise 5.5: Introduction or equivalent knowledge. Basic knowledge of mail and scheduling features of GroupWise.

**Content** ■ Find answers to their questions about GroupWise by using various online sources ■ Customize GroupWise according to their preferences ■ Organize items by using properties, create and share address books, and set up and participate in a discussion thread by using a shared folder ■ Schedule and set rules for a resource and schedule multiple users by using a multi-user view ■ Create new documents in an integrated application and work with document folders, types, and references ■ Use work flows to route, perform, and track tasks ■ Work with documents when they are away from the office by using a remote mailbox and the Internet

**Who should attend** People who need to use the advanced features of GroupWise.

**Fee** \$115

**MICROSOFT ACCESS 2000 INTRODUCTION TO DATA ENTRY AND REPORTS**

**Prerequisites** Participants should be familiar with the basic microcomputer concepts as well as keyboard and mouse operations. Windows 95 or 98 is recommended.

**Content** ■ Understand basic database concepts ■ Use windows, menus, dialog boxes, buttons ■ Create, open, save, and close databases ■ View data in a table ■ Edit data in a table ■ Create queries ■ Create and modify reports

**Who should attend** New or potential Microsoft Access users who need to perform basic database functions within existing databases. This course does not cover database creation. See course Access 2000: Database Design Basics.

**Fee** \$115

COURSE DATE	REGISTRATION DEADLINE
October 6, 2003	DEADLINE - September 15, 2003
December 10, 2003	DEADLINE - November 19, 2003
June 14, 2004	DEADLINE - May 21, 2004

COURSE DATE	REGISTRATION DEADLINE
February 20, 2004	DEADLINE - January 30, 2004
April 23, 2004	DEADLINE - April 2, 2004

COURSE DATE	REGISTRATION DEADLINE
October 1, 2003	DEADLINE - September 10, 2003
January 21, 2004	DEADLINE - December 29, 2003
April 6, 2004	DEADLINE - March 16, 2004

**MICROSOFT ACCESS 2000  
LEVEL 1: DATABASE DESIGN BASICS**

**Prerequisites** Participants should be familiar with the basic microcomputer concepts as well as keyboard and mouse operations. Windows 95 or 98 is recommended.

**Content** ■ Understand basic database concepts ■ Use windows, menus, dialog boxes, buttons ■ Create, open, save, and close databases ■ View and edit data in a table ■ Create and modify tables ■ Establish relationships between tables ■ Create and modify forms ■ Import and export data ■ Create and modify queries ■ Create and modify reports  
Print data

**Who should attend** New or potential Microsoft Access users who need to create new databases, as well as to perform basic database functions.

**Fee** \$230

**MICROSOFT ACCESS 2000  
LEVEL 2: ADVANCED DATABASE DESIGN**

**Prerequisites** Access 2000, Level 1 or a strong understanding of Access.

**Content** ■ Enhance tables with lookups ■ Create advanced queries ■ Create and customize advanced forms ■ Create advanced reports ■ Save Access objects as HTML documents ■ Create Data Access Pages ■ Create and use hyperlinks

**Who should attend** Current users who need to be more productive with Access 2000 and require the use of more advanced features.

**Fee** \$115

**MICROSOFT ACCESS 2000  
LEVEL 3: ADVANCED TOPICS**

**Prerequisites** Participants should have a firm understanding of the intermediate operation of Access and Windows 95, 98, or 2000.

**Content** ■ Create and run macros and macro groups ■ Create and use Switchboard forms ■ Customize Access default settings and Startup options ■ Create custom toolbars and menu bars ■ Compact and document a database ■ Create an MDE file, as well as split a database ■ Secure a database

**Who should attend** Current users who need to be more productive with Access 2000 and require the use of more advanced features.

**Fee** \$115

**COURSE DATE  
REGISTRATION DEADLINE**

November 26 & 27, 2003  
DEADLINE - November 5, 2003

February 18 &19, 2004  
DEADLINE - January 28, 2004

May 5 & 6, 2004  
DEADLINE - April 14, 2004

**COURSE DATE  
REGISTRATION DEADLINE**

June 1, 2004  
DEADLINE - May 11, 2004

**COURSE DATE  
REGISTRATION DEADLINE**

June 28, 2004  
DEADLINE - June 7, 2004

**MICROSOFT EXCEL 2000  
LEVEL 1: BASIC SPREADSHEET  
FUNCTIONS**

**Prerequisites** Participants should be familiar with the basic microcomputer concepts as well as keyboard and mouse operations. Windows 95 or 98 is recommended.

**Content** ■ Use windows, menus, dialog boxes, buttons, and toolbars ■ Create, open, save, and close workbooks ■ Edit worksheets ■ Format worksheets ■ Print worksheets

**Who should attend** New or potential Microsoft Excel users who need to perform basic spreadsheet functions.

**Fee** \$115

**MICROSOFT EXCEL 2000  
LEVEL 2: INTERMEDIATE FEATURES**

**Prerequisites** Windows 95 or 98 and basic knowledge of Excel

**Content** ■ Create and use named cell ranges ■ Create workbook templates ■ Protect worksheet data ■ Use the outline feature ■ Work with multiple workbooks ■ Copy data between workbooks ■ Consolidate workbooks ■ Use advanced formulas ■ Use multiple-worksheet workbooks ■ Use the conditional formatting feature ■ Create format styles ■ Create charts ■ Customize Excel

**Who should attend** Excel users who need to use intermediate features.

**Fee** \$115

**MICROSOFT EXCEL 2000  
LEVEL 3: ADVANCED SKILLS**

**Prerequisites** Excel 2000 Level 2

**Content** ■ Use range names to easily identify a group of cells ■ Use functions and array formulas to perform complex analysis of data ■ Display subtotals to automatically summarize data ■ Use AutoFilters and macros to automate filtering of data ■ Check data to ensure that it is error free ■ Perform what-if analyses to evaluate and forecast changes in worksheet data ■ Create a form and link it to a database so that data can be collected automatically ■ Protect a form to prevent unwanted changes to the form design

**Who should attend** People who need advanced skills.

**Fee** \$115

COURSE DATE	REGISTRATION DEADLINE
October 16, 2003	DEADLINE - September 25, 2003
February 18, 2004	DEADLINE - January 28, 2004
April 5, 2004	DEADLINE - March 15, 2004

COURSE DATE	REGISTRATION DEADLINE
December 3, 2003	DEADLINE - November 12, 2003
March 19, 2004	DEADLINE - February 27, 2004
May 28, 2004	DEADLINE - May 7, 2004

COURSE DATE	REGISTRATION DEADLINE
January 27, 2004	DEADLINE - January 6, 2004
June 24, 2004	DEADLINE - June 3, 2004

**MICROSOFT FRONTPAGE 2000**

**Prerequisites**

Windows 95 or Windows 98  
Fundamentals; web browsing experience

**Content** ■ Explore FrontPage 2000 environment ■ Create HTML documents ■ Format web pages, create hyperlinks, and graphic elements ■ Arrange text and graphics with tables ■ Insert multimedia into web pages ■ Manage and publish your web page ■ Develop a consistent theme for your web page ■ Change the navigation structure of your web page ■ Collect and use data by creating a form and a discussion page ■ FrontPage Management Tools

**Who should attend** People who have little or no experience with web pages and who need to increase their knowledge in the area of managing and publishing a web site.

**Fee** \$230

**MICROSOFT POWERPOINT 2000 LEVEL 1: BASIC PRESENTATIONS**

**Prerequisites** Windows 95 or 98

**Content** ■ Use windows, menus, dialog boxes, and buttons ■ Open, save, and close presentations ■ Create and edit presentations ■ Use different layouts ■ Create and edit organization charts ■ Create graphic objects ■ Create and run slide shows ■ Print presentations

**Who should attend** New or potential Microsoft PowerPoint users who need to create basic PowerPoint presentations.

**Fee** \$115

**MICROSOFT POWERPOINT 2000 LEVEL 2: INTERMEDIATE FEATURES**

**Prerequisites** Microsoft PowerPoint Level 1

**Content** ■ Work with master slide and design templates ■ Create charts, chart objects, and import spreadsheet data and charts ■ Work with graphic objects such as drawing, clip art, and Word Art ■ Enhance presentations using custom animation and interactive settings ■ Use presentation tools

**Who should attend** Microsoft PowerPoint users who need to use more intermediate features of PowerPoint.

**Fee** \$115

COURSE DATE	REGISTRATION DEADLINE
February 19 & 20, 2004	DEADLINE - January 29, 2004

COURSE DATE	REGISTRATION DEADLINE
November 20, 2003	DEADLINE - October 30, 2003

COURSE DATE	REGISTRATION DEADLINE
January 20, 2004	DEADLINE - December 30, 2003

February 26, 2004	DEADLINE - February 5, 2004
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April 21, 2004	DEADLINE - March 31, 2004
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May 7, 2004	DEADLINE - April 16, 2004
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**MICROSOFT POWERPOINT 2000  
LEVEL 3: AVANCED SKILLS**

**Prerequisites** PowerPoint 2000 Level 2 or equivalent working knowledge is required.

**Content** ■ Create masters and slide backgrounds ■ Create, edit, and enhance charts ■ Create and edit graphics ■ Create animated effects ■ Set slide timings ■ Use interactive settings ■ Create play lists ■ Package presentations ■ Use meeting minder ■ Integrate with Word 2000

**Who should attend** Current users who need to create advanced slide shows.

**Fee** \$115

**MICROSOFT PROJECT 2000  
LEVEL 1**

**Prerequisites** Participants should be familiar with project management terms and processes.

**Content** ■ Understand project management concepts ■ Use Project Application and Project File Windows ■ Create a project ■ Enter project resources and costs ■ Printing schedule information ■ Schedule methods and constraints ■ Resolve resource conflicts ■ Track project progress and update tasks ■ Sort, filter and group tasks ■ Format the project environment views and Gantt Charts

**Who should attend** New or potential Project 2000 users, who need to build a project schedule, resolve timing and resource conflicts, generate reports and track project progress.

**Fee** \$300

**MICROSOFT WORD 2000  
LEVEL 1: BASIC WORD PROCESSING**

**Prerequisites** Windows 95 or 98 is recommended

**Content** ■ Use windows, menus, dialog boxes, and buttons ■ Create, open, save, and close documents ■ Edit documents ■ Format text ■ Modify page layouts and print setting ■ Use writing tools

**Who should attend** New or potential Microsoft Word users who need to perform basic word processing functions.

**Fee** \$115

COURSE DATE	REGISTRATION DEADLINE
May 27, 2004	DEADLINE - May 6, 2004

COURSE DATE	REGISTRATION DEADLINE
January 29 & 30, 2004	DEADLINE - January 8, 2004
March 8 & 9, 2004	DEADLINE - February 16, 2004
June 28 & 29, 2004	DEADLINE - June 7, 2004

COURSE DATE	REGISTRATION DEADLINE
October 24, 2003	DEADLINE - October 03, 2003

**MICROSOFT WORD 2000  
LEVEL 2: INTERMEDIATE**

**Prerequisites** Microsoft Word 2000 Level 1 and Windows 95 or 98

**Content** ■ Create AutoCorrect and AutoText entries ■ Apply and create styles ■ Create templates ■ Create new documents based on a template ■ Create form letters using mail merge ■ Create envelopes and labels using mail merge ■ Create and format tables ■ Create custom forms

**Who should attend** Current users who need to use intermediate features.

**Fee** \$115

**QUATTRO PRO 9.0  
LEVEL 1: INTRODUCTION TO  
SPREADSHEETS**

**Prerequisites** Windows 95: Introduction or Windows 98: Introduction or equivalent knowledge

**Content** ■ Understand the basics of the Quattro Pro environment; create a basic spreadsheet by entering text, values, and formulas ■ Modify a spreadsheet; use Quattro Pro's built-in functions ■ Copy and move spreadsheet data by using drag-and-drop editing, toolbar buttons, and menus ■ Change the appearance of spreadsheet data by using a variety of formatting techniques ■ Use absolute addresses, correct circular references, and use the spell checker ■ Prepare a spreadsheet for printing by previewing it and specifying page settings ■ Use notebooks to create three-dimensional formatting and formulas

**Who should attend** People who need to create, format, and print basic spreadsheets and modify a spreadsheet.

**Fee** \$115

**QUATTRO PRO 9.0  
LEVEL 2: CHARTS AND DATABASES**

**Prerequisites** Windows 98: Introduction and Quattro Pro 9.0: Spreadsheets, or equivalent knowledge

**Content** ■ Display data graphically ■ Create a chart and change its overall appearance ■ Enhance a chart's display ■ Create and enhance pie charts and combination charts ■ Create a map chart, and create and run an automated slide show presentation ■ Work with spreadsheet data as a database ■ Use database functions to perform calculations and summarize data by creating a Cross Tabs report

**Who should attend** People who need to use charts to represent their data and who use spreadsheets as databases.

**Fee** \$115

**COURSE DATE  
REGISTRATION DEADLINE**

March 29, 2004  
DEADLINE - March 08, 2004

**COURSE DATE  
REGISTRATION DEADLINE**

October 27, 2003  
DEADLINE - October 6, 2003

January 29, 2004  
DEADLINE - January 8, 2004

**COURSE DATE  
REGISTRATION DEADLINE**

March 24, 2004  
DEADLINE - March 3, 2004



**Public Service Commission**  
Human Resource Innovation & Growth

PO Box 943  
Halifax, NS B3J 2V9  
902-424-8384 T  
902-424-0755 F

## Course Application

Applications may be delayed or returned if incomplete

**PLEASE TYPE OR PRINT CLEARLY**

### COURSE INFORMATION (please submit an original and two photocopies of this form)

Course Title (one application per course): \_\_\_\_\_

Dates: 1st Choice: \_\_\_\_\_ 2nd Choice: \_\_\_\_\_

Pre-retirement Planning Seminars **ONLY**: Does your partner plan to attend?:  Yes  No

### APPLICANT'S INFORMATION

Name of Employee (Mr./Mrs./Miss/Ms.): \_\_\_\_\_

Position/Title: \_\_\_\_\_

Branch/Division: \_\_\_\_\_

Department/Organization: \_\_\_\_\_

Street/PO Box: \_\_\_\_\_

City or Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: (902) \_\_\_\_\_ Fax (important): (902) \_\_\_\_\_

Email Address: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### PAYMENT & CANCELLATION INFORMATION

**This section to be completed by employees of the Government of Nova Scotia.**

Business Area \_\_\_\_\_ Cost Centre \_\_\_\_\_ G/L \_\_\_\_\_ Other: \_\_\_\_\_

Authorized Signature \_\_\_\_\_  
(Employee of the Government of Nova Scotia who has authority for approving expenditure transaction.)

**This section applicable to external clients only.**

External clients may pay by cheque or money order. Payment must be received prior to the registration deadline date. Course fees do not include HST. Please add HST when calculating your payment.

#### Cancellations

Cancellations must be received on or before the registration deadline date. Cancellations after the deadline will not be refunded. Substitutions can be made at any time.

### DEPARTMENTAL APPROVAL (application will be returned if not signed)

This form must be approved by the employee's supervisor and deputy minister, chief executive officer, or other authorized designate.

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Signature of Deputy Minister, CEO, or Authorized Designate

### Notification to the Departmental Personnel Manager/Coordinator of Staff Training

1. The employee has been registered. Further correspondence will be sent to the employee two to three weeks prior to the course.
2. The above course is: ( ) full--if a seat becomes available, we will advise you.  
( ) cancelled due to insufficient registration.
3. The course will be re-offered on \_\_\_\_\_. Please advise the registrar whether this date is acceptable (424-8384).