

Pathways Learning Series Courses & Core Competencies

Pathways Courses with short descriptions	Competencies
<p>Pathways Basecamp: Launching Learning The Pathways Basecamp course is your learning and professional development launching point and the foundation course for the Pathways Learning Series. In this half day workshop, participants identify the skills required for their role (or even to prepare for a new role), and where to go to meet those needs. Through guided conversation, they will build greater awareness of the tools and skills needed for them to be successful. Using their own job fact sheets or job descriptions, participants will begin to create a personal learning plan to determine what learning opportunities they may want to pursue, both within the Pathways Learning Series and elsewhere. If you register for this course, be reminded that you will be required to bring a copy of your current Job Fact Sheet.</p>	<p>A. Demonstrate Organizational Citizenship B. Communicate D. Thrive as a Team member E. Demonstrate Adaptability and Flexibility F. Utilize Technology and Equipment G. Demonstrate Professionalism</p>
<p>Orange Path: Organizational Citizenship The Organizational Citizenship pathway helps employees understand the culture, principles and guidelines that define the University of Alberta. Learners on this path will expand their knowledge of the UAlberta and develop the skills they need to realize their full professional potential.</p> <p>U of A 101: Serving the Public Good – This in-depth, full-day course is focused on understanding the University of Alberta’s vision, mission and strategic direction. It explores how individual roles support the goals of the University. Time will be spent introducing relevant policies and campus resources, and learners will explore the concepts of personal accountability and relationship-building. The goal is to help learners become fully engaged and integrated staff members. Registrants are required to read the U of A’s Institutional Strategic Plan ‘for the Public Good’ prior to attending.</p> <p>New Faculty and Staff Orientation – This exciting full-day session begins with welcoming remarks and key messages from high-level University administrators. The day also includes an introduction to the innovative Information Marketplace, which showcases services and resources offering professional and personal support. A walking tour of the campus wraps-up the day’s activities.</p> <p>Respect in the Workplace – This half-day session aims to help learners explore what defines respect in the workplace. Through education, exposure and hands-on experiences learners will explore the following concepts: Belonging to groups, formal and informal rules, communication, cultural icebergs and developing a respectful personal mindset.</p>	<p>A. Demonstrate Organizational Citizenship</p> <p>A1. Identify and apply applicable legislation and policy: i) Comply w/ legislation, collective agreements, policy & procedures, etc. ii) Navigate Governance a) Demonstrate accountability b) Protect the reputation of the department and University</p> <p>A2. Apply knowledge of the University culture to complete tasks: i) Participate in University orientation processes c) Investigate and access resources d) Use formal and informal work structures to complete required tasks ii) Establish working relationships e) Familiarize yourself with unwritten rules f) Integrate into the University culture g) Demonstrate Self-Management h) Exercise judgment i) Demonstrate sensitivity to diversity</p> <p>A3. Connect your work with the University’s vision i) Follow work unit guidelines and standards ii) Use the University’s business plan to align work iii) Develop plans and organize resources a) Pursue professional development</p> <p>A4. Support our respectful workplace</p>

<p>Additional courses provided on campus related to this path:</p> <ul style="list-style-type: none"> • Governance 101 • FOIPP I & II • PARIS (Privacy, Archives, Records, Information Security) Workshop • Budget Planning • Business Process Mapping • Sustainability Week • Equity, Diversity and Inclusion Week • (Re)Doing Difference 	<ul style="list-style-type: none"> a) Demonstrate Self-Management b) Pursue professional development c) Demonstrate accountability d) Pursue personal development e) Develop plans and organize resources f) Demonstrate integrity g) Demonstrate dependability h) Exercise judgment i) Use diplomacy and tact when interacting with others j) Identify and solve problems k) Protect the reputation of the department and University l) Demonstrate a sensitivity to diversity m) Maintain confidentiality
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<p>Yellow Path: Communicating</p> <p>The Communicating Pathway helps learners expand their understanding of the importance of effective communication in a workplace setting.</p> <p>Verbal Communication: This practical and interactive half-day session explores essential verbal communication skills that can help employees be more effective in their day-to-day work. Topics include: Formulating, Sending, and Receiving Messages, checking for understanding, non-verbal communication and factors that affect how messages are sent and received.</p> <p>Written Communication: This half-day session explores a process for participants to create professional written communications. Through hands-on activities, participants learn how adapt their message based on the medium, their intended audience and purpose.</p> <p>Feedback and Recognition: This half-day session offers an introduction to accepting and providing feedback in the workplace. Interactions with colleagues, clients, students or supervisors create opportunities to share our perspectives and improve our performance. Learners will explore the basic concepts that make it easier to have these conversations with confidence.</p> <p>Communication Skills for Managing Conflict: This full-day session provides learners with education, exposure and hands-on experiences to understand themselves and others, and use communication skills to manage and resolve conflicts.</p> <p>Additional courses provided on campus related to this path:</p> <ul style="list-style-type: none"> • U of A Advantage Program 	<p>B. Communicate</p> <p>B1. Gather, interpret and provide information</p> <ul style="list-style-type: none"> i) Practice communication etiquette ii) Adapt style of communication for the situation iii) Use communication technologies and tools <ul style="list-style-type: none"> a) Share information with a collaborative approach b) Research and report information iv) Accept and provide constructive feedback <ul style="list-style-type: none"> c) Demonstrate accountability d) Exercise judgment e) Use diplomacy and tact when interacting with others f) Demonstrate a sensitivity to diversity g) Maintain confidentiality <p>B2. Overcome communication challenges</p> <ul style="list-style-type: none"> i) Accept and provide constructive feedback ii) Resolve conflict <ul style="list-style-type: none"> g) Pursue professional development h) Demonstrate accountability i) Exercise judgment j) Use diplomacy and tact when interacting with others k) Demonstrate a sensitivity to diversity <p>B3. Live by your Ethics</p> <ul style="list-style-type: none"> i) Demonstrating Professionalism ii) Demonstrate integrity

• TTC: Writing Effective Emails	
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<p>Green Path: Providing Service</p> <p>The Providing Service pathway focuses on helping learners expand their understanding of how to provide exceptional service. Learners on this path will develop skills and knowledge that enhance their ability to meet and exceed customer expectations.</p> <p>Customer Service Level 1: Participants in this half-day course will learn to recognize their own strengths and challenges in relation to providing service. They will also explore strategies and tactics to help them improve how they interact with both internal and external customers.</p> <p>Dealing with Difficult Customers: This interactive half-day session will focus on dealing with challenging customer service situations. Using discussion and hands-on activities, participants will explore how to keep their cool under pressure, maintain relationships and use customer feedback to improve service.</p> <p>Additional courses provided on campus related to this path:</p> <ul style="list-style-type: none"> • U of A Advantage program • Communication Skills for Managing Conflict • Introduction to Business Process Mapping 	<p>C. Provide Service</p> <p>C1. Balance client needs with organizational capacity</p> <p>i) Identify client values and needs</p> <ol style="list-style-type: none"> Manage expectations Build trust, respect and confidence with receiver of services Demonstrate accountability Demonstrate dependability Exercise judgment <p>ii) Identify and solve problems</p> <ol style="list-style-type: none"> Demonstrate a sensitivity to diversity <p>C2. Identify and model service standards</p> <ol style="list-style-type: none"> Meet or exceed service standards Monitor service effectiveness Identify opportunities for process improvements Demonstrate accountability Demonstrate dependability Exercise judgment Use diplomacy and tact when interacting with others

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<p>Blue Path: Thriving as a Team Member</p> <p>The Thriving as a Team Member pathway is dedicated to helping learners work effectively as part of a team. Learners on this path will develop skills and strategies for recognizing their own strengths, contributing to team success, and helping motivate and encourage others.</p> <p>Defining Effective Teams: In this half-day course learners will explore self-awareness, understanding of others and the elements that contribute to high-performing teams. With a focus on personal accountability, participants will determine how they can contribute to their team's effectiveness.</p> <p>MBTI: This enlightening half-day workshop will introduce participants to the highly respected Myers-Briggs Type Indicator (MBTI®), which measures personality type. Learners will discover how to communicate more effectively and improve professional and personal relationships. The MBTI® also provides a way to understand and value differences between people, and how they work together.</p>	<p>D. Thrive as a Team member</p> <p>D1. Collaborate to achieve team goals</p> <ol style="list-style-type: none"> Adhere to team ground rules and norms Capitalize on skills of team members Build team relationships Strive toward common goals Acknowledge contributions and ideas Share workload, encourage and coach others Apply interpersonal skills Celebrate achievements Demonstrating Professionalism <p>D2. Identify coaching and mentorship skills</p> <ol style="list-style-type: none"> Encourage knowledge transfer Accept and provide constructive feedback Demonstrating Professionalism

<p>Maximizing Performance: In this interactive half-day course learners will put theory into action as they begin to live their potential. Discussions and self-reflection will help learners understand their own motivations, clarify expectations, set goals and achieve success.</p> <p>Building Accountability and Trust: In this half-day course participants will dig deeper into the meaning of personal accountability, and how that looks in the workplace. Learners will focus on their own roles, and consider how to build trust with colleagues. They'll also explore effective and supportive feedback, and how these skills will enhance their experience at work.</p> <p>Teams from Good to Great: Learners in this half-day course will discover how to take their performance from acceptable to exceptional in a team environment. Using tested and proven group processes, participants can achieve greater team unity and perform at a level everyone will feel proud of.</p> <p>Additional courses provided on campus related to this path:</p> <ul style="list-style-type: none"> • EFAP – Trust & Resiliency 	
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<p>Red Path: Being Adaptable and Flexible</p> <p>The Being Adaptable and Flexible pathway focuses on managing and thriving in the midst of change. Learners on this path will explore what change looks like, examine their feelings about change, and learn how to adapt and excel in the workplace.</p> <p>Personal Sides of Change and Transition: This half-day course walks participants through the impacts of the change cycle. Change is inevitable, and individuals respond to change in their own ways. Understanding our reaction to change allows us to take care of ourselves, remain engaged and positive, and communicate more effectively with others.</p> <p>Emotional Intelligence: This enlightening half-day course explores the theory and practice of emotional intelligence (EI). Learners will explore common misconceptions and five core competencies associated with emotional intelligence. They will also learn how to develop or enhance their EI skills to improve how they respond to challenging situations and create more comfortable relationships with colleagues.</p> <p>Creativity and Critical Thinking: This half-day course is designed to challenge participants to rethink the way they approach work. We will explore the attributes that contribute to creativity and the benefits of looking at work from a fresh perspective.</p>	<p>E. Demonstrate Adaptability and Flexibility</p> <p>E1. Develop ability to adapt to change in the work environment</p> <p>i) Think creatively for your situation</p> <ul style="list-style-type: none"> a) Maintain or shift focus on operational goals in response to changing organizational priorities b) Embrace change in work and work environment even when there is some ambiguity <p>ii) Control and filter emotions in a constructive way</p> <ul style="list-style-type: none"> c) Acquire new knowledge and skills (e.g. learn new procedures) d) Demonstrate Self-Management e) Demonstrate accountability <p>E2. Initiate change</p> <p>iii) Create and implement change to facilitate improvements</p> <ul style="list-style-type: none"> f) Pursue professional development g) Exercise judgment h) Identify and solve problems

<p>Additional courses provided on campus related to this path:</p> <ul style="list-style-type: none"> • EFAP – Facing Change When You Don't Choose It • EFAP – Taking Control of Your Mood • EFAP – Building Personal Resiliency • UofA Advantage Program 	
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<p>Purple Path: Utilizing Technology and Equipment</p> <p>We often think of technology and equipment as being about technical ability, but it can also be about broader resources and skills required for you to be successful. The Utilizing Technology and Equipment pathway helps learners develop the skills and experience they need to maximize their work performance, effectiveness and satisfaction. Learners on this path will explore how technology and equipment can support their work, including safety-related requirements and effective use of office tools. Learners are responsible for identifying what tools, technology and equipment they need for their role, and to seek out the training, exposure or orientations they need to be successful.</p> <p>There are no face-to-face courses offered by OHE specifically for this competency. Instead, the skills required in this competency are woven into the other competencies or are available through other providers or online.</p> <p>Additional resources on campus related to this path:</p> <ul style="list-style-type: none"> • Peoplesoft User Training Program • Technology Training Centre courses • Environmental Health and Safety • Fleet safety • Area or tool specific training (first aid, lab safety, forklift operator etc.) 	<p>F. Utilize Technology and Equipment</p> <p>F1. Use appropriate technology / equipment</p> <p>i) Acquire training as required</p> <ol style="list-style-type: none"> Match technology to job requirements Seek out safe operating procedures and adhere to safety practices Locate and use required technology and equipment Use common office tools and technologies Use job related software Pursue professional development Exercise judgment <p>F2. Seek applicable training certificates to utilize equipment safely</p> <ol style="list-style-type: none"> Identify skills and/or certifications required for operating technology and equipment Seek out safe operating procedures and adhere to safety practices Pursue professional development Exercise judgment

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<p>Multi-coloured Path: Professionalism</p> <p>There are no face-to-face courses offered specifically for this competency. Instead, the skills required in this competency are woven into the other competencies.</p> <p>Interested in additional learning opportunities for this path? Take a look at the Assessment Guide for this competency, and if you don't meet the standard, set a goal to work on those skills. Please contact Organizational Health and Effectiveness directly at org.effectiveness@ualberta.ca.</p>	<p>G. Demonstrate Professionalism</p> <p>G1. Model Professionalism</p> <ol style="list-style-type: none"> Demonstrate Self-Management Pursue professional development Demonstrate accountability Pursue personal development Develop plans and organize resources Demonstrate integrity Demonstrate dependability Exercise judgment Use diplomacy and tact when interacting with others Identify and solve problems

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Pathways Recognition and Incentives:

We recognize that many people are already using many of these skills and are competent in many of these Pathways already. The Pathways Learning Series provides opportunities to enhance or build upon these skills as needed. Take a look at the [Assessment Guides](#) on our website to identify what you are already doing well, and what you could still work on.

More information on the assessment guides is available on our website <https://www.ualberta.ca/faculty-and-staff/learning-development/workplace-skills-development/pathways-learning-series/index.html>