



Whitehorse Chamber of Commerce

Training and Development Program Redevelopment

What's in it for me? A connected, modernized and meaningful learning experience for me and my team.



Our Vision: Where do we want to go

A Yukon led effort to improve and provide integrated training for the business community.



Our Mission: How do we get there

To provide an inclusive, partnered approach to training and development for Yukon businesses.

To actively engage the learner by cultivating collaboration, inclusivity, innovative thinking, business agility, complex problem-solving, strategic analysis while empowering leaders and enhancing customer service within a Yukon context.

Guiding Learning Principles for the New WCC Curriculum

The following learning principles have been designed and curated based on current research, educator best practices and engagement with stakeholders and members of the WCC. This model is intended to introduce core learning principles and practical strategies for educators to formulate learning experiences and have a connected foundation for course design. These learning principles are organized alphabetically, and each principle may hold different weight in each course.

All courses will be designed with the following learning principles:





Learning Principles for the WCC Training & Development Program

Strategic Analysis & Planning

Active Learner Engagement

Business Agility

Connection & Collaboration

Complex Problem Solving

Empowering Leaders

Enhancing Customer Service

Inclusivity

Innovative Thinking

Recognizing the Yukon Context

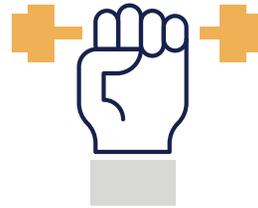
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Active Learner Engagement

Active Learning is an instructional approach that involves actively engaging learners in the course material through discussions, problem solving, case studies, role plays, scenarios, and other methods. Active learning places a greater degree of responsibility on the learner and the learner engages in deep learning rather than surface learning.

02



Business Agility

Agility is defined as a company's ability to adapt to a constantly changing environment and to grow with the change. Workplace agility is an organization's ability to work swiftly, seamlessly, and cohesively to generate increased productivity and engagement levels. By focusing on developing the risk management skill set for learners it helps to build capacity in employees and organizations.

03



Collaboration & Connection

Collaboration is the act of working together and enhances the learner's exposure to more ideas and perspectives. Collaboration is a powerful tool and a key to long-term business growth. When learners are engaged in collaborative learning they capitalize on one another's resources and skills.

04



Complex Problem-Solving

Complex problem solving is a series of observations and informed decisions used to find and implement a solution to a problem. Complex problem-solving encourages the learner to define a problem, identify various solutions, assess benefits and risks and select a plan and implement a solution.

05



Empowering Leaders

Developing leadership skills is essential for workplace culture, communication, leading teams, talent and reducing turnover in an organization. Leadership is the ability of an individual or a group of individuals to influence and guide followers or other members of an organization.

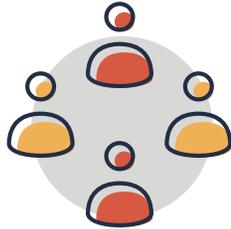
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Enhancing Customer Service

Customers are central to every business. Enhancing customer service and customer service skills are critical to an organization's success and maintaining high employee engagement levels. Customer service training is the education and upskilling of employees to improve support levels, increase customer satisfaction and enhance the customer experience.

07



Inclusivity

Learners learn in different ways. The aim of an inclusive education environment is to ensure that all learners are treated fairly and have equal opportunities. Within an inclusive learning environment learner diversity and uniqueness is celebrated without discrimination.

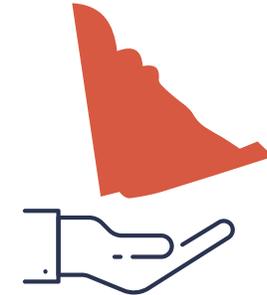
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Innovative Thinking

Innovative thinking is a highly valued skill in today's workplace. Innovative thinking is the ability to think creatively to provide solutions to business processes. In the workplace, this means looking for ways to think differently to produce better business practices for both employees and customers.

09



Recognizing Yukon Context

Recognizing the Yukon based learning approach ensures learning objectives are considered in Yukon-specific context and content. Integration of Yukon First Nations language, history, culture and ways of knowing, doing and being will strengthen the individual learner and learning communities' knowledge.



Strategic Analysis & Planning

Strategic learning is a powerful tool that can enable greater impact and guide improved learner and business outcomes. Learners will formulate evidence and reflection into the strategic process in meaningful ways. Effective strategic analysis and planning helps leaders improve the focus, plan and implement, execute and evaluate activities critical to the success of the organization.



Indigenous Learning

3

Leadership Skills

2

Business Skills

4

Communications Skills

1

Customer Service Skills

5

Five Key Knowledge Pillars

WCC provides and delivers T&D opportunities within the 5 Key Knowledge Areas.



The Voice of Whitehorse Business