

WCB Training and Development

Tuition Subsidies

Tuition subsidies for courses related to an employee's current position (see L&D Policy)

- 100% of tuition with no annual maximum

Tuition subsidies for courses not related to an employee's current position (see L&D Policy)

- 80% with no annual maximum for permanent employees
- 80% for Term employees with a \$5000.00 maximum for the duration of the term

Professional Association Fees

Subsidies for professional association fees are 100% of the membership fee if it is a requirement of the employee's current position, or deemed by the employer to be beneficial to the organization. ie) Human Resource Management Association of Manitoba membership fees are covered at 100% for Human Resources staff.

Apprenticeship Training Programs

- In 2010, the Information Technology department implemented an apprenticeship training program for its staff. The main driver behind the program is to attract new IT employees to the WCB, but more importantly, to be used as a retention strategy to ensure ongoing skill development and progression in an IT career at the WCB.
- The premise behind the apprenticeship program is that as entry-level employees are hired, they will work in specific roles for a period of 5 years while gaining specific IT training and gradually increase the complexity of tasks they are assigned. The apprenticeship is a two stage process. In the first stage, if the employee is performing successfully after 2 years, they will automatically move to the next level position with greater responsibility and complexity of work. In the second stage, if the employee is performing successfully after 3 years, they will automatically move the next level position; which is the working level position. This ensures that an entry-level employee has the ability to continue to develop, learn new skills and increase earning potential.

Career Planning Services

- The Human Resources department provides staff with individual consultation on career planning and learning and development opportunities for development into future positions.
- Career assessment tools ie) Myers-Briggs, Personal Interest Inventories, etc. are accessible to staff through our EAP program.
- Human Resource staff provide periodic information sessions to the leadership group on coaching and developing staff for current and future positions.

In-house Training Programs

- List of internally offered workshops for all WCB employees (see attached list).
- Compensation Services Division in-house training programs:
 - Case Manager classroom training - 8 weeks
 - Case Management Representative classroom training - 4 weeks (extended from 3 weeks)
 - Adjudicator classroom training - 8 weeks
 - Payments: Basic classroom training - 6 weeks
 - Payments: Extended Classroom Training - 6 weeks
 - Benefit Information Representative - 2 weeks
 - Claims Information Representative - 2 week
 - Continuing Medical Education presented in 2 hour workshops including topics on knees, backs, ankle, and wrist injuries
 - Crisis Counselling for Case Managers and Sr. Case Managers
 - Periodic Guest Speakers on relevant medical or Case Management topics
 - ***NEW* listed below**
 - Rehabilitation Specialist Training - 1 week
 - Vocational Rehabilitation Consultant Training - 2-3 weeks
 - Administrative Assistant Training - 1 week
 - Emerge Support Training - 1 hour to 1 day on "as-needed" basis
 - In development for 2014/2015 - Medical Aid Training
- Assessment Services Division in-house training programs
 - New Assessment Account Assistants and Assessment Account Representatives - 12 week training program of formal classroom training and job shadowing
 - Training on specific issues is on-going, based on needs.

Online Training Programs

- WCB has begun incorporating online learning for staff as part of a blended learning approach. In the training of new Case Managers and Adjudicators, online learning modules are now being created to be accessible to staff via our intranet through their initial and post training period.
- An online learning module covering the WCB Respectful Workplace Policy has been piloted to provide consistent, just in time learning for staff. It is administered to new staff on an ongoing basis.
- Online courses have been used for skill development in Typing, Microsoft Office suite and medical terminology.
- New leaders in the organization utilize an online learning module called *Targeted Selection*® to learn about recruitment and interview methods.
- The Security Team goes through an online seminar every 3 months.
 - Topics include: Reading body language, Surviving active shooter scenarios, Understanding the violent mind, Dealing with a pandemic situation in the workplace.
- The Facilities team has access to online learning from SafetySmart which provides learning on a variety of workplace safety topics
- In the fall of 2013, the WCB began a pilot of an online learning product which provides a library of over 800 titles for soft skill, business skill and computer skill training. This new online option replaces our old, outdated CD-ROMs and videos with up-to-date, just-in-time learning options that can be accessed from an employee's desktop, or on a home computer. Modules range

from 10 minutes to 3 hours in duration. This will provide an additional, much-needed learning option for our leadership and staff.

Unpaid Internships

The WCB provides unpaid learning opportunities to clients/students of external agencies and learning institutions.

- 4-6 week internship for a Human Resource student at University of Winnipeg
- 6-12 week Administrative support work placement from Urban Circle Training Centre
- 8-12 week internship for Social Work students at University of Manitoba
- 6 month student field placement from University of Manitoba Labour Studies Program
- 8-16 week Administrative Support work placement from Red River College *NEW*

Paid Internships

The WCB provides paid learning opportunities to internal employees, external agencies and learning institutions.

- 12-16 weeks IT Workstation Specialist practicum (summer student)
- Multi-week, Administrative Assistant internship for new immigrants from *Success Skills*.
- 5-6 month Safety on Site work practicum through Red River College, Occupational Health and Safety Program
- 4 month United Way Sponsored Executive program- annual opportunity for a WCB employee
- 4-16 week work experience for intellectually disabled job seekers from Connect Employment Services *NEW*

Other Initiatives

- The WCB is currently setting up a formal Leadership Development program (see attachment for framework and activities currently in place).
- Select employees have the opportunity to attend the annual AWCBC Learning Symposium (Association of Workers Compensation Boards of Canada) which is hosted by a different province each year. The symposium provides an opportunity for the provincial boards to present on topics relevant to Prevention, Return to Work and other relevant topics for WCB employees.