Session Description

Time

Thursday,	· · · · · · · · · · · · · · · · · · ·			
8:45 – 9:50	Excellence in Customer Service: Building a Client- Centered Approach	This presentation explores the core principles of client-centered service, its key characteristics, and how to cultivate a service culture rooted in dignity, fairness, and respect. It includes identifying the three elements of developing a Service Commitment Statement—who you serve, the services you provide, and how you want clients to feel as a result of your interactions.	Carole Spicer	A seasoned professional specializing in facilitation and training services, Carole brings extensive experience across private, public, and community sectors. At Spicer Facilitation, she creates dynamic and engaging learning environments, tailoring solutions to meet clients' unique needs. A natural storyteller, Carole draws upon her experiences to connect and build relationships, passionately supporting her family, heritage, and the Toronto Maple Leafs. Residing in Pasadena, Newfoundland and Labrador with her husband Tim and their cat Velcro, she serves as Chairperson of the Pasadena Heritage Society - NL Inc. and Secretary of the Pasadena Public Library Board. In her free time, Carole enjoys snowshoeing, reading, swimming, and researching her family tree. She loves connecting with others and is always up for going for coffee, even though she doesn't drink it!
9-9:50	Ignite Joy, Stay Bold and Stick Together: Rediscovering the Power of Play in Faculty Life	This is not your typical talk—it's an invitation to press play on your wellbeing, creative capacity and bold voice. Faculty life is demanding, and the constant balancing act of innovating, supporting students, managing rising expectations, and dealing with administrative surprises can wear you down. But what if the key to thriving isn't about working harder, but playing smarter? This talk is all about finding that spark again. It's about reconnecting with the playful, creative side of yourself—the one that gets buried under marking, mindless meetings, managing meltdowns and midterms. Through laughter, and real talk, we'll tap into the science-backed benefits of play to show how it can boost your mental well-being, spark innovation, and build stronger connections in your personal and professional life.	Brandi Heather	People call me a "playful changemaker"—and I take that title seriously. In a world that often forgets the value of joy, I'm here to make play your greatest personal and professional asset. As a best-selling author and award-winning college professor, I've seen that even the toughest workplace challenges can be transformed by playful solutions. My keynotes and trainings blend evidence-based insights from neuroscience and physiology with infectious energy, and unforgettable experiences. I don't just talk about how play boosts connection, rewires the brain, and builds resilience—I create live, interactive experiences where people feel its impact firsthand. Through hands-on activities, I help audiences shift their thinking, fostering adaptability, inclusion, and real-time innovation. My work is rooted in personal experience. For years, I taught disability inclusion while hiding my mental illness. Rediscovering my playful side in a psychiatric hospital was a life-changing reminder: resilience doesn't require perfection; it's about letting go and embracing life's messiness. In a world where we're constantly asked to be extraordinary, I'm here to remind you that we already have what it takes to thrive—if we let ourselves return to play.

Speaker Name Bio

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
9 – 9:50	Occupational Standards: Red Seal and National, Practical Rubrics, and Effective Accreditation (Trades-Specific)	This facilitated session includes a review of the National Occupational Analysis (NOA) and Red Seal Occupational Standard (RSOS), exploring how Plans of Training evolve from and influence these standards. It targets campus and college leadership, faculty, instructional assistants, counsellors, academic staff, and more, and is facilitated by Greg with Rex as the moderator. The session then delves into effective accreditation processes, led by Pam and moderated by Rex, followed by a discussion on the creation and application of practical rubrics for assessments, facilitated by Greg and Pam. The session concludes with a breakout on academic rubrics and a question session for all staff.	Greg Ryan Pam Davis	Greg Ryan, dual red-seal JP in HDET and TTM. Faculty member since 2011. Developed and delivered blended learning solutions for apprentices. Participated and constructed apprenticeship training documents at the provincial and national committes, including; Level Exams, Red Seal Exams, Plans of Training and Red Seal Occupational Standards (RSOS). I have also worked with numerous programs and faculty as they prepare for and participate in accreditation processes. I have also worked with programs that faced accreditation findings, discoveries and warnings. Outside of trades programs I have also been involved as an assessor for internal Program Assessments. Pam Davis is currently the Program Development Officer for the School of Natural Resources and Industrial Trades. She has worked with CNA for 30 plus years with over 25 years of that experience in the area of program accreditation (Information Technology, Business and Office Administration, and, most recently, Industrial Trades). She is experienced in accreditation procedures and policies along with program development/review, data collection/analysis, outcomes assessment processes, faculty credentialling, streamlining procedures, key performance indicators and continuous improvement.
10 – 11:50	Generative AI in Teaching and Learning: Practical Tools and Hands-On Exploration	Discover the transformative potential of generative AI tools like ChatGPT in education. In this interactive session, Dr. Alec Couros will guide participants through a practical exploration of AI technologies, focusing on how these tools can enhance teaching practices, support student learning, and inspire innovative approaches to education. Attendees will have the opportunity to try out AI tools firsthand and leave with actionable ideas for integrating AI into their teaching in meaningful and ethical ways.	Dr. Alec Couros	Alec Couros is a Professor of educational technology and media at the Faculty of Education, University of Regina. An award-winning educator, Alec has given hundreds of workshops and presentations, nationally and internationally, on topics such as the designing collaborative learning environments, open/connected learning, social media in education, digital citizenship, and critical media literacy. His graduate and undergraduate courses help current and future educators understand how to use and take advantage of the educational potential offered by new and emerging technologies.

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
10 - 11:50	EDI: Reconciliation in Higher Education: Impacts and Next Steps	The College of the North Atlantic (CNA) is proud to host a panel discussion titled "Reconciliation in Higher Education: Impacts and Next Steps." This event will delve into the significant impacts of the Truth and Reconciliation Commission (TRC) Calls to Action within postsecondary institutions like CNA. The panel will explore the progress made in advancing reconciliation, discuss the challenges faced, and outline future steps to further integrate the TRC's recommendations into higher education. Join us for an insightful conversation on how we can collectively contribute to a more inclusive and equitable academic environment.	Moderator: Keith Goulding The Honourable Senator Judy White The Honourable Senator Paul Prosper Dr. Amy Hudson	Keith is a collaborative leader with over 25 years progressive management experiences, primarily in the fields of education, First Nations, and the non-government sectors. Keith is the Director of College Development at the College of the North Atlantic (CNA), where he leads strategic initiatives to secure funding and support the College's growth. Previously, he served as Band Manager for Qalipu First Nation, managing operations and strategic partnerships. Keith has served in various community roles including Past-President of the Greater Corner Brook Board of Trade, Past-President and Treasurer for the Long-Range Shrine Club, Member of the Bay St George Powwow Committee and Director for Qalipu Development Corporation. The Honourable Senator Judy White is a Mi'kmaq, a member of the Flat Bay Band, and a King's Counsel lawyer with significant experience in human rights issues, Indigenous governance, and legislative matters. Ms. White was previously the Assistant Deputy Minister of Indigenous Affairs and Reconciliation in the Government of Newfoundland and Labrador and, through an interchange arrangement, served as Director of Engagement for Distinctions-based Legislation with the Government of Canada. She has worked on numerous boards and in governance, serving many agencies in various capacities, including as the former Chairperson of the Human Rights Commission of Newfoundland and Labrador, Chair of the Inuvialuit Arbitration Board, and Co-Chair (Indigenous) of Equal Voice's Newfoundland and Labrador chapter. The Honourable Senator Paul Prosper is a Mi'kmaq lawyer with more than 25 years of experience in Indigenous legal issues ranging from project management to First Nation land use and occupation, to governance and community development. A lifelong advocate for the rights of the Mi'kmay people, Mr. Prosper is the former Chief of the Paqtnkek (Afton) Mi'kmaw Nation. In 2020, he was elected Assembly of First Nations' (AFN) Regional Chief for Newfoundland and Nova Scotia and over 600 First Nations across Canad

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
1-1:50	EDI: Developing Equity-Focused Student Services in Changing Times	With EDI as a core pillar of CNA's Strategic Plan, and an ever-increasing need for improvements to inclusion and supports in the face of significant demographic changes, there has never been a more critical moment for focusing on equity as a central tenet of student life. In the face of significant political and cultural challenges to EDI as a concept, instructors and students alike find themselves at a crossroads. This session will explain core principles of EDI from a student perspective, outline some challenges currently prominent within the sector, and brainstorm responses that work within a CNA context.	Ophelia Ravencroft Bee Lambert	Ophelia is our new Manager of Equity, Diversity, and Inclusion. She has championed municipal inclusion initiatives and implemented equity-focused policies in areas such as infrastructure, housing, and youth engagement. Most recently, she worked as an EDI Research Assistant at the Ocean Frontier Institute, leading research on initiatives impacting marginalized populations in the fishing industry. In her previous role with the Government of Newfoundland and Labrador's Office of Women and Gender Equality as Senior Policy, Planning and Research Analyst, Ophelia led gender-based analysis plus (GBA+) reviews of initiatives from all departments and advanced policies on gender equity, 2SLGBTQIA+ issues, and Indigenous women's rights. Bee is a second-year student in CNA's Video Game Art and Design program, President of the Distributed Learning Service Student Representative Council, and Secretary for CNASU.
1-1:50	The Power of Plain Language	Plain language is communication your readers can understand the first time they read it. Using plain language makes messages more accessible to a broader audience, it saves time, and it builds trust with your audience. This session will focus on written messages emphasizing clarity and ease of comprehension and highlighting practices for composing messages that readers can understand on the first read.	Lori Barron	Lori Barron has been the Instructional Coordinator (IC) for Applied Arts & Tourism at the PPD Campus since the fall of 2023, having started at CNA in 2005 as an academic communications instructor. The one-on-one contact with students, advising them on a program of study and all that is involved from start to finish, is her favourite part of being the IC. Lori believes it's important to push herself to expand her expertise. She graduated from Memorial University in 2020 with a MA in Sociology, having researched Indigenous languages. Previously, she completed a MEd and BEd in post-secondary education, and a BA in English/Sociology. Highlights of her professional experience include beta reading a manuscript for a published novelist, working as a research assistant for a tri-national research project focusing on advancing voice and agency of children with diverse ethnical and cultural backgrounds, and receiving the TCPS2 certification: Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans. As a sociologist, Lori hopes to inspire people to challenge their assumptions to move to a deeper understanding of the social interactions that shape our world.

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
2 – 2:50	Office of Applied Research Info session	Learn about the research centres within the Office of Applied Research and Innovation, including the Innovative Prototype Development Lab, our Reality Capture and a digitization Technology Access Centre and the Hyperspectral Scanning Unit. We'll discuss recent projects to highlight potential opportunities for collaborations with programs across various schools within CNA. The overview will provide participants with an idea of the data that we collect, which could be useful for when developing curriculum materials or when considering capstone projects. This presentation will also highlight the technology and research expertise that is available to faculty and staff through engagement with the office of Applied Research and Innovation, and the ways that we can support student work term opportunities.	Dr. Michael Long Chris Dawson Heather Ward	Mike has been actively engaged in Canadian and international higher education for over 22 years. In 2017, Mike began his current with College of the North Atlantic where he leads the College's Office of Applied Research and Innovation and its teams of researchers, technicians and administrative staff. Prior to this role, Mike was the Director of Applied Research with Lethbridge College where he supported industry engagement and R&D activity overseeing projects ranging in scope from aquaponics, water quality and environmental science to virtual reality, irrigation, early childhood education and the scholarship of teaching and learning that involved dozens of industry partners. Chris Dawson is originally from the UK. He originally studied electrical and electronic engineering in the coal mining district of South Wales, latterly gaining an M.Sc. in Communication Systems, an MBA, and an MER (Master's in Employment Relations). He has spent almost his entire career in industry, in research and development, managing diverse product development projects across a range of different industries, including commercial aviation, aerospace, defense, oil and gas, textile fiber manufacturing, and marine radar. His recent experience has included managing both local and international research teams engaged in applied research on the monitoring and real-time prediction of ocean surface conditions, and the transitioning of that research into viable commercial products. His background encompasses a significant focus on software development and information systems, and he has a keen interest in finding ways to use technology effectively. He spent several years in the role of Quality Assurance Manager and was responsible for ensuring that corporate quality management systems complied with the ISO 9001 and A59100 quality standards. His project management experience includes both waterfall and agile methods. He has also taught multiple courses in the Faculty of Business at Memorial University of Newfoundland at the undergraduate and gr

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
			_	
2 – 2:50	Advancing the SDGs at CNA	Advancing the SDGs at CNA Building on the success of the February 2024 workshop led by Shelley and Lesley, we propose a virtual, three-part workshop designed to deepen CNA staff engagement with the Sustainable Development Goals (SDGs). The initial workshop encouraged participants to reflect on existing work aligned with the SDGs, generating numerous ideas using Miro and AI tools. This follow-up workshop seeks to maintain that momentum and translate ideas into actionable plans. Workshop Structure	Patricia (Trish) O'Connor Lesley Robb Shelley Strain	Patricia (Trish) O'Connor: Patricia specializes in advancing sustainability within the higher education and public sectors. With a focus on delivering projects that make a difference, Patricia has worked with notable clients including Colleges and Institutes Canada, Ontario universities, Sheridan College, Peterborough Housing Corp., and Buy Social Canada. With extensive experience in Ontario's college sector, former co-chair of the Ontario College and Universities Sustainability Professionals (OCUSP) group, and active leadership in the Association for Advancement of Sustainability in Higher Education (AASHE), Patricia is well-equipped to drive sustainable initiatives forward. During her tenure as Director of Sustainability at Fleming College, the school was recognized as the first AASHE-designated Canadian Centre for Sustainability across the Curriculum, achieved a Gold STARS rating, and was named in the Top Ten Associate Colleges in the annual Sustainable Campus Index for multiple years. Lesley is the founder of Swell Impact, a Certified B Corporation, and brings over 18 years of award-winning expertise in communications, branding, and business strategy. She has collaborated with a diverse range of clients, including small and medium-sized businesses, corporations, non-profit organizations, and leading institutions like Humber and Sheridan Colleges. A 2023 graduate of Trent University's Master's program in Sustainability Studies, Lesley combines deep academic insight with practical experience to craft holistic sustainability strategies—making her an excellent addition to the team. Her work empowers people, strengthens communities, and envisions a sustainabile future for all. Shelley is a sustainability implementation specialist with over 25 years of experience. Her expertise lies in connecting the human side of sustainability implementation with key issues, processes, outcomes, and meaningful metrics. Shelley has developed institutional sustainability and energy conservation and demand management plans for T

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
3 – 3:50	What's Typical Anyway?: Building Neuro-Inclusive Learning/Classrooms	Are you neurotypical? Maybe neurodiverse? What about your students? We may not know if our students are neurotypical or divergent, but what we do know is that we need to create spaces where all students have the opportunity to meet the learning outcomes. In this session, we'll explore these key concepts and discuss their impact on learning. We will review teaching strategies that faculty can implement to better reach and engage students. And finally, we'll share practical tips and tricks you can apply immediately to create more inclusive inperson and online learning environments.	Danny Smith	Hi, my name is Danny Smith. I teach Marketing at George Brown College in Toronto and have a Master's of Arts in Education specializing in Curriculum Design and Instruction. I draw upon Universal Design for Learning (UDL) strategies to help me design courses that engage with the widest range of students. Ultimately, I'm trying to unlock students' creativity, curiosity, and uniqueness. This also applies to me on a personal level. My 11-year-old son is twice exceptional. In other words, he requires strategies to help him flourish in areas where he is gifted as well as support those areas where he has learning disabilities. Recently, we've started to bake bread. So much bread!

Friday, Feb	oruary 7			
9 – 9:50	Rubric Design	In this session, we will examine two different types of evaluative rubrics (checklist and analytic) along with some tips and best practices in designing them, including writing objective criteria descriptions and using positive language. This will extended to a demonstration on using Microsoft Copilot to assist in the development of rubrics. We will also explore how to incorporate these rubrics into a Brightspace/D2L course shell to make grading applied assignments more efficient.	Angela Beck	Angela Beck has been an employee of CNA since 2010, first as a Mathematics Instructor until taking on the role of Instructor of Organizational Learning with the Center for Teaching and Learning Innovation. Angela is currently the instructional coordinator of CNA's Adult Learning and Teaching Innovation program, teaching several courses within the program to help faculty and staff earn their provincial instructor certification or simply engage in professional development.

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
9 – 9:50	Breakthrough Stress and Burnout: A Workshop to Enhance Your Work Life	In today's fast-paced working world, stress and burnout have become common challenges that many of us face. The Breakthrough Stress and Burnout workshop is designed to provide you with practical tools and strategies to manage stress effectively and prevent burnout. Through a combination of mindfulness techniques, relaxation exercises, and resilience-building activities, you'll learn how to create a more balanced and productive work life. Join us to discover how to transform stress into strength and reclaim your well-being. Key Takeaways: Understanding your relationship with stress Learn practical stress management techniques Develop resilience and coping strategies Learn how to personalize an action plan for maintaining balance This session is ideal for anyone looking to reduce stress, prevent burnout, and improve their overall well-being. It will provide valuable insights and tools to help you thrive.	Ashley Williams Michelle Snow	Ashley's experience in counselling and psychotherapy focuses on healthy workplace, respectful workplace, stress management, conflict management, and effective communication, just to name a few. She is experienced as a Counsellor, specifically in behavioural therapy, mental health and addictions, employment counselling, and group counselling. Michelle is no stranger to CNA, having previously worked as a Guidance Counsellor and instructor for our Grand Falls-Windsor and Labrador West campuses, as well as CNA-Qatar before moving into the position of Work Life Consultant at Topsail Rd Office to support employees. Michelle is a Canadian Certified Counsellor with a Master of Education in Counselling Psychology from Memorial University and a Bachelor of Psychology from St. Thomas University, among other professional certifications including a Level IV Master Practitioner Certificate in Psychosomatic Therapy.
10 – 10:50	Academic Integrity Training for Faculty	This is a repeat session of the mandatory faculty training that took place in early January. We will review the new AC-123 policy and AC-123-PR procedure on Academic Integrity, how it defines academic integrity and academic dishonesty, how you can prevent academic dishonesty in your classroom, and the process involved in reporting academic dishonesty.	Gabrielle Burke	Gabrielle Burke is a program developer with Academic Development and Planning. She has led multiple student sessions on academic integrity this winter and was involved in writing the initial drafts of the AC-123 policy. She has previously helped develop the ALTI program and teaches chemistry online when she can.

CNA PL Days 2025 – Session Descriptions

Time Session Title Session Description	Speaker Name	Bio
Time Session Title Session Descriptions 10 —	Donna Leonard Lori Collins	Donna Leonard is College's Information Access & Privacy Manager, and is responsible for Access to Information and Protection of Privacy and Information Management. Donna has extensive academic and professional experience, including a Bachelor of Arts degree from Memorial University of Newfoundland and post-graduate diplomas in Computer Programming, Information Management, and Information Access and Protection of Privacy. Donna is also a Lean Six Sigma Yellow Belt. She believes in the profound and positive impact good records management can have on an organization's openness, accountability, and transparency. Donna started at CNA in August 2000. Lori Collins has worked in Information Management (IM) for over 25 years. After many years working in Ontario, she managed the Government of Newfoundland and Labrador's IM Education and Awareness program. This included the development and delivery of policies, standards and guidelines as well as legislative review and amendments. Since 2016, she has been the lead instructor for the IM Post Diploma program at the College of the North Atlantic. She has a Master of Information Studies from the University of Toronto, a Masters Certificate in Project Management and has been a certified Project Management Professional since 2006. In 2021, she received her Bachelor of Education (Post-Secondary) from Memorial University of Newfoundland and Labrador. Lori is passionate about providing her students with a solid foundation to prepare them for IM and Privacy Analyst-level work. Facilitating networking opportunities, delivering training and organizing communities of practice are a priority for Lori.

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
11 – 11:50	Assessment in the Age of AI	Join us for an engaging workshop that explores the transformative impact of artificial intelligence on assessment practices in education. As AI technologies continue to evolve, educators face both challenges and opportunities in evaluating student learning. This workshop will provide participants with the tools and insights needed to navigate this new landscape effectively. Not teaching in the classroom? This session will also address how we use assessment in post-secondary more generally, whether it's the cover letter for job applications or the personal statement for scholarships or program entrance.	Dr. Janine Murphy	Dr. Janine Murphy has extensive experience in post-secondary education and research, academic development, and policy and program planning in Germany and Canada. In her current role as a Faculty Researcher at College of the North Atlantic, she provides research-informed guidance for the creation of inclusive programs and policies, with a focus on increasing accessibility for historically marginalized groups, fostering a culture of academic integrity, and adopting a content-integrated approach to artificial intelligence in teaching and learning.
11 – 11:50	CNA Global: Who we are and how we can support you		Elizabeth Vincent	Elizabeth Vincent, Associate Vice President at CNA, is a seasoned professional with over 20 years of experience in the youth and education sectors. She has spent 12 years as a Project Manager Liaison, effectively bridging the gap between government agencies, educational institutions, youth partners, and community groups. Elizabeth's international experience includes managing projects aimed at enhancing education for employment in countries such as Guyana, Antigua, Jamaica, and Vietnam
1-1:50	Working With Student Mental Health in the Classroom and Beyond	Throughout Canada, post-secondary students report a high incidence of mental health struggles, including mental illness. Instructors and college staff can play a crucial role in supporting students both in the classroom and the broader college environment. Participants will be introduced to practical strategies for fostering a supportive environment regarding mental health, identifying mental health concerns, and assisting students in seeking help.	Frank Williams	Frank Williams M.Ed. C.C.C., a member of the CNA Counselling Team since 2011, has served students at several CNA campuses. He is also a Master Trainer for Applied Suicide Intervention skills and a qualified Mindful-Based Stress Reduction instructor. He currently lives in Torbay and works in a province-wide counselling position.

CNA PL Days 2025 – Session Descriptions

Time	Session Title	Session Description	Speaker Name	Bio
	1	1		
1 – 1:50	Teamwork Makes the Dream	Join us for an hour of fun and learning with	Greg Hovey	Greg Hovey is Manager of Institutional Research at CNA and has been with the college in
	Work: Scratching the surface of	"Teamwork Makes the Dream Work"! This		various roles since 2005, including working at College of the North Atlantic's Qatar
	Microsoft Teams	session will turn you into a Microsoft Teams		campus.
		superstar. We'll cover everything you need		
		to know, from organizing meetings to		
		collaborating on projects, all while keeping		
		the mood light and entertaining. By the end,		
		you'll be so good at Teams, your colleagues		
		will think you have a direct line to Bill Gates		
		himself! Don't miss out on the chance to		
		become the office Teams guru.		
2 – 2:50	Helping Your At-Risk Students: A	Join us to learn:	Ted Power	Ted holds a Master of Education in Counselling Psychology from Memorial University of
	Counsellor/Accessibility Services	 What makes an 'at-risk' student 		Newfoundland and has a great interest in mental health and wellness. He has worked as a
	Perspective	What Counselling + Accessibility		guidance counsellor for the past 17 years in Newfoundland and Ontario and has extensive
		Services have to offer, you and your student		experience in counselling with a young adult student population. He has particular
		How you can help students/how the		interest in how students manage their mental health while being successful within a post-
		help network can support you		secondary institution. He believes that by continually striving towards better
				communication, both within ourselves and with others, a better life can be achieved.