

Section VI

Part 1

Learning Opportunities

Finding Out What is Offered

You are welcome to explore workshops both offered through the CLS (in-house) and workshops or courses available from outside agencies, organizations and post-secondary schools (external opportunities). Memos and bulletins are regularly circulated at your work location highlighting upcoming events and are also featured in the CLS newsletter “Communicator”. You are also welcome to visit the Learning Opportunities posted on the bulletin board located at the office, for more information. Ask your Coordinator about opportunities available to you.

Our Featured Workshops and Seminars

You are encouraged to participate in the various CLS workshops that are offered on a regular basis. The workshops are focused on your specific needs as a community living counsellor.

We offer you a series of seminars and workshops that you can take over a period of time. The majority are led by long-term CLS employees with sound knowledge of the subject matter and who are experienced in leading groups. Classroom size is kept to a reasonable number so everyone has an opportunity to get involved. Prior approval by your supervisor is required if paid time is involved. You receive a certificate upon course completion.

The seminars and workshops are:

“CLS: A Way of Thinking”

As a new employee you are required to attend this seminar. “CLS: A Way of Thinking” is comprised of three days of presentations, activities, videos and dialogue. The purpose of these experiences is to ensure employees have ample opportunity to discuss, understand and reflect upon CLS values and approaches to support. Various family members, individuals and management will act as facilitators for this rich and interactive seminar. The three days will be held over a period of six weeks, in order for people to reflect and practice the ideas raised during



Both in-house and external learning opportunities are made available to you



A variety of courses are offered on a regular basis

the sessions. The seminar is a requirement for new CLS employees, and completion of all three days is necessary before the requirement is met.

You should take part in the “CLS: A Way of Thinking” seminar prior to registering for other seminars. We also encourage longer-term employees to join in on the 3 days; as a refresher.

The Mandt System (Crisis Prevention and Intervention)

This is a very interactive one day session, which focuses on:

- non-verbal and verbal preventative techniques
- personal, physical safety techniques
- strategies to consider when non-violent, physical intervention is needed

All instructors are certified to teach The Mandt System.

DocuSystem: Critical Incident Reports

This half-day session looks at the process and procedures involved with witnessing and reporting a critical incident at work. Practise and feedback are large components of this hands-on workshop.

Leadership Development Skills

This is a comprehensive, seven day series for Coordinators and Assistant Coordinators, or for those of you who wish to develop your leadership skills. Videos and practice sessions cover topics such as:

- giving and receiving feedback
- dealing with problem situations
- team-building
- functions of supervision
- organization strategies
- assertiveness
- conflict resolution
- coaching others through conflict situations
- management styles

Creating and Maintaining a Respectful Workplace

At the CLS we want work to be a place where each of you feels safe, comfortable and valued for who you are. “Creating and Maintaining a Respectful Workplace” was designed to provide a forum where open discussion can take place to help reach this goal. At this workshop a panel made up of staff and management leads groups of employees through discussions on how to provide fair treatment to all people regardless of their differences. Topics have included:

- harassment
- racism
- sexual orientation
- discrimination in the workplace

Other topics are considered and covered as this workshop evolves. The BC Code of Human Rights provides the legal framework for all discussions.

Attendance Management Program

This course is intended for CLS Supervisors. It examines all aspects of managing attendance at work; and the CLS Sick Leave Policy and process. (*See Section III, Part 6.*)

Mini-Workshops and Team Sessions

We have resources available to you in the form of mini-workshops that can be offered at your work location. Also, if there is a particular topic you believe would be appropriate to feature at a staff meeting, you can discuss this with your Supervisor or contact Employee Services. Some interesting “mini-workshop” topics may include: nutrition and fitness (Lifestyle seminars), money management, planning for your retirement, or exploring work and communication styles. Representatives from Employee Services can also visit work locations to assist with team communication and collaborative interpersonal and work dynamics. Groups can practise more effective listening skills, team-building strategies, and ways to work through conflict situations.

Some of the mini-workshops we offer include:

- Team Building
- Back Care/Injury Prevention
- Autism Society Presentations
- Schizophrenia Society Presentations
- Safe Driving Classes
- Team in-services expanding on topics highlighted in our Core Program.

Other issues can be customized to meet your team’s specific needs.

Mini-workshops and work location sessions must be arranged through your Coordinator and Director. Speak with your Coordinator or call Employee Services if you have any suggestions.

The CLS Resource Library

We invite you to come into the office and browse through the CLS Resource Library. The library offers reference and take-out books, videos and audiotapes on a variety of subjects related to your role as a Counsellor. A title and category listing is available for your convenience. Please ask our Receptionist for sign-out procedures and more information. Any suggestions you may have for additions to our library are always welcome.