



NOVA SCOTIA CAREER DEVELOPMENT ASSOCIATION

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NEWSLETTER | WINTER 2018



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CM

CASE
MANAGEMENT
SPECIALIZATION

NSCDA
NOVA SCOTIA
Career Development Association

The NSCDA Newsletter is published by the Nova Scotia Career Development Association, an inclusive not-for-profit organization that provides strategic leadership to Nova Scotia professionals in career development.

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Did you hear?



- Modules 1 and 2 for Case Management Specialization are on the HUB.
- The next CCDP exam will be in May or June 2018.
- All HUB materials are currently being developed in JAWS-friendly formats, and translated into French.
- If you enroll in Case Management Specialization before May 31 you'll save \$300.
- The 20th Annual Conference is scheduled for Sept. 19 - 21, 2018 at Old Orchard Inn.
- The NSCDA now has 402 members.
- Job Developers Training will be introduced later this year.
- An Indigenous Module for Case Management is being developed.

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Management Specialization



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What I'm Reading!

I attended Cannexus this year in Ottawa and was struck by how many conversations and presentations covered the issues of company culture and teamwork. Because the NSCDA is tasked with the delivery of many and varied projects, staff spend a considerable amount of time working in teams to accomplish goals. I've found a great book, *The Culture Code: The Secrets of Highly Successful Groups* by Daniel Coyle who posits that successful teams have three key elements in common that boost trust, cooperation, motivation and overall performance.

by **Kathy McKee**, Executive Director, NSCDA

1 Build Safety

It's really hard to create trust or work together effectively when you feel like you're going to be judged or fired for saying or doing the wrong thing. Words, policies or assurances don't create safety, but behaviours called "belonging cues" do. They are the number one predictor of team performance — more predictive than intelligence, skill or leadership. It happens at a subconscious level: the moment you're part of a group, the brain tunes in to who's in that group and starts intensely tracking them because these people are valuable to you. This value translates into behaviors that create safe connections in groups. Behaviours include proximity, eye contact, energy, mimicry, turn taking, attention, body language, vocal pitch, consistency of emphasis, and whether everyone talks to everyone else in the group.

3 Establish Purpose

Purpose is about reminding a group of their shared goal — and it works best when it comes in the form of a story. "Purpose is about creating simple beacons that focus attention and engagement on the shared goal. Successful cultures do this by relentlessly seeking ways to tell and retell their story". First talk with your group and establish your priorities and then create a story for your group — this is where we came from. This is who we are. This is what we do. This is what we stand for and these are our goals. Sometimes the biggest project of an organization is building and sustaining the group itself. If they can get their relationships right, everything else will follow.

2 Share Vulnerability

Nobody wants to look incompetent, but it's by making ourselves vulnerable that we reveal our humanity and that's what builds connection and trust. Exchanges of vulnerability, which we naturally tend to avoid, are the pathway through which trusting cooperation is built. Vulnerability is less about the sender than the receiver. Do receivers pick it up and reveal their own weaknesses, or do they cover up and pretend they don't have any? It makes a huge difference in the outcome — you actually see people relax and connect and start to trust when weaknesses can be talked about openly. Coyle puts it bluntly: "...being vulnerable together is the only way a team can become invulnerable."

The NSCDA provides the best value for its members by constantly developing the foundation of a strong, effective team to deliver projects and programs.



Save the date!!

NSCDA 20th Annual Conference



Sept. 19 - 21, 2018

Old Orchard Inn

What's New at the Centre for Employment Innovation?

The CEI shares updates and their plans for the year ahead

The year 2018 is off to a busy start for the Centre for Employment Innovation (CEI) team. In addition to preparing for and attending the Cannexus '18 Conference in Ottawa, we hosted an all-day Strategic Priorities session with members of the Department of Labour and Advanced Education. The session allowed us to reflect on our engagements, research and learnings in 2017 (our first nine months as an organization) and to draft our strategic priorities for the year ahead.

We look back at 2017 as a period of great learning for the CEI. Our new knowledge was acquired through our research, our engagement with hundreds of individuals and employment organizations across the province (and beyond!), and admittedly, through a few hair-pulling moments that often occur in an organization's inaugural year. As we step into 2018, our focus has now shifted to translating and sharing this newly acquired knowledge with our network.

So, what specifically do we have in store for the year ahead?

Research and Innovation:

In addition to the NOW Program's Developmental Evaluation and the continued expansion of our career development literature review, we will be working with you to deliver case studies that showcase some of the innovations currently being used by various service providers across Nova Scotia. This will allow our network to learn about unique programs, tools, and strategies being employed by other organizations within the province, and over time, across Canada and internationally. The CEI will be hiring four part-time Research Navigators in March to support this work. If this is of interest, please forward your resume to jlsmith@stfx.ca. We thank the several interested individuals who have applied to date.

We would also like to take this opportunity to thank the Nova Scotia Works Centre Executive Directors and staff who have

participated in our Environmental Scan. Your feedback has given us a deeper understanding of the strengths and innovations within your network, and we look forward to engaging you this spring in the further development of our findings.



Paula Romanow (left) and Jaime Smith at Cannexus '18.

The New Opportunities for Work (NOW) Program is fully underway, with 170 participants engaged in employment. Through the efforts of our Navigator of New Initiatives,

Angela Bear, the CEI will continue to provide ongoing support to the proponent organizations and gather information for our Developmental Evaluation research. As the project progresses, we will also be capturing stories from NOW proponents, participants, and employers.

Collaboration and Engagement:

Our engagement work will continue throughout 2018 with a focus on regional conversations with our stakeholders and partners. The CEI team will work with our local partners to co-design and co-host these sessions, aimed at supporting a more resilient and effective workforce for Nova Scotia. Through the use of our blog and social media, we aim to keep our network abreast of any engagement opportunities.

The CEI website is about to undergo a long-awaited refresh that will allow it to better address our network's needs. We've begun making some changes to the site and look forward to adding additional useful content in the months ahead. We are also in the midst of tackling an ambitious video project that will capture stories from service providers, their clients and employers. Our goal is to not only showcase the great work being done by these organizations but to inspire hope and broaden the narrative on employment in our province. Thank you to everyone who has shared stories with us thus far.

Capacity Building and Training:

In 2018, we celebrate the 90th Anniversary of the StFX Extension Department and the 100th Anniversary of the Antigonish Movement. Preparations are underway for commemorating these huge milestones and we look forward to sharing more details with you in the coming months.

The CEI will also be taking an active role in supporting the NSCDA's fall conference and will continue to work with the NSCDA to facilitate learning opportunities.

Working in collaboration with our partners at StFX University and within our broader network, the CEI is also in the process of designing a leadership development program for employment services providers. Our goal is to share the program by the spring of 2018.

Leadership and Governance:

The CEI Advisory Board met in February to learn about the NOW program's progress to date. We also plan to further collaborate with our Advisory Board on the CEI's strategic priorities for 2018. Once all input is received, the CEI team will share the framework with our network for additional feedback. More information regarding the Advisory Board and its role will also be shared this spring.

The CEI continues to put learning, research and innovation at the forefront of its agenda. As such, the aim of 2018 is to share back the emerging learning, to listen to input, to evaluate the evidence and to work with partners to ensure access to practitioner-driven action research.

stfxemploymentinnovation.ca



NEW OPPORTUNITIES FOR WORK (NOW)

is a provincially funded program centered on helping people join the workforce.

It increases employment participation of groups currently under-represented in Nova Scotia's labour force and supports more inclusive workplaces. Unique in its design, NOW includes various components that differentiate it from other labour attachment programs:

- › Higher Participant Wage (\$15/hr min.)
- › Higher Employer Wage Subsidy (\$10.50/hr max.)
- › Longer Subsidy Period (2 years)
- › Wrap Around Supports and Training for Participants
- › Supports and Training for Employers
- › Ongoing Evaluation and Research

Save \$300!!

CM

CASE
MANAGEMENT
SPECIALIZATION

Enroll in the NSCDA's Case Management Specialization training by May 31 and save \$300!

Contact the NSCDA for more information:

902-832-0334



150 Celebration



More than 50 people were in attendance on Jan. 20, 2018 as the NSCDA celebrated the 150th CCDP (Certified Career Development Practitioner) certification at the Nova Scotia Works Employment Services Centre in Windsor, Nova Scotia. The event was live-streamed to the NSCDA's Facebook page, and broke all records for our organization's social media views.

Hants West MLA Chuck Porter was one of the speakers recognizing Stephanie Berry, a Case Manager with Team Work Cooperative as the 150th career developer to receive certification. Rebekah Skeete, the first person to ever receive the CCDP designation, was also honoured. Rebekah is the Director of Operations for the NSW YMCA Employment Centres of Halifax / Dartmouth.



PHOTO LEFT: Stephanie Berry, accompanied by service dog, Jacuzzi, spoke briefly at the 150 Celebration. Stephanie was the 150th CDP to achieve certification.

PHOTO ABOVE: From left, Burnell Lyons, Store Manager for Sweetgrass Convenience, Glooscap First Nation; Catalina Hoffman, a Nova Scotia Works' client; Rebekah Skeete the first CDP to receive certification; Chuck Porter, Hants West MLA.



Cannexus18

NSCDA Executive Director, Kathy McKee and Training Manager, Connie Corse were both speakers at Cannexus '18, held Jan. 22 - 24, 2018 in Ottawa. Combining their talents, Kathy and Connie presented How to Inspire Hope, an Employment Services Perspective. In a separate session Connie discussed the Mental Health Champions Initiative.



Arthur J. Gallagher

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Holiday Open House a Great Success



More than 60 people joined us at the NSCDA office in Bedford to celebrate the season with good conversation and delicious food. Phil Long's famous cheesecakes (shown above) didn't last long.

There were several draws throughout the evening for some fantastic prizes. Among the 12 lucky winners were: Charity DeLong, with the YMCA NSW Centre on Wyse Rd. who won a voucher for the NSCDA's 20th Annual conference worth \$175; Nada Borden, also with the YMCA NSW Centre on Wyse Rd., won a one-day facilitation voucher graciously donated by the Centre for Employment Innovation (CEI); and Sharon Williams won the grand prize of a Cannexus registration and a \$300 gift voucher for Porter Airlines.



Phil Long (left), Executive Director of ARCCA, the Nova Scotia Works Centre in Windsor, draws a name for a prize from a bowl held by NSCDA Training Manager, Connie Corse. Twelve prizes were given away at the NSCDA's holiday open house in December.



Paula Romanow (left), Mgr. of Applied Research, with CEI chats with employment consultant, Betsy Payne.



A group of NSCDA members enjoying themselves at the NSCDA holiday gathering in December.

Certification Update

by Phil Ward,
Registrar, NSCDA

It has been a busy time for NSCDA Certification program. Recently we have moved administration of the Certification candidates to the HUB. We successfully finished our first round of exams utilizing the HUB. Congratulations to the thirteen (13) candidates who will receive their CCDP designation this spring. This brings our total to 171 CCDPs who have received their designation in NS and 100 candidates in process, including those currently in Career Pathways to Certification! The next exam is scheduled for May/June.

We are currently in the process of recertifying our first two groups of CCDPs from the Certification program pilot.

We have three new trained Structured Interview Assessors with one more in training, bringing our total to seventeen (17). Thank you to everyone involved, your efforts are appreciated. During this training we had 3 Assessor mentors. A special “shout out” to them: ***you are key to the continuation and development in this part of the program.*** The Assessors represent the YMCA Halifax/Dartmouth and Team Work Cooperative NSW Employment Centres.

In October 2017, staff attended the CAPLA conference, followed by the Cannexus conference in January 2018. An amazing amount of resources and networking were obtained during these events. It was great to see so many familiar faces there from Nova Scotia.

We are beginning a review of the tools of the Certification program such as the Structured Interview (SI) and exam. We are also looking at the results of our program provincially and at a national level, partnering with the Canadian Council for Career Development (3CD) and CEI. I sit on the National Certification Working Group to be part of this conversation and represent the NSCDA.

If you have any Certification questions, we are here to help. You can contact: Ashley Halverson, Certification / Administration, at ahalverson@nscda.ca or Phil Ward, Registrar, at: ward@nscda.ca. Take care and have a wonderful spring and summer.

Training and Professional Development Update

by Connie Corse
Training Manager, NSCDA

Case Management Specialization is now available on the NSCDA's on-line learning management system (the HUB), with 185 individuals enrolled in the program. Both Modules 1 and 2 are completed. Module 3 will soon to be released.

French Language and JAWS Compatibility

The NSCDA is working to ensure all training programs offered on the HUB, are JAWS compatible, and offered in both English and French. Case Management Specialization will be the first program to be translated into French. Because of the length of the program and the amount of translation required, the first module will not be available until April, with Module 2 scheduled for May. We will continue to ensure this is a priority of the NSCDA, and will update our members once this first translated training is available.

New Training

The NSCDA is working to schedule both Myers-Briggs Type Indicator (MBTI) training for career counselors, and on-line job development training for Job Developers across the province. We expect this to be available late summer or early fall.

In November and December, we offered two instructor-led training sessions on résumé development that were well

attended. This training will be offered again in March, at the NSW Centre in Bridgewater.

We are Researching and Developing Training Programs

We have several training programs in development, including: Older Workers Training for Career Professionals; Employer Engagement Training; Youth Essential Skills Training; and a Diversity and Inclusion Strategy.

One Hundred People Register for Webinar

The NSCDA coordinated with the John Howard Society to present a webinar on record suspension in Nova Scotia. Response was overwhelming and the first webinar was full within two hours, a record for us! Due to this high demand, a second webinar was scheduled, and again filled up within hours of being announced. This was a fantastic webinar with a great deal of information explaining the record suspension process. The John Howard Society has given permission for us to record this session, so if you have missed the webinar and would like a copy, please contact Caitlin Parkinson at: cparkinson@nscda.ca.

TEAM Work Cooperative Enthusiastic About NOW Program

“Coming together is a beginning; keeping together is progress; working together is success”. — Henry Ford

For certain under-represented groups in Nova Scotia, finding employment is a major challenge. No matter how amazing a job search is or the skills and expertise, attaining meaningful and sustainable employment is often met with heartache and disappointment. But the evidence speaks for itself, diversity and inclusion lead to more innovation, more opportunities for all, better access to talent, and better business performance.

TEAM Work Cooperative and all Nova Scotia Works Centres are unwavering and committed to build on accessibility and fair employment for all. To help people from underrepresented groups we have to work with employers to actively create inclusive workplaces. To do this it is crucial to be innovative. The New Opportunities for Work (NOW) program is just that.



Zufliqar Mari Ali (I) and Benson Adams share stories during group work.

The purpose of the NOW program is to increase the labour force participation, attachment, and integration of under-represented groups including First Nations, African Nova Scotians, racially visible persons, Nova Scotians on Employment Support and Income Assistance (ESIA), persons with a disability, and older workers (over 55 years of age) through the development and delivery of a workplace attachment program.

In early December 2017 TEAM Work identified 12 diverse and amazing participants to participate in the 2-year program. The group is very diverse, it includes individuals from all under-rep-



From left, Rita Hrez, Carrie Gilbert, and Christine Hallady, participating in a Work-Life Balance Workshop!

resented groups. The group went through a month of training and skills development, but they gained much more.

Phone numbers were exchanged, friendships were formed and, in some cases, a real support system was developed. The participants were engaged, positive, supportive, inclusive, open-minded, and grateful. It was really special to see the group come together and bond, and as one participant fondly stated, “we are like family”.

Training ended at the end of January, and the group entered their jobs. The response from the local business community has been incredible. Employers from many different industries were excited about the opportunity to increase their diversity and have support over a long period. Over the next 2 years the NOW program staff will continue to provide on-the-job training, mentorship, support and accommodations to the participants and provide the employers with cultural diversity training as well as other relevant training necessary. The opportunities the NOW Program presents, in conjunction with participants, employers, and TEAM Work Cooperative, will create a more diverse, inclusive, collaborative and innovative workforce and community!



NSCDA

20th Annual Conference

September 19 - 21, 2018

Old Orchard Inn Resort
Lightfoot & Wolfville Vineyards
Wolfville, Nova Scotia



SAVE \$300! Sign Up for Case Management Specialization Before May 31!

Case Management Specialization

Special intro pricing effective Jan. 1, 2018 - May 31, 2018

Member	\$995
	<i>After May 31, 2018</i> \$1295
Non-Member	\$1495
	<i>After May 31, 2018</i> \$1795
2 Payment options for Case Management Specialization <ul style="list-style-type: none"> Pay in full or two separate payments: <ul style="list-style-type: none"> First payment due before start of Module 1. Second payment due before start of Module 4. 	

Case Management Specialization Certification Training Outline

[as of Feb. 2018]



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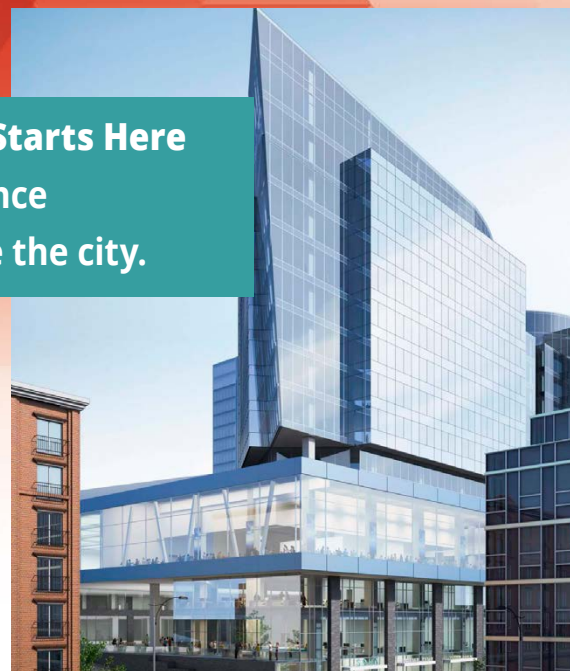
23rd ANNUAL NATIONAL SUPPORTED EMPLOYMENT CONFERENCE

Halifax Convention Centre
June 19 – 21, 2018

CASE will be joined by local host Ability Starts Here
to bring you an exciting conference
program, and opportunities to explore the city.

KEYNOTE SPEAKER THEO FLEURY

NHL Stanley Cup winner and Olympic Gold medalist Theo Fleury has faced many hardships in his life, from growing up in poverty to being diagnosed with Crohn's disease in 1996, to ultimately being forced to leave the NHL in 2003 to deal with drug and alcohol addictions. Six years later he returned to the game, authored *Playing With Fire* and became an inspiration to fans around the world.



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