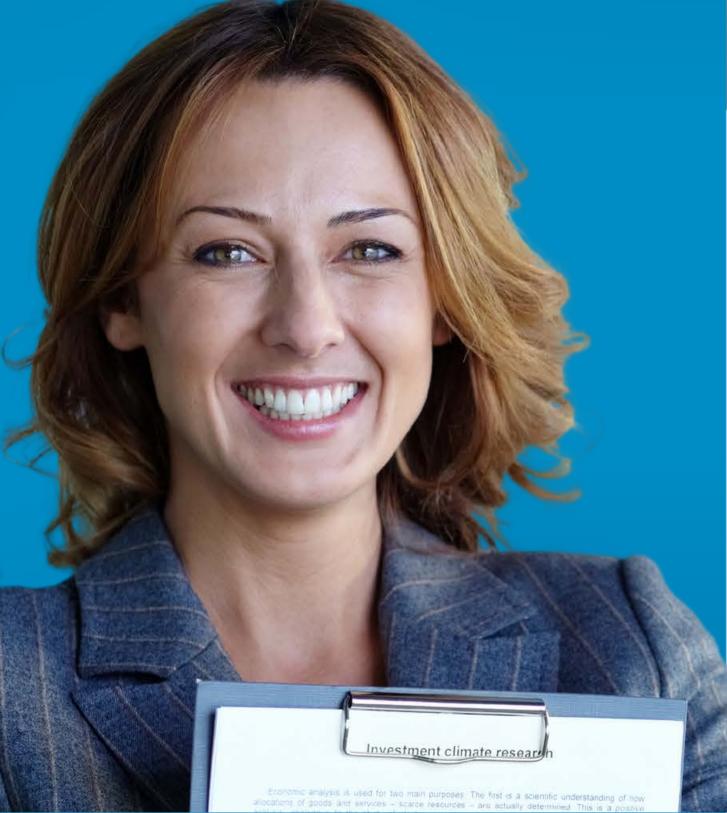
# EMPLOYER GUIDE.

Tailored Training for Supervisors in the Food & Beverage Industry with Skills Training Across Canada (STAC)





Formation professionnelle pancanadienne



rectoral Workforce Solutions Project is funded in part by Ce projet est en partie financé par le Gouvernement du Canada sous le Programme de solutions pour

# Canada



Skills Training Across Canada (STAC) is a new national online learning program designed by Food Processing Skills Canada (FPSC) to advance workforce development. This program is an all-in-one solution to upskill your Supervisors and up and coming talent, without impact to production time - we supply the tools (and the perks!) to improve your workforce.

- Digital Credentials
- Access to Food Production Supervisor Certification
- Onboarding Packages
- Chromebooks
- Babysitting Subsidy
- Completion Bonuses
- 1-on-1 Coaching
- Social Emotional Learning
- Diversity, Equity, and Inclusion Courses
- Employer and Employee Dashboards
- Credits applied from previous Food Processing Skills Canada programs
- Special HR Coaching Workshops
- SWAG and Graduation Packages



the Government of Canada's

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# EMPLOYER COMMITMENT.

Employers and employees should be dedicated to finishing the program, this includes completing surveys and evaluations from our research team.

\*Included in signed contract.



# EMPLOYEE COMMITMENT

### Complete all courses (39\*)

 3 courses per week for 14 weeks (recommended but not required)

Register and attend the Social Emotional Learning (Acahkos) coaching webinars (x3)

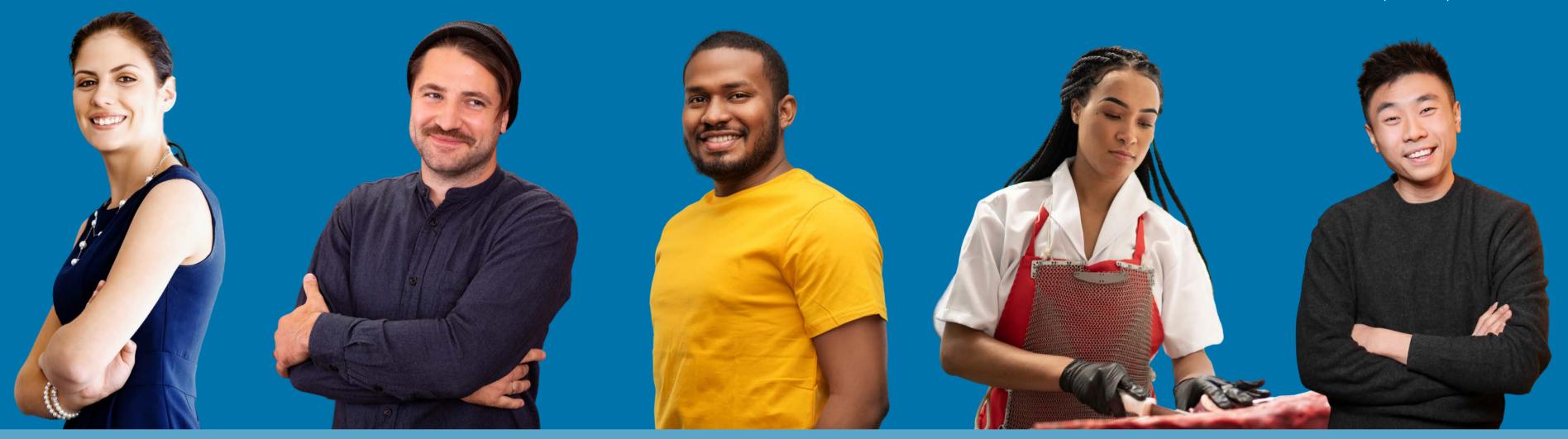
- Do webinar 1 before starting any online learning
- Employee will not be able to continue to next level until webinars have been completed

Complete all surveys/evaluations

course list TBD

SUPERVISOR

# WHO IS THIS PROGRAM FOR?



**EXPERIENCED SUPERVISORS** 

### **LEAD HANDS**

PRODUCTION **SUPERVISORS** 

This program is open to a variety of businesses related to food and beverage manufacturing.



Food and Beverage Manufacturers (all sectors)



Cannabis Producers





### LINE **SUPERVISORS**

### **ASPIRING SUPERVISORS**



Food Related Associations & Businesses



**Retail Grocery** Stores

# WHAT EMPLOYERS NEED TO KNOW TO APPLY AT STAC-FPSC.COM

How many people would you like to train?

Do you have Supervisors who can benefit from training?

Who needs a Chromebook?



Do you have people who would like to access the babysitting subsidy?







Jennefer Griffith

EXECUTIVE DIRECTOR, FPSC



PROJECT MANAGER

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# WHAT'S INCLUDED?

# WELCOME PACKAGE

Each employee receives a kitfolder with 2 Workbooks, a Getting Started Guide, a Quick Reference card with important information such as Login, Key Contacts and Technical Support Contact. Each employer receives a "Getting Started" reference guide.



### ONLINE LEARNING CURRICULUM

Access to a robust Learning Management System (LMS)

- 39 Courses, 68 hours (including coaching)
- Courses, webinars, and surveys are set in a sequential pathway. Participants must complete in order before moving onto the next



## **DIGITAL CREDENTIALS**

There are mulitple courses under each level listed below. Participants will receive a certificate and a badge for each course completed and a badge for each level.

- Social Emotional Learning (Acahkos)
- Food Safety
- Leadership for Supervisors
- Diversity, Equity, & Inclusion
- Level 3 Supervisor
- Supervisor STAC Grad (Microcredential & Certificate)



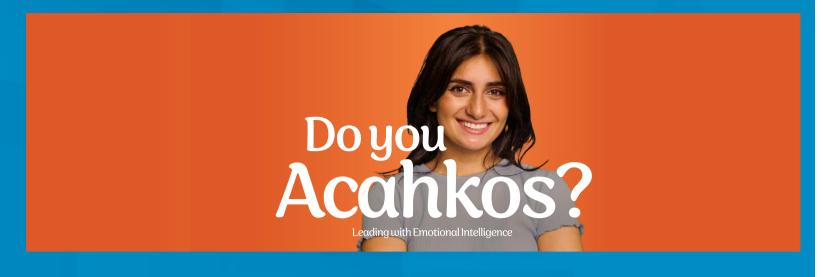






# **COACHING (ACAHKOS)**

Attending three social emotional learning webinars is a required component of this program to complement the 9 courses. Employees must register and attend these sessions to move forward in their learning.



# **CHROMEBOOKS**

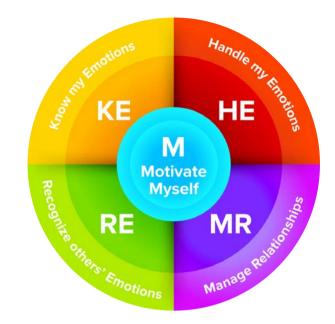
No need to share the family computer – employees can learn on their own time using their own laptop. Alternatively, you can set up a learning studio at your organization. These will be provided upon request and while quantities last.



# WRAP AROUND SUPPORTS

To keep work life balance in check. We offer wrap around supports, such as hiring a babysitter while studying at home. This amount will be offered to the first 208 people upon request.









# **COMPLETION BONUS**

Completing this program is no small ask. Employees are investing in upskilling with their time. For this reason we are adding a \$200 completion bonus to the first 700 employees who complete the program.



## **EMPLOYER DASHBOARD**

Manage your participants, monitor progress, view and export detailed reports. This dashboard will provide instant access for employers to manage their teams, request chromebooks, remove employees if they depart from the company. Additionally, employers will find having the ability to access the dashboard helpful for audits.



# **EMPLOYEE DASHBOARD**

Employees now have access to learning from this dashboard. They can monitor their achievements, view top courses, access certificates, transcripts, & digital credentials.











# **SUPPORT**

We have a team of regional experts who will help you navigate your Supervisor Training – we won't leave you on your own (unless that's what you prefer). For technical issues we have strong team to help with those pesky IT questions as they come up and for course questions we have a Student Coach.



### **HR COACHING MOMENTS**

This series of HR Coaching sessions focuses on feedback from industry people leaders, what they want support in, and quick practices they can try today that will make a difference. Topics such as Work Culture, Communication, Managing Performance, and Leadership.



# **CELEBRATE TOGETHER**

We send Graduation Packages that include; Certificates, Transcripts for employees as well as a framed Partnership Award to your business. Additionally, we will send your organization a "Party in a Box" so you can celebrate your sucesses together.











# **ANY OTHER PERKS?**

# **CERTIFICATION** FREE ACCESS TO THE CANADIAN CERTIFIED FOOD PRODUCTION SUPERVISOR (CCFPS) PROGRAM

# Challenge the Certification Exam and submit your portfolio all at NO COST.

Supervisors who have 3 years experience in food production, have an opportunity to become a CERTIFIED Food Production Supervisor!

We will provide a free self-assessment and link to your certification pathway.

For more information, contact Tracy Biernacki Dusza tbdusza@fpsc-ctac.com





#### CANADIAN CERTIFIED FOOD PRODUCTION SUPERVISOR (CCFPS)



### JANE SMITH

Food Processing Skills Canada (FPSC) recognizes that the holder of this certification has been formally evaluated for demonstrated experience, knowledge, and performance to meet organizational, regulatory and industry standards in accordance to the Canadian National Occupational Standards (NOS) for

Anw Proub ing Skills Canada (FPSC) CCFPS



# DIGITAL CREDENTIALS – A PORTABLE WAY TO VALIDATE SKILLS AND ACCOMPLISHMENTS

# THE VALUE OF DIGITAL CREDENTIALS – EMPLOYERS

# **SKILLS GAP SOLUTIONS**

Employers desire job-ready workers that reduce the amount of on-the-job training that is required.

- FPSC is about Professionalizing the Food & Beverage Manufacturing Industry
- With digital credentials employers can quickly, and easily, verify worker's learning pathways and accomplishments by viewing a skills portfolio vs anecdotal skills descriptions that may or may not be true or come with acquired bad habits.
- Hire the right people, for the right job, with the right skills.



# 

# 

OF EMPLOYEES STATE THEY WOULD STAY AT A COMPANY LONGER IF THERE IS INVESTMENT IN THEIR LEARNING & DEVELOPMENT\*

\*LINKEDIN, WORKPLACE LEARNING REPORT 2019



# **3 TYPES OF DIGITAL CREDENTIALS DELIVERED**

## COURSE COMPLETION

On a Pathway | 39 courses | 3 webinars

### LEVEL COMPLETION A Collection of Skills | 5 Levels

Supervisors will receive a Course Completion digital credential and a Certificate of Completion for each course with a minimum passing grade of 70%.

Supervisors will receive a Level Completion digital credential validating that they have completed all courses designated from FPSC's competency-based Learning & Recognition Framework (LRF).



Recommended time to complete the program:

- 3 courses per week over 14 weeks
- this is a recommendation not a requirement



Digital credentials will be emailed to employees or can be found on their <u>Employee Dashboard > Digital</u> <u>Credentials and Certification Portfolio</u>

### PROGRAM COMPLETION

Major Achievement | 1 Micro-credential | 1 Certificate

Once Supervisors have fulfilled all program requirements such as; **completing all courses** (minimum 70% pass), **registering & attending Acahkos webinars** (3), and **completing all surveys** in the Learning Management System, they will receive a **Micro-credential** and **Certificate of Major Achievement**. \*



\*A graduation package will also be sent to your organization.

# CREDENTIALS CAN BE EMAILED OR ADDED TO A DIGITAL WALLET

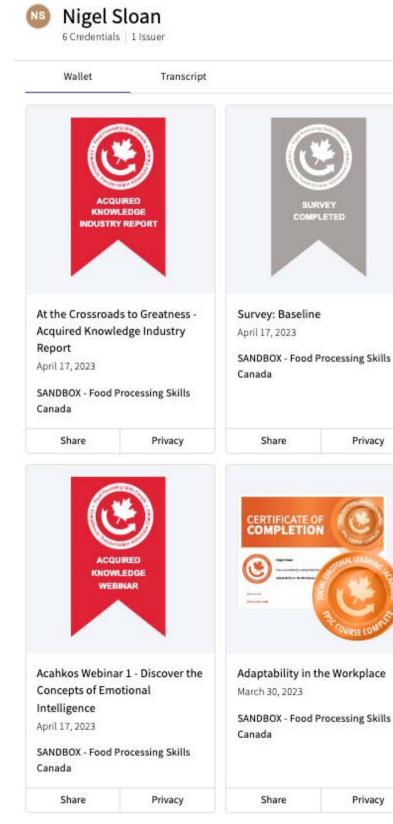


# **EMPLOYEES CAN ACCESS ALL DIGITAL CREDENTIALS FROM THEIR DASHBOAD**

## Share credentials

Encourage employees to share credentials on their socials

- Great visibility for your organization
- Add them into a draw for hash tagging your organization
- Gives employees an opportunity to shine and share pride with your company





	CERTIFICATE OF COMPLETION	TOURT COUNT	CERTIFICATE O COMPLETION	SHALLARNO.
essing Skills	Introduction to Emotional Intelligence April 17, 2023 SANDBOX - Food Processing Skills Canada		Knowing and Handling My Emotions April 17, 2023 SANDBOX - Food Processing Skills Canada	
Privacy	Share	Privacy	Share	Privacy



Privacy



# CURRICULI

### **BASELINE SURVEY**

At the Crossroad to Greatness Industry Knowledge

## AT THE CROSSROAD TO GREATNESS

Key Insights & Labour Market Research About Canada's Food and Beverage Processing Industry 1 Course | 1 Survey

Producing this report in these challenging times has been a moving target. The world has changed, and it's hard to know how history will reflect this time. A tectonic shift in every sector and everyday life has occurred virtually simultaneously across the globe.

This report outlines what we observe to be the immediate economic and financial consequences of the COVID-19 global pandemic.

The report provides information about the food and beverage processing industry, government decision-makers, and other stakeholders. It details who the industry is, where it could go, and what's standing in its way.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.







### WEBINAR 1 – DISCOVER THE CONCEPTS OF EMOTIONAL INTELLIGENCE

Introduction to Emotional Intelligence Knowing and Handling My Emotions Adaptability in the Workplace Empathy at Work Interpersonal Relationships for Workplace Success

### WEBINAR 2 – COMMUNICATION IN THE WORKPLACE

The Spark Within Coaching for Success Positive Attitudes in the Workplace Problem Solving

WEBINAR 3 – COACHING SKILLS AND WRAP-UP

SURVEY

Doyou

Acahkos?

### SOCIAL EMOTIONAL LEARNING (ACAHKOS)

Social Emotional Learning for your Workforce 9 Courses | 3 Live Coaching Webinars | 1 Survey

Learn how to become a better leader and motivate your team with Acahkos. Most people you may know are highly intelligent, welleducated, and technically savvy; however, they still suffer in their relationships with others, making friends or leading effectively at work. People whose lack of "people skills" means they are surprisingly ineffective both at work and in their private lives. They seemed to be both emotionally illiterate in that they could not "read the signals," nor could they manage their own and others' emotions. Those people may lack the inner motivation to keep going forward when facing challenges in their personal and professional life. This topic helps you perceive and sharpen your "People skills" to become more effective at work and in your day-to-day personal life.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.









Allergens Level 1 Food Safety Culture and You Sanitation Level 1 HACCP Essentials Introduction to Preventive Control Plans Introduction to Quality Assurance and **Quality Control** SURVEY



### **FOOD SAFETY**

**Refresher Skills for Supervisors** 6 Courses | 1 Survey

Understanding and implementing food safety and good hygiene practices are critical competencies and skills to have when working within the Food and Beverage industry. This collection of courses will provide industry workers with a sound foundation to lead their teams.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.







Respectful Workplace Supervise Employee Performance Introduction to Regulatory Requirements Monitor OH&S and Security Monitor Budget Performance Building Team Resilience Employee Training & Development Facilitate Employee Departure SURVEY

SUPERVISEUR

### LEVEL 3 SUPERVISOR

Effective Implementation and Monitoring 8 Courses | 1 Survey

Supervisors in the food industry play a crucial role in supervising, directing, and coordinating the activities of staff. Their primary responsibility is to ensure the effective implementation and monitoring of policies and procedures set by managers.

Supervisors in this field serve as leaders and inspirations for the frontline workforce. They are responsible for driving the implementation of food safety and quality control standards, as well as ensuring compliance with health and safety regulations, sales and marketing targets, budget performance, and staff training and mentoring. Their valuable feedback from daily performance helps shape top management policies and facilitates constructive changes within the organization.

Supervisors in the food industry have the opportunity to lead by example, motivating their team members to excel and showcasing best practices. This role offers growth opportunities, career development programs, and a supportive work environment that values contributions.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.







The Diversity, Equity, and Inclusion Conscious Organization

Race & Culture in the DEI Workplace Growing Your Gender-Friendly Vocabulary Multicultural & Multilingual Leadership The Disability-Friendly and Neurodiverse Workplace

SURVEY



# DIVERSITY, EQUITY, & INCLUSION

Supervising a Respectful Workplace 5 Courses | 1 Survey

Being respectful manifests by simply acknowledging others. Working in a diverse environment requires connection, clear communication, and acceptance of what is different. Respectful supervisors recognize, embrace, and celebrate differences. They actively seek diversity, not just tolerate it. More importantly, they promote equity, encourage dialogue, and insist on fairness for employees. This topic details the competencies and skills required from supervisors to build a respectful workplace.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.







Planning and Organizing for Results Budgeting 101 Preventing Production Problems Maintaining Quality **Ensuring Employee Safety** Monitoring for Control Leadership Personality Types Leadership Practices Manage & Performance & Give Feedback Train Employees & Give Performance

SURVEY

Feedback

### LEADERSHIP FOR SUPERVISORS

Introduction to Leadership 10 Courses |1 Survey

This Introduction to Leadership level is designed to provide current, new, and potential leaders with an opportunity to develop core competencies required to lead and manage employees within the Canadian food and beverage processing industry. It will introduce standard leadership concepts and provide participants with practical techniques for applying these concepts with individuals and teams within the work environment. Participants will leave this selection of courses with enhanced knowledge and skills in applying industryspecific leadership and management competencies in a positive, productive, and results-focused manner.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.









# MAJOR ACHIEVEMENT

### SKILLS TRAINING ACROSS CANADA (STAC)

Recognition of Major Achievement for Supervisors in Food & Beverage Manufacturing 1 Micro-credential | 39 Courses | 5 Levels | 3 Webinars

### COMPLETED LEVELS

- Social Emotional Learning (Acahkos)
- Food Safety
- Level 3 Supervisor
- Diversity, Equity, & Inclusion
- Leadership for Supervisors

Access to HR Coaching Moments Webinars

On a Pathway to Food Production Supervisor Certification

### Benefits of completing this online & competency-based training include:

- Learning essential skills is simplified
- Online training provides 'job ready' upskilling and reskilling of employees
- Decision making skills are improved though technical and social emotional learning (Acahkos) training
- Teamwork is encouraged and rewarded
- Safety is enhanced and reinforced
- Quality control & accountability is assured
- Product speed to market is improved
- A respectful workplace is refreshed
- Workplace culture of continuous learning is supported



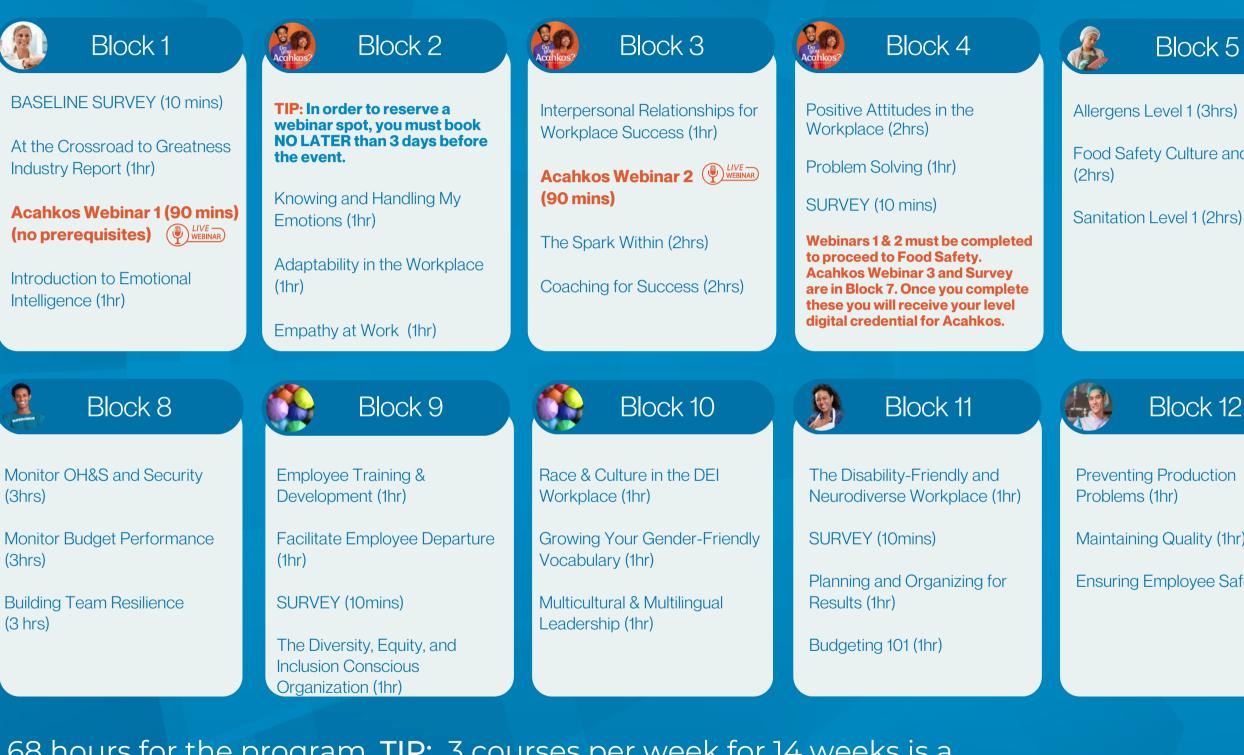
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### Graduation packages are prepared...

# **PROGRAM SEQUENCE**



68 hours for the program. TIP: 3 courses per week for 14 weeks is a recommendation but not a requirement.

### **STAC-FPSC.COM**

**Food Production** 



### Block 5

- Food Safety Culture and You

### Block 6

HACCP Essentials (2hrs)

ß

Introduction to Preventive Control Plans (3hrs)

Introduction to Quality Assurance and Quality Control (2.5hrs)

SURVEY (10mins)

### Block 7

Acahkos Webinar 3 (90 mins) SURVEY (10 mins)

Respectful Workplace (3hrs)

Supervise Employee Performance (3hrs)

Introduction to Regulatory Requirements (3hrs)

### Block 12

Maintaining Quality (1hr)

Ensuring Employee Safety (1hr)

### Block 13

Monitoring for Control Maintaining Quality (1hr)

Leadership Personality Types (1hr)

Leadership Practices (1hr)



### Block 14

Manage & Performance & Give Feedback (1hr)

Train Employees & Give Performance Feedback (1hr)

SURVEY (10 mins)

**CONGRATULATIONS!!!** 



**Supervisor Certification** 



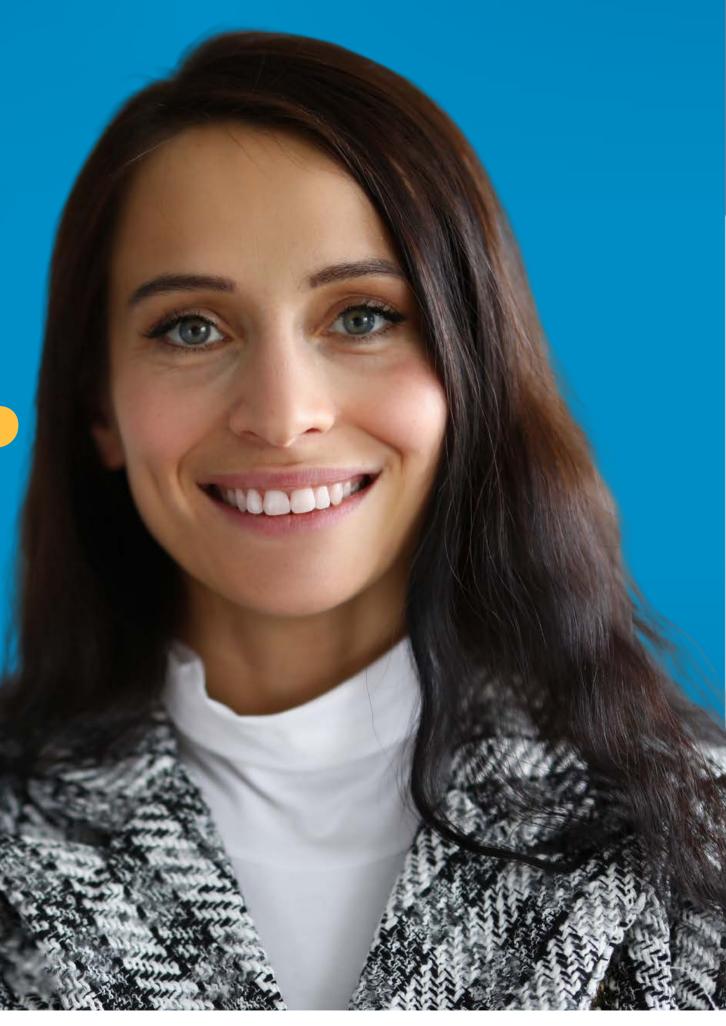


CANADIAN CERTIFIED FOOD PRODUCTION SUPERVISOR (CCFPS)

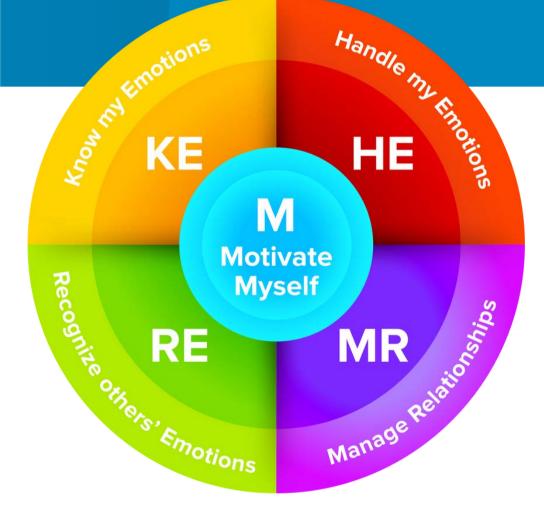
# MEETOUR COACHES.

The best resources for our industry are available to you. Social Emotional Learning (Acahkos), HR Coaching Moments, Immigration, and more....





# SOCIAL EMOTIONAL LEARNING



Raja Hatoum, Dr. Lisette Reyes, Hamid Cherif (L-R) **Social Emotional Learning Coaches** 

### You've promoted a really great employee who knows their job so well **BUT do they know how to lead?**

- Do they understand how and why people react the way that they do?
- Do they get offended by reactions by others?
- Do they know how to set goals and motivate?

96% of employees who have already taken Acahkos report learning strategies to make them a better co-worker.

Better co-workers make better teams! This program includes 3 coaching webinars, 1 workbook with activities, and 9 online courses which will provide your Shining Stars with the tools to better manage themselves and their team.





### **Need Help Getting Started? Questions about course content? Stuck?**

### Meet Bill.

Food Processing Skills Canada and STAC have provided your employees with access to a "Student Coach". With more than 30 years experience in teaching and mentoring students young and old, academic and professional, Bill knows how to identify where your employees may be struggling and will communicate answers back so they make sense – no gobbeldy goop. All questions are welcome from, "I don't even know how to get started", "what does click the mouse mean?", to "I don't understand the content in this course".

# HR COACHING MOMENTS. Sheri Nicolle, CPHR, SHRM Human Resources Executive

### Bite sized answers delivered in 45 minute interactive sessions 4 Leading Topics | 10 Webinar Options

The sessions will be live, 45 minutes long, with an interactive component - for questions/comments. The intent is for each session to be concentrated in focus, so Supervisors can easily remember and apply the concepts discussed – not too much information, something quick for you to apply at work.

### COMMUNICATION

#### **Connecting with Employees**

How to improve your communication skills at work getting your point across, giving positive and negative feedback/messages, disagree without being disagreeable and how to improve your written communications. In addition, we will discuss the key factors of active listening and how to improve your communication skills for multiple generations.

### MANAGING PERFORMANCE

#### **Resolving Conflicts**

How to effectively manage conflict by being a skilled communicator. We will discuss how to establish a productive dialogue, managing the conversations, and keeping all parties on point. In addition, we will discuss how to arrive at common agreements and create solutions to the conflict. As well we will discuss how to effectively follow-up – monitoring actions and what to do if the conflict persists after.

### Lates & Breaks

We will discuss absenteeism in general – valid reasons, questionable absents - how to address them, appropriate dialogue, documentation needed, and how to best conduct these conversations. In addition, we will spend some time on specific examples such as start times, breaks, and sick days and how to address each.

### **Establishing Expectations**

How to establish expectations at work – expected behaviour, level of accountability, responsibility, and communicating effectively. We will discuss team expectations, performance expectations, and how to effectively manage expectations. In addition, we will cover step by step approaches to setting expectations for new and existing employees.

### **WORK CULTURE**

#### What it Means

We will discuss why building trust is important in the workplace, along The elements that describe a work culture, the importance of a positive work culture and what with some tips for building trust - value employees, being honest, know factors that impact a work culture. In addition, your team, and recognizing value in your employees. In addition, we will touch on work ethic and how it supports building trust in the workplace. we will discuss the impact turnover, loyalty, and performance have on work cultures.

### How to Create a Positive Work Culture

Initiatives that contribute to a positive work culture – from company values to selecting people who fit the culture. In addition, we will also discuss what you can do to continuously evolve your culture – relationship building, communication practices, introducing policies/practices, and investing in your employees.

Why confidence is important and the principles of how to be more Toxic Culture confident - positivity, emotions, growth. We will review what you can do Symptoms of a toxic culture – morale, lack of today to be more confident - for your self, work goals, achievements, clarity, fear, high turnover, leadership, etc. We shifting your perspective to creating healthy routines and living in the present. In addition, we will discuss ways you can start building confidence will review approaches to shift the culture to be - standing up for yourself, accomplishing goals, doing the right thing, care more positive, sharing advise/guidance as we discuss examples of toxic environments and less what others think and do more of what makes you happy. what to do.



### **LEADERSHIP**

### **Building Trusting Relationships**

### Mentoring & Coaching

How mentoring, and coaching differ - the approach and benefits of each, how to best utilize the relationship if you are being coached or mentored, and some examples where they are better suited. In addition, we will discuss how to evaluate ROI on each for your organization – qualities of a good coach or mentor, defining the purpose/benefits of having them available at your organization, timing, and length of having the services available.

### **Building Confidence**

# IMMIGRATION &HREXPERT

Sherri Deveau, RCIC, CPHR Human Resources and Immigration Executive



Let's Talk Immigration & Your Food Business

Wondering about immigration and the potential for strengthening your workforce?

Ask the Expert.



### **Need to Increase your Workforce?**

Sherri is the founder and CEO of Deveau Immigration. She is a Regulated Canadian Immigration Consultant (RCIC) and a Chartered Professional in Human Resources (CPHR) with certifications in Human Resources Management and Immigration Law. She is also a STAC Coach, who helps guide employers on their STAC Journey and the lead presenter of our Immigration Bootcamp series.

With extensive knowledge of foreign recruitment and immigration law Sherri's maritime hospitality will make this presentation very interesting while providing you with valuable insights on best practices on:

- Where to start and when
- Key considerations
- Logistics
- Expectations



# **STAC PROGRAM TIMELINE**



Apply

### **Employer** Commitment

### Invitations

### Packages







Supervisor Training

3 courses per week for 14 weeks (recommended)

### Apply, sign contract, add/invite employees

- Apply at stac-fpsc.com
- STAC contacts you for needs assessment
- Sign contract
- Attend onboarding session or watch video
- Add employees and chromebooks (if required) to your Planning Dashboard
- Invite your employees to STAC
- Notify employees

### **Add profile details** and attend webinar 1

Employees

- Receive employer invitation to participate
- Complete application in dashboard
- Register for and attend Acahkos - Webinar 1 (no workbooks. or materials are required)
- Attend onboarding or watch videos

### **Welcome packages** shipped

Shipping

 Once all of your company employees have registered we will kit and ship Welcome Packages and Chromebooks.

### **Required to** graduate

- Complete all courses (39) with 70% or more for each course
- Complete all surveys
- Register and attend Social Emotional Learning (Acahkos) live coaching webinars on zoom
- NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next

### **Optional**

- Sessions



### Graduations

### What's Next?



### Celebrate

 Register and attend HR Coaching Moments webinars Register and attend **FPSC Speaking Food** 

### **Graduation Packages**

We will send graduation packages to all organizations and their participants who have successfully completed the program.

### **FEBRUARY GRAD**

You must have completed your program curriculum by January 15, 2024 to graduate in this session.



### Certification

### **Food Production Supervisor**

Once you have completed STAC you will have an opportunity to Challenge the Food **Production Supervisor** Exam, upload your portfolio and receive your Food Production Supervisor Certification.

# JOIN TODAY STAC-FPSC.COM



PROJECT MANAGER. STAC

**Deborah McGowan** dmcgowan@fpsc-ctac.com



**OUTREACH** MANAGER

Sheri Nicolle snicolle@fpsc-ctac.com





PROGRAM COORDINATOR, STAC

**Edna Granados** egranados@fpsc-ctac.com