

Call for Participants!

Operational Leaders Development Program

Expression of Interest due: April 10, 2025

The Background

The Developmental Services Workforce Initiative Steering Committee is a partnership between the Ministry of Children, Community and Social Services (MCCSS) and the Provincial Network on Developmental Services. Its intention is to build a diverse workforce that is stable and responsive with skills to deliver person-directed and quality supports for people with developmental disabilities in Ontario, now and in the future.

Across the Province, Operational Leaders (Front-line Supervisors/Managers) in the Developmental Services sector utilize a range of skills and competencies to balance a variety of challenges, interests and operationalize strategic directions from person directed planning, staffing and staff development, to finances, and administration.

The Operational Leader Sub Committee, utilizing the Developmental Services HR Strategy Middle Management Topic Outlines, completed the pilot project in 2021-2022, since that time it has been offered to over to 250 operational leaders in the province. We are happy to offer another OL program. This will improve operational leadership capabilities through education, training, development and networking across organizations.

The Approach

The Operational Leaders Development Program is a 7 week program accepting up to 30 current Operational Leaders who will participate in facilitated development sessions including presentations, case studies, scenarios and professional development. Each session will provide an overview of a specific topic with specific application to the participant's current role as an Operational Leader.

- Transitioning to the Role of Operational Leader
- Time Management
- Financial Literacy
- Building High Performance Teams
- Supervision and Performance Management
- Conflict Management

Using a Community of Practice approach participants will learn from the facilitators, the content and each other.

The Participants

Operational Leaders refers to supervisors/managers and/or family members who plan and support frontline professionals in the delivery of services and achievement of outcomes. Common titles include Broker, Supervisor, Manager, Team Lead and in small size organizations may include Director as employees perform

various functions. This Operational Leaders Development Program has been developed for new Operational Leaders with less than 5 years experience in the leadership role.

The Schedule

| Learning Series - Virtual | | | |
|---------------------------|---|----------------|----------|
| Date | Topic | Length | Location |
| May 1, 2025 | Transitioning to the Role of Operational Leader | 9:00am- 4:00pm | ZOOM |
| May 8, 2025 | Time Management | 9:00am- 4:00pm | ZOOM |
| May 15, 2025 | Financial Literacy | 9:00am- 4:00pm | ZOOM |
| May 22, 2025 | Building High Performing Teams | 9:00am- 4:00pm | ZOOM |
| May 29, 2025 | Supervision & Performance Management | 9:00am- 4:00pm | ZOOM |
| June 5, 2025 | Conflict Management & Resolutions | 9:00am- 4:00pm | ZOOM |
| June 12, 2025 | Wrap Up and Celebration | 10:00am-1:00pm | ZOOM |

***Note modules include pre and post work for the participants to complete to ensure the learning is applied to their position and agency, there is also a cost of \$160.00 per participant.**

The Content

Below is a description for each module:

- *Transitioning to the Role of Operational Leader:* Moving from a direct support position to an operational leader position can be both challenging and rewarding. Learners will explore leadership competencies, personal attributes, and motivations required to provide effective leadership. Through a personal assessment, new managers will identify existing skills and areas in need of development to become a successful operational leader.
- *Time Management:* Time management is the ability to plan and control the hours in a day to effectively accomplish multiple and concurrent organizational goals. Effective time management utilizes technology and prioritizes work to ensure that all work priorities are completed. Learners will investigate time management tools and how to identify common time wasters.
- *Financial Literacy:* Operational Leaders make decisions every day that affect the agency's financial and administrative performance, including scheduling, hiring personnel, preparing and/or overseeing a budget. Learners will recognize financial terms and discuss the implications of their decisions.
- *Building High Performing Teams:* A high performing team is a group of people who share a common vision, goals, and metrics while collaborating, challenging and holding each other accountable. Learners will participate in activities that will build delegation skills and foster accountability while motivating team members to achieve outstanding results in a constantly changing environment

- *Supervision & Performance Management:* Supervision and performance management is used to integrate and focus the efforts and outcomes of staff teams. Operational Leaders can enhance team performance through strong human resource practices and identifying the root causes of poor performance. Learners will discuss the performance management cycle and explain the key stages of this cycle.
- *Conflict Management & Resolutions:* Learning how to handle conflict effectively is a necessary skill for Operational Leaders. Effective conflict management redirects the conflict toward a positive and productive outcome. Learners will discuss typical sources of conflict in a management position and will have the opportunity to demonstrate strategies to manage conflict.

The Commitment

From participants: Participants are expected to attend each of the sessions and actively engage in small group and large group discussions. Participants will be encouraged to develop their own professional development plan through this program for short and long term growth. This program embeds the new Core Competencies. Participants should review and understand the current [Core Competencies](#) and may choose to complete the self assessments.

Pre and post module activities support the application of learning to the participant's specific work environment.

From the agency: Agencies are expected to support the participation of their Operational Leader by encouraging their engagement in the sessions and completing the pre and post work. Agencies are asked to formally identify a mentor for the participant who can support the participant with applying the content to their work environment.

From the mentor: Mentorship is a service provided by an experienced person who possess knowledge on leadership and the agency in which the OL works. For the Operational Leaders program, it is important that the mentors are aware of the organization's financial, HR, supervisory and leadership practices. Mentorship is a method used to strategically bridge the gap between knowledge translation and knowledge us, by providing the opportunity to discuss how learning in the OL program applies to the role OL role in the agency.

Expression of Interest Application Form > [Click Here for the EOI Application](#)

Deadline: April 10, 2025

Questions:

Holly Duff at HDuffProvincialNetwork@outlook.com

Successful candidates will be notified by April 16, 2025 with a link to complete payment.

Thank you for your interest!