

## DREAM Program – Developing Resources and Education for Advancement at McMaster (Updated Second Offering)

This program is a general offering for members of the CAW Local 555, Unit 1 Employee Group who have completed their probationary period. It is intended to provide opportunity for participants to develop skills that are universally valuable within the McMaster University environment with an eye to future career development.

*\*Those who supervise people and advanced projects in their role should consider taking the ESTEEM Program also offered in Spring 2012 instead of this program. Please see your Supervisor to discuss which program is most appropriate. You may only register to attend one of the two programs during this initial pilot opportunity.*

### Format

35 contact hours

5 days in-class (9am-4pm); online & pre-session work (5 hours) *\*snacks & lunch provided for in-class sessions*

### Credential

A McMaster Certificate of Completion is awarded to participants who attend all sessions and complete all pre-work and in-class requirements.

### Program Design

The core competencies and critical thinking/planning skills included in this program reflect the broadest and highest priority needs of the CAW Employee Group for their roles at McMaster.

The core competencies provide the guiding framework or underlying philosophy for the program. The cohort learning model of mixed participants (various roles, grades, departments) will allow participants to simultaneously learn about and apply concepts of sharing, team building and exploring within their learning groups that they may then utilize within their individual roles and work areas.

CORE COMPETENCIES	SKILLS
<b>McMaster Cross-functional Awareness</b> (Beyond the New Employee Orientation)	<b>Problem Solving &amp; Decision Making</b>  <b>Managing Multiple Projects</b>  <b>Financial</b> processes, tools, systems, policies
<b>Communication &amp; Team Dynamics</b> Strategies to work in team environments	
<b>Personal Planning</b> Mapping goals for current & future roles	

### Learning Transfer Plans

Learning Participants will develop a *Learning Transfer Plan* in consultation with their Managers and with ongoing support from the facilitator. The plan will look at initial objectives for the training, opportunities to apply learning in their roles and identifiable areas for support. By involving Managers, it is hoped that CAW Participants will be supported to apply their learning on the job, and be recognized for their commitment to learning & development.

### Personal Plans

Participants will also create a *Personal Plan* to identify lessons that resonate in the present, point to future interests, and help to plot an individual development path within the University

## **DAILY AGENDA:**

\*Participants' supervisors will receive communications throughout the program detailing the content that was covered, any "bright ideas" that the group consents to share, and suggested ways learning can be immediately applied to gain experience/solidify learning.

### **DAY ONE: February 13, 2012 (9am-4pm), DTC 2<sup>nd</sup> Floor**

#### **"Playing from Your Strengths & Working with Intention"**

Develop a model for understanding yourself and others based on personality and temperament; and begin to identify and apply your individual strengths through a lens of positivity. Work with practical and transferable tools to build a commitment to solving issues and exploring new ways of working with colleagues and supervisors; and develop the roadmap for your continued learning (during this program and beyond).

Learning Objectives:

- "See" people around you more clearly: how others process and react to the ways in which information is delivered and shared.
- Identify your own work-style preferences, and develop an appreciation for the preferences of your colleagues.
- Leverage strengths and preferences to optimize performance: how creative intelligence shapes problem-solving and interpersonal preferences.
- Design a Learning Transfer Plan & Individual Plan to use in this program.
- Practice different methods of communicating to "connect" with peers and managers.

### **DAY TWO: March 5, 2012 (9am-4pm), DTC 2<sup>nd</sup> Floor**

#### **"The Essentials of Teamwork: Purpose, Relationship and Task"**

A highly interactive sessions focussing on team dynamics, problem-solving styles, working within dysfunction, and contributing through positive messaging to get the job done effectively, collaboratively (and often creatively) – a sharing of practical and transferrable tools that can make an immediate difference within your role, and with an eye to future application.

Learning objectives:

- Build team and work group performance.
- Work effectively with others by “paying attention”.
- Add to team adaptability with a dose of “positivity”.
- Develop creative group problem solving skills.

**DAY THREE: March 19, 2012 (9am-4pm), DTC 2<sup>nd</sup> Floor**

**“Juggling with Finesse: Decision making, Prioritizing and Communicating”**

Learn to make the most of your time, and understand how to ask for and/or go after what you need to work effectively and to meet deadlines while continuing to foster positive working relationships. Connect with a partner in the cohort to complete a role-sharing activity that will expand your understanding of the University and your personal potential.

Learning objectives:

- Learn why conflict can lead to solutions.
- Manage uncertainty while exploring options and creative solutions.
- Add to your toolkit: how to stay focused at work, and the hazards to watch out for.
- Know when to “jump in” and when to “follow” in your role.
- How to maintain a positive attitude at work.
- How to manage different bosses (the good, the bad and the ugly).
- How to more effectively prepare work for another person: building effective working and/or reporting relationships.
- What to ask for, and when, to effectively accomplish your tasks.

**DAY FOUR: March 26, 2012 (9am-4pm), DTC 2<sup>nd</sup> Floor**

**“Connecting the Dots: You and the University”**

Knowledge is power! Apply a bird’s eye view to your role in relation to McMaster, and develop your “University acumen”: improve your understanding of the financial processes that impact your role/future role within the University (custom delivery based on questions you ask in advance); contribute to an interactive discussion regarding roles, departments and work cycles; network to

gain insight and intention within your role; and ultimately build “direction” for yourself within the University.

Learning objectives:

- Enhance your understanding of financial processes, tools, systems and policies at McMaster (e.g., what works/doesn't work; how departments impact each other) – customized for each cohort
- Recognize the cycles of your own unit within the context of other departments and the University as a whole.
- Learn how to network across boundaries to gather information and to support your own goals.
- Identify opportunities you would like to pursue/create for yourself in the University.
- Develop an intention to “go somewhere” in your current role and in your long-term career at McMaster.

**DAY FIVE: March 26, 2012 (9am-4pm), DTC 2<sup>nd</sup> Floor**

**“Putting your Best Foot Forward on Your McMaster Path”**

Stretch yourself! Develop professional “polish” using practical tips for communicating effectively via email and in meetings; work with tools for recharging with grace during times of high stress; use your gifts to make a difference and be noticed; and determine where you are going next to apply what you have learned (in your current role and ongoing future at McMaster).

- Understand your role in meetings.
- Understand and apply the do's of email communication (audience-appropriateness, effective messaging).
- Solutions to common productivity problems.
- Test your progress – what have you learned? And where are you going?
- Apply what you have learned in your role.