

Help Desk messaging is changing!

As of January 2013, Help Desk messages will be known as Bulletin Messages.

A Bulletin Message is any Government of Nunavut (GN) internal information that is important for GN employees to know. These messages include: weather-related closures, technical shutdowns, training courses being offered, emergency notices, etc.

There will be 4 different types of bulletins: Weather Bulletins, Information Bulletins, Technical Bulletins, and Emergency Bulletins. Bulletins will come from different "do not reply" email addresses, sent by EIA Communications. Technical bulletins, such as phone, fax and network problems, will continue to be sent to GN employees by Help Desk.

Bulletins will also be posted on GN social media pages if the information affects the public or the delivery of a service to the public.

The new Bulletins are:

Weather Bulletins – GNWeather Do not reply@GOV.NU.CA

If GN offices close because of weather in any community, a Weather Bulletin will be sent. Please note the GN does not close schools. The way closures are decided will not change. The deputy minister of Human Resources will still make the final decision on closures. Community contacts will still advise the deputy minister of Human Resources of suggested closures across Nunavut.

Information Bulletins – GNInfo Do not reply@GOV.NU.CA

Information Bulletins vary from training courses, payroll information, etc. Information bulletins are not advertising for events, fundraising or personal causes.

Technical Bulletins – <u>helpdesk@gov.nu.ca</u>

Technical Bulletins will still be sent to GN employees by Help Desk. These include building maintenance and technical interruptions.

Emergency Bulletins – <u>GNEmergency Do not reply@GOV.NU.CA</u>

In the event of an emergency, instructions or important information will be sent using an Emergency Bulletin.

A Bulletin Message Checklist can be found on the V:\ drive at: V:\GN Communications\Bulletin Message.

For more information, read the Bulletin Messaging Guidelines and Standards, also found on the V:\ drive at V:\GN Communications\Bulletin Message.

"Like" the Government of Nunavut on Facebook!



The Government of Nunavut launched its official Facebook page today!

Search "Government of Nunavut" and "like" us for news and updates.

Be aware of imitators – we are working to have them removed.

The official GN Facebook page has a picture of Pangnirtung as its cover photo.

Watch Abe Qammaniq on Canada's Greatest Know-It-All

Hall Beach's Government Liaison Officer, Abe Qammaniq, will be on Canada's Greatest Know-It-All!

The show starts airing January 14, 2013 on The Discovery Channel. Abe will be one of 10 Canadian contestants competing for the title by finishing a series of mental and physical challenges.

Congratulations and good luck, Abe!

Mentoring a future leader:

CESO/GN collaboration illustrates the power of partnership

Christine Bens loves a challenge.

The eldest of four siblings, Christine moved from Arctic Bay, Nunavut, to the territory's capital, Iqaluit, at age six. Throughout her elementary and high-school years, Christine struggled with the two very different languages, but rose to the challenge, earning her high-school diploma at age 18.

After graduation, Christine chose to take a year to work and upgrade her English skills. She worked two part-time jobs before getting a job as a clerk with the Office of the Interim Commissioner of the Government of Nunavut (GN) in 1998. On April 1, 1999, Nunavut celebrated its birthday, and the government officially came into play. The interim office Christine worked for was dissolved, and she was transferred to the Department of Finance. By then, Christine learned the organizational structure of the GN and had "fallen in love" with the deputy minister role. "I thought, 'That's what I want -- that's who I want to be'," she recalls.

Christine was promoted to supervisor of Financial Services. She was offered a mentor through the GN's partnership with **CESO** (Canadian Executive Service Organization). The CESO/GN Partnership Program began in 2001. CESO provides volunteer advisors to the GN for team mentoring, peer support and coaching, workshops and other training and development initiatives. Christine was connected with Tom Schatzky in 2002, a semi-retired senior officer with CIDA (Canadian International Development Agency), who joined CESO as a volunteer advisor. He came to Igaluit and worked one-on-one with Christine for a week to develop a plan for building her management skills.

CESO and the Government of Nunavut

For more than 45 years, CESO has been one of Canada's leading volunteer-based development organizations. Our focus is on creating stronger, sustainable economies through a partnership approach. We place experienced Canadian executives and professionals in communities in Canada and in countries around the world where they can mentor individuals, and businesses to create lasting, economic change that works. It works because our mentors partner with our clients to give them the tools they need to become the creators of their own long-term prosperity.

One of our programs in Canada, for example, is focused on developing a highly skilled public service team in Nunavut. Our partnership with the Government of Nunavut (GN) began in 2001, with three key goals:

- To support the development of a highly skilled public service;
- To support increased lnuit participation in government employment; and
- To assist Nunavut's citizens in improving their social and economic environment.

In keeping with CESO's partnership model, assignments are based on the goals and needs of the GN and its employees. In 2011, there were 14 CESO Volunteer Advisors on the ground in Nunavut, strengthening their partners' skills through on-site and distance mentoring, one-onone coaching, team workshops and other management tools. For more, please visit http://www.ceso-saco.com. Over the next few years, Christine juggled the demands of career and starting a family. After a while, her job began to feel like a "dead end". In 2008, opportunity knocked in the form of the Sivuliqtiksat Internship Program, developed and funded by the GN. The program is designed to help beneficiaries excel at leadership positions through a combination of on-the-job training, guidance by a mentor, distance education courses and other training. This seemed perfect for Christine to help her achieve her long-term goal of becoming a deputy minister. "It was such an amazing opportunity," Christine recalls. "To be given \$25,000 a year to use toward my own professional development was so exciting." While she describes her learning plan as "overwhelming at times", she was up for the task.

In spring of 2009, she was ready for her next mentor. "This time, I was sent resumés of several mentors to choose from," says Christine. She chose CESO volunteer advisor Richard Atkinson. Rick is a semi-retired corporate executive with more than 35 years of experience in human resources and training.

Rick travelled to Iqaluit in August 2009, and again in March 2010. "One of the first things Rick asked me was what my mandate was," recalls Christine. "I learned how important it was to understand that and to document action plans. With Rick, I also learned how teams work, how to build relationships and trust," Christine continues. "But I think one of the best things he taught me was about 'the monkey' -- when a team member comes to you with a problem but no solution -- and how to give it back and encourage them to come up with the solution. That really lessened my stress and my workload." After their last visit, Rick suggested it was time for Christine to progress to the next level of mentoring.

CESO volunteer advisor Sheila Arthurs then entered the picture. With a 35-year career spent leading teams in project and program development and a specialty in public sector governance in the justice system, Sheila was a perfect fit for Christine's growth as a leader. The two have worked together since June 2010, by phone, email, and through in-person meetings in Iqaluit and Ottawa. "With Sheila, I've learned how to manage my time and how to present myself professionally," says Christine. "Sheila taught me how to take 10 minutes at the end of the day to reflect on what I accomplished that day and what I didn't, and to set out a plan for the



following day. It's made a huge difference for me in that I don't take work home anymore."

In March 2011, Christine graduated from the three-year internship program and became director of Corporate Services in the Department of Justice. "The GN's Sivuliquiksat Internship Program was an incredible opportunity for me. I had a goal. The program helped me create a plan to achieve it, gave me access to the right training and mentors to help me along the way, and provided the funding to make it all possible."

For the past year, Christine's focus has been leading her team of 15. "I want to keep learning, so the next stop is the ADM [assistant deputy minister] role. Once I've learned that, I'll move on to deputy minister," she says. Christine has already served as acting deputy minister twice, in July and August of 2012.

Her CESO connection continues. Christine and Sheila continue to work together to further Christine's professional development, and this fall, Christine reunited with Rick Atkinson when he traveled to Iqaluit to lead a team-building workshop for Christine and her department (pictured).

"My CESO mentors have made a huge impact in my life," says Christine. "They took their own time to teach me, and they've been so supportive. They've taught me to be patient and calm, and I try my best to be like them in all their best traits. From them, I've learned to mentor my own team. They are the biggest reason I am where I am today."

For more information please visit <u>www.ceso-saco.com</u> or contact Ulrike Komaksiutiksak at <u>ukomaksiutiksak@ceso-saco.com</u>.

Cape Dorset raised almost \$6000 for holiday gifts

The spirit of well-being and community involvement was found throughout the community of Cape Dorset over the holiday season!

As a community, individuals from the Royal **Canadian Mounted Police** (RCMP), health center, recreation department. hamlet, Justice Committee, Department of Health and Social Services, Youth Mentorship Program, and teachers from Sam Pudlat **Elementary School played** the role of Santa's helpers to deliver gifts and food baskets to families and people in need in Cape Dorset over the holidays.

As a group, these



individuals raised close to \$6000 towards the project through fundraising. Donations were also received from the Hunters and Trappers Organization, nurses at the health center, Youth Suicide Prevention Committee, Sam Pudlat Elementary School and the Justice Committee. With the help of the West Baffin Co-op and the Cape Dorset Northern Store, the money raised bought 150 Christmas presents for children and 25 gift baskets for elders who need assistance, families that are struggling with the pending loss of loved ones, and families in need or who have experienced tragic loss.

Cape Dorset is a community that has defied the odds, and continues to grow stronger and more community-oriented every day. Programming and community involvement are blossoming, and community members are standing strong together to show the territory and the country what working together as a group and as a community can accomplish.

The spirit of giving is loud through every department in Cape Dorset, and hopefully through every household.



Arctic Bay celebrates Addiction Awareness Week

On November 23, 2012, the citizens of Arctic Bay celebrated Addiction Awareness Week by attending a healing bonfire organized by Mary Tatauapik, who is a wellness worker in the community.

As people gathered, they helped start the bonfire and watched it grow. Participants wrote a part of their life they need to move on from on either a piece of wood or paper and tossed it into the fire.

Everyone grouped around the fire keeping warm and visiting. Excitement was heard through laughter and conversation. Participants went to the

Uquutaq Center to enjoy hot chocolate, tea, coffee and a light snack. They also participated in games and square dancing. It was a fully-packed evening filled with fun.

The Department of Health and Social Services would like to thank Mary Tatauapik for organizing this event and all the people who helped organize and who attended.

Do you have a Solution for the GN?

Please share your solution to help improve the way the Government of Nunavut does business.

We take your input seriously and will consider all solutions as we continuously strive to better serve Nunavummiut.

There are two ways to give us a solution.

Email us now (not anonymous)

Regular mail (anonymous) at:

Solutions for Government of Nunavut Department of Executive and Intergovernmental Affairs PO Box 1000, Stn. 200 Iqaluit, NU X0A 0H0

Thank you for helping us serve you better!

