

my Learning

Grow & Succeed

Success in a Digital Enterprise requires enhancing our behaviors and our digital and agile skills. Sun Life has learning solutions to help you develop and excel.

Click on the a course title to enroll/access through the myLearning Navigator.



“Develop a passion for learning. If you do, you will never cease to grow.”

- Anthony J. D’Angelo



CORE SKILLS

Continuing to develop your core skills will ensure that you’re always performing at the top of your game, can influence and deliver what matters, and grow in your career.

VIRTUAL CLASSROOM

Sun Start

Sun Start gives you the information, tools and resources you need to develop and succeed in your career at Sun Life with introductions to Sun Life’s business, brand and long, rich history, Your business unit or functional area, Your employee benefits and development, and much more!

- January 18 – 20, 2021
- March 3 – 5, 2021
- May 3 – 5, 2021
- July 5 – 7, 2021
- September 1 – 3, 2021
- November 2 – 5, 2021

ALL

Sunny Solutions

Front liner or not, newcomer or old-timer, who want to discover or polish their command of life insurance and mutual funds' basic concepts and principles. Participants will learn the root concepts and principles of our business lines and our very own Sun Life Financial products.

- March 17 – 19, 2021
- May 19 – 21, 2021
- July 21 – 23, 2021
- September 22 – 24, 2021
- November 17 – 19, 2021

ALL

High Impact Presentations

Apply strategies for delivering a strong, clear message, whether to a single listener or an audience of hundreds through interactive exercises by participants. Prepare and deliver effective presentations by applying elements of body language, eye contact, vocal projection, content, nervousness, and confidence.

- September 1, 3, 7, 8, 2020

Experience
the Sun
Team



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"Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young."

– Henry Ford

VIRTUAL CLASSROOM

Foundations of Risk Management

Risk-readiness is something we take seriously at Sun Life and so should you! Being Risk-Ready means understanding your role and knowing what to do and when to do it in the event of an emergency to help protect our clients and our business against threats.

*Training cascade is per department. Please await invitation from HR.

- February 17, 2021

ALL

Designing Virtual Learning Sessions

Understand the psychology behind designing learning sessions, the foundations of adult learning, and practice actually designing a virtual session using a bespoke DNA model. It is best to pair this with Facilitating Virtual Learning if the participant would like to demonstrate facilitating the session they designed.

- April 26 - 27, 2021

Trainers
& SMEs

Facilitating Virtual Learning Sessions

Be equipped with the mindset, competencies and techniques to facilitate virtually. In these sessions, you get apply learnings and get valuable feedback from fellow participants.

- May 4 & 6, 2021

Trainers
& SMEs

Supervisory Fundamentals

Cross over to your new role smoothly. Equip yourself with knowledge and skills on basic supervisory functions. Get introduced to activities such as planning, leading, organizing and controlling so you can manage people as effectively as you do your tasks.

*Targeted Participants are New People Managers.

- August 3 - 4, 2021

GCF
5-6



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SELF-DIRECTED LEARNING

Getting to know Sun Life

ALL

As a leading international financial services organization, Sun Life has built trusted and lasting relationships with Clients around the world. Whether you are new to Sun Life or an existing Employee, Getting to Know Sun Life will provide you with an overview of our organization's storied history, global presence and insurance products - all with a keen eye to the future.

If you are looking to broaden your understanding about Sun Life as an organization, this course will provide you with an introduction to who we are, what we do and where we are headed:

- Our history and global footprint
- Our Products: Insurance, Investments, financial advice and asset management
- Our strategy for the future

Bright Track

ALL

Complete the following Bright Track courses and help protect our Clients, each other, and our brand from incidents that could potentially compromise our reputation. Your assigned courses will appear in the myLearning section on the Welcome page of [myLearning Navigator](#).

- Risk Management 101 (**New for SLPH Market)
- Financial Crime Awareness
- Protecting Information and Data Privacy
- Workplace Awareness and Respect
- Your Safety and Emergency Preparedness
- Business Continuity
- Code of Conduct

Complete your Bright Track mandatory training in myLearning Navigator by September 3, 2021.



BEHAVIORS

Digital Enterprise will require leaders who lead differently, and teams that achieve higher levels of performance. Empowered, curious, Client-focused, and resilient teams will thrive.

Click on the a course title to enroll/access through the myLearning Navigator.



"Development is a series of rebirths."
– Maria Montessori

VIRTUAL CLASSROOM

Psychological Safety Workshop

ALL

Learn the What, Why and How of Psychological Safety. At the end of the session participants will be able to:

- Set the value of Team Psychological Safety in the context of Sun Life NXT
- Explain how Psychological Safety creates high performing teams
- Discover tools, practice skills and learn assertive communication to build psychological safety within their respective teams.

**This is a mandatory training for all Sun Lifers. Cascade will be per department. Please await invitation from HR.*

Feedback is a Gift (Radical Candor + Giving & Receiving Feedback)

ALL

Based on the best selling book by Kim Scott, Radical Candor helps you love your work and the people you work with. We all know the benefits of feedback. However, the reality is that feedback often leaves people with ill-feelings, and the virtual work environment poses another layer of challenge. This session will help participants manage feedback conversations better, and effectively achieve its goal of helping people become even better.

**PRE-REQUISITE: Psychological Safety Workshop.*

- April 22 – 23, 2021
- May 24 – 25, 2021
- June 14 – 15, 2021
- July 19 - 20, 2021

Sun Life to the CORE: CX Management Workshop

ALL

Today's clients have different priorities and expectations than generations of customers past. Be introduced to our Client for Life Principles and understand your critical part in creating Client for Life moments. You'll be invited to reflect on how you can intensify your Client focus and to take some time to consider what the Client for Life Principles mean to you.

**Training cascade is per department. Please await invitation from HR.*



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VIRTUAL CLASSROOM

*****IMPACT THE SUN** (Sun Life People Manager Effectiveness Series)

Leading Virtual Teams ***

Working from home is not as easy as it seems. In this session, you will learn to use the TEST framework (Trust, Empower, Support and Talk) to ensure that you and your team are set-up for success in a Work From Home Setting.

1. Identify the differences of leading in the new normal
2. Discuss strategies and norms that you can practice with your teams
3. Engage and share learnings with other participants to make virtual work arrangements successful.

*PRE-REQUISITE: Psychological Safety Workshop.

- March 11, 2021
- March 31, 2021
- April 19, 2021
- May 12, 2021

GCF
5+

Facilitating Virtual Meetings ***

In this 2-hour session, learn the 4-Point strategy for virtual meetings and create action steps to improve the virtual meeting experience.

*PRE-REQUISITE: Psychological Safety Workshop.

- April 15, 2021
- April 20, 2021
- May 19, 2021
- June 1, 2021

GCF
5+

SELF-DIRECTED LEARNING

Behaviors in a Digital Enterprise

This curriculum focuses on developing behaviors and mindsets that will help you to be successful in our Digital Enterprise.

ALL

How to Take Ownership of your Work

Learn the true meaning of ownership, including the ways in which it differs from "accountability" and methods for developing ownership as a value in your day-to-day work.


ALL



DE | CIA SKILLS

We ALL need to make a shift in mindset and build new awareness about client-centricity, innovation and agile practices. Some of us will also need to dive deeper into technical skill development.

Click on the a course title to enroll/access through the myLearning Navigator.



"It is what we know already that often prevents us from learning."
—Claude Bernard

VIRTUAL CLASSROOM

Data Storytelling

GCF
5+

Explore how to go beyond your role as a subject matter expert, and tell a story that makes complex or technical data or information meaningful to your audience.

*Highly recommended to Sun Lifers involved in data presentation.

- May 5 – 7, 2021
- July 19 – 21, 2021

Design Thinking 101

GCF
5+

Look at problem-solving in a new light by bringing strategies like empathy, collaboration and experimentation to your work. Integrate design thinking into your work practices.

* Target Participants are Sun Life NXT Project and Program Managers. Please await invitation from HR.

- June 21 – 22, 2021
- July 1 – 2, 2021
- August 2 – 3, 2021
- September 6-7, 2021
- October 7 – 8, 2021
- November 8 – 9, 2021

Everyday Agile: Developing an agile mindset

GCF
5+

This session is designed to situate agility in the business context and helps participants learn practical frameworks and tools to help them organize their work, manage the teams capacity versus deliverables, and promote transparency, collaboration, and teamwork.


* Target Participants for 2021 are Sun Life NXT Project and Program Managers. Please await invitation from HR.



CIA SKILLS

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VIRTUAL CLASSROOM

Agile Leadership

GCF
7+

Learn about the benefits of adopting an Agile mindset, as well as the best practices and the right conditions for doing so. You'll also learn about the leadership styles necessary for agile success. Finally, you'll explore how to measure the success of and overcome challenges to our organization's Agile transformation..

* Target Participants are Sun Life NXT Project and Program Managers. Please await invitation from HR.

Agile Certification: Certified Product Owner

GCF
6+

The program is in partnership with our Regional Office and will be facilitated by QAI which is a scrum alliance organization. First priority is being given to cover all Agile practitioners. To get fully certified, complete attendance to the 2-day program and submission of all requirements is expected.

* Target Participant: Agile Practitioners Please await invitation from HR.

Agile Certification: Certified Scrum Master

GCF
6+

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* Target Participant: Agile Practitioners. Please await invitation from HR.

Managing and Owning Change

GCF
5+

Increase your understanding of all aspects of organizational change as well as what effective ways are to manage change, increase buy-in to change and minimize resistance to change within the organization.

* Target Participants are Sun Life NXT Project and Program Managers. Please await invitation from HR.



CIA SKILLS

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SELF-DIRECTED LEARNING

Digital Enterprise 101

ALL

Your DE journey starts here. Everything you need to know about Digital Enterprise in Asia.

- What is Digital Enterprise?
- Why do we need Digital Enterprise?
- What will we achieve with Digital Enterprise?
- How will Digital Enterprise Work?
- How will it work in Asia? Our Ecosystem.

Digital Foundations

ALL

As a Digital Enterprise, Sun Life wants to ensure "every Client, in every geography, can have distinctive digital experience integrated across life, health, and wealth and elevated through Client-centered partnerships.". To do this, we will need to change the way we work, and that will mean learning new skills and mindsets (not just new technologies).

If you are looking to broaden your understanding of what is required to work for a digital organization, this course will provide you with an introduction to the key concepts and strategies associated with our Digital Enterprise evolution, including:

- Behaviors to make you successful in a Digital Enterprise
- Digital terminology (e.g. what's the difference between Digitalization and Digitization?)
- What is "Agile" and how will it help us?
- Big data and data driven decision making
- Client centricity
- Innovation and design thinking
- ...and more

Digital Enterprise Learning Journey (Global COE)

ALL

The Digital Enterprise (DE) **Foundations Learning Journey** is a curated path of training resources, designed to help you to understand key concepts, mindsets and best practices. As we are all at our own phase in the DE Learning Journey, included below are training resources to match your learning phase. Kick off your learning journey with the Discovery phase where you will begin your introduction to Digital Enterprise. Continue your learning journey with the Exploration phase through self-paced and instructor-led training.

Interested in a course recommended for a different GCF Level/Target Participant?
Talk to your leader to see if it aligns with your goals and priorities.

2021 Development Path *for each role*

Beginning March 2021 - 2022

Leaders

- Leading Change
- Agile Leadership
- CX Management Workshop for Sun Life NXT Leaders

Those who need to sponsor and own transformation

Managers

Impact the Sun (Manager Effectiveness)

- Leading Virtual Teams
- Facilitating Virtual Meetings
- Feedback as a Gift (Radical Candor + Giving and Receiving Feedback)
- Managing and Owning Change

Those who need to manage and own the transformation

Practitioners

- Certified Agile Product Owner
- Certified Agile Scrum Master
- Agile Project Management
- Design Thinking

Those who need to enable and execute transformation

All Employees

Virtual Instructor Led

- Psychological Safety Workshop
- CX Management Workshop
- Everyday Agile: Developing an agile mindset

Self-directed Learning

- Digital Enterprise 101
- Digital Foundations
- Risk Management Foundations

Those who need to understand and appreciate the transformation