

BCIT Professional Development Day

April 25, 2001

Web site: www.bcit.ca/PDDay

Email: PDDay@bcit.ca



NAVIGATING CHANGE



BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY

Inaugural BCIT All-staff Professional Development Day

All BCIT staff are invited to participate in BCIT's first All-staff Professional Development Day, April 25. Enjoy a plenary session, seminars and workshops at the Burnaby campus, sponsored by the Instructional Development Committee, HR Staff Training and Development, and the Learning Resources Unit.

Pre registration

The majority of workshops offered on PD Day do not require pre-registration. They are on a "first-come" basis. Be aware, however, that seating in some of these sessions may be limited.

Several workshops **do** require pre-registration. These sessions are noted in the program descriptions. A registration form is included in this program or can be downloaded at www.bcit.ca/PDDay. Forms will also be distributed via Lotus Notes.

There are a few ways to register for sessions that require pre-registration:

- Complete a registration form and return to **Cristina Toso** in **Human Resources**.
- Fax your registration form to **Cristina Toso at 434-8462**.
- Register by telephone at **432 8333**.

The pre-registration deadline is **April 12, 2001**. Registrations will be accepted in the order in which they are received. You will be sent an e-mail confirming successful registration. If, however, the session(s) you have requested are full, you will be contacted by telephone so that you can select an alternate session. Please check Lotus Notes Announcements for up-to-date workshop availability.

What is the purpose of the survey?

The conference committee is conducting an on-line survey to determine interest in the various sessions. The survey is **not** connected with pre-registration. Its purpose is to give organizers a better idea of room sizes for the different workshops. Your cooperation in completing the survey is greatly appreciated.

Web site: www.bcit.ca/PDDay

E-mail: PDDay@bcit.ca

BCIT Professional Development Day, April 25

Program Agenda

8:00-8:30 am

Willingdon Church Conference Centre,
4812 Willingdon Avenue
Tea & Coffee

8:30-9:30 am

Willingdon Church Conference Centre
Welcome: Tony Knowles
Plenary: The Courage to Change
David Gouthro

10:15 am-12:30 pm

BCIT Burnaby Campus
Workshops/Seminars

12:30-2:00 pm

Town Square Cafeteria
BCIT-hosted lunch

2:15-4:15 pm

BCIT Burnaby Campus
Workshops/Seminars

4:15-6:00 pm

Town Square Cafeteria
Closing
Reception

Educational Technology

Time	1 Hour	2 Hour	All Day
8:00-8:30 am	Tea & Coffee		
8:30-9:30 am	Welcome Tony Knowles Plenary Session: The Courage to Change David Gouthro		
10:15-11:15 am	1111 Learning Manager Software Kathy Easton & Robin Vossenaar 1112 Introduction to WebCT Michelle Kearns 1113 Learning in a Wired World: Moving beyond the course as the unit of instruction David Porter 1114 Integrating Technology in the Classroom Randy Bruce	1211 Introduction to Adobe Photoshop Tanya Kucey 1212 Using PowerPoint to Enhance Learning (Beginner) TBA 1213 Online Facilitation: Tips and techniques Mary Wilson	1411 Mobile Computing Panel 1412 Graphic Design Basics Nancy Lyn
11:30 am- 12:30 pm	1121 On-line Content in WebCT Bryan Fair 1122 3D Animation for Teaching Educational and Technical Concepts Ken Gill & Fred Schriever 1123 E-Merge: Building an online program environment for BC Randy Bruce 1124 Learning Manager Software (repeat) Kathy Easton & Robin Vossenaar		
12:30-2:00 pm	Lunch		
2:00-3:00 pm	1131 Student Evaluation with WebCT Marian Snapp 1132 Creating Video and Audio for PowerPoint and the Web Chris Cambon 1133 Paperless Classroom Russ Curtis	1231 BCIT Web Standards Brandon Bell & Jasmit Chilana 1232 Using PowerPoint to Enhance Learning (Intermediate) TBA 1233 Using CorelDRAW, Photoshop and Photopaint Eric Hiob & Ken Zuppan	
3:15-4:15 pm	1141 WebCT Tips and Tricks Bryan Fair & Michelle Kearns 1142 An Introduction to LabVIEW Rainer Beyleveltdt 1143 Talking to Your Computer David Hamilton	1234 WebCT, Banner & Pipeline Panel	
4:15-6:00 pm	Closing Reception		

See Page 6 for more details.

Leadership			
Time	1 Hour	2 Hour	All Day
8:00-8:30 am	Tea & Coffee		* No All Day Sessions
8:30-9:30 am	Welcome Tony Knowles Plenary Session: The Courage to Change David Gouthro		
10:15-11:15 am	2111 Policy 5410-Student Evaluation: How will the new changes affect you? Val Karpinsky & Patrick Muldoon	2211 Profit and Cash Ian Berry 2212 Project Planning Tools Grant Penner 2213 Showdown at Generation Gap Diane Fru 2214 Administrative Survival: Lessons from the lands of the beaver and the armadillo Louise Routledge & Brenda Steuer	
11:30 am-12:30 pm	2121 Dancing with the Devil: Developing technology based teaching Tony Bates	✓ 2215 The Leadership Challenge: Building effective teams Ute Philips 2216 "Cons" in the Workplace: Early identification strategies Rick Bradshaw	
12:30-2:00 pm	Lunch		
2:00-3:00 pm	2131 Team Building Nancy Paris-Seeley	2231 Employee Recognition, But Not the Program Diane Fru	
3:15-4:15 pm		2232 The Executive as Coach: Building the business case for coaching Cheryl Smith 2233 Preventing and Managing Incidents of Workplace Violence: Employee education Dr. Stephen D. Hart 2234 Patience Be Damned: I'm going out to make something happen! (Career Management) Rick Bradshaw ✓ 2235 Transforming Conflict in the Workplace Richard Hart 2236 Profit and Cash (repeat) Ian Berry 2237 Project Planning Tools (repeat) Grant Penner	
4:15-6:00 pm	Closing Reception		

See Page 10 for more details.

Learning Strategies

Time	1 Hour		2 Hour	All Day
8:00-8:30 am	Tea & Coffee			
8:30-9:30 am	Welcome Tony Knowles Plenary Session: The Courage to Change David Gouthro			
10:15-11:15 am	3111 Significant Trends in the Future of Instructional Development in Higher Education Gary Poole	3211 Teaching and Learning with the Brain in Mind Part 1 Bob Aitken 3212 Internationalizing Learning, Assignment by Assignment Tom Whalley	3411 Assessment that Approaches Reality: Introduction to authentic assessment Pat Pattison	
11:30 am-12:30 pm	3121 Active Learning: How to get and hold their attention Judy Wilbee	3213 EQ vs. IQ Jane Promnitz 3214 Marking Students' Work for English When English Ain't Your Subject Linda Pashka		
12:30-2:00 pm	Lunch			
2:00-3:00 pm	3131 Classroom Management: Dealing with disruptive students Patrick Muldoon	3231 Teaching and Learning with the Brain in Mind Part 2 Bob Aitken 3232 The Tutorial Process in Problem-Based Learning Kareen McCaughan & Selma Whiteside		
3:15-4:15 pm	3141 Meeting the Needs of ESL Learners in BCIT Full Time Programs: What works? Panel moderated by Andrea Matthews	3233 Characteristics of Effective Library Assignments Tony O'Kelly & Merrilee MacKinnon 3234 Teams that Work Lorraine Robson		
4:15-6:00 pm	Closing Reception			

See Page 14 for more details.

Building a Healthy Workforce

Time	1 Hour	2 Hour	All Day
8:00-9:00 am	Tea & Coffee		* No All Day Sessions
8:30-9:30 am	Welcome Tony Knowles Plenary Session: The Courage to Change David Gouthro		
10:15-11:15 am	4111 Ergo for the Person in the Driver's Seat: Ergonomics and the healthy workforce Brenda DeJong 4112 When the Fun Goes Out of Gambling Trish Reddy	4211 Learning Business Skills Through Technology Desiree Aragon (SkillSoft) 4212 Balancing Work and Life Ann Brindle 4213 A Practical Prejudice Reduction Method: UBC's witness empowerment approach and the Anti-racism Response Training Ishu Ishiyama 4214 Jest for the Hell(th) of It: The role of laughter and humour in the workplace Chris Johnson	
11:30 am-12:30 pm	4121 Customer Service: It's everybody's business Anne Glover 4122 Suicide Awareness: What to look for and what to do Gladys Adilman	4215 Communicating with Distraught Students Fiona Murphy 4216 Coaching Paul Pasternak 4217 Assertiveness Training Deborah White 4218 Understanding Conflicts and Disputes: A conceptual framework Richard Hart	
12:30-2:00 pm	Lunch		
2:00-3:00 pm	4131 Meeting Metamorphosis Gretchen Quiring 4132 Customer Service: It's everybody's business (repeat) Anne Glover 4133 When the Fun Goes Out of Gambling (repeat) Trish Reddy	4231 BackLogic: Practical injury prevention Judy Brooks 4232 The Internet, the Dangers, and Your Family Bruce Headridge 4233 Facing the Panel: Tips and tools for a successful panel interview Susie Franzke	
3:15-4:15 pm	4141 Fitness in the Workplace: Motivation strategies Rose Jack 4142 Campus Mediation and Conflict Resolution Services Bill Graham 4143 Suicide Awareness: What to look for and what to do (repeat) Gladys Adilman	4234 Learning Business Skills Through Technology (repeat) Desiree Aragon (SkillSoft) 4235 Coaching (repeat) Paul Pasternak 4236 Assertiveness Training (repeat) Deborah White	
4:15-6:00 pm	Closing Reception		

See Page 16 for more details.

Other			
Time	1 Hour	2 Hour	All Day
8:00-9:00 am	Tea & Coffee	* No 2 Hour Sessions	* No All Day Sessions
8:30-9:30 am	Welcome Tony Knowles Plenary Session: The Courage to Change David Gouthro		
10:15-11:15 am	5111 Provincial Instructor Diploma Program Overview David Tickner		
11:30 am- 12:30 pm	5121 Athabasca University: Information Systems Master's degree program Peter Holt 5122 What CAN You COPY? Brigitte Peter-Cherneff 5123 Provincial Instructor Diploma Program Overview (repeat) David Tickner		
12:30-2:00 pm	Lunch		
2:00-3:00 pm	5131 Royal Roads University: Graduate studies opportunities Maureen Campbell		
3:15-4:15 pm	5141 University of Phoenix: Program information session Linus Anandaraj 5142 What CAN You COPY? (repeat) Brigitte Peter-Cherneff		
4:15-6:00 pm	Closing Reception		

See Page 20 for more details.

Educational Technology One-hour workshops

10:15-11:15 am

1111 Learning Manager Software

Robin Vossenaar, Systems Administrator, BCIT and Kathy Easton, LMS Coordinator, BCIT

This hands-on demonstration of the upgraded Learning Manager Software (LMS) is geared towards Trades instructors. The LMS system is used for on-line, competency-based testing. The software also has applications for testing and delivery of learning material in a web-based format.

Workshop limited to 20 participants. This session requires pre-registration.

1112 Introduction to WebCT

Michelle Kearns, Instructional Development Consultant, BCIT

A hands-on workshop to introduce the WebCT course delivery environment and the opportunities that it provides for the on-line enhancement of both classroom and distance course delivery.

Workshop limited to 20 participants. This session requires pre-registration.

1113 Learning in a Wired World: Moving beyond the course as the unit of instruction

David Porter, Executive Director, Product Development & Research, Open Learning Agency

Web-based e-learning and e-commerce applications are helping to redefine distance and distributed learning. Structured information tools and customer relationship management systems have helped to re-focus instructional development initiatives towards personalization. What is now beginning to emerge is the opportunity to implement learning systems, based on knowledge management principles, that will allow us to design the "units of learning" in a more granular fashion than in past and enable us to better service the instructional needs of all learners. The Open Learning Agency (OLA) has restructured its entire organization over the past two years,

guided by evolving technology and the innovative approaches to distance and e-learning emerging in North America and on the global scene. This session will examine some of the instructional development approaches that have been explored. Specific examples of OLA products, technologies, and operational structures will be demonstrated or discussed.

1114 Integrating Technology in the Classroom

Randy Bruce, Educational Technology, C2T2

What are you trying to accomplish in the classroom? How could the use of technology help you? What can students gain from in-class use of technology? Is IT necessary? How do you plan for integration? Where do you learn more about it? This session will give you the opportunity to explore the issues around the use of technology in the classroom.

Workshop limited to 30 participants.

11:30 am-12:30 pm

1121 On-line Content in WebCT

Bryan Fair, Educational Technologist, BCIT

This is a hands-on workshop that introduces the WebCT method of on-line content delivery. This workshop will also look at some of the advanced tools that can be used to provide interactivity and to enhance the learning experience.

Participants must have completed Introduction to WebCT in order attend this workshop. Workshop limited to 20 participants. This session requires pre-registration.

1122 3D Animation for Teaching Educational and Technical Concepts

Ken Gill, Media Producer and Computer Graphics Instructor, BCIT and Fred Schriever Instructor, Silicon Graphics Computer Animation, BCIT

Viewing 3D computer animation "motion slides" as part of a PowerPoint or web-based package can be an effective way to learn technical concepts. This powerful medium excels in showing hidden processes, slowing down or speeding as required for cognition and bridging the gap between abstract and real. Now, with reduced hardware and software costs, and on-campus expertise and facilities, 3D animation is a viable option for educators. This session profiles animations from

two pilot projects created for BCIT programs. You'll gain exposure to the realism of 3D, become aware of production resources, and learn how to do really cool stuff.

Workshop limited to 15 participants. This session requires pre-registration.

1123 E-merge: Building an online program environment for BC

Randy Bruce, Educational Technology, C2T2

The e-merge initiative is about a clicks and mortar approach to provide learner access, support, and success leading to certification, through collaborative curriculum development and learning activities. At this session you will learn the rationale, current progress, and future plans for this exciting BC post-secondary initiative.

Workshop limited to 60 participants.

1124 Learning Manager Software (repeat)

Robin Vossenaar, Systems Administrator, BCIT and Kathy Easton, LMS Coordinator, BCIT

This hands-on demonstration of the upgraded Learning Manager Software (LMS) is geared towards Trades instructors. The LMS system is used for on-line, competency-based testing. The software also has applications for testing and delivery of learning material in a web-based format.

Workshop limited to 20 participants. This session requires pre-registration.

2:00-3:00 pm

1131 Student Evaluation with WebCT

Marian Snapp, Instructional Development Consultant, BCIT

This hands-on workshop will introduce the WebCT tools that can be used to facilitate student evaluation and surveys. The session will explore the Survey/Quiz tool, self-tests and the interactive Assignment tool.

Participants must have completed Introduction to WebCT in order attend this workshop. Workshop limited to 20 participants. This session requires pre-registration.

1132 Creating Video and Audio for PowerPoint and the Web

Chris Cambon, Video and Media Producer, BCIT

Adding audio and video to PowerPoint and the Web has now become easier than ever before. Using a PowerMac G4 computer and a digital video camera, this workshop explores the technical and creative issues involved in various media formats (Web, PowerPoint, CD-ROM etc). You will gain an understanding of proper pre and post-production techniques, hardware and software requirements, and the potential and limitations of each format.

Workshop limited to 15 participants. This session requires pre-registration.

1133 Paperless Classroom

Russ Curtis, Instructor, School of Business, BCIT

Since 1996 Russ Curtis has been using the Internet in his courses as a way of replicating the modern office. His site is used to mount the course outline, lecture materials, data sets, links to other sites, and is also used to poll students regarding matters of common interest. Last fall the site had 14,508 visits from a class of 295 Financial Management students. Feedback on the site has been very positive. In this session Russ will share his Web site development experiences. You will also get the opportunity to begin development of a site of your own.

Workshop limited to 30 participants. This session requires pre-registration.

3:15-4:15 pm

1141 WebCT Tips and Tricks

Bryan Fair, Educational Technologist, BCIT, and Michelle Kearns, Instructional Development Consultant, BCIT

This workshop is for experienced WebCT instructors. It will give you an opportunity to explore some of WebCT's advanced interactive tools and learn a few short cuts and tips for their use. Using BCIT's on-line course review checklist, you will learn how to review courses with a critical eye, and you will explore opportunities for enhancing your courses with the advanced tools.

Workshop limited to 20 participants. This session requires pre-registration.

Continued next page...

1142 An Introduction to LabVIEW

Rainer Beyleveldt, Professional Engineer,
President of L5 Systems Inc.

For more than a decade now there has been a revolution going on in the areas of measurement and automation for PC systems. One of the primary forces driving this revolution has been National Instruments. With their flagship software product LabVIEW, they have steadily advanced PC Instrumentation. What makes LabVIEW special is its novel approach to application programming. Using a model of data flow programming as its paradigm, this application environment is capable of giving technical people the ability to create sophisticated systems. This session will give you an overview of LabVIEW and how it can be used to create automation systems, and will also include an introduction to dataflow programming.

Workshop limited to 60 participants.

1143 Talking to Your Computer

David Hamilton, Instructor, BCIT

Low-cost speech-recognition programs such as Dragon Naturally Speaking allow users to dictate text directly into computer documents and to control computer operation by voice. While still in their early stages, such systems promise widespread applications in the future. This session is an introduction to speech recognition software: what's available, how it works, and some of its potential applications.

Workshop limited to 30 participants.

Educational Technology Two-hour workshops

10:15 am - 12:30 am

1211 Introduction to Adobe Photoshop

Tanya Kucey, TeamWeb, BCIT

This hands-on session is an introduction to creating and modifying graphics with Adobe Photoshop.

Workshop limited to 20 participants. This session requires pre-registration.

1212 Using PowerPoint to Enhance Learning (Beginner)

TBA

This workshop uses a hands-on approach to introduce the basic concepts involved in designing overheads and handouts for classroom instruction. At the conclusion of this workshop, you will be able to create slides with text, bullets, and graphics; select, move and resize objects; change text attributes and apply templates to overheads; apply design layout rules to overheads; print outlines, slides, note pages, and student handouts.

Workshop limited to 25 participants. This session requires pre-registration.

1213 Online Facilitation: Tips and techniques

Mary Wilson, Instructional Development Consultant, BCIT

How do you encourage meaningful dialogue among your students in an online environment? Do you want to know how to manage online discussions more effectively? What about managing your time as an online facilitator? For answers to these questions, come to this session to see and hear what your colleagues are doing when it comes to facilitating students online. This session will provide you with an opportunity to see a showcase of BCIT online courses. You will also have an opportunity to ask questions, share ideas, and discuss issues surrounding online facilitation with a panel of BCIT online instructors.

2:00-4:15 pm

1231 BCIT Web Standards

Brandon Bell and Jasmit Chilana, TeamWeb, BCIT

BCIT TeamWeb supports and promotes Web publishing at BCIT by coordinating all BCIT Web initiatives, developing and supporting the BCIT Web site, facilitating implementation of new Web services and products, and creating Web standards. This session is an overview of Web page design using BCIT criteria and templates.

Workshop limited to 30 participants.

1232 Using PowerPoint to Enhance Learning (Intermediate)

TBA

You know the basics, now focus on adding graphics, animation, transitions and sound to your PowerPoint presentation. During this hands-on workshop you will create your own presentation and learn how to utilize it for Web delivery.

Workshop limited to 25 participants. This session requires pre-registration.

1233 Using CorelDRAW, PhotoShop and Photopaint

Eric Hiob, Mathematics Instructor, BCIT and Ken Zupan, Graphic Artist, BCIT

Have you got a photograph you'd like to use in a handout but it needs touching up a bit? Would you like to draw some diagrams to include in a PowerPoint presentation but you don't know where to begin? This hands-on workshop is an introduction to using CorelDRAW to create vector drawings and Photoshop and Photopaint to edit photographs. Bring your drawings or photos along and Eric and Ken will help you transform them.

Workshop limited to 30 participants.

1234 WebCT, Banner and Pipeline

Gary Lake, Manager, Banner Support Group, BCIT; Danni Petrotti, WebCT Account Executive; Chris Litrelle, SCT Campus Pipeline; Allan Hicks, Senior Systems Analyst, Okanagan University College.

This session is an overview to the planned implementation of Campus Pipeline and its relationship to Banner and WebCT. During the first hour, representatives of Campus Pipeline, WebCT and Banner will provide a framework of how these three products integrate campus services and processes. The second hour will provide a brief summary of the BCIT Campus Pipeline Visioning Session and an opportunity for questions and discussion with the panel.

Educational Technology All day sessions

1411 Mobile Computing

Jennifer Bolt, Acadia University; Don Aldridge, IBM Canada; and representatives from Sheridan College.

What is mobile computing? How do we implement it? How will it change the way we work and interact with students? This panel session will explore these questions and more. Jennifer Bolt of Acadia University and representatives from Sheridan College will discuss how their institutions have implemented mobile computing. Don Aldridge of IBM will explore the exciting possibilities of a mobile environment from a technical perspective. The session will include plenty of time for questions and answers.

1412 Graphic Design Basics

Nancy Lyn, Graphic Designer and VCC Instructor

Layout and design are key components of effective handouts and overheads. An inappropriate layout or confusing design can muddy your message and confuse the student. This session is an overview of design basics that will enable you to create more attractive, eye-catching layouts that are easy to read and understand. You'll learn about elements and principles of design, typography, multi-page layouts, the grid, and using colour.

Workshop limited to 30 participants.

Leadership One-hour workshops

10:15-11:15 am

2111 Policy 5410 Student Evaluation: How will the new changes affect you?

Val Karpinsky, Registrar, BCIT and Patrick Muldoon, Chief Instructor, Electronics, BCIT

Policy 5410 is undergoing changes to produce a policy that more accurately describes the ways in which BCIT carries out the business of student evaluation. The changes should provide the flexibility required to cover the broad diversity of programs delivered at BCIT, each with their own unique evaluation challenges and requirements. The goal of this session is to give you a broader understanding of the issues surrounding the policy and its impact on the various educational groupings of the BCIT community.

11:30 am-12:30 pm

2121 Dancing with the Devil: Developing technology based teaching

Tony Bates, Director, Distance Education and Technology, UBC

Implementing new technology in education requires more than simply buying new computers and establishing a Web site. The successful use of technology for teaching demands major changes in education and organizational culture. Drawing from research and best practice case studies—as well as his thirty years of experience in using technology in education—Tony will focus on key issues such as essential strategies for managing change to ensure successful use of technology, how to win faculty support for teaching with technology, and effective procedures for funding new technology-based systems.

✓ **2:00-3:00 pm**

2131 Team Building Strategies: A case study

Nancy Paris-Seeley, Director, Health Technology Research Group, BCIT Technology Centre

Team building is one key success factor in the growth of any organization. The Health Applied Research and Development Program of the BCIT Technology Centre has grown considerably since it began in 1990. It now involves a team of core professional staff and faculty members throughout the Institute, as well as other groups both internal and external to BCIT. This growth has been aided through various formal and informal team-building activities and through the adoption of team-oriented strategies. Some of the practical activities and strategies employed by this group include a team approach to project management, developing a strength deployment inventory, providing 360-performance feedback, and organizing team social activities. This session will involve an initial presentation on team building concepts followed by a case study of the Health Technology Research Group. You will then be given an opportunity to participate in a team building exercise that you can take back to your department for further discussion.

Workshop limited to 30 participants.

Leadership Two-hour workshops

10:15 am - 12:30 am

2211 Profit and Cash

Ian Berry, Senior Partner, Berrant Group

This session teaches the basics of financial management in an interactive, highly retentive and, believe it or not, fun environment! Profit and Cash is a board game in which players learn about financial terms, balance sheets and income statements, profitability, solvency and cash on hand, and the financial components of running a successful business.

Workshop limited to 12 participants. This session requires pre-registration.

2212 Project Planning Tools

Grant Penner, Senior Partner, Berrant Group

This workshop will provide you with three key tools to help a project team initiate a project plan. These tools can be used to gather team members' ideas and knowledge of what needs to be done in the project, ensure all the tasks have been identified, and ensure all tasks are sequenced in order of dependency.

Workshop limited to 15 participants. This session requires pre-registration.

2213 Showdown at Generation Gap

Diane Fru, RDF Management Limited

For the next three decades two generations—baby boomers and Generation Xers—will be working together on the job. Each generation sees the world differently and has different frames of perspective and reference. Using the video of the same name, this workshop introduces differences, perceptions and expectations of the two groups. Discussion topics will include the following: clarification of what is meant by “Generation X,” who are we talking about anyway; top ten things that managers do that drive Gen Xers crazy; strategies for each generation to better work together; and how to better lead Gen X—here's what they want.

2214 Administrative Survival: Lessons from the lands of the beaver and the armadillo

Louise Routledge, Math Program Head and Instructional Development Committee Chair, BCIT and Brenda Steuer, Associate Dean, Health Occupations and Kinesiology, North Harris College, Texas

Two survivors (so far!!) from very different geographic regions, administrative backgrounds, and program areas, will provide tips for administrative survival. This session will help you gain insights into how you can improve the quality of your administrative life by better utilizing processes, and communication, motivation and conflict resolution skills. Louise and Brenda will share concrete examples in each of these areas. You will have the opportunity to play a new interactive board game (devised by Louise and Brenda) called “SURVIVE for Administrators” that will test/communicate lessons learned and reward you (or not!!) for utilizing successful survival tips.

✓2215 The Leadership Challenge: Building effective teams

Ute Philips, Philips Consulting

Today's organizations are no longer just paying lip service to the old adage “our people are our greatest asset” but are actively engaged in creating and building effective and productive teams that fulfill the goals of the organization and provide personal satisfaction to individuals. These teams require innovative leadership based, not on the traditional hierarchical structure of power and authority, but rather founded in an open, communicative environment underpinned by common values, mutual respect and a desire to succeed together. This session is designed to create an awareness of the challenges of leadership in terms of building effective teams, meeting the goals of your organization, understanding your personal effectiveness, and identifying areas of growth.

Workshop limited to 30 participants.

2216 Cons in the Workplace: Early identification strategies

Dr. Richard A. Bradshaw, Psychologist

Over-controlling, manipulative, undermining individuals can destroy productivity, kill morale, and discourage innovation. That's why it's so important to identify these people early to minimize the damage they can do to you and your work group. This session looks at the common characteristics of “cons,” their strategies, and how to defend yourself against them at work.

Continued next page...

2:00-4:15 pm**2231 Employee Recognition, But Not the Program****Diane Fru, RDF Management Limited**

One of today's major initiatives in workplaces is centred on employee recognition. There are a lot of resources and tips for designing and implementing an employee recognition program, but this workshop looks at creating an employee recognition culture. In this workshop you will look at the first steps you need to take toward that new recognition culture, and will examine FISH, not as a source of protein, but as an inspiration of a supportive workplace. Recognition is not only one of the building blocks of commitment, but is also the 18th strategy in employee retention. Join us for this upbeat, fun workshop; come prepared to throw FISH.

2232 The Executive as Coach: Building the business case for coaching**Cheryl Smith, Leadership Coach**

As organizations deal with a changing workplace, retaining and attracting talented staff will remain a high priority. Employees who can make decisions, invent solutions to problems, take initiative, and who are accountable for results are needed. Coaching is now generally recognized as the most powerful tool for use in developing staff. Coaching can also be described as participative leadership. For leaders who have never been on the receiving end of good coaching or who have not been introduced to coaching as a methodology for creating results and developing others, this can be confusing. This workshop will preview an executive coaching model and approach to staff development that leaders can take away and put to use immediately.

*Workshop limited to 30 participants.***2233 Preventing and Managing Incidents of Workplace Violence: Employee education****Dr. Stephen D. Hart, ProActive ReSolutions Inc.**

As part of the legal and moral obligations to maintain safe and healthy workplaces for their employees, employers must take reasonable steps to ensure that employees are safe from risks of violence in the workplace. This session covers

essential information to help you contribute to the prevention of violence, and effectively manage incidents that cannot be prevented. You will also acquire the information necessary to effectively educate employees as to what constitutes workplace violence, who might commit such acts, why they occur, the warning signs to look for, and what to do when faced with violence.

*Workshop limited to 60 participants.***2234 Patience Be Damned: I'm going out to make something happen! (Career Management)****Dr. Richard A. Bradshaw, Psychologist**

Career management in the new millennium includes proposal writing, contract negotiation, project management, and entrepreneurship. This session examines strategies for proactive portfolio preparation and submission, and the three or four most helpful multimedia resources for mid-life career planning.

*Workshop limited to 60 participants.***✓2235 Transforming Conflict in the Workplace****Richard Hart, Lawyer/Mediator and Director of ProActive ReSolutions Inc.**

This session is an overview of TJA Workplace Conferencing as a process for transforming negative relationships and addressing negative behaviour in the workplace. You will examine how conflicts arise, why you need to deal with conflicts, and what your options are in responding to conflicts.

*Workshop limited to 60 participants.***2236 Profit and Cash (repeat)****Ian Berry, Senior Partner, Berrant Group**

This session teaches the basics of financial management in an interactive, highly retentive and, believe it or not, fun environment! Profit and Cash is a board game in which players learn about financial terms, balance sheets and income statements, profitability, solvency and cash on hand, and the financial components of running a successful business.

Workshop limited to 12 participants. This session requires pre-registration.

2237 Project Planning Tools (repeat)

Grant Penner, Senior Partner, Berrant Group

This workshop will provide you with three key tools to help a project team initiate a project plan. These tools can be used to gather team members' ideas and knowledge of what needs to be done in the project, ensure all the tasks have been identified, and ensure all tasks are sequenced in order of dependency.

Workshop limited to 15 participants. This session requires pre-registration.

Learning Strategies

One-hour workshops

10:15-11:15 am**3111 Significant Trends in the Future of Instructional Development in Higher Education**

Gary Poole, Director, Centre for Teaching and Academic Growth, UBC

The history of higher education has no shortage of people who have predicted sweeping change, only to discover that things carried on with business as usual. At the risk of joining that list of people, Gary suggests that now we are experiencing sweeping change in the way we teach and the ways our students learn. This session will explore three major dimensions along which these changes are occurring: fundamental pedagogy, the use of technology, and faculty accountability.

Workshop limited to 60 participants.

11:30 am-12:30 pm**3121 Active Learning: How to get and hold their attention**

Judy Wilbee, Professional Development Coordinator, C2T2

In this interactive session you will share active learning strategies you are currently using, as well as identify a number of new techniques that can be applied to a variety of classroom situations. A model for motivating students will be presented and discussed with a goal of having teachers become more conscious of the instructional strategy they use in any given situation.

Workshop limited to 30 participants.

2:00-3:00 pm**3131 Classroom Management: Dealing with disruptive students**

Patrick Muldoon, Chief Instructor, Electronics, BCIT

Sometimes a stern look or direct request does not elicit the anticipated response from a student whose behaviour has begun to have a negative affect on the classroom. Learning what support BCIT offers in the form of policies and procedures may make a difference in how you respond in this type of situation. In this session you'll gain a working knowledge of the Student Conduct Policy, as well as pertinent sections of the Harassment and Discrimination Policy.

3:15-4:15 pm**3141 Meeting the Needs of ESL Learners in BCIT Full-time Programs: What works?**

Panel moderated by Andrea Matthews, Coordinator, Pre-Entry Communication, BCIT

In this moderated discussion you will examine practical methods and resources to help facilitate the learning of ESL students in full-time programs. Pre-Entry Communication program instructors and the coordinator of the new English Language Training project will be on hand to answer questions and share their insights into the needs of ESL learners at BCIT. A brief overview of relevant second language acquisition theory and a list of resources will be provided.

Learning Strategies

Two-hour workshops

10:15 am - 12:30 am

3211 Teaching and Learning with the Brain in Mind, Part 1

Bob Aitken, Education Consultant

Why are emotions and memory so closely tied together? What happens to the brain when we put drugs into our body? How can we create a brain-friendly curriculum and environment in our classes? This session will examine these questions and look at ways to teach classes so that students learn in a mindful way, rather than using the trivial pursuit model of education. You'll discuss methods to help your students not only do well in your courses, but also understand and apply the concepts for the rest of their lives. Although this is part one of a two part series, these are stand-alone sessions: participants can attend either one or both workshops.

3212 Internationalizing Learning, Assignment by Assignment

Tom Whalley, Instructor, Douglas College

This workshop will be of interest to faculty who wish to internationalize their curriculum and/or develop more inclusive curriculum. It introduces the practice of internationalizing learning through creating activities that integrate learners of different cultural backgrounds. Called "linked assignments," these activities are a pedagogical strategy for achieving international learning outcomes, particularly intercultural communication skills-related outcomes, by integrating them into existing course assignments. You can expect to examine a number of case studies of the use of these assignments in a variety of disciplines and, time permitting, to begin designing linked assignments of your own. You are encouraged to develop and field-test assignments of your own and commit to adding to the case studies available.

Workshop limited to 30 participants.

3213 EQ vs. IQ

Dr. Jane Promnitz, Teaching and Learning Consultant

Emotional Intelligence is the capacity to recognize our own feelings and those of others, to motivate ourselves, and to manage emotions well in ourselves and in our relationships (Dan Goleman, 1998). Having a high IQ is no guarantee for success in life. In contrast, people with a high EQ are comfortable with themselves, others and the social universe in which they live. Some of the most requested skills by employers are exactly those described by EQ. In this session you'll learn ways to nurture the development of students' emotional skills—skills that will help students succeed in school and in the world—skills that will last a lifetime.

Workshop limited to 30 participants.

3214 Marking Students Work for English When English Ain't Your Subject

Linda Pashka, Instructor and Curriculum Program Head, Communications Department, BCIT

When a student's written work shows weaknesses in language, grammar, mechanics, style, structure, or content, how can instructors who are not Communication specialists use marking as a teaching/learning tool? This session is designed to give instructors who are not communications specialists, strategies for marking students' work for English.

Workshop limited to 60 participants.

2:00-4:15 pm

3231 Teaching and Learning with the Brain in Mind, Part 2

Bob Aitken, Education Consultant

How much of our intelligence is a result of nature and what role does nurturing play in intelligence? What are the implications of Howard Gardner's 9 Multiple Intelligences for instruction at BCIT? Why is a person's EQ (Emotional Intelligence) four times as accurate in predicting the person's success in life as the IQ? How can we help students to increase their emotional intelligence and be more successful on the job? What happens to intelligence as we age? How can we as adults maintain peak mental ability for as long as we live? How do nutrition, exercise, heredity, stress, friendships and other factors affect our mental

acuity? In this session you'll discuss how to design instruction so that students develop their emotional intelligence as well as their academic skills. You'll also look at how to create environments that are optimum for learning. Although this is part two of a two part series, this is a stand-alone session. You do not need to attend part one to participate in this workshop.

3232 The Tutorial Process in Problem-Based Learning (PBL)

Kareen McCaughan, Program Director, Centre for Distance Education, SFU and Selma Whiteside, Nursing Faculty, BCIT

The role of the tutor in a problem-based learning activity is a critical component of the PBL process. However, many faculty members are often unprepared for the unique demands of this role, as it differs significantly from traditional teaching behaviours. This workshop will appeal to instructors who understand the basics of problem-based learning and wish to experiment with the development of new student interaction skills.

Workshop limited to 30 participants.

3233 Characteristics of Effective Library Assignments

Tony O Kelly and Merilee MacKinnon, Librarians, BCIT

The ability to research efficiently and effectively is an important skill for students as they head out into the workforce. Well-designed course-related library assignments are an effective way to introduce students to library assignments. Good assignments ensure that students have a positive library experience, and reinforce library use as a means of lifelong learning. This workshop is intended to assist instructors developing information literacy and writing assignment skills.

Workshop limited to 30 participants.

3234 Teams that Work

Lorraine Robson, Instructor, BCIT

This workshop will focus on activities that help student teams (and other workplace teams) work effectively. Team skills consistently appear in the top three abilities that employers most value. If you wish to create an enriched learning environment for your students (or if you'd like to improve your own team skills), this workshop is for you. The approach discussed in this session

allows faculty to “layer” team skills training over existing course content, so you can integrate team skills with your current learning outcomes. Ideally, participants will sign up with one or more colleagues from their teaching or work area so that they can work together to integrate team skills into their courses and program. Students gain increased skills and opportunities to practice when more than one of their instructors is using the team approach.

Workshop limited to 30 participants.

Learning Strategies All day sessions

3411 Assessment that Approaches Reality:

Introduction to authentic assessment

Pat Pattison, Educational Consulting Associates

As instructors move to make their courses and programs more relevant to what students will do after school, the challenge is often how to implement assessment and evaluation strategies that make sense for both the support of student learning, and verify competence. This workshop will equip you with the tools to create “authentic” assessments that are both consistent with your educational objectives and defensible.

Workshop limited to 30 participants. This session requires pre-registration.

Building a Healthy Workforce

One-hour workshops

10:15-11:15 am

4111 Ergo Tips for the Person in the Driver's Seat:

Ergonomics and the healthy workforce

Brenda DeJong, WorkWell Consulting

Building a healthy workforce through ergonomics requires a marriage between the workplace or work environment and the person doing the work. We spend a large part of our day at work and often times come home to perform very similar "physical tasks"—be they hobbies, watching TV, reading or simply firing up the computer to answer emails. People need to be able to understand two things well: they need to understand their body and become receptive to their body's signals, and they need to understand how to arrange their work or work environment to accommodate their own individual needs. The first thing we do when we get into the driver's seat of a new car is to adjust the car seating. Then we adjust the mirrors and if we are able to, tilt the wheel and bring it closer. Once the radio is tuned to our favorite station we take off. Coming to work should be the same as getting into the driver's seat of a new car. This includes knowing when to stop and get out of the car. In this session you will learn how to adjust your work environment to your individual needs, and how to tune in to your body's need to change position and move.

Workshop limited to 60 participants.

4112 When the Fun Goes Out of Gambling

Trish Reddy, Problem Gambling Clinical Counsellor

Four percent of the general population experiences a problem with gambling. Each problem gambler negatively affects 10 to 15 others—in their classroom, workplace, social environment, and/or at home. Youth are currently the highest risk category for developing a gambling problem. This session will examine the prevalence, causes, indicators, consequences, and services available to those affected by this addiction.

Workshop limited to 60 participants.

11:30 am-12:30 pm

4121 Customer Service: It's everybody's business

Anne Glover

Thinking about customer service has changed dramatically in the last few years. Perhaps the most important change is the realization that "Customer Service" is not just a department in an organization, but that it is an issue that affects everything the organization does, from marketing to product development, communications, quality control, billing, shipping, receiving, and on and on. Customer service needs to become the responsibility of everyone in the organization; decisions and processes have to be made with the customers' interests in mind. The commitment to service needs to permeate throughout the entire organization from top to bottom and across all departments. This session will look at what you can do to improve your own customer service skills and the service offered by your department.

4122 Suicide Awareness: What to look for and what to do

Gladys Adilman, Senior Mental Health Worker, SAFER Suicide Attempt Counselling, Vancouver Community Mental Health Services

This workshop will enable you to identify the signs and symptoms of suicidal behaviour and will help you to effectively intervene. Learn about myths, assessment, how to approach someone in a suicidal crisis, and how to refer.

Workshop limited to 60 participants.

2:00-3:00 pm

4131 Meeting Metamorphosis

Gretchen Quiring, Instructor, Communications, BCIT

Come to Meeting Metamorphosis to magically transform your meetings from deadly marathons to efficient sprints. Okay, this might be a little utopian, but maybe you do need a better understanding of how bad meetings happen to good people. Maybe you've discovered that an agenda alone isn't a cure-all for meeting ills. Maybe you've never heard of an agenda. Maybe you're a veteran cynic who has long given up hope of that elusive ideal, "The Painless Meeting." Whatever your meeting woes, come transform them! You'll get tailored solutions, and you'll get

to act out the good, the bad, and the ugly of meeting scenarios. (Note: Participants won't be embarrassed or intimidated!) You have nothing to lose but bad meetings. And remember, if you're not part of the solution, maybe you're sleeping through the problem.

Workshop limited to 30 participants.

4132 Customer Service: It's everybody's business (repeat)

Anne Glover

Thinking about customer service has changed dramatically in the last few years. Perhaps the most important change is the realization that "Customer Service" is not just a department in an organization, but that it is an issue that affects everything the organization does, from marketing to product development, communications, quality control, billing, shipping, receiving, and on and on. Customer service needs to become the responsibility of everyone in the organization; decisions and processes have to be made with the customers' interests in mind. The commitment to service needs to permeate throughout the entire organization from top to bottom and across all departments. This session will look at what you can do to improve your own customer service skills and the service offered by your department.

4133 When the Fun Goes Out of Gambling (repeat)

Trish Reddy, Problem Gambling Clinical Counsellor

Four percent of the general population experiences a problem with gambling. Each problem gambler negatively affects 10 to 15 others—in their classroom, workplace, social environment, and/or at home. Youth are currently the highest risk category for developing a gambling problem. This session will examine the prevalence, causes, indicators, consequences, and services available to those affected by this addiction.

Workshop limited to 60 participants.

3:15-4:15 pm

4141 Fitness in the Workplace: Motivation strategies

Rose Jack

Not only is getting regular exercise important for your health, it can dramatically improve your energy level and your general outlook on life. This session will explore the benefits of exercise, how it can improve the quality of your workday, and how it can be used to motivate your staff. You'll learn strategies to help get you on track with a regular exercise program—and then help you stay on track. You'll also learn some simple, effective exercises that you can do at your desk. Rose will also discuss the different BCIT Fit Pit programs available to faculty and staff.

4142 Campus Mediation and Conflict Resolution Services

Bill Graham, Harassment Advisor, BCIT

Conflict can be viewed as either a destructive force to be avoided or as a dynamic tension and an opportunity to learn more about our colleagues and ourselves. Conflict resolution can be a process of discovery or it can be a rigid application of power for its own sake. BCIT has implemented a campus-wide service to assist staff, faculty and students to deal with conflict in ways that focus on effective strategies for achieving the most satisfactory outcomes that are available. This interactive session will explore the reasons behind the decision to implement a campus mediation and conflict resolution service, and how to access that service. Certain principles of mediation and conflict resolution will also be discussed for their applicability in our educational environment.

Workshop limited to 60 participants.

Continued next page...

4143 Suicide Awareness: What to look for and what to do (repeat)

Gladys Adilman, Senior Mental Health Worker, SAFER
Suicide Attempt Counselling, Vancouver Community
Mental Health Services

This workshop will enable you to identify the signs and symptoms of suicidal behaviour and will help you to effectively intervene. Learn about myths, assessment, how to approach someone in a suicidal crisis, and how to refer.

Workshop limited to 60 participants.

Building a Healthy Workforce Two-hour workshops

10:15 am - 12:30 am

4211 Learning Business Skills Through Technology

Desiree Aragon, Western Canadian Account Consultant,
SkillSoft

Addressing the question, "Can you teach soft skills through technology?" this workshop explores the instructional design and demonstrates the interactivity within a SkillSoft course. This is an interactive session that will allow questions as well as hands on experience.

Workshop limited to 30 participants. This session requires pre-registration.

4212 Balancing Work and Life

Ann Brindle, Certified Professional Coach and Facilitator

Everyday millions of people juggle work and personal obligations to try and maintain balance in their lives. Balance is a word that is much used in our society: "Just get your life in balance and somehow everything will be okay." Plus, we often set work and our personal life against each other. But what is balance? Balance is not something you can go out and buy at the store or something you can reach out and touch. Balance is fluid and ever changing—a work in progress. Balance is about making wise choices and spending time on what you value. Your life cannot be integrated unless your personal and professional life reflects your values: in other words, those things that fuel

you with enthusiasm and passion. Once we know what we value we can use our values as one tool to make choices regarding balance and improving the quality of our lives. During this session you will have the opportunity to work through some tools and have interactive discussions that will enable you to connect to what's important to you.

Workshop limited to 30 participants.

4213 A Practical Prejudice Reduction Method: UBC's witness empowerment approach and the Anti-racism Response Training (ART)

Ishu Ishiyama, Associate Professor, UBC

This session is an introduction to the Anti-racism Response Training (ART) method, a witness-centred approach to prejudice reduction. This group-based social skills training is designed to empower bystanders, who tend to be passive and self-silenced. The training helps expand their repertoire of responses to interpersonal situations of racial discrimination, and then inequitable treatment. Through this training, ART participants increase their awareness of racial and ethnic discrimination, and their readiness to respond with a wide range of simple anti-racist responses and sentence stems. It also attempts to raise their ethical commitment to organizational and societal maturation. The workshop includes a discussion of ART's training format, procedures, teaching materials, and goals. The individual and institutional ethical responsibility and moral development will be explored in the light of the active witnessing model. The session will also explore its practical application, social-ethical implications, and future research possibilities.

Workshop limited to 30 participants.

4214 Jest for the Hell(th) of It: The role of laughter and humour in the workplace

Chris Johnson (a.k.a. Dr. Laugh)

This session is guaranteed to make you laugh. Chris believes that the workplace need not and should not be devoid of humour. In this workshop he will give you permission to lighten up, chill out, get a life, flex the chuckle muscle and relieve your humouroids!

4215 Communicating with Distraught Students

Fiona Murphy, Counsellor

Instructors are sometimes faced with students under a great deal of stress from personal problems. These problems can be exacerbated, or sometimes masked, by academic concerns. This type of situation can pose challenges for the instructor and require that some difficult decisions be made. In this workshop you will discuss signs to be aware of that may show that a student is dealing with depression; how to talk to a student whose academic work may be directly affected by symptoms of depression; what to expect academically from a student who tells you he or she is clinically depressed; how to handle students who demonstrate erratic classroom behaviour (e.g. outbursts of unprovoked aggression); what your responsibility is to a student that states he or she is suicidal; and how to support a student who has suffered a major loss, and whose academic work appears to be suffering as a result.

Workshop limited to 30 participants.

4216 Coaching

Paul Pasternak, Executive and Personal Coach

Imagine yourself working more effectively and getting more enjoyment from what you are doing. Cutting edge coaching techniques will give you a powerful advantage in your ability to manage and work with people. Instructors, managers and staff will have an opportunity to learn how to use proven coaching techniques. Coaching, a powerful process of questioning and dialogue, is augmenting and replacing the traditional, more directive models of managing, teaching and training, with powerful results. Through hands-on coaching experience, expert feedback and dynamic discussions you will gain valuable coaching skills you can use to improve the performance of colleagues, students and staff. Learn how to manage your own opinions and biases so you can listen more effectively. Understand how to use powerful questions to elicit information crucial to overcoming work and learning challenges. Learn effective strategies for introducing coaching to your workplace, management team and classroom. Coaching will make your work simpler and easier, giving you more energy to focus on what matters most to you and your organization.

Workshop limited to 18 participants. This session requires pre-registration.

4217 Assertiveness Training

Deborah White, Trainer, Justice Institute Centre for Conflict Resolution

Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict or standing firm under pressure, the ability to assert yourself is crucial to being able to reach outcomes that work for you. When in conflict situations, it can be especially difficult to maintain an assertive stance rather than over-reacting or selling yourself short. This workshop will address assertiveness in a variety of challenging situations and will give you opportunities to practice improving and maintaining an assertive style under pressure.

Workshop limited to 30 participants.

4218 Understanding Conflicts and Disputes: A conceptual framework

Richard Hart, Lawyer/Mediator and Director of ProActive ReSolutions Inc.

This is a general introduction to conflicts and disputes. The session introduces a conceptual framework for assessing and responding to conflicts and disputes in the workplace.

Workshop limited to 60 participants.

2:00-4:15 pm

4231 BackLogic: Practical injury prevention

Judy Brooks, BodyLogic Health Management

BackLogic is a well-rounded back injury prevention program that introduces "healthy back" concepts. This interactive session is designed to enable you to better understand how to effectively and efficiently utilize correct body mechanics. You will learn basic information on muscle function and prevention principles, tips on applying these principles to worksite specific functions, and corrective tools.

Workshop limited to 30 participants.

Continued next page...

4232 The Internet, the Dangers, and Your Family

Bruce Headridge, Detective, Organized Crime Agency of BC

This session examines the dark side of the Internet and the negative influences that may affect children and families. You will learn about what you can do to prevent problems in your home, and behaviours that may indicate that a problem exists.

4233 Facing the Panel: Tips and tools for a successful panel interview

Susie Franzke, Manager, Staffing and Systems, BCIT

For many, the idea of being interviewed by a selection committee is intimidating and stressful. In this session you will learn how to prepare for a panel interview. You'll also get an opportunity to practice your interview skills with role-plays.

Workshop limited to 20 participants.

4234 Learning Business Skills Through Technology (repeat)

Desiree Aragon (Western Canadian Account Consultant, SkillSoft)

Addressing the question, "Can you teach soft skills through technology?" this workshop explores the instructional design and demonstrates the interactivity within a SkillSoft course. This is an interactive session that will allow questions as well as hands on experience.

Workshop limited to 30 participants. This session requires pre-registration.

4235 Coaching (repeat)

Paul Pasternak, Executive and Personal Coach

Imagine yourself working more effectively and getting more enjoyment from what you are doing. Cutting edge coaching techniques will give you a powerful advantage in your ability to manage and work with people. Instructors, managers and staff will have an opportunity to learn how to use proven coaching techniques. Coaching, a powerful process of questioning and dialogue, is augmenting and replacing the traditional, more directive models of managing, teaching and training, with powerful results. Through hands-on coaching experience, expert feedback and dynamic discussions you will gain valuable coaching skills you can use to improve the

performance of colleagues, students and staff. Learn how to manage your own opinions and biases so you can listen more effectively. Understand how to use powerful questions to elicit information crucial to overcoming work and learning challenges. Learn effective strategies for introducing coaching to your workplace, management team and classroom. Coaching will make your work simpler and easier, giving you more energy to focus on what matters most to you and your organization.

Workshop limited to 18 participants. This session requires pre-registration.

4236 Assertiveness Training (repeat)

Deborah White (Trainer, Justice Institute Centre for Conflict Resolution)

Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict or standing firm under pressure, the ability to assert yourself is crucial to being able to reach outcomes that work for you. When in conflict situations, it can be especially difficult to maintain an assertive stance rather than over-reacting or selling yourself short. This workshop will address assertiveness in a variety of challenging situations and will give you opportunities to practice improving and maintaining an assertive style under pressure.

Workshop limited to 30 participants.

Other One-hour workshops

10:15-11:15 am

5111 Provincial Instructor Program Overview

David Tickner, VCC

David will provide a general overview of the program and answer any questions instructors may have on how to complete remaining requirements.

11:30 am-12:30 pm**5121 Athabasca University: Information Systems Master's degree program**

Dr. Peter Holt, Director, Centre for Computing and Information Systems, Athabasca University

The Centre for Computing and Information Systems (CCIS) at Athabasca University delivers a number of computing credentials: including a one year certificate, a two year diploma, a three year degree, a four year degree and a Masters. All courses include electronic study guides and computer conferencing. This session will give a brief overview of the ongoing development with Java and XML of the electronic delivery system. Research, course delivery, and course content are often closely related in Athabasca's system. The session will introduce Athabasca's new curriculum for the Master in Information Systems within that context.

5122 What CAN You COPY?

Brigitte Peter-Cherneff, Institute Librarian

This session is an overview of the benefits and restrictions of BCIT's CanCopy license agreement; current copyright issues as they relate to education, and a review of digital copyright do's and don'ts. Copies of current forms and copyright handbooks will be available at the session.

Workshop limited to 60 participants.

5123 Provincial Instructor Program Overview (repeat)

David Tickner, VCC

David will provide a general overview of the program and answer any questions instructors may have on how to complete remaining requirements.

2:00-3:00 pm**5131 Royal Roads University Graduate Studies Opportunities**

Maureen Campbell

This is a general information session on the graduate program opportunities available through Royal Roads University.

3:15-4:15 pm**5141 University of Phoenix Program Information**

Linus Anandaraj, Corporate Liaison, University of Phoenix

This is a general information session on the programs offered through the University of Phoenix.

5142 What CAN You COPY? (repeat)

Brigitte Peter-Cherneff, Institute Librarian

This session is an overview of the benefits and restrictions of BCIT's CanCopy license agreement; current copyright issues as they relate to education, and a review of digital copyright do's and don'ts. Copies of current forms and copyright handbooks will be available at the session.

Workshop limited to 60 participants.

Information Booths

The following institutions and departments will have information booths set up throughout the day:

- Athabasca University
- Royal Roads University
- University of Phoenix
- Disability Resource Centre, BCIT
- Media Works, BCIT
- Office of the Registrar, BCIT (lunch time only)

BCIT Professional Development Day

April 25, 2001

Workshop Registration

For sessions requiring pre-registration



This registration form is for those PD Day workshops that require pre-registration.

You do not need to register for a session unless pre-registration is noted in the workshop description.

If you wish to participate in sessions requiring pre-registration you must register by **April 12, 2001**.

There are a few ways to register:

- Complete this registration form and return to Cristina Toso in Human Resources
- Fax your registration form to **434-8462**, attention Cristina Toso
- Register by telephone at **432-8333**

Registrations will be accepted in the order in which they are received. You will be sent an e-mail confirming successful registration. If, however, the session(s) you have requested are full, you will be contacted by telephone so that you can select an alternate session.

Please check Lotus Notes Announcements for up-to-date workshop availability.

Name:		
	FIRST	LAST
Department:		E-mail:
Position:		Phone Number:

Session Number:	Session/Workshop Title: