

Focus IPMA - CANADA Alberta and North Chapter

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

Presidential Note

from – Loverne Gretsinger

Hello to you all. I hope that the past year has been a good one.

The Chapter has been calling for ideas from the membership to enhance the services we provide to you. Aminata N'Doye, Membership Director, has been working hard to identify your needs and relay them to the Executive. Highlight from a recent survey are included below.

Our Breakfast meeting February 18th, was our first breakfast meeting in years. Over 20 people attended to learn more about Knowledge Management. We are looking at a mix of half-day, luncheon and breakfast presentations for the future. We look forward to any additional topics you would like to learn more about (beyond those suggested in the survey).

Copies of this Newsletter and other Newsletters can be found at:

<http://www.ipma-aigp.ca/> or by contacting:

ipma@interbaun.com

WHAT'S INSIDE

Page	Topic
4	Address Changes
2	Employee Engagement and the Alberta Public Service Workforce Plan
4	Measuring Up, Highlights from 2008 Conference
2	Membership Survey Results
1	National Training Conference
1	Presidential Note
4	Up-coming events

National Training Conference

The theme for the 2009 National Training Conference has been chosen. It is "A partner in Organizational Excellence" and will start on May 31, and extend to June 3rd, 09. The conference LOGO is below.



A Partner in Organizational Excellence
Un partenaire en excellence organisationnelle

The Conference Organizing Committee has put together an extensive group of presenters. The list of presentations includes:

- *Ranking in the top 100 places to work in Canada by MacLean's Magazine, NB Power.*
- *Founder of Human Nature at Work and author of Managing Employee Stress and Safety, David Lee.*
- *Thought-provoking and best-selling author of Awakening the Corporate Soul, Dr. John Izzo.*
- *Co-author of the Six Disciplines of Breakthrough Learning: How to Turn Training and Development into Business Results, Dr. Roy Pollock.*
- *Co-author of two bestsellers, internationally renowned speaker on motivation, leadership, entrepreneurship, and renewal management, Martin Latulippe.*

More Great Reasons to attend this Conference are

- *Celebrate the Beaverbrook Art Gallery's 50th anniversary. Tours have been scheduled!*

- *HR industry's leading vendors, suppliers and consultants will be exhibiting their products and services at the trade show.*
- *The social events will provide you with opportunities to network in a relaxed setting.*

Online conference registration: available at <http://www.ipma-aigp.ca/>. Registration begins February 20, 2009.

Membership Survey Results

In September 2008, an online membership survey was conducted. 68 HR professionals completed the survey - 46 members and 22 non-members. The participants provided feedback in a number of areas including programming, training and development and membership value.

Survey highlights:

The words for the month of February are “Membership Month”.

What was the most effective method to promote the association? 38.2% of survey participants first learned of IPMA-Canada through a colleague, followed by 35.3% who attended one of our professional development events.

Top three reasons for being a member of IPMA-Canada:

Networking opportunities (73.9%)
Education opportunities (60.9%)
Conferences (45.7%)

Top three areas where IPMA-Canada meets members' expectations:*

Networking opportunities (84.1%)
Overall customer service (79.5%)
National conferences (61.4%)

Top three areas where HR professionals would like to receive more training/development in:*

Employee retention (88.9%)
Employee engagement (76.6%)
Innovative practices (73.5%)

** For the percentages, two response categories were combined.*

Top five topics for future luncheons/workshops:

Volume 11 Issue 1 Winter 2008-9

Employee retention (78.4%)
Employee engagement (72.5%)
Innovative practices (68.6%)
Leadership development (60.8%)
Change management (52.9%)

IPMA-Canada focuses on ensuring our members receive excellent programming and opportunities to learn. The information provided in the survey allowed the Executive to gain a better understanding of what members and non-members need from the Chapter—thus ensuring the delivery of relevant professional development sessions based on current challenges and emerging trends in the HR field.

The full report will be posted shortly on the IPMA-Canada website.

Aminata N'Doye, Membership Director
Alberta & North Chapter of IPMA-Canada
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Employee Engagement and the Alberta Public Service Workforce Plan

By John Kelly

Points of interest and special note are presented below there were offered by John Kelly at his presentation

“Government of Alberta’s approach to Employee Engagement and information on their Workforce Plan.”

Some of the questions he explored included:

What is Employee Engagement?
Why is Employee Engagement important?
How the Government of Alberta measures Employee Engagement
What the Government of Alberta is doing to enhance Employee Engagement through their 2007-10 Alberta Public Service Workforce Plan.

Employee Engagement

The Government of Alberta has defined employee engagement as “*the extent to which as individual feels connected to and involved with their job and their organization.*” Essentially employee engagement is both

the rational and emotional commitment an employee has toward their work and organization.

The Importance of Employee Engagement

John noted that employee engagement is critical to employers as engaged employees are more satisfied with their work, their organization and their overall employment. Engaged employees are committed to their work and organization, have a desire to perform at high levels by applying more of their discretionary efforts, intend to remain with their organization, and recommend their organization to others as an employment option.

Creating an environment where employees are engaged and inspired to do their very best is directly tied to an organization's ability to achieve business results. In other words, employee engagement can spur new thinking and create new energy in the workplace.

Measuring Employee Engagement:

Government of Alberta employees have been surveyed annually since 1998. John noted that Quality of Work Environment and Employee Engagement Indices or indicators have been developed to gauge the level of engagement. Survey results are available by ministry, division and in some cases, by branch and work unit.

There are thirteen "Quality of Work Environment" questions in the survey that centre around the themes of the supervisor/employee relationship, performance management, recognition, job fit, learning & career growth and supports for employees to do their work effectively.

The six "Employee Engagement" questions measure satisfaction with ministry/department, satisfaction in work as a Government of Alberta employee, whether employees are inspired to give their very best effort, whether they have pride in working for the government, would they recommend the government as a great place to work, and whether they would prefer to stay with the government, even if offered a similar job elsewhere.

Essentially the Quality of the Work Environment is the basis for the level of Employee Engagement and the level of employee performance as a result of Employee Engagement has an impact on an organization's performance.

John noted that these indices and questions are also compared to other public service jurisdictions across Canada that have agreed to use the same questions and share their overall survey results/data.

Enhancing Employee Engagement

Volume 11 Issue 1 Winter 2008-9

A key focus for the Alberta Public Service is the development and advancement of employee engagement strategies and initiatives. These are contained in the Alberta Public Service Workforce Plan, the single human resource plan for the Government of Alberta. Three priorities have been set within the Plan for 2007-10: Attracting, Developing, and Engaging.

For employee engagement, the Government of Alberta is focused on providing a positive, healthy, safe, and rewarding work environment. Doing so will engage and retain employees, and motivate them to achieve their highest standards of performance and have a positive effect on the lives of Albertans.

Details on the Alberta Public Service Workforce Plan can be found at: www.chr.alberta.ca/apsworkforceplan

Upcoming Events

Future Luncheons

March 18th, 2009

April 15th, 2009

May 20th, 2009

June 20th, 2009 - Annual General Meeting

Luncheon Registration

Pat McLaughlin:

Phone: 780 – 441 – 6120

E-mail: mclaughlinpa@ecsd.net

2009 Conference

"HR: A Partner in Organizational Excellence"

Presented by:

IPMA-Canada

2009 National HR Training Conference

May 31st, to June 3rd, 09

Crowne Plaza

Fredericton Lord Beaverbrook Hotel

ADDRESS CHANGES

Keep us posted if your contact information changes by sending your new address to:

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Measuring UP! - Highlights from 2008 Conference

Submitted by Loverne Gretsinger, Conference Co-Chair.

The 2008 National Training Conference June 1st, to 4th, was a rousing success thanks to the superb work by our Organizing Committee. And, thanks to the 150 delegates who made it the success it was.

The Conference began with the President's Reception on Sunday evening. Pam Kannaday, President, IPMA-HR brought greetings from our colleagues in the USA. It was also great to see Neil Reichenberg (Executive Director, IPMA-HR) again.

There was an impressive slate of keynote speakers:

- Ron Hicks - "*Organizational Values*"
- Jay Jamrog - "*Future of HR Metrics - The Brave New World*"
- Michael Rosenberg – "*Measuring Creativity in the Workplace*"
- David Sissons - "*People Practices in Most Admired Companies*"
- Sandy McCallum – "*Crossing Deserts in Life*"

In addition, the concurrent sessions met with approval. The speakers included Chris Edgelow (Sundance Consulting), Terry Pithers (Style for Success), Brent Pederson (Hay Group) and Kevin Callele (Sask Environment), Tim McConnell (McConnell HR Consulting) Ruth Sirman (CanMediate), Diane Bergeron (Premier's Council on the Status of Persons with Disabilities), Nick Nissley, (Executive Director, Banff Centre), Kathi Irvine (Sundance Consulting), Amy Nixon (Lawyer and Olympic Curler), Tracy McLeod (The Greater Edmonton Foundation), Dale McGory (College of the North Atlantic), Mike Rosenberg

(OYG Inc.), Shawn Bakker (Psychometrics Canada), Lynn Fraser (Families are Worth It), Blair Dunkley (Results Now), Ian Turnbull (HRMS)

There was a Panel Discussion on the challenges, opportunities and innovations of recruitment Challenges, Opportunities and Innovations. The moderator was Ashleigh Demulder (Branch Manager, Robert Half International) and the panel members included Vivian Mattia (Director of Human Resources for Western Economic Diversification), Rick Brick (Executive Director, Human Resources, Alberta Health & Wellness) and Jeff MacPherson (Manager, Human Resources, City of Edmonton).

Bonnie Nixon (Conference Co-Chair) moderated an interactive session on *Best Practices and Recognition*. There was a great deal of interaction and the contributions made by the people in the session were informative and, I am sure, gave insight to our cohorts.

Something new was tried -- a Student Mini-Conference. It was developed and facilitated by Amanda Van Haaften. There were several HR professionals participating to provide advice to the students in attendance.

The social aspects of the conference were arranged by Pat McLaughlin and her committee. The barbecue at Egge's Barn in Fort Edmonton Park was very well attended. The event featured the multi-talented Kory Wlos and his band and, in keeping with the venue, Alberta beef was on the menu. Needless to say, Networking Central was, as usual, well attended and, thanks to its location in the Fantasyland Hotel, security didn't have to visit us.

On behalf of Bonnie Nixon, Co-Chair and myself, I would like to thank our hardworking committee and our student full-time volunteers, Jason Summers and Jacob Hummel. Without these people, the conference would not have been the success it was.

Awards Luncheon

Congratulations to the following 2008 Awards recipients:

- Heather Bowser. 2008 National Honorary Member
- Newfoundland and Labrador, Best Chapter Award 2008
- Saskatchewan Environment - Human Resources Branch, Gold Star Agency

See you in Fredericton in June 2009