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## Professional Skills Development Program

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This proposal regarding the Professional Skills Development Program (PSDP) offered by the Department of Management at the University of Toronto Mississauga is hereby submitted for consideration for a formal academic transcript notation. As laid out by the University's guidelines, this proposal falls under category 3 of the *University of Toronto: Guidelines on Academic Transcript Notations* which states that a notation can occur upon "*completion of a defined series of non-credit courses, workshops, and activities that support student academic success or professional development goals directly associated with an academic program of study.*"

### Welcome to the Professional Skills Development Program

The Professional Skills Development Program (PSDP) has been created exclusively for Commerce and BBA/Management students as a way to encourage skill development beginning in 2<sup>nd</sup> year (the first year of their program) through to final year.

#### Why should students participate?

The information and skills gained through participation in this program will help students to:

- Strengthen technical and soft skills necessary for workplace success
- Increase awareness of marketability on the job market and confidence in abilities
- Effectively make the transition from school to the workplace
- Manage their career by navigating through the working world more effectively

By participating in the program, students will be officially recognized and rewarded for their co-curricular activities through a transcript notation.

#### How does the program work?

Students who consistently take part in PSDP activities throughout their years in the Commerce or BBA/Management programs will be eligible to receive a notation on their official University of Toronto transcript that reads "*Completion of the Professional Skills Development Program in Management*". Programs fall into one of the six categories associated with the Department of Management's "*CareerTrack*" ([http://www1.utm.utoronto.ca/management/?p=ct\\_account](http://www1.utm.utoronto.ca/management/?p=ct_account)). The minimum number of skill points required for each cluster is outlined in the appendices, but in order to receive a transcript notation, students must earn a total of at least **forty-six (46)** PSDP skill points over three to four years in their academic program. How quickly one completes the transcript notation requirements will depend partly on the program offerings in a given year, as well as the level of commitment of the individual student. Students will be provided with a shorter promotional piece that explains the program details. In

addition, PSDP information sessions will be held to promote the program as well as to address any concerns or questions that students have.

Each PSDP event will be worth a set number of “skill points.” A point is awarded for each hour, to a maximum of five points per day for a single event. So, for example, a two-hour Accounting Briefing session will earn 2 skill points. A longer event, such as a Quickbooks session which requires full-day attendance, will be assigned a maximum value of 5 skill points even though it may last somewhat longer than 5 hours. The majority of programs on offer are two hours in length, earning 2 skill points each. Skill point values for most events are assigned and published prior to the beginning of the academic year on the Management website. It is the responsibility of each student to monitor the list of events for updates throughout the year. These can be found on our website as well as through the weekly e-mails sent to all Department of Management students. Students are also responsible for ensuring that their record of attendance matches their on-line record as maintained by the Department’s customized registration system.

As part of the Department of Management’s effort to inculcate professional behavior in its students, there are strict regulations regarding attendance at PSDP-approved events. ***In order to receive points for attendance, students must arrive on time, and stay for the duration of the event.*** Tardiness and/or early departure will result in forfeiture of skill points for the session, and may result in revocation of a student’s ability to attend future events during that academic year. Students who register for an event, but do not show up and who do not provide evidence within three working days of the event that their absence was the result of illness or domestic affliction, will not be allowed to register for any future Department-sponsored events that academic year, and will be removed from any events, for which they may have already registered.

In order to obtain the Professional Skills Development Program transcript notation, students must submit an application outlining their participation over their time in the program(s). This requires that students maintain accurate and thorough records of their participation in the PSDP. The Department of Management will verify the accuracy of the students’ claims by cross-referencing their applications with historical attendance data maintained in the registration system.

#### **How do students register?**

The Department of Management has a dedicated on-line tool for student registration and management of records. Attendance information from previous years will be retained in the database, to allow for verification of student-reported information.

#### **What are the categories under which programming is offered?**

PSDP offerings have been broken down into 6 clusters. These clusters were chosen to create a thoughtful and well-rounded approach to skill development. These same categories are also used in the Department of Management’s on-line career development tool, Career Track ([http://www1.utm.utoronto.ca/management/?p=ct\\_account](http://www1.utm.utoronto.ca/management/?p=ct_account)), where students are encouraged to explore the many activities and resources available to them from Year 1 through to Year 4. Rather than create new categories, the decision was made to work with the framework already familiar to our students through this tool. To obtain a transcript notation, students must obtain at least the minimum number of points required in each of the six clusters, with a final total of at least 46 hours. The points are based on the number of hours spent on each activity, with the exception that for all-day events a maximum number of 5 points are allocated.

- **Know Yourself** - 4 hours minimum (4 points)  
These activities require student reflection upon values, skills and interests. By exploring these areas and allowing for introspection, students will have a better understanding of where to focus their career efforts.

- **Industry Research** - 6 hours minimum (6 points)  
These activities encourage increased knowledge of the roles, career options and nature of a desired industry. This in turn helps students to prepare themselves more strategically while at UTM and prepare for the future.
- **Academic Development** - 10 hours minimum (10 points)  
These activities encourage students to engage in events that broaden their understanding of their present course of study and/or the pursuit of further study upon graduation.
- **Develop Skills** - 15 hours minimum (15 points)  
These activities support the development of the soft and hard/technical skills necessary for success in career pursuits.
- **Build Relationships** - 5 hours minimum (5 points)  
These activities encourage students to build and expand professional networks through interacting with peers, alumni and industry representatives.
- **Job Search** - 6 hours minimum (6 points)  
These activities encourage the development of life-long career management skills.

### Who are our partners?

The Department of Management (DofM) has for some years partnered with a number of on and off-campus groups to deliver much of the PSDP offerings. These relationships have already been negotiated and, in many cases, are merely a more formal recognition of our normal practice over the last number of years. When necessary, external facilitators with the necessary expertise may be invited to participate in program delivery as well. For example, the *Quickbooks and Simply Accounting sessions are facilitated by Essentials Computer Training*; *Financial Modeling sessions* are run by the Marquee Group, and FASTrack workshops have been run by speakers from companies such as Soft Skills, Highborn Communications and Breakpoint Human Capital Management.

- Career Centre (CC)
- Certified General Accountants of Ontario (CGA)
- Certified Management Accountants of Ontario (CMA)
- Chartered Accountants of Ontario (ICAO)
- Hazel McCallion Academic Learning Centre (Library)
- International Centre (IC)
- Li Koon Chun Finance Learning Centre (FLC)
- Robert Gillespie Academic Skills Centre (RGASC)
- Student Management Association (SMA)
- Undergraduate Commerce Society (UCS)
- Office of the Registrar (OR)

### Oversight

In order to maintain high academic standards and accountability, the Professional Skills Development Program will have advisory committee oversight. This committee will consist of 2 faculty members from the Department of Management, 2 program partner representatives, 1 Commerce student, 1 Management student and 1 program office staff member. The committee will meet once per term to discuss program progress, review new suggested PSDP additions, and address any PSDP related issues.

### Evaluation

Upon completion of the required 46 credit hours, students will be evaluated through a two-step process.

First, students will be required to submit a paper in which they describe, discuss and reflect on what they have learned through their participation in PSDP. The paper will need to address each of the 6 categories,

provide specific examples of the impact participation had on their development, and suggest ways in which they believe that they could take the learning forward.

Next, students will undergo an interview where they will be asked about both their written submission as well as about any other relevant aspects of their PSDP participation. Interviewers will work with a standardized list of interview questions. There will, however, be some latitude with regards to questions tailored to individual students as evidenced by their paper.

Advisory committee members will conduct the written work review and interviews. In the case of student committee members, they will be paired with a more senior member of the committee.

Students who successfully complete the written component and the interview will have their names put forward for an academic transcript notation.

## APPENDIX A – Session Titles & Points

<b>KNOW YOURSELF</b>			
<b>SESSION TITLE</b>	<b>OFFERED BY</b>	<b>DURATION OF SESSION (hrs)</b>	<b>POINTS</b>
Career Counselling (credited once per academic year)	CC	2	2
MBTI and You	CC	2	2
Strong Interest Inventory Testing	CC	2	2
Choosing Your Program	CC	2	2
Extern	CC		2
Mentorship Program (Mentors)	UCS	*	5
Career Centre Career Panels	CC	2	2
Managing Your Digital Identity	DofM/Library	2	2
This is Your Future	UCS	2	2
<b>INDUSTRY RESEARCH</b>			
<b>SESSION TITLE</b>	<b>OFFERED BY</b>	<b>DURATION OF SESSION (hrs)</b>	<b>POINTS</b>
ICAO CA\$H Competition	ICAO	*	5
CMA Ontario Case Competition	CMA	*	5
CGA Ontario 1 Hour On-line Case Competition	CGA	1	1
Bloomberg Trading Visit	FLC	2	2
FLC Speaker Series	FLC	2	
Finance Career Panel	UCS/SMA	2	2
Consulting Career Panel	UCS/SMA	2	2
Marketing Career Panel	UCS/SMA	2	2
Entrepreneurship Panel	UCS/SMA	2	2
Human Resources Panel	UCS/SMA	2	2
Information Technology Panel	UCS/SMA	2	2
Management Alumni Panel	UCS/SMA	2	2
So You Think You Know Finance Night	UCS	2	2
CATO Night	UCS	2	2
Risk Management Workshop	UCS	2	2

<b>ACADEMIC DEVELOPMENT</b>			
<b>SESSION TITLE</b>	<b>OFFERED BY</b>	<b>DURATION OF SESSION (hrs)</b>	<b>POINTS</b>
Commerce Welcome Lunch	DofM	1	1
BBA Welcome Lunch	DofM	1	1
Accounting Briefing - Introductory	DofM	2	2
Accounting Briefing - Life After Recruitment	DofM	2	2
Finance Briefing - Introductory	DofM	2	2
Finance Briefing 20111 - Life After Recruitment	DofM	2	2
MGT 413/Internship Course	DofM	5	5
Stock Market Challenge	FLC	*	5
Limit Trading	UCS	*	5
Day Trading Competition	UCS	*	3
Commerce Advisory Group Membership	DofM	1	1per mtg. attended to max of 5
Management Advisory Group Membership	DofM	1	1per mtg. attended to max of 5
Is Teaching In Your Future? Workshop	CC	2	2
Getting Into Medical School Workshop	CC	2	2
Law School Admissions: The Inside Scoop	CC	2	2
MBA Admissions: The Inside Scoop	CC	2	2
Personal Statement Workshop	CC	2	2
Road to Grad School Workshop	CC	2	2
Professional Writing Workshop	RGASC	2	2
Polished Writing Workshop	RGASC	2	2
Persuasive Writing Workshop	RGASC	2	2
Company Site Tour (eg. Toyota, CMA, E & Y, KPMG, PWC, etc)	UCS/SMA/FLC	2	2
Building Blocks of Finance	FLC	2	2
Let's Talk Money	FLC	2	2

Excel in Excel (Basic)	FLC	2	2
Finance 101	FLC	2	2
Bay Street Basics	FLC	2	2
The Value of an MBA Workshop	DofM	2	2
<b>DEVELOP SKILLS</b>			
<b>SESSION TITLE</b>	<b>OFFERED BY</b>	<b>DURATION OF SESSION (hrs)</b>	<b>POINTS</b>
FASTrack Session #1	DofM	2	2
FASTrack Session #2	DofM	2	2
FASTrack Session #3	DofM	2	2
FASTrack Session #4	DofM	2	2
FASTrack Session #5	DofM	2	2
Dining Etiquette session	DofM	2	2
Excel Training (Intermediate)	UCS/FLC/UEC	2	2
Building a Financial Model	DofM	5	5
Valuation & Analysis	DofM	5	5
Mergers & Acquisitions	DofM	5	5
Financial Literacy	FLC	2	2
Thomson Reuters Training	FLC	2	2
Social Media - Part I	DofM/Library	2	2
Social Media - Part II	DofM/Library	2	2
Introduction to Prezi	DofM/Library	2	2
Quickbooks – Part I	DofM	2	2
Quickbooks - Part II	DofM	2	2
Simply Accounting – Part I	DofM	5	5
Simply Accounting - Part II	DofM	5	5
Behaviour and Communications in the Workplace I	CC	2	2
Behaviour and Communications in the Workplace II	CC	2	2
Powerful Public Speaking	Dean's Office	2	2
Show Me the Green Case Competition	DofM/UCS	*	5
English Conversation Program/UTM Talks	IC	1	1 per mtg. to a maximum of 5 per year

<b>BUILD RELATIONSHIPS</b>			
<b>SESSION TITLE</b>	<b>OFFERED BY</b>	<b>DURATION OF SESSION (hrs)</b>	<b>POINTS</b>
Leadership Workshop #1	DofM	2	2
Leadership Workshop #2	DofM	2	2
Leadership Workshop #3	DofM	2	2
Networking Breakfast - Accounting	DofM	2	2
Networking Breakfast - Mktg. & Cmn.	DofM	1	1
Business Banquet	UCS/SMA	2	2
Learn to Network Workshop	CC	1	1
Night in Finance & Marketing	UCS	2	2
Extern	CC	2	2
<b>JOB SEARCH</b>			
<b>SESSION TITLE</b>	<b>OFFERED BY</b>	<b>DURATION OF SESSION (hrs)</b>	<b>POINTS</b>
Resume Critique (credited once per academic year)	CC	1	1
Now that I'm Graduating What's Next?	CC	1	1
Finding Part-time Work	CC	2	2
Jump Start Your Job Search	CC	2	2
Finding Internships	CC	2	2
Mock/Practice Interview Session	CC	1	1
Resume/Cover Letter Workshop	CC	2	2
Effective Interview Techniques Workshop	CC	2	2
Breaking into the Canadian Job Market	DofM/Intl. Centre	2	2
Graduating Student Employment Service (GSES)	CC	1	1

\*These events happen over an extended period of time.



## Appendix B – Session Descriptions

### KNOW YOURSELF

Career Counseling (credited once per academic year)	One on one career counseling session to help students explore their options.
MBTI and You	Career testing using the Myers Briggs Type Indicator assessment instrument. Interpretation of the instrument results are done with a Career Counselor.
Strong Interest Inventory Testing	Career testing using the Strong Interest Inventory. Interpretation of the instrument results are done with a Career Counselor.
Choosing Your Program	Workshop designed to help students match their interests and skills with their interest in an academic area.
Extern	Career exploration program that allows for information interviews and/or 1-2 day site visits for job shadowing purposes
Mentorship Program (Mentors)	Peer mentorship program that allows upper year students to assist first and second year students with their transition to university and the Commerce program.
Career Centre Career Panels	Career panels on a range of topics designed to expose students to the range of job possibilities for them.
Managing Your Digital Identity	Interactive workshop designed to have students explore and discuss their on-line identity and how to ensure it is professional and accurate while safeguarding their privacy.
This Is Your Future	Information fair evening where representatives from different industries visit the campus to talk to students about their career paths.

## INDUSTRY RESEARCH

ICAO CA\$H Competition	External case competition <a href="http://www.guidetorulingtheworld.ca/events/CASH.aspx">/http://www.guidetorulingtheworld.ca/events/CASH.aspx</a>
CMA Ontario Case Competition	External case competition <a href="http://cmacc.cma-ontario.org/">/http://cmacc.cma-ontario.org/</a>
CGA Ontario 1 Hour On-line Case Competition	External case competition <a href="http://www.cga-ontario.org/About_Us/Media_Relations/Media_Releases/Accounting_Contest_Winners_Release.aspx">/http://www.cga-ontario.org/About_Us/Media_Relations/Media_Releases/Accounting_Contest_Winners_Release.aspx</a>
Bloomberg Trading Visit	Site visit to the Bloomberg offices and BMO trading floor. Introduction to Bloomberg and FLC resources.
FLC Speaker Series	Students will learn from industry professionals on a range of finance related topics.
Finance Career Panel	Career information and networking session designed to expose students to the range of finance related careers paths available to them.
Consulting Career Panel	Career information and networking session designed to expose students to the range of consulting related careers paths available to them.
Marketing Career Panel	Career information and networking session designed to expose students to the range of marketing related careers paths available to them.
Entrepreneurship Panel	Career information and networking session designed to expose students to the range of entrepreneurial options available to them.
Human Resources Panel	Career information and networking session designed to expose students to the range of human resources/organizational behaviour related careers paths available to them.
Information Technology Panel	Career information and networking session designed to expose students to the range of technology related careers paths available to them.
Management Alumni Panel	Career panel featuring BBA/Management major graduates.
So You Think You Know Finance Night	Interactive session where students will learn about Finance related issues, terms and events.
CATO Night	Networking and career information session with Chartered Accountant Training Office representatives.
Risk Management Workshop	Workshop providing overview of the world of risk management and career opportunities therein.

## ACADEMIC DEVELOPMENT

Commerce Welcome Lunch	Program orientation for 2nd year B.Com., and Commerce major students. Provide students with an opportunity to familiarize themselves with their new Department, the faculty, courses, and on-campus resources available to them for academic enrichment and professional development.
BBA Welcome Lunch	Program orientation for 2nd year BBA, and Management major students. Provide students with an opportunity to familiarize themselves with their new Department, the faculty, courses, and on-campus
Accounting Briefing - Introductory	Introductory session designed to increase awareness of program requirements, career options, recruitment procedures and accounting related resources.
Accounting Briefing - Life After Recruitment	Interactive session designed to show students the reality of daily life in an accounting firm.
Finance Briefing - Introductory	Introductory session designed to increase awareness of program requirements, career options, recruitment procedures and finance related resources.
Finance Briefing 20111 - Life After Recruitment	Interactive session designed to show students the reality of daily life in the world of finance.
MGT 413/Internship Course	Internship course where students work at a site 1/wk for the Jan-April term. A final paper and formal presentation are required at the end of the work term.
Stock Market Challenge	Stock market challenge designed to give students experience in trading over a 1 1/2 month timeframe.
Limit Trading	Day trading challenge designed to give students experience in trading.
Day Trading Competition	Stock market trading simulation that exposes students to practices common in the field of finance.
Commerce Advisory Group Membership	Voluntary student advisory group designed to provide Commerce program feedback each academic year. This is done through solicitation of information from peers and bringing issues forward at regular meetings.
Management Advisory Group Membership	Voluntary student advisory group designed to provide BBA program feedback each academic year. This is done through solicitation of information from peers and bringing issues forward at regular meetings.
Is Teaching In Your Future? Workshop	Workshop that explores the process required to get into Teacher's College.
Getting Into Medical School Workshop	Workshop that explores the process required to get into Medical School.
Law School Admissions: The Inside Scoop	Workshop that explores the process required to get into Law School.
MBA Admissions: The Inside Scoop	Workshop that explores the process required to get into MBA programs.
Personal Statement Workshop	Workshop that explores how to write an effective personal statement.
Road to Grad School Workshop	Workshop that explores the pursuit of education beyond a Bachelor's degree.
Professional Writing Workshop	Interactive workshop designed to address grammatical errors in

	student work.
Polished Writing Workshop	Interactive workshop designed to teach sentence variety.
Persuasive Writing Workshop	Interactive workshop designed to teach how to make a written argument
Company Site Tour (eg. Toyota, CMA, E & Y, KPMG, PWC, etc)	Site visits to better understand the complex nature of business today and the innovations required to remain competitive.
Building Blocks of Finance	
Let's Talk Money	Workshop that teaches personal finance fundamentals.
Excel in Excel (Basic)	Workshop that teaches basic Excel skills.
Finance 101	Workshop that exposes students to a mini-lecture on a business topic. Session also provides opportunity for students to network with alumni and current students.
Bay Street Basics	Workshop that introduces students to the stock market through a live trading simulation.
The Value of an MBA Workshop	Workshop that explores the pros and cons of pursuing an MBA.

## DEVELOP SKILLS

FASTrack Session Series Sessions 1-5	Interactive workshops on a variety of topics to teach soft skills critical for success in today's working environment. Sample topics include public speaking, innovative thinking, conflict resolution, negotiations, marketing yourself, etc...
Dining Etiquette session	Interactive session that teaches continental dining style and related social niceties.
Excel Training (Intermediate)	Hands-on training on intermediate level use of Excel.
Building a Financial Model	Hands-on training session using Excel to create financial models.
Valuation & Analysis	Hands-on training session that explores valuation methodologies.
Mergers & Acquisitions	Hands-on training session that explores the rationale for merger models.
Financial Literacy	Workshop that explores a range of topics related to financial literacy such as budgeting, credit card debt, credit ratings, etc.
Thomson Reuters Training	Hands-on workshop that teaches how to use Thomson Reuters software.
Social Media - Part I	Hands-on workshop that explores and examines the range of social media tools for business use.
Social Media - Part II	Hands-on workshop that delves deeper in to the range of social media and on-line collaborative tools for business use.
Introduction to Prezi	Hands-on workshop that teaches Prezi, a presentation software alternative to PowerPoint and Keynote.

Quickbooks - Part I	Hands-on workshop that teaches basic use of Quickbooks software.
Quickbooks - Part II	Hands-on workshop that teaches advanced use of Quickbooks software.
Simply Accounting - Part I	Hands-on workshop that teaches basic use of Simply Accounting software.
Simply Accounting - Part II	Hands-on workshop that teaches advanced use of Quickbooks software.
Behaviour and Communications in the Workplace I	Workshop designed to explore workplace etiquette and customs.
Behaviour and Communications in the Workplace II	Workshop designed to explore workplace culture and work styles.
Powerful Public Speaking	Workshop designed to allow students to practice the skills involved in speaking in public confidently and comfortably.
Show Me the Green Case Competition	Case competition with an environmental focus. Participation allows students to practice analytical, research and presentation skills.
English Conversation Program/UTM Talks	Program designed to allow students to practice and develop their English language skills.

## BUILD RELATIONSHIPS

Leadership Workshop #1	Workshop that explores the differences between leaders and managers and how values inform and influence choices.
Leadership Workshop #2	Workshop that explores what leadership means to different people and how organizations identify core leadership competencies.
Leadership Workshop #3	Workshop that explores the art of persuasion and how leaders apply this skill when needed.
Networking Breakfast - Accounting	Networking event that allows students to mingle with industry representatives from small to medium sized firms as well as the Big 4 (KPMG, E&Y, Deloitte, Ernst & Young)
Networking Breakfast - Mktg. & Cmn.	Networking event that allows students to mingle with industry representatives working in marketing or communications roles.
Business Banquet	Networking event that allows students to mingle with industry representatives, alumni and faculty.
Learn to Network Workshop	Workshop that teaches techniques to develop job leads and make contact with prospective employers.

Night in Finance & Marketing	Networking event that allows students to mingle with industry representatives from Finance & Marketing.
Extern	Career information program that runs for one week, twice a year. Activities range from informational interviews to job shadowing placements that last up to 5 days.



## JOB SEARCH

Resume Critique (credited once per academic year)	One-on-one session with career advisor to review and improve resume and/or cover letter.
Now that I'm Graduating What's Next?	Winter workshop designed to orient graduating students on their career options and access to Centre resources.
Finding Part-time Work	Workshop designed to help students locate and successfully obtain part-time work.
Jump Start Your Job Search	Workshop designed to help students locate and successfully obtain full-time work.
Finding Internships	Workshop designed to help students locate and successfully obtain internships.
Mock/Practice Interview Session	One-on-one session where students undergo a practice interview and receive feedback on performance.
Resume/Cover Letter Workshop	Workshop designed to help students write effective resumes and cover letters.
Effective Interview Techniques Workshop	Workshop designed to help students learn how to interview successfully.
Breaking into the Canadian Job Market	Workshop designed for international students seeking to get Canadian work experience.
Graduating Student Employment Service (GSES)	Fall workshop designed to orient final year students on their career options and access to Centre resources.