

University College of the North (UCN), in partnership with Legacy Bowes, is excited to offer

Indigenous Human Resource (HR) Essentials

Train Remotely - Attend **VIRTUAL** Classes with a Live Instructor

Registered students will take these courses from their home or workspace. Students will not attend at one of our UCN campuses or Centres. Handouts and meeting login information will be emailed to registered students by the facilitator. Students must have a laptop with reliable internet capable of connecting to Zoom with use of microphone and video.

The Indigenous Human Resource Essentials courses provide a foundation in Human Resources to allow organizations to effectively manage a variety of vital services delivered to the members of their community. The Human Resource challenges in our First Nation client organizations are unique and this program was created to understand this. There are no admission requirements. Each course is 7 hours.

- ✓ **ETHICS AND PROFESSIONALISM IN THE WORKPLACE (EXT.0622 TP31)** This course will create increased awareness to ethical issues in the workplace.
- ✓ **RECRUITMENT AND SELECTION (EXT.1701 TP31)** This course provides an overview of the recruitment process and how to develop progressive steps so that legal risks are minimized.
- ✓ **COMMUNICATING EFFECTIVELY (EXT.1702 TP31)** This course provides an overview of the complexity and importance of managing the message so that conflict is avoided.
- ✓ **MANAGING DIFFICULT CONVERSATIONS (EXT.1704 TP31)** This course provides an overview of how to deal with the difficult conversations that accompany conflict in the workplace.

DATES/TIMES: Each session per course will run 10am – 11:45am CDT. Students must attend all four sessions for each course. **Register for one course or all four courses. There are no prerequisites for any of the courses.**

- ✓ **Ethics and Professionalism in the Workplace** (deadline to register Dec 22, 2020)
Session 1: January 5, 2021 Session 2: January 7, 2021
Session 3: January 12, 2021 Session 4: January 14, 2021
- ✓ **Recruitment and Selection** (deadline to register January 19, 2021)
Session 1: February 2, 2021 Session 2: February 4, 2021
Session 3: February 9, 2021 Session 4: February 11, 2021
- ✓ **Communicating Effectively** (deadline to register February 16, 2021)
Session 1: March 2, 2021 Session 2: March 4, 2021
Session 3: March 9, 2021 Session 4: March 11, 2021
- ✓ **Managing Difficult Conversations** (deadline to register March 23, 2021)
Session 1: April 6, 2021 Session 2: April 8, 2021
Session 3: April 13, 2021 Session 4: April 15, 2021

NOTE Students are asked to login 15 minutes prior to start time for each Session.

INSTRUCTOR: Wendy Hofford - Legacy Bowes

COST: \$624.25 (\$595 plus GST) **per course** payable upon registration

REGISTER TODAY:

Phone: 1.866.627.8500 (Ext 3) or 1.204.627.8500 Or Email: ceregistration@ucn.ca

The fee must accompany the registration form in order for your seat to be held. Pay by cash, check, Purchase Order, ATI, TAN, MasterCard/Visa. Courses are subject to cancellation due to insufficient enrolment. Refund Policy: 100% refund will be issued if course is cancelled by UCN. If student wishes to withdraw, a refund will be issued providing the voluntary withdrawal form is submitted to UCN 10 business days prior to first day of each course.

Deadline to register and pay will be 10 business days prior to start of each course.

Registration form must be submitted for registration to be processed.

The Registration form can be found at ucn.ca/ce

Further information can be found at ucn.ca/ce

Course Descriptions

ETHICS AND PROFESSIONALISM IN THE WORKPLACE

Outline

Is it OK to take a restaurant tip when you're supposed to share with others? Is it OK to hire a relative without declaring your relationships? Is it OK to always be late with your work assignments? No matter what your answer, the issue is "ethics"! In today's business and work environment as well as within our personal lives, the issue of ethics has become even more important. In fact, the risk of unethical practices outside of what is considered morally right or proper can ruin your career and/or destroy your agency or business. This course will create increased awareness to ethical issues in the workplace.

RECRUITMENT AND SELECTION

Outline

Do you experience pressure to hire friends and/or family that are not qualified? Is your interview process conducted and rated in a fair manner for all applicants? Do you find that you hire an individual but a few weeks into their role they just don't seem to have the skills? How much frustration is there within the organization on the quality of new hires? This course provides an overview of the recruitment process and how to develop progressive steps so that legal risks are minimized.

COMMUNICATING EFFECTIVELY

Outline

Have you ever thought about the power of your message? Actually, the only message that counts is the one received. In other words, it doesn't matter what you say or what you meant to say, what counts is what the receiver thought you said. This course provides an overview of the complexity and importance of managing the message so that conflict is avoided.

MANAGING DIFFICULT CONVERSATIONS

Outline

While supervisors typically like to focus on the positive, the supervisor's job is to manage inappropriate employee behavior as soon as it occurs. Sometimes this means you need to speak to an employee about a workplace infraction and/or some form of conflict. Therefore, supervisors need to apply higher level skills in dealing with this conflict while ensuring a fair, consistent and transparent process. This course provides an overview of how to deal manage the difficult conversations that accompany conflict in the workplace.