

NMC Annual Report 2020

to the Clerk of the Privy
Council & Key Stakeholders



National
Managers'
Community

Communauté
nationale des
gestionnaires

Message

In 2020 public servants at all levels, from all corners of the country, **pulled together and found ways to be resilient** in the face of unprecedented change and adversity. The way we work and communicate was altered swiftly and dramatically. Canada's Federal Public Service **managers and their teams successfully navigated this change** and played critical roles in ensuring the Government of Canada continued to deliver critical services to all Canadians.

The National Managers' Community (NMC), in its 20th Anniversary year, with support from our varied partners and more than 40,000 managers we serve, never lost sight of our goals to:

- ensure a **strong voice** for all managers,
- promote a **more agile, equipped and inclusive** public service, and
- use modern tools and partnerships to **connect, engage and collaborate** with managers, aspiring managers, senior leaders, central agencies and all partners.

At the onset of the pandemic the **NMC adjusted quickly**, adopting a new way of working and engaging with managers and our partners. Our team worked with the Office of the Chief Human Resources Officer (OCHRO) and became a hub for Government direction related to COVID by hosting OCHRO Technical Briefings and sharing OCHRO pandemic-related directives.

To ensure we addressed the needs of managers, we promptly surveyed the community and we developed numerous virtual events to address these needs. Operating virtually not only enabled us to continue to bring important learning to managers but also allowed the NMC to **expand our reach and engage more managers** in more diverse areas across the country. The extent of our gains in **virtual outreach** are also evidenced in major growths in the number of managers following the NMC on our various social media platforms.

The NMC **continued to bring forward the voice of managers**: providing input on products and initiatives and in developing new partnerships with organizations like the Office of Public Service Accessibility (OPSA). All the while, we continued to nurture our existing partnerships with the Canada School of Public Service (CSPS), the Public Service Commission (PSC), Regional Federal Councils, the Federal Youth Network (FYN) and the Public Renewal Secretariat to name a few. The NMC also represented managers' needs on various working groups and committees addressing topics such as Diversity and Inclusion, Official Languages, Mental Health, and Domestic Violence in the Workplace.

As the year came to a close, the NMC welcomed a new Executive Director in Isabelle Racine and a new Deputy Minister Champion in Arun Thangaraj, Associate Deputy Minister, Transport Canada. This new leadership brings new vision critical to enabling the NMC to incorporate the lessons learned from 2020 and carry on the important transformation impacting all of Government.

2020 has certainly been a year of change and adversity, but also one of great growth and development for the NMC. The NMC along with our varied partners and the managers we serve, found ways to persevere. As we continue to engage and support managers in 2021, we do so knowing that with the collaboration of our community, our many partners and our champions at the senior level, we can succeed.

Arun Thangaraj

Arun Thangaraj, Deputy Minister Champion, NMC

Isabelle Racine

Isabelle Racine, Executive Director, NMC

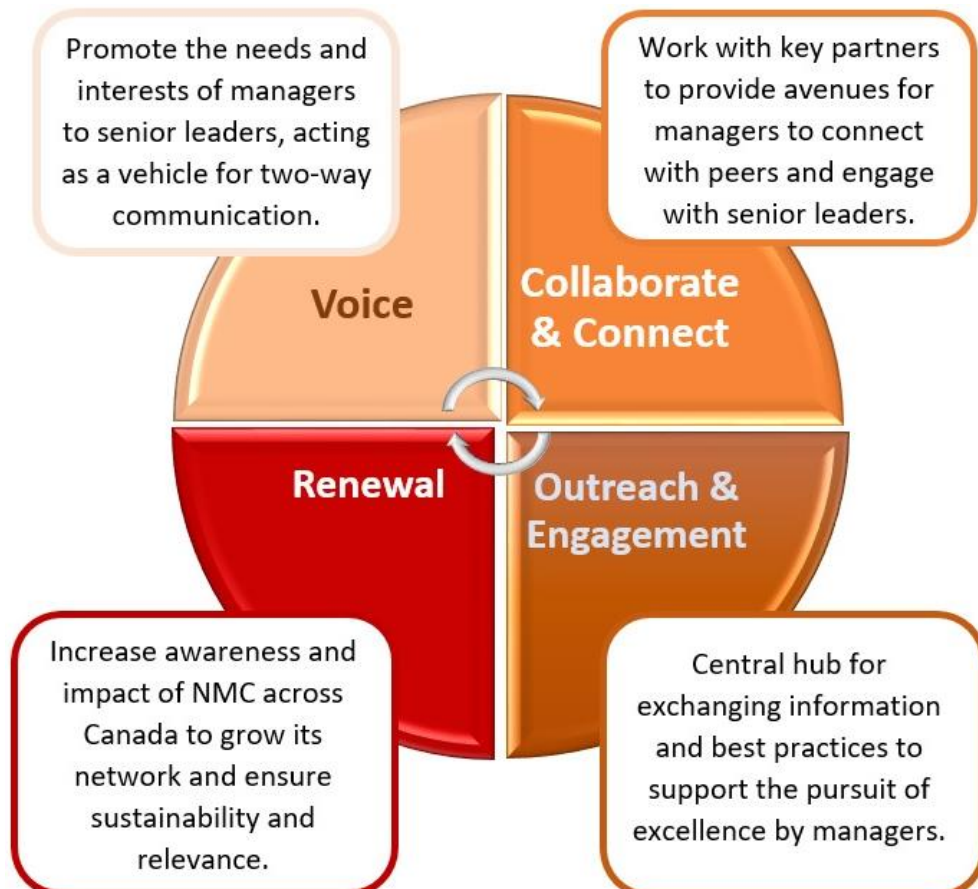
NMC Mandate

CONNECT, ENGAGE and COLLABORATE

The National Managers' Community (NMC) is a key horizontal network representing the voice of **40,000+** managers that strives to:

- **CONNECT** managers with peers, senior leaders, resources and tools enabling them to better achieve their objectives;
- **ENGAGE** our network and stakeholders; and
- **COLLABORATE** with central agencies and other partners in support of public service wide priorities.

Strategic Objectives

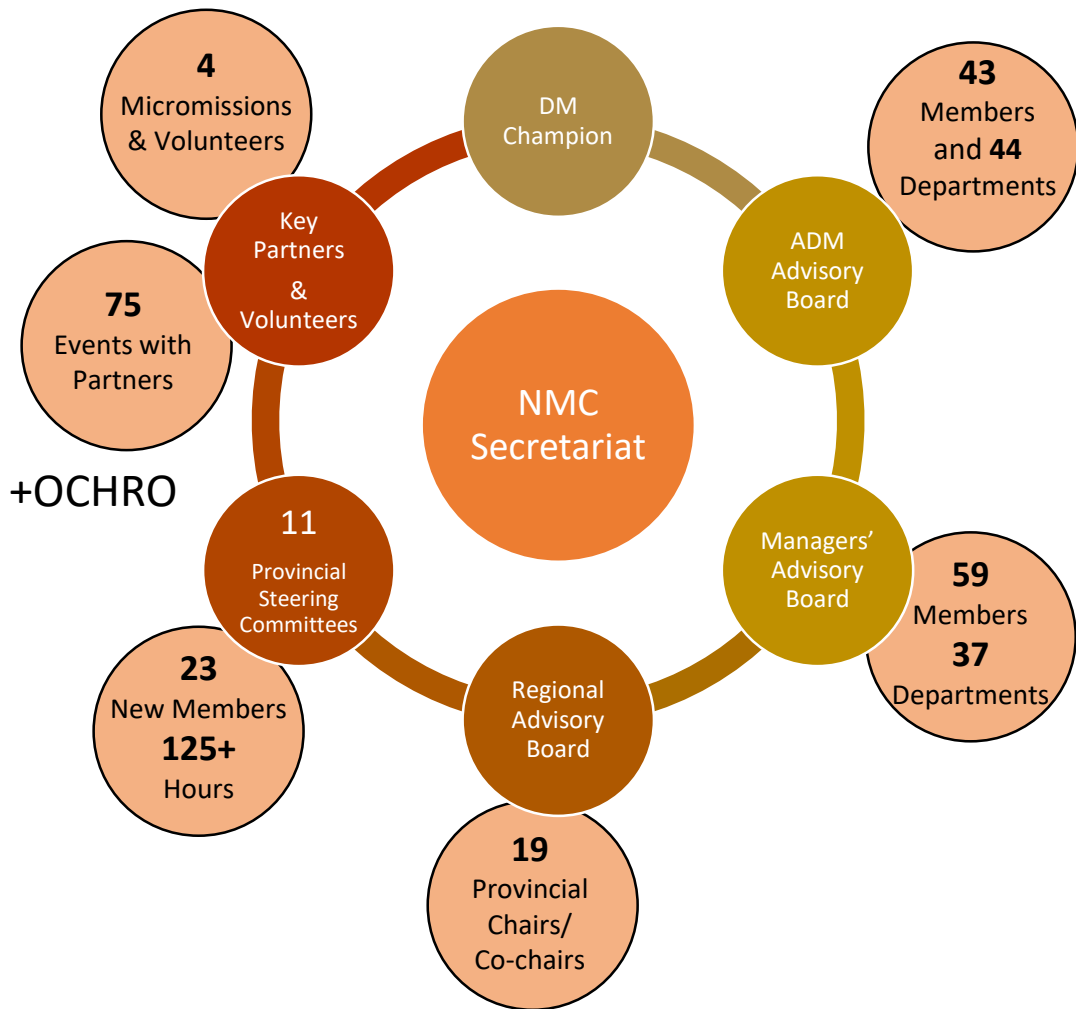


NMC Network

By extending the NMC Network across departments, agencies and regions; more managers are better able to connect, engage and collaborate with public servants at all levels to achieve their objectives and deliver on government-wide priorities.



Arun Thangaraj



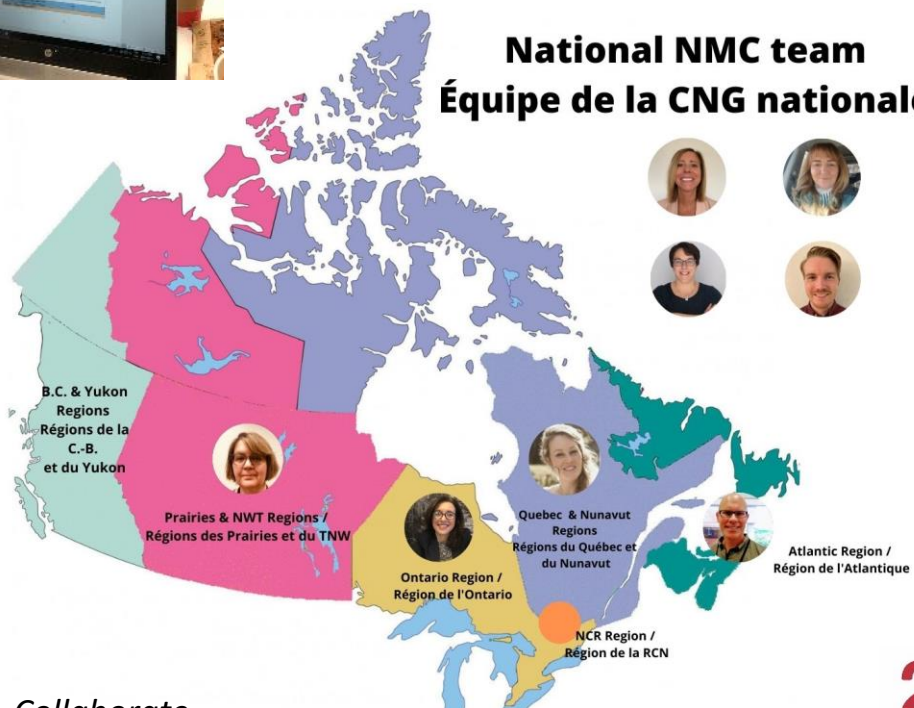
NMC Secretariat



The NMC Team had a very productive face to face retreat in February in Ottawa which included some team building exercises, strategic planning and many laughs.



National NMC team Équipe de la CNG nationale



The Voice of Managers

Bringing the voice, needs and interests of managers to senior leaders and key stakeholders to raise awareness of the barriers to success and allow managers across Canada to be heard.

Managers Learning Needs Survey

The NMC presented the results of the Managers Learning Needs Survey (see **page 13** for results) to various stakeholders and committees, including:

- Canada School of Public Service;
- Quebec Federal Council;
- Quebec Interdepartmental Exchange Table;
- NMC executive committee - ESDC & Service Canada, Québec region;
- Prairies Federal Council;
- Saskatchewan Federal Table;
- British Columbia Federal Council.



Atlantic Region Steering Committee Co-Chairs met face-to-Face in Halifax in January to:

- Share ideas, best practices, jointly learn and build synergies/comradery;
- Explore better engagement practices with members, managers and aspiring, senior leaders and other stakeholders;
- Discuss roles and responsibilities and expectations.

“There’s nothing better for an executive, a senior leader, to demonstrate vulnerability, because what it does is bring you closer to the people you work with because it makes you human.”

- Christine Donoghue,
NMC DM Champion and Deputy
Commissioner of CRA (June)

Northern Steering Committee

The NMC created a new NMC Steering Committee and Champion role for the North. Thank you to CANNOR for facilitating this Northern Chapter of the NMC and for their leadership and support.

Steering Committee Co-chairs are: Kim Walker with CIRNAC in Yellowknife and Julie Anne Miller with the Canadian Northern Economic Development Agency in Iqaluit. Caleigh Miller, Free Agent in Whitehorse, will be the spokesperson for the Yukon, thus ensuring representation from all three Northern Territories.

“I always thought I was a pretty good communicator in terms of keeping my team informed and keeping people in the loop on what was going on or having open dialogue with my staff. What I realized in this (the pandemic) is because we are so conscious of everyone scattered all over the place, my personal experience with my organization has been we’re actually communicating more. We’re reaching out to our teams more because we’re worried about people not being connected.”

- Daryell Nowlan, NMC Atlantic
ADM Champion and VP Policy,
Programs and Communications
at the Atlantic Canada Opportunities
Agency (June)

The Voice of Managers



On November 26, the NMC and the Federal Youth Network co-delivered a FedTalk titled “Answering the Call” which highlighted how, from the beginning of COVID, the NMC & FYN reacted quickly to connect public servants with virtual learning and tools. They shared their experience and the challenges they faced as key horizontal communities who identified and responded to the needs of their networks.

Watch it: 41:30 minute mark

The NMC continues to be a trusted forum to engage managers. The network was consulted more than ever, especially during the pandemic, to shape the priorities of the Government of Canada. Here are a few examples:

- Manager Development program (June);
- PSC-NMC Sub-Committee;
- 12 NMC managers across the country supported a roundtable conversation with the Honourable Omar Alghabra, Parliamentary Secretary to the Prime Minister (Public Service Renewal) on managing through the COVID-19 pandemic and diversity and inclusion within the public service (September);
- Mental Health Learning Advisory Committee;
- GC Workplace Accessibility Passport Documentation Working Group (DWG) with OPSA;
- Focus group with PCO on managers’ experience with Public Service Renewal;
- Heads of functional community meetings;
- Interdepartmental working group on domestic violence – resources/ tools/ learning;
- Employment Equity Champions and Chairs Committee;
- Conseil du Réseau des champions des langues officielles;
- Discussions with OPSA on the CEWF to organize a series of events/ consultations.

How the NMC brought the voice of managers forward...

- Beyond2020 Champions workshop with OECD Observatory for Public Sector Innovation;
- CSPS consultations & focus groups;
- Engagement with OCHRO to promote 2020 PSES;
- Learning Advisory Committee on Systemic Racism and Discrimination;
- Liaise with senior leaders in the NCR/ regions.



With work being virtual, NMC’s message for National Public service Week also went virtual.

Collaborate and Connect

Collaborating with key stakeholders, permits the NMC to deliver/ facilitate opportunities for managers from all departments and regions across Canada to connect with peers and senior leaders, strengthen their network and acquire resources and tools.



On March 8, the Ontario NMC in collaboration with the Ontario Federal Council and the Ontario Women in Government (WIG) hosted an engaging event with over 100 public servants honouring International Women's Day. The event kicked off with a keynote address by The Honourable Elizabeth Dowdeswell, Lieutenant Governor of Ontario.

The NMC Collaborated and Connected in MANY ways...

- Delivered **2020 Students Program: Best Practices for Hiring Managers** training with PSC, OCHRO & CSPS – (May and November);
- Atlantic Leaders in Learning Intergovernmental Community of Practice (ALLICoP);
- Federal Black Employee Caucus;
- [Took the FlexGC Digital Nomads Pledge](#) and promoted it (October);
- PS Renewal – Innovation Fairs;
- NMC Ontario Regional Lead was a panelist at the **Leading with Empathy Through the Easing of COVID-19 Restrictions** with CSPS & OCHRO (June);
- Learning Day for Managers in Ontario, Prairies and Quebec: collaboration with Centre for Diversity and Inclusion, PCO, CSPS, and others for the World Café sessions. (January and February);
- Identified panelists for the **Managing Employee Performance Through the Easing of COVID-19 Restrictions** with CSPS and OCHRO. (September);
- Co-delivered **Occupational Health Tips for Managers as COVID-19 Restrictions Ease** with CSPS, OCHRO & Health Canada (June);
- Attended OneTeamGov meetings with IPAC and the province of MB;
- Supported the Career Marketplace with the Prairie Federal Council.



On December 1st, the NMC sent an International Day of Persons with Disabilities: Resources for Managers newsletter to its distribution list in collaboration with OPSA, PSC, SSC and CSPS.



The Atlantic NMC worked with partners to support various Diversity and Inclusion initiatives:

- Kairos Blanket Exercise with the Mi'kmaw Native Friendship Centre, Atlantic Federal Council, and the Nova Scotia Future Leaders Network (March);
- Learning events on Civility in the Workplace and Unconscious Bias with Public Services and Procurement Canada and Veterans Affairs Canada;
- Building Black Leaders program lead by Atlantic Federal Council.

Collaborate and Connect



On October 29, over 700 participants joined Canadian icons Hal Johnson & Joanne McLeod, the founders of **BodyBreak** as they shared their experience in building a healthy Canada and their work to normalize racial diversity and the inclusion of persons with disabilities. This was a partnered event between the Federal Youth Network, the NMC and Shared Services Canada.

“There are a lot of employees at home juggling, wearing lots of different hats of teacher and caregiver and employee but there are some employees who are looking for opportunities out of crisis comes innovation sometimes and opportunities.”

- Gina Scaramuzzi, Senior Human Resources Advisor at the Canadian Grain Commission (May)

Ontario Peer Coaching Circle

In September 2020, the NMC Ontario launched a pilot Peer Coaching Circle, engaging federal interdepartmental managers with provincial managers from the Ontario Leadership Network. The 8 month pilot project with monthly meetings provided an opportunity to network across levels of government while gaining support on a leadership challenge or concern. At the end of the pilot, both the federal NMC and the provincial Ontario Leadership Network (OLN) expanded the project beyond the pilot phase.

Interdepartmental development

In Québec, 250 people are currently doing inter-departmental co-development. Co-development was in virtual mode for all of 2020-21, which helps to break down geographic barriers. New participants were registered in August. A virtual meeting of co-development facilitators took place on October 28. In addition, a new EX-01 group for inter-ministerial co-development jointly piloted by the NMC and the Quebec Federal Council was set up in the fall.



From left to right, **Daryl Beswitherick** (NMC co-chair, Manitoba Steering Committee), **Michelle Holigroski** and **Lisbeth Savard** (NMC Regional Lead, Prairies and NWT).

In October 2020, The NMC and the Federal Youth Network launched the 2nd annual [#GCWellnessInMotion](#) Challenge, celebrating Healthy Workplace Month. This year, we partnered with ParticipACTION and used their app to track the activity of 458 participants.





Total Active Mins	AVG Active Mins	Total Move Minutes	AVG Move Mins	Total Steps	AVG Steps
299,069	35.5950	1,431,820	170.4	45,862,312	5458

The official winner of the #GcWellnessInMotion Challenge, was Michelle Holigroski, Research Biologist with the Canadian Grain Commission in Winnipeg with the most active minutes.

Outreach and Engagement

By engaging managers with proactive and targeted interactions, the NMC acts as a central hub for facilitating dialogue and exchanging information and best practices on key and upcoming issues. The NMC experiments with different mediums to reach new managers and expand its network.

Social Media Followers

	2019	2020	%
Facebook 	595	759	27.6% ↑
Twitter 	3,681	4,135	12.3% ↑
GcConnex 	3,344	4,101	22.6% ↑
Mailchimp 	7,960	8,296	4.2% ↑
TOTAL	15,580	17,291	10.8% ↑



The NMC Québec & Nunavut collaborated with the CSPS GC Transferable Skills Team to offer 234 managers an opportunity for free individual coaching sessions and webinars during the **Coaching Summit** from December 7-11.

In celebration of Linguistic Duality Day, the Prairies Official Languages Committee (POLC) and the NMC joined forces to host a **Managers Connect - Virtual Talk on Leadership and Linguistic Duality** on September 9th. Hosted by Lisbeth Savard, NMC Regional Lead for the Prairies and NWT and Kathleen Gagné, POLC coordinator, this Virtual Talk featured guests Mary Frances Wright, Director, Health Canada (Edmonton) and Talent Management Champion, Prairie Federal Council (PFC) and Brigitte Gibson, Regional Director General, Canadian Heritage (Winnipeg) and OL Champion, Prairie Federal Council (PFC).



The **NMC National Learning Event** took place on November 26th with Nathalie Laurin on Managing Virtual Teams. The sessions provided managers with guidance on how to set boundaries and implement strategies for self-care, engage their team members in virtual settings, and use practical tools and strategies to create a flexible working environment. Close to 3000 managers and aspiring managers combined registered for the French and English sessions.

“The mindful leader will ask themselves: what are we doing? What do we need to improve on? What traditional ways don’t work? Who is really handling this scenario, this challenge really well and how can we learn from them? What things do we need to learn brand-new and get rid of old ways of looking at stuff.”

- Marilyn Cavaretta-Latzel,
NMC Regional Lead, Ontario (June)

Outreach and Engagement

Newsletters

NMC National: 29
 NMC Regional: 21
 COVID-19 OCHRO: 69
 Opens NMC: 29,633
 Opens OCHRO: 86,026



COVID Technical Briefings:

March:	7	August:	0
April:	7	September:	1
May:	4	October:	2
June:	2	November:	2
July:	2	December:	1

28 = 14,924 dial-ins

[Read all our newsletters!](#)

The NMC continuously reached out and engaged managers by...

- Creating new partnerships with the Federal Anti-Racism Secretariat, regional black caucuses, etc.;
- Disseminating information related to COVID-19 on behalf of OCHRO via our GCconnex page & email distribution list;
- Regularly sending out both national and regional newsletters to over 8,000 subscribers;
- Presenting during the FYN Virtual Learning Series (April);
- Participating in initiatives with Prairies OL, Regional OL Champion and Regional Talent Management - Prairies and NWT Regional;
- Presenting and facilitating the resilience workshop at the Forum for Communication Advisors (February).

Resilient Teams: Building an Agile and Adaptable Workplace



The NMC posted 12 #TipsforManagers which garnered **38,666** views and **1,585** engagements on Twitter and Facebook. They can be found on page 15.

“Congratulations to all the managers out there, this pandemic has created awkward work situations for all of us. Not only has it impacted your personal and professional lives but in a professional sense as managers there are unique experiences regardless of how big your budgets are, how important your files are – hat tip to you, for all the acrobatics that you’ve done.”

- Stéphane Tourangeau, Senior Advisor with Measurement Canada (October)

Renewal

The NMC is constantly cultivating new relationships and developing new ways of reaching and connecting with managers; ensuring we remain sustainable, relevant and impactful in an evolving public service.



Each year, the NMC publishes its Strategic and Operational Plan in consultation with its Advisory Boards. The 2020-21 Plan clearly shows that the NMC reacted quickly to the current situation: launching weekly Virtual Talks on relevant topics to managers, publishing Managers Tips on Leading Virtually on all its platforms and continuing to work closely with OCHRO in disseminating COVID-related information to managers.

The online form currently being used for the NMC reporting Tool with CSPS is being replaced to ensure that the NMC and its' partners are able to maintain more extensive statistics on its activities.

Workplace Values

- Trust
- Positive attitude
- Be supportive
- Team spirit
- Respect
- Collaboration
- Contribute regionally and nationally

Protocols

- Reach out and stay connected
- Share resources/ contacts
- Keep calendars up to date
- If you don't understand, ask
- Eliminate barriers to participation/ contribution
- Onboarding of new members is a team effort.

Code of conduct

- Be mindful of time zones
- Respect values of team spirit
- Be present, prepared and on-time for meetings
- Have an "I'm all in" attitude
- Acknowledge emails and remember to say hello and thank you 😊
- Demonstrate civility to create a safe workplace

Communication

- 80% is non-verbal - we need to be mindful to get our message across as a virtual team
- Consider various methods of communication with departments & regions
- Experiment with integrating face-to-face virtual apps
- Recognize & celebrate individual/ team successes
- Welcome to speak in the official language of choice

Benefits & Challenges

- Regional diversity
- Flexibility
- Strengthening
- Time Zone
- Collective networks
- Agile

Embrace the uniqueness of your team!



During the NMC Teams' retreat in Ottawa in February, we had a Virtual Team Oath renewal session, facilitated by Susie Roussel, Manager and Principal Advisor to the Ombudsman of Mental Health, PSPC.

Both Susie and NMC's Executive Director, Kim Macies, hosted a [Managers Connect Virtual Talk](#) in September to discuss the steps undertaken to develop the NMC Virtual Team Oath, including tips to engage your team in the process of creating a valuable and inclusive tool.

Other ways the NMC ensures its renewal:

- Reporting on NMC Beyond2020 Action Plan;
- Yearly call-out for financial contributions;
- NMC Results Framework.

The NMC would like to express our sincere gratitude and appreciation to Christine Donoghue, former NMC Champion, and Kimberly Macies, former NMC Executive Director. Over the past several years, both Christine and Kim not only served as great ambassadors and leaders for the National Managers' Community and managers across the country, but also for the NMC team.

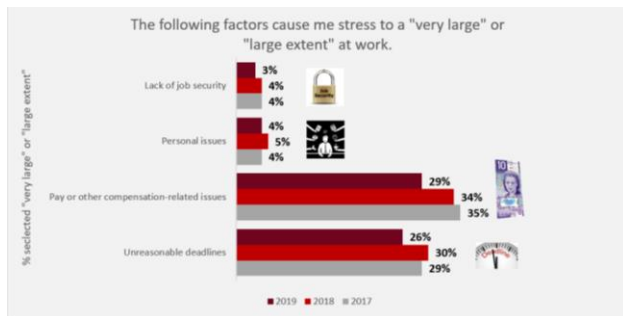
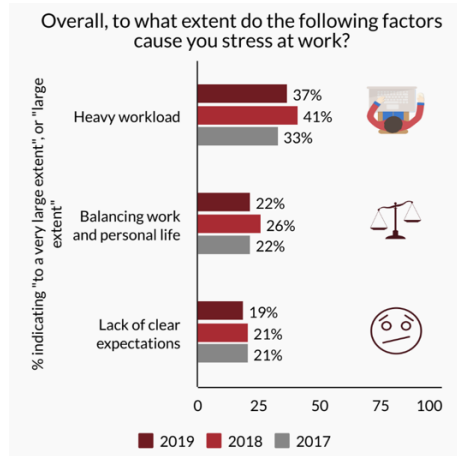
Thank you Christine and Kim!

Renewal

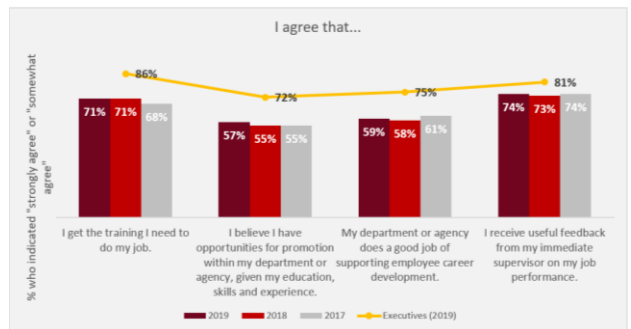
PSES Survey Results (Managers) – 2017-19

In 2020, the NMC hired a micromission to look at the PSES survey results from 2017 to 2019 and analyze the data specifically from managers. Here are some of the results. The full report can be viewed on the NMC website: [PSES Manager Results](#).

Percent Indicating Stress by Region



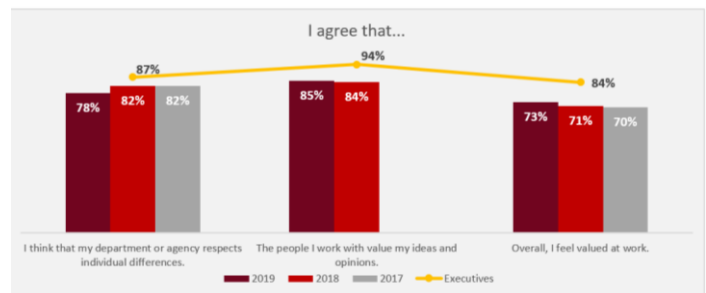
A heavy workload contributing to stress continues to be a factor for managers, as well as unreasonable deadlines affecting the quality of their work.



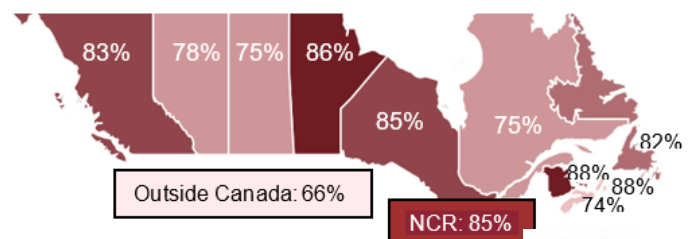
Overall, there was a decrease in managers indicating that certain factors that can interfere with mental health were affecting them, but there is still room for improvement.

- Managers from BC (55%), QC (56%) and outside Canada (50%) were the least likely to agree to the statement. Newfoundland had the highest agreement.

I have confidence in the senior management of my department or agency.	
Region	Percent
All regions	62%
NCR	64%
ON	61%
QC	56%
BC	55% ↓
AB	61%
SK	64%
MB	61%
NB	70%
NS	60%
PEI	76% ↑
NFLD & Lab	72%
Outside Canada	50% ↓



Percent of managers who had their request to accommodate their needs met.



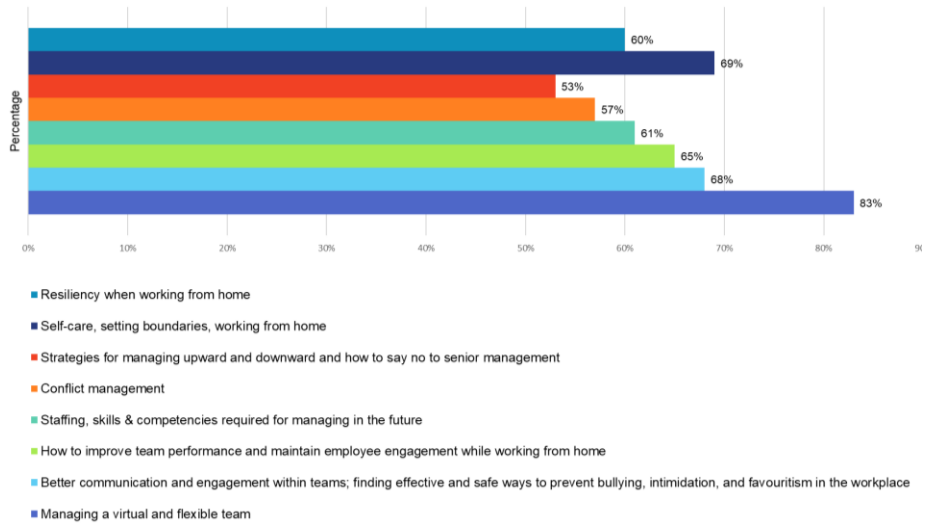
Renewal

Learning Needs for Managers – Survey Results

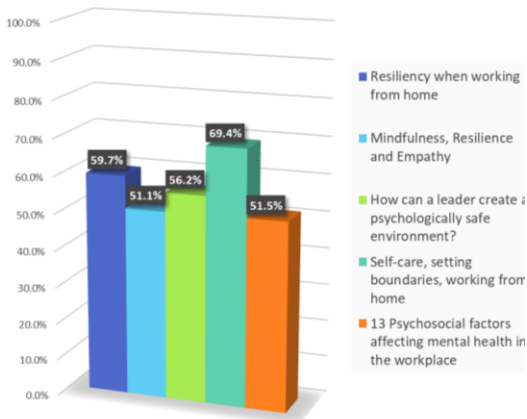
On May 28, OCHRO launched a survey in collaboration with the NMC to gauge managers' interests and concerns. The results of this survey were presented on July 2 in [a national webcast](#) to NMC members.

Based on OCHRO survey results, the NMC identified **four top learning themes for the 2020-2021 Managers' Learning Needs Survey**. The survey received over 3,000 responses. The full report can be viewed on the [NMC's GcConnex page](#).

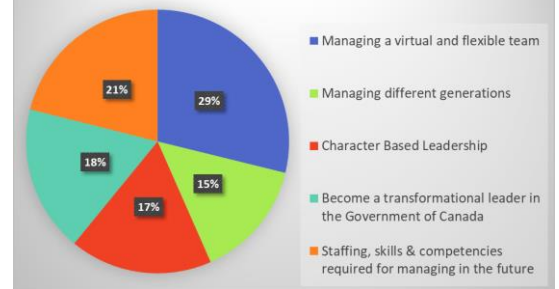
Top Learning Needs



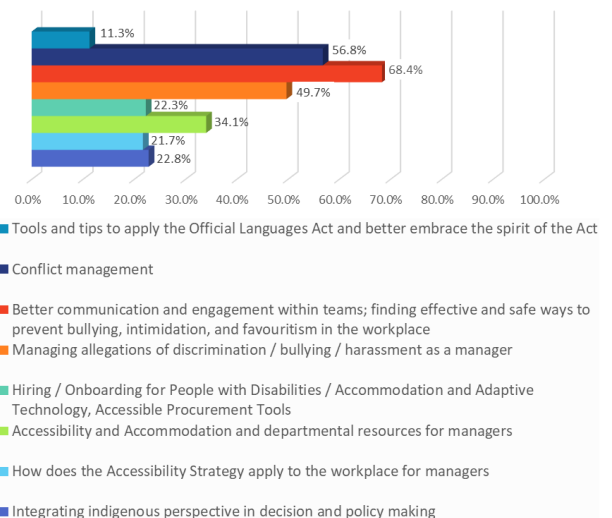
Mental Health and Wellness



Public Service of the Future



Accessibility and Inclusion



Leadership and Engagement



Present, Agile and Adapted through the Transition

The NMC produced 16 Managers Connect Virtual Talks



Listen to all of them on the [NMC's YouTube](#)



Tips for Managers

The NMC developed 12 Tips for Managers

These tips involved consultations with managers and the topics varied from onboarding students, to Black Lives Matters, managing virtual teams and more.

National Managers' Community / Communauté nationale des gestionnaires

Tips for Managers

Resilient people...

... cope successfully by choosing to believe that it is possible to cope.

... recognize which aspects of their lives are within their control and learn to let go of what they cannot control.

... choose to believe that they can influence their situation for the better.

Basileer Towns Building a Guide to Resilience Workbook

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National Managers' Community / Communauté nationale des gestionnaires

Tips for Managers

The Essence of Solution Focused Leadership

Work with the person to let them find the problem, look for resources rather than deficits. Explore possible and preferred courses. Explore what is already contributing to possible futures. Treat people as the experts in their life.

"Solution focused leadership is the ability to notice the extraordinary in people's everyday lives."

Sarah Mitchell, Keynote Speaker NMC Managers' Community Forum, Nov. 2021

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Managing a Virtual Team...

<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Managing a Virtual Team... DO:</p> <ul style="list-style-type: none"> Be Authentic, Empathetic and Vulnerable Create a safe space Build trust Allow yourself and your team to make mistakes Celebrate successes <p>20</p>	<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Managing a Virtual Team... Communicate</p> <ul style="list-style-type: none"> Connect on a regular basis as a team Share your best practices for the good of the team Set up one on one meetings with each team member Hold team meetings, ideally on video where everyone has the option to see each other <p>20</p>	<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Managing a Virtual Team... Set clear expectations</p> <ul style="list-style-type: none"> Create a virtual oath as a team Assign work and create system/structure to monitor Coach and guide employees as needed <p>20</p>	<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Managing a Virtual Team... Lead by example</p> <ul style="list-style-type: none"> Encourage your team to collaborate Set clear direction for your employees and readjust regularly Make time for difficult conversations Create a safe space where your employees can share their struggles <p>20</p>
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Onboarding Students during COVID-19...

<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Onboarding Students During COVID-19... Be Agile</p> <ul style="list-style-type: none"> Have a plan for the student, their integration into the team, and the work you are planning for them Assemble a Digital Welcome Package with information and resources available. Connect with Your HR Department to find out what resources are already available online. Schedule Virtual Welcome and introductions. <p>20</p>	<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Onboarding Students During COVID-19... Be Equipped</p> <ul style="list-style-type: none"> Equip yourself with the tools you need to manage people and teams in a remote or virtual context. Connect on FlexGC Engage the National Managers' Community (NMC) Access the Canada School of Public Service (CSPS) Designate a Virtual Buddy Ask the Expert: Students can be a wealth of knowledge in using technology. <p>20</p>	<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>Onboarding Students During COVID-19... Be Inclusive</p> <ul style="list-style-type: none"> Creating a nurturing, welcoming and inclusive workplace culture is a key element to support students. Demonstrate Empathy Create an Inclusive and Accessible Workplace Invite Feedback Supporting students while taking into consideration their individual needs and cultural differences <p>20</p>
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Black Lives Matter...

<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>What do managers need to consider or be sensitive to in light of the #BlackLivesMatter movement?</p> <ul style="list-style-type: none"> Demonstrate empathy: Take time with your Black employees and discuss how they are doing in light of the recent events. Be aware of your unconscious bias and identify practices and behaviours that need to be addressed. Connect with Your Employment Equity/ Diversity Section: Find out what resources and mentors are available to assist you.  <p>Darlene Grogan, Accessibility Standards Canada</p> <p>20</p>	<p>National Managers' Community / Communauté nationale des gestionnaires</p> <h3>Tips for Managers</h3> <p>The last couple of months has been tough as we have seen documented cases of racism and police brutality in the US and here in Canada. Watching the news and protests might have triggered for some people memories of their personal experience as well as fears they live for themselves and/or for their family members and friends.</p> <p>As a manager, please be mindful over team members. Listen and encourage the right balance of decisions. Remind employees that mental health assistance is available through the Employee Assistance Program.</p>  <p>Darlene Grogan, Accessibility Standards Canada</p> <p>20</p>
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National Managers' Community / Communauté nationale des gestionnaires

Tips for Managers

Leadership & Linguistic Duality:

Which strategies have you used in your department that have worked well for you?

As a manager, implement some of your own practices such as having meetings or bills in the other language. Be purposeful in the use of your second language and make your intentions known. I'll have a day in my office where I'm just speaking French and everybody knows it.



Brigitte Gibson, Regional Director General, Canadian Heritage (Winnipeg)

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NMC Events

NMC **connected with and equipped 13,788** managers via **75** events across Canada in 2020!

Compared to 2019, the NMC increased its' reach by 359% in 2020.



Ontario hosted the **Toronto LDM** on January 16. The event was at capacity, engaging over 60 managers from departments throughout the GTA. The keynote presentation on “The Neuroscience of Creativity” by Dr. Oshin Vartanian was a success with effective best practices to applying creativity to problem solving.

Regional Events



NMC Events



On March 5, Manitoba's NMC hosted an **Ask the Expert** on Managing Mental Health in the workplace with Jordan Friesen from CMHA Manitoba.

Luc Proteau informs participants at the **Quebec Learning Day** about Unconscious Biases, how they are created and how we can prevent them, leading us to have a better open mind and make better decisions.



Great discussions took place during the Courtyard Café at the **Regina Learning Day** (January 30) on engaging our employees, building trust, leading at a distance and mental health

Aaron Billesberger (Joint Learning Program-BC/YT) lead the discussion on resilient teams and building an agile and adaptable workplace at the **Victoria Learning Day** on January 28. Takeaways: you need to replenish the rocks in your bucket and you can't impose your resilience on others.

Wellness Strategies for Working from Home

Maintaining a healthy work-life balance during the pandemic is a challenge for both employees and managers. During this session, participants will be guided in focused conversations engaging principles and practices on wellness, self-care, resiliency and setting boundaries while working from home.

December 2
2:30 p.m. - 3:30 p.m. Central

20 National Managers' Community / Communauté nationale des gestionnaires

Activating your Character leader

The NMC welcomes Jennifer Allen, Stephen Virgin and Elissa Dodd Character Based Leadership Team, CRA to a panel conversation on how character leader supports our virtual reality.

December 3rd, 2020
10:00am - 11:00am EST
MS teams link provided with registration

20 National Managers' Community / Communauté nationale des gestionnaires

Managing Mental Health in a Virtual Team

Just in time for the Holidays, join us for a panel discussion on tips and tools on how to support and promote employees' mental health during the current pandemic and beyond.

December 8th
10:00 am - 11:00 am AST

20 National Managers' Community / Communauté nationale des gestionnaires

Mental Hygiene and Resilience

What is stress? How to develop resilience? The challenge of mental health in a virtual management context will be approached as the main theme of this presentation where concrete tools and practical strategies will be shared with managers.

December 8th
1:00 p.m. - 2:00 p.m. (ET)

20 National Managers' Community / Communauté nationale des gestionnaires

NMC Look-ahead... 2021

CALL TO ACTION
ON ANTI-RACISM,
EQUITY,
AND INCLUSION
IN THE FEDERAL
PUBLIC SERVICE

In response to the **Clerk's Call to Action on Anti-racism, Equity and Inclusion**, the NMC will hold a national webcast on Building Diversity and Inclusion and similar regional events throughout the year. The NMC will work with its strategic partners such as PCO and OCHRO in joint efforts to end all forms of discrimination and oppression and lend its voice to regional and national discussions addressing these issues.



The NMC will ensure the voice of managers is heard and appropriate tools and learning are available for the **post-pandemic reality**. This will include a focus on **competencies for the future** e.g. digitization, as well as discussions on **workplace and workforce of the future and impacts on current programs**.

“In the time of crisis, the role of managers is more critical than ever; your people will be looking to you for guidance, support and leadership now more ever.”
- Sapna Mahajan, Director of the Centre of Expertise on Mental Health, OCHRO (May)

The NMC will **launch the Northern Chapter** and host Northern-specific events.

The NMC will support managers and **contribute to the shifting culture** (e.g. how to have difficult conversations, mental health, resilience, performance management).

To meet the needs of managers and accurately communicate their challenges to senior leaders, the NMC will **continue to gather and share manager-specific data** informed by surveys, focus groups, regional and national committees and key stakeholders.

The NMC will host an **Accommodation Consultation Series** in partnership with the Canada School of Public Service, Shared Services Canada, Public Services and Procurement Canada, and the Office of Public Service Accessibility. This 3-part series will engage managers on workplace accommodation, adaptive technology, and accessible procurement.

To equip managers for excellence, the NMC will hold **two National Learning Events** as well as regional and national virtual offerings and **will foster opportunities for development and peer to peer collaboration**.



The NMC will continue to broaden its reach and act as a **vehicle for two-way communication**, collaborating with central agencies and other partners in support of public service-wide priorities.



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