

Focus IPMA - CANADA Alberta and North Chapter

A publication for Alberta, Yukon, Nunavut, N.W.T. and members of the International Personnel Management Association - Canada

President's Message, From Loverne Gretsinger

What a busy year we are having at IPMA - Canada. The joint conference "**Bringing the Pieces Together**" is just a month away and then we will be preparing for the National Conference being held in Saskatchewan. The Delta Regina is an ideal location for the National Conference. The full title of the conference is: "**Thriving in the New Workplace: The Opportunities Are Wide Open**".

Membership Month, February of each year, has blown past like a mild winter wind. It is too early for us at the local level to know how many individuals have signed up, but the news will be in our next FOCUS. We hope that you had a chance to remind colleagues of the excellent opportunity to get an extended membership year, February to May the following year. This is a good time to enrol others in your group because of this deal. Members get the reduced luncheons rate of \$19.50, which is another good reason to join.

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I want to take this opportunity to introduce, and welcome, new members who have joined us since September. They are:

Floyd Bye
and student members --

Bernadette Bolles,
Carolyn Coulter,
Pamela Molyneaux,
Christine Hansen,
Paula Sklar,
Tricia Wall,
Vina Norris.

We have some interesting speakers coming up at our next two luncheons. Employee assistance and support is in vogue. Both speakers will explain how they are dealing with this sensitive issue from slightly different perspectives. Providing support to employees is an area of management that we work with supervisors and others on a regular basis. These organizations have developed the infrastructure that is needed if we are to provide these services. We hope that you will join us.

My phone number is (780) 492-8165 and my e-mail is

loverne.gretsinger@hrs.ualberta.ca.

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Mustard Seed Gets a Helping Hand!

At the December 8th Executive Meeting, the board adopted a motion to provide The Mustard Seed - Edmonton (TMS) with a cheque of \$500.00.

TMS operates in the core of the city and has provided assistance to those in need for many years. The TMS's staff is dedicated to meeting the physical, social, emotional and spiritual needs of

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The logo for IPMA Canada, featuring the letters 'ipmaigp' in a stylized font with a red maple leaf above the 'i', and the word 'CANADA' in a smaller font below it.

people in Edmonton's inner city and have been in operation since 1988. Their parishioners are very diverse and the TMS team does not turn anyone away. Individuals may suffer from substance abuse problems, be ex-inmates trying to re-establish productive lives for themselves, be homeless or poor looking for acceptance. Individuals disadvantaged because of a lack of education, behavioural problems or physical impairments all frequent the community drop-in. To learn more about the organization please visit their Website at:

www.mustard.ab.ca/

U of A HRM Students Employability By Kimberly Moran

The University of Alberta (U of A) School of Business Co-op office did a survey of B. Com. graduates in the summer of 2004. Human Resources Management (HRM) students had on average 3 interviews after graduation, compared to 3.4 in 2003 and 2.9 in 2002. These students also had, on average, 1.3 job offers and an employment rate of 72.7%. The average salary for a U of A HRM major after graduation is \$34,771 a year.

Students who were surveyed noted that the top five factors that were most advantageous to obtain their current employment were:

- 1) Volunteer Experience
- 2) B. Com. Degree
- 3) Attitude
- 4) Networking
- 5) Interview preparation

Ideas to improve student employability:

1. A good way to meet HR Professionals is through a **Mentorship Program**. Both U of A and GMC have one. The U of A has mentors from the private and public sector, as well as a number of HR Consultants. U of A mentors also range in the roles they play in their various organizations from recruiters, to union negotiators, to HR generalist to training and development coordinators. Students who have the opportunity to meet HR Professionals have a better understanding of the practical side of HR, what to expect and have developed a contact that could one day lead to an employment opportunity.

2. Volunteering is a great way to give back to you community and develop you leadership abilities. The U of A HRM Students currently have a number of volunteer opportunities described on their Website:

<http://studentweb.bus.ualberta.ca>

Then to - Human Resource Management Club - Volunteer

3. Meeting HR Professionals helps to get your name out in the industry and learn about

other companies, HR roles, share ideas and continue to learn. **IPMA** is a great way to meet HR Professionals in the public and private sectors. Monthly luncheons are held and you will not only learn things that are not taught in the classroom, but will have the opportunity to meet others in the field.

The U of A HRM Association is another way to learn more about the HR field and have an opportunity to network with other students who, in a couple years, will be your colleagues and competitors.

IPMA - CANADA Our Web Sites!

IPMA has a national web site that ties you into our monthly newsletter as well as lots of other useful information. Make a note to check these two sites out:

www.ipma.aigp.ca AND

www.ipma-aigp.ca/chapters/alberta/index.htm

Type in the above two lines as one single unit to ensure you get the complete web site address.

The Alberta Public Service Competency Model - Why Competencies?

(Summary by W. Betteridge)

Heather Caltagirone, Director of Workforce Development with the Alberta Personnel Admin. Office presented at the January Luncheon. In her current role, she oversees workforce development strategies and programs for the Alberta Government including Corporate Executive Development, Senior and Executive Managers' Development Program, Management Development Program, competencies, succession management, and various other initiatives.

Heather helped us understand the development of the Alberta Public Service (APS) Competency Model. This is a classic story where time and effort are expended before the fruits of the labours could be harvested.

Ideas were initially planted as far back as the 1993 budget when development of the 3 - year business plans included performance measures. Development (APS) Competency Model began in 1994, with a focus on core management competencies. Assistance was obtained from Hay Management Consultants in the early stages. Deputy Ministers were involved to identify key results and critical competencies of managers and along with behavioural event interviews with a sampling of managers the initial first draft was developed. Subsequent drafts and refinements resulted

in the officially launched program in 1995.

The APS Competency Model was revised in January of 2003 to reflect a number of changes in the core and role specific competencies. Links were made to the strategic goals of the government and the focus was expanded beyond the management group to all employees.

The result is a fifteen (15) competency model with seven (7) Core Competencies and eight (8) Role Specific Competencies. The Core Competencies include adaptability, client focus, communication, organizational awareness, problem solving and judgement, results orientation and teamwork. The Role Specific Competencies include developing others, innovation, impact and influence, leadership, relationship building, resource management, self-management, strategic thinking.

A variety of strategies have been utilized to introduce and integrate the competencies. One of the underlying and critical aspects that the implementation team have emphasized is the need to personalise the APS Competency Model to the individual and to narrow down which competencies and which levels are most applicable to a particular role. Making the competencies understandable by using common language,

emphasizing flexibility and basing them on broad leadership and employee groupings has allowed the system to be utilized from the Deputy Minister down to the Front Line Leaders. The APS Competency Model is definitely worth taking a look at. The Webster are:

www.pao.gov.ab.ca/competencies

www.pao.gov.ab.ca/loe

www.pao.gov.ab.ca/toolkit

Diversity: The Missing Piece of Sustainability (Summary by W. Betteridge)

Lenore LeMay, owner of Diversity Works, is a Chapter Member of the Canadian Association of Professional Speakers and have been trained by The National Coalition Building Institute based in Washington DC.

Lenore's passion for speaking about diversity stems from early childhood experiences that enabled her to see how we as humans can let the early habits of mimicry fail to mature. It is easy for us to follow the example of others when we are young and immature. As we mature however it is up to us to challenge assumptions, question our stereotypes, importance of diversity and when to stand up for ourselves and others.

Lenore is and advocate of looking for those invisible barriers that we have erected in

our mind. These are the barriers that prevent us from seeing others as having value. Barriers that have been introduced by family, friends, schoolmates, possibly even teachers and other with influence in our formative years. Many of these barriers are assumptions and stereotypes that we have never questioned. They let us make those typical simple value judgements that we as humans are so prone to make. We like to pigeonhole things and unfortunately people are also a target of this behaviour.

Leonore emphasised that when we stand up for and reach out to those people who are being excluded, we become their ally. We choose to become allies because we care about all people and their struggles to be free of hurt. We understand. It is essential that we act as allies in our own way; based on our individual personalities, comfort level and style."

Working through assumptions and stereotypes is not an easy task. It takes effort to first or all recognize that we have these tendencies locked up inside of us. Many of them are so subtle that they can be disguised as valid judgement. Judgements that we have relied upon for most of our life to protect us from ridicule and bias by those around us. When the wider world and larger picture is taken into account, local or parochial interests and ideas are not always appropriate. We have
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adopted these attitudes without evaluating them. Some came to us through jokes and stories that portrayed the individuals as enemies or individuals to be feared.

"So putting the diversity puzzle together requires looking inward to our own thoughts and feelings, finding compassion for others and committing to showing up as an ally when faced with injustice. Just remember: let your compassion be your guide.

Lenore LeMay can be contacted at:
Lenore@diversityworkscanada.com

ADDRESS CHANGES Please Inform Us.

Keep use posted, let us know by sending your new address to:

IPMA-Canada National Office
14868 - 41 Avenue
Edmonton AB
T6H 5N7

By telephone: (780) 433-0234
By toll free: 1-866-433-0234
By fax: (780) 433-0295
By-email: info@ipma-aigp.ca

UPCOMING EVENTS

Luncheon Dates:

Monthly luncheon meetings are held the third (3rd) Wednesday of the month at the Royal Glenora Club, 11160 River Valley Road, just down the hill



from the Legislature Buildings and the High

To register contact Pat:
Pat.mclaughlin@gov.ab.ca
Or call her: (780) 422 - 4709

Mar. 16th, Attendance and Disability Management Programs by Troy Edwards and Michelle Hirsch from The City of Edmonton..

Apr. 20th, Employee Assistance Programs by Brigid Burton from Government of Alberta's Employee Support and Recovery Assistance Program.

May 18th, Topic - TBA.

June 15th, Elections at the Annual General Meeting

Luncheon's Agenda
11:30 Registration & Coffee
11:35 Buffet Lunch
12:15 to 1:15 Presentation, questions, and adjournment.

Conference Dates:

Bringing The Pieces Together
April 19 - 20, 2005
Shaw Conference Centre
Edmonton, Alberta

www.hrmae.ab.ca/2005hrconference

National Training Conference

Thriving In the New Workplace:
May 29 - 31, 2005
Delta Regina
Regina, Saskatchewan
www.ipma-aigp.ca