

NEW

March 13, 2009

Directions

Sign up today for for the new Stewardship for Everyone workshops

These hands-on sessions will teach you new ways of approaching and working with colleagues, partners and the public. You'll develop your expertise and apply the skills that you learned in the Stewardship for Everyone introductory session. Start working more effectively in the ministry's stewardship environment today!

The half-day workshops combine a mix of lecture and specific case examples linked to a stewardship theme. As well, you will participate in small group exercises with your colleagues to test out new approaches and practices that you can take back and apply to your work in your branch. The information is presented in a straightforward and easy to understand format.

Stewardship for Everyone (SFE) creates opportunities for staff to come together to share their experiences and continue building the ministry's skill and knowledge as steward of the Ontario health system. The SFE program is based on the Stewardship in Action leadership program, which senior managers participated in last year.

Attend all three modules, in any order, in the Stewardship for Everyone series:

- **The Power of Inquiry** — March 19, April 2, April 16, April 28
- **Minimum Specifications** — April 9, April 22, May and June workshop dates to be confirmed
- **Creative Adaptive Systems (Eco-Cycle)** — May and June workshop dates to be confirmed

Watch for new SFE workshops this fall, including Appreciative Inquiry and Generative Relationships. Read course descriptions and registration details in future issues of *NEW Directions* or the [Learning and Development course calendar](#).

See page 2 for testimonials from participants at the recently held Power of Inquiry workshop in Kingston. Read how they took the new strategies learned back to the office and put them into practice.

The Power of Inquiry

Albert Einstein once said that if he had just one hour to solve a problem and his life depended on the outcome, he would spend 55 minutes figuring out the proper question to ask. Once that was successfully done he could solve the problem in less than five minutes.

The Power of Inquiry workshop focuses on why figuring out the right question to ask is so important. Questions that only require yes or no answers don't open up much room for discussion. The same questions you always ask will likely lead only to the same answers. This workshop encourages you to ask unexpected, different and open-ended questions. Learn how to ask the "wicked" question that can break down preconceived ideas and lead to new solutions.

Minimum Specifications

You're busy. Your do-list seems endless. There are only so many hours in day and you're juggling so many priorities. Competing pressures can bog you down and make you feel like you're just spinning your wheels. The Minimum Specifications workshop gives you rules to help achieve results and remove unnecessary processes that create bottlenecks to effective work and partnerships.

Creative Adaptive Systems (Eco-Cycle)

To succeed, sometimes you must be just as deliberate about what you need to destroy or stop doing as what you need to start doing. The ecocycle framework invites you to discover the power of "letting go" to create positive, sustainable changes and outcomes to your projects.

**Don't miss the opportunity to
take attend the Stewardship for
Everyone workshops.**

Register today

**for the Power of Inquiry and
Minimum Specifications workshops.**

See page 3 for more exciting career-building opportunities.

Have a question about the ministry's learning and development programs? Contact viewpoint.moh@ontario.ca.

The first Stewardship for Everyone module, *Power of Inquiry*, was offered to staff in Kingston on Feb. 24 and Feb. 25. Staffers John Dalglish and

Maria Rubino found the session very useful. They were immediately able to apply the concepts they learned to their work environment and share their experience with you.



1 M O D U L E Power of Inquiry

John Dalglish, pictured far right, the Lindsay-based manager of Emergency Health Services Branch, Corporate and Direct Services returned from participating in the workshop and put his new skills to good use right away. He took a different approach in questioning a stakeholder about a concerning event. “Normally I would have just told the individual about what the ministry’s policy was on the particular issue,” said Dalglish. “I thought about the discussions in the session around how asking the right question can open up a conversation and play a significant role in helping to deal with problems.”

“I started by asking my stakeholder: ‘How could we have helped you better?’,” he said. “It opened up the conversation. We focused on the stakeholder’s concerns and we moved forward.”

“The workshop centred around being more open in our discussions and not getting stuck in perceived notions.”

Dalglish’s branch operates a 24/7-ambulance communication centre which daily plays a stewardship role partnering with municipal ambulance services. “It’s not a relationship where we’re just telling them what to do. We’re working with them and problem solving.” He said the three-hour workshop, was well worth the long drive to attend. “I had to leave home early in the morning and I didn’t get back until fairly late at night but the workshop was very effective. It was an excellent session that provided specific and concrete information,” Dalglish said. ■



Frank Wendling Photos

Maria Rubino, seated far left at the centre table, project office manager of registration programs, Registration and Claims Branch, Corporate and Direct Services was equally impressed with her experience at the Power of Inquiry workshop. When Rubino returned to her Kingston-based office she posted on her wall a list of the stewardship principles, which she received as part of the presentation handouts. “I want to look up and remind myself and everyone who comes into my office about the principles that guide our work and give it purpose,” she said.

Rubino said an important message she took away from the session is that any one individual in an organization — regardless of level — has about 15 per cent influence on the organization. “It’s important then to decide how you are going to use and apply your influence. It may seem small, but collectively it’s what makes a difference.”

Rubino’s work centres around projects involving numerous group meetings. The workshop’s guidance on how to question more effectively will be very useful in her day-to-day work. “I am going to think more about framing the question properly so it can promote the kind of thinking that helps find new solutions,” she said. ■

Take advantage of these **additional** learning opportunities
Sessions start next week

FYI Series

[Register here!](#)

1

Broaden your understanding of stewardship projects and initiatives underway in the ministry. Each 1 ½-hour session includes a presentation and opportunity for questions and answers.

- **The Exchange — March 17**
Back by popular demand due to overwhelming response to the first session! See a demonstration of how The Exchange's four web-based tools can help you and your partners easily find information and research and exchange ideas and documents online and in real time.
- **Become Better Stewards by Becoming Intelligent Risk Takers — April 27 and May 12**
Learn the steps to identify and manage risk in any project, policy and strategy.

Competency Courses

[Register here!](#)

2

Continue to build the stewardship competencies you need to effectively carry out your roles and responsibilities and develop your career.

- **2-Day Project Management — March 18/19 and April 20/21**
Are you a new project manager or have you recently become part of a project team? Learn fundamental project management concepts, processes and tools.
- **Negotiating and Influencing Skills — April 7 and April 8**
Learn skills and strategies to prevent conflicts from escalating in this one-day course. Practice a “win-win” approach to achieving desired outcomes with your internal and external partners.

Have a question about the ministry's learning and development programs? Contact viewpoint.moh@ontario.ca.

REMINDER!

**Complete the
2009 OPS
Employee Survey**

Deadline: March 27, 2009

Help make the OPS the best place to work

Take the opportunity to say how you feel about working in the OPS. What's working? What's not? And what could be done to improve your level of job satisfaction and commitment to the organization and its goals.

**The survey is anonymous and
completely confidential.**

If you have not received an e-mail invitation to participate or a paper survey, contact Ipsos Reid at 1-800-609-7790 or by e-mail at OPSsurvey@ipsos-research.com.

Read the **[MOHLTC Action Plan](#)** that was put in place to improve areas that staff identified as a priority in the 2007 survey.

Play your role. Complete the survey.