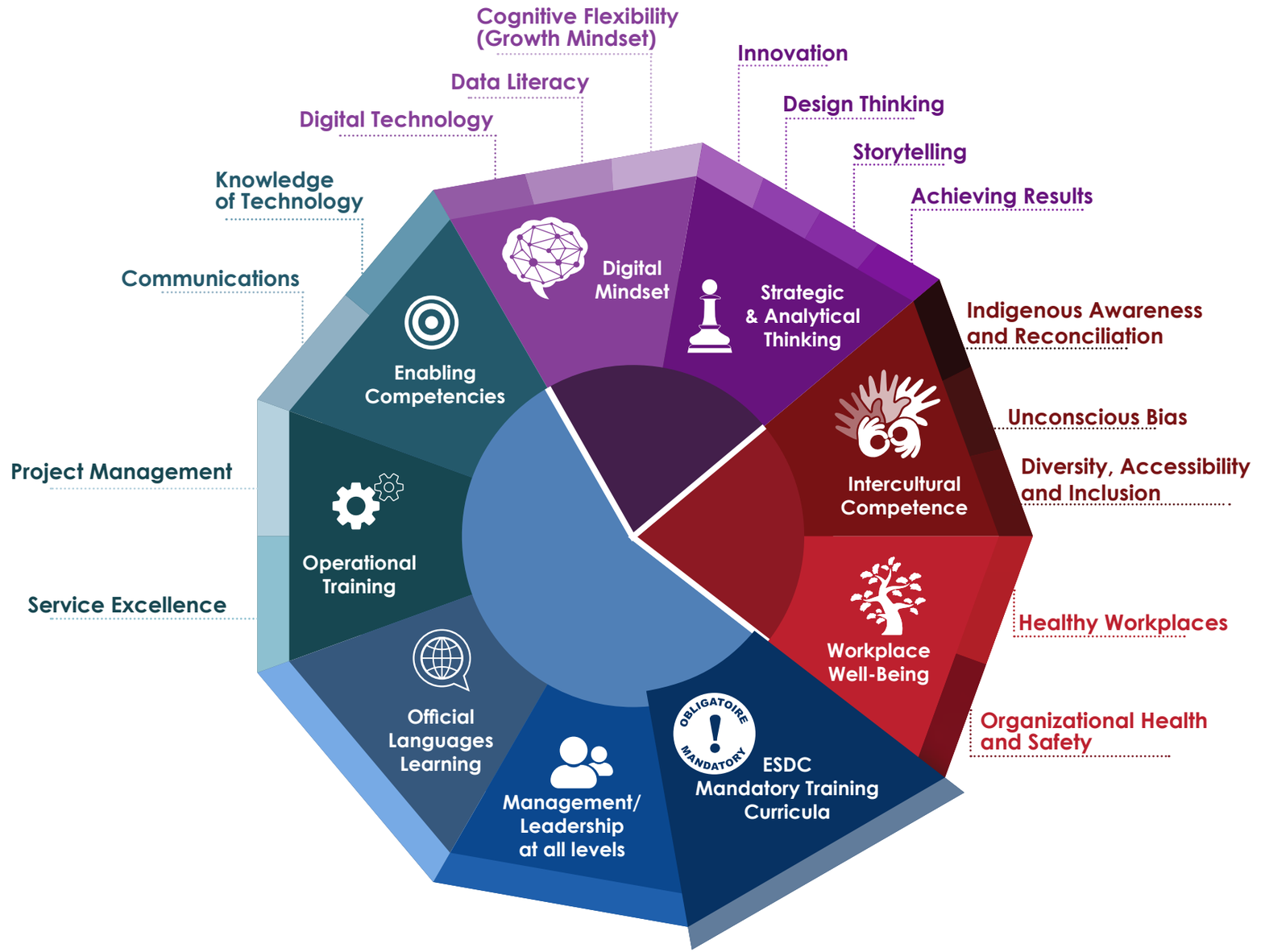
2019–22 ESDC Learning Priorities



Transformation and Results for Canadians

Digital Mindset

Please visit iService for more information.

To provide advanced knowledge, skills and experience to perform effectively in a dynamic, agile work environment:

Cognitive flexibility:

Please visit iService for more information.

Combined with strategies for planning, monitoring and reflecting on one's past, present, and future goals, potential actions and strategies, and results.

Data literacy:

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Determining validity, accuracy and quality of data sources, and recognizing patterns to draw conclusions.

Digital technology:

Ability to understand and use digital systems, tools and applications, and to process digital information.

- Project Management that incorporates agile approach and change management

themes

- Change Management
- Transformational Leadership
- Training on New Technologies Required for Digital Transformation

Strategic and Analytical Thinking

Please visit iService for more information.

To strengthen new skills and ability to conduct organizational analysis and evidence-based decision-making through research and analysis, including comparative gender analysis:

Innovation, design thinking and storytelling:

Use human-centered approaches to review and design our products and services, and to build an accurate, compelling story that brings relevant information to life.

Achieving results:

Please visit iService for more information.

Manage the performance and results of program and service delivery through thorough data analysis and interpretation, consultation and sound relationship management with stakeholders and internal partners.

- Strategic Thinking
- Analytical Thinking
- Design Thinking
- Business Process Management
- Innovation
- Data Analytics and Business Intelligence
- Storytelling
- Technologies for Data Analysis

Healthy and Inclusive Workplaces and Services

Intercultural Competence

To develop the ability to interact with people from different cultures and diverse backgrounds:

Indigenous Awareness and Reconciliation*:

Please visit iService for more information.

To learn and build knowledge and competencies of:

- History, heritage, cultures, rights and perspectives of Indigenous peoples in Canada and their relationship with the Government of Canada.
- Impact of legislation, legal rights and the meaning and implications of reconciliation.
- Related interpersonal skills, Intercultural abilities, engagement, consultation, and sustainable relationships.

* This is a new requirement to follow up on the calls for action of the Truth and Reconciliation Commission – Mandatory Training for ESDC employees.

- ✔ Indigenous Awareness
- ✔ Reconciliation and Renewal of Relationships with Indigenous Peoples

Unconscious Bias:

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To raise awareness of and overcome different types of biases, and strengthen fair and inclusive management practices throughout ESDC.

- ✔ Unconscious Bias

Diversity, Accessibility and Inclusion:

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To build awareness, knowledge and skills to:

- Create and foster an inclusive and respectful workplace for people of diverse backgrounds.
- Understand different types of accessibility in order to adopt behaviours and practices to make the workplace more inclusive.

- ✔ Diversity and Inclusion
- ✔ Positive Space Initiative
- ✔ Accessibility

Healthy and Inclusive Workplaces and Services

Workplace Well-Being

To improve the ability of employees at all levels to maintain well-being in all aspects of their working life:

Healthy Workplaces:

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To support ESDC Workplace Mental Health Action Plan by raising awareness and providing employees with the required knowledge to:

- Build healthy and psychologically safe work environments.
- Cope with mental health issues and personal challenging situations.

- ✔ Mental Health
- ✔ Stress Management
- ✔ Conflict Management

Organizational Health and Safety:

To comply with legislative requirements and increase awareness on organizational health and safety matters.

- ✔ Occupational Health and Safety

Foundational Skills

ESDC Mandatory Training Curricula

Please visit iService for more information.

A collection of five standardized curricula based on the learner's responsibilities and job duties as an employee, manager (with or without delegation of authority) or executive. Each curriculum includes:

- Courses and programs determined by the Corporate Management Committee (CMC) as mandatory for all employees in the Department; and
- Required courses and certifications established by the Treasury Board Secretariat (TBS)'s Policy on Learning, Training and Development and the Directive on the Administration of Required Training for all employees in the federal public service.

Management/ Leadership at all levels

To develop essential management and leadership skills, abilities and competencies through various forms of learning, including coaching and mentoring.

- Formal leadership development programs
- Coaching and mentoring

Official Languages Learning

Please visit iService for more information.

To meet official languages requirements of the position, and maintain and improve bilingual capacity of the workforce.

- Learning services provided by HRSB (College@ESDC)
- Language maintenance tools provided by Canada School of Public Service
- Informal learning opportunities

Foundational Skills

Operational Training at Service Canada and ESDC

To acquire specialized skills and knowledge necessary to perform effectively on the job, including:

Project Management:

Please visit iService for more information.

To acquire basic and advanced knowledge on project management required by the job, including change management plans, a practical component and on-the-job learning.

Service Excellence:

Please visit iService for more information.

To provide basic and enhanced knowledge in delivering excellent service that meets or exceeds clients' experiences and expectations. Where applicable, include e-Service delivery training.

- Project Management (foundational)
- Service Excellence (from Canada School of Public Service)
- Risk Management

Enabling Competencies

To enable employees to develop competencies, skills and abilities needed to perform effectively in their current and future roles:

Knowledge of Technology:

To acquire basic and foundational knowledge of various desktop applications (e.g. Microsoft Office) and applications required by the job function (e.g., statistical software packages, web development tools, etc.)

Communications:

To develop essential oral and written communication skills for everyday situations such as presenting plans, developing proposals, writing reports, etc. Also include building respectful, constructive and cooperative working relationships with others (e.g., internal and external stakeholders, partners, vendors), and maintaining them over time.

- Technical training on desktop applications and other popular applications
- Communication and briefings
- Partnership and Stakeholder Relationship Management
- Vendor Management