



Wachiya! Welcome to McGill University School of Continuing Studies! The Diploma in Health and Social Services Management provides an integrated base of management knowledge for Cree leaders in the health and social services sector.



A FEW WORDS FROM THE TEAM

We proudly continue our tradition of high-quality, accessible, innovative, market-responsive education. We're committed to delivering rich academic and practical programs that will help you to gain momentum in your career.

We would like to thank the Cree Board of Health and Social Services of James Bay for collaborating with us on this exciting program.

We invite you to discover the McGill experience.

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The Diploma in Health and Social Services Management focuses on the development of management theories and practices providing students with key analytical competencies to succeed.



Teaching and Learning Approach

Course lecturers will deliver engaging, interactive material, offering practical solutions that reflect the realities of the Northern Cree context.

- We believe that learning occurs when participants get opportunities to obtain knowledge through the four phases of the learning cycle:
 - > Applying the concepts learned in class to the work environment
 - > Reflecting on and analysing experiences
 - > Constructing one's own conclusions about the links between concepts and application
 - > Planning for effective actions in similar situations
- We focus on competency development
- Training is only useful and beneficial to the individual and the organization, if it translates into change and observable behaviours.
- We make the theory contextual by engaging the learner through their own experiences.

Course Delivery

- Synchronous online courses are offered through Adobe Connect.
- During fall, winter and summer, classes meet once or twice a week for 7 to 13 weeks.
- Learners log in online to see, hear and interact with course lecturers and fellow students face-to-face.
- Students engage, learn and connect through interactive activities and collaborative teamwork.

Graduation

- When all of the courses have been successfully completed, the time to celebrate arrives!
- Attend convocation and receive your diploma on stage with your community.
 - Share your success with your friends and family at the First Peoples' House graduation dinner and scarf ceremony.
 - Receive your specially-designed scarf in recognition of your achievements at the scarf ceremony.

"Meeting new people through education is the best experience anyone can ask for!"

-Pauline Lameboy





PROGRAM LEARNING OBJECTIVES

The Diploma in Social Services Management further develops competencies in the 7 knowledge categories below. Through research and activity based learning, participants will apply key concepts to their daily work environments.

Communication Skills:

- Execute effective verbal and written communication strategies in management
- Understand and demonstrate effective communication processes and techniques to lead change
- Identify and develop ways to improve strategic communications and sharpen creative thinking
- Develop public speaking techniques to deliver information in the workplace

Conceptual Skills:

- Identify, synthesize and analyze information in a coherent and methodical manner

Health Care Environments:

- Understand the historical context of health care policy
- Analyze the effect of policy on health care environments

Financial Management:

- Understand accounting and financial management concepts in the health and social services sector
- Develop an understanding of financial data management to support best practices

Problem Solving:

- Effectively evaluate, assess and overcome organizational challenges
- Engage in collaborative problem solving and decision making processes
- Coach and develop employee decision making
- Strategically analyze a problem and propose an appropriate course of action

Operations:

- Conceptualize and implement continuous improvement processes using lean methodology
- Align work culture with continuous improvement processes

Leadership:

- Motivate and facilitate others to excel within a supportive and ethical environment
- Be responsive to the needs of the patient and promote positive relations
- Foster collaboration within teams
- Assess, plan, implement, monitor and evaluate organizational objectives
- Develop strategies to engage and build internal and external partnerships
- Facilitate and maintain a strong organizational culture by implementing strategies for employee motivation and conflict resolution



Diploma in Health and Social Services Management

(30 CREDITS)

The Online Diploma in Health and Social Services Management provides an integrated base of management knowledge for health and social services professionals. This program is tailored for Cree leaders working for the Cree Board of Health and Social Services of James Bay.

COURSE DESCRIPTIONS

→ **CPL2 510**
Communication and Networking Skills (3 credits)

This course will provide students with leadership skills pertaining to communication and networking in the workplace. Topics covered include influencing, appraising situations, business networking, teamwork and delivering effective presentations.

→ **CACC 520**
Accounting for Management (3 credits)

This course covers financial and managerial accounting. The course provides an understanding of the various financial statements as well as cost behaviour, cost/volume/profit relationships, budgets, responsibility accounting and relevant costing.

→ **CORG 556 Managing and Engaging Teamwork (3 credits)**

Skills and knowledge to work better in teams, to leverage team strengths and avoid or resolve obstacles to build effective teamwork. Topics include: team development, building trust, decision-making in teams, resolving team conflicts and enhancing creativity in groups.

→ **CORG 551 Behaviour in Organizations (3 credits)**

The implications for management and the essential concepts of social psychology such as motivation, perception, attitude change and organization. Group and organizational dynamics will be the major emphasis of the course. Classroom discussion and student participation is encouraged.

→ **CMS2 533 Lean Operations and Performance Management in Health Services (3 credits)**

Role of operations management and how to create public value by delivering services effectively and efficiently, and measure the performance of the organization, including how the lean approach in healthcare can provide “outside of the box” solutions to resolve process issues and improve quality, cost and delivery of healthcare services.

→ **CPL2 532 Leading Change (3 credits)**

Leading and managing change issues, including the leader as a change agent and the change process itself. Various models of change and change leadership will be reviewed, as well as follower reluctance or resistance to change and strategies that leaders can use to gain follower commitment.

→ **CHLC 500**
Health and Social Service Systems (3 credits)

An overview of the present Québec and Canadian health and social service system: its components, organization, management and challenges/uncertainties; its recent evolution, present organization and foreseeable direction. Interaction and interface between the health system and other social systems; roles and various levels of government and private sector.

→ **CHLC 502**
Health and Social Services Information Systems (3 credits)

Information systems and data management fundamentals; understanding of integration of technology in the health care setting; effective use of information technology and management systems to improve the quality, safety, access, and cost-effectiveness of health care.

→ **CCHLC 552**
Legal & Ethical Aspects: Health and Social Service (3 credits)

Health care system in Quebec, the federal and provincial law relevant to it. Explores relationships between civil and criminal law, law and medicine, law and ethics. Major legislation, case law and legal writings will be presented. Addresses human rights, professional responsibility, civil, criminal liability and dilemmas raised by new technologies.

→ **CGM2 510**
Project Management: Tools and Techniques (3 credits)

Focus on main concepts and theories of project management from initiation to close-out. Topics include: project life cycle, planning, scheduling, implementing, monitoring, controlling, close-out and ethics. The concepts presented apply to projects of various sizes, types and degrees of complexity.

2018 - 2019 SCHEDULE

COURSE NUMBER AND TITLE	SEMESTER
→ CHLC 552 Legal and Ethical Aspects: Health and Social Services	Fall 2018
→ CHLC 500 Health and Social Service Systems	Winter 2019
→ CGM2 510 Project Management: Tools and Techniques	Spring 2019



Admission Requirements

The program is tailored for employees of the Cree Board of Health and Social Services of James Bay (CBHSSJB) that have been identified by the Indigenous Succession Plan.

- Applicants must hold a Bachelor's degree with a minimum CGPA of 3.0 out of 4.0.*
- Applicants must be recommended by the Cree Board of Health and Social Services of James Bay (CBHSSJB)

* If your CGPA is lower than the above requirement, please speak with the Coordinator to see if additional documents are required.



What documents do I send?

McGill University School of Continuing Studies will require the following completed forms and documents in order to be admitted into the Diploma in Health and Social Services Management:

- Your application form* (to be completed once)
- Your permanent code data form* (to be completed once)
- Your registration form* (to be completed every time you register for a course)
- A copy of your Quebec Birth Certificate **OR** Indian Status Card
- Your official transcript(s) from your Bachelor's degree sent directly to McGill University from all of the institutions you previously attended
- A letter of intent
- A Curriculum Vitae (CV)
- A letter of reference recommending you to the Diploma in Health and Social Services Management from a former or current employer

* The Coordinator will assist participants in completing the documents.

Who should I contact?

McGill School of Continuing Studies

Career and Professional Development
(Credit Programs)
688 Sherbrooke St. West, Suite 1140
Montreal, Quebec
H3A 3R1

Tel: 514-398-5055

Email: cpdonline.scs@mcgill.ca



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