

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 10 – 12, 2022
- March 2 – 4, 2022
- May 2 – 4, 2022
- July 4 – 6, 2022
- September 5 – 7, 2022
- November 7 – 9, 2022

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 16 – 18, 2022
- May 11 – 13, 2022
- July 13 – 15, 2022
- September 13 - 15, 2022
- November 14 - 16, 2022

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 14, 16, 21 and 23, 2022

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

Effective Business Writing and Email Etiquette

Be more confident in communicating with your clients, colleagues and other stakeholders by improving your written communication skills and by understanding the proper business writing process. If you are a professional who regularly communicates in writing within the workplace setting, this online course is definitely for you!

- May 26 – 27, 2022
- August 9 – 10, 2022

ALL

Strategies in Digital Writing

In this course, participants will learn techniques in writing for digital platforms, including strategies on how to put together pieces for online publication that are informative, easy to understand, shareable and attention-grabbing.

- June 14 – 15, 2022

GCF
5-6

Designing Slides for Non-Designers

Better slides make presentations more engaging and visually appealing, ultimately leading to deeper learning and thus a more successful program. In this short 2-hour session, learn simple to use and easy to apply guidelines to make your slides pop, based on solid principles of graphic design. No need for a Fine Arts degree! This is a hands-on workshop: As prework, please be ready to send a few slides that you will you want to design better. At the end of the session, we will sexify your slides!

- March 31, 2022
- July 7, 2022

GCF
5-6

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 11 - 12, 2022

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 on or before the due date.

Digital Library

ALL

myLearning Digital Library, provides all our Employees across the globe with access to hundreds of 1 minute summaries of curated articles, researches, videos and podcasts.



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 18 – 19, 2022
- July 19 – 20, 2022

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 Hybrid Teams ***

The future of work is upon us with more and more organizations embracing hybrid work. Hybrid work environments are dynamic, complex, challenging yet manageable. Through this session, participants will be able to build their adaptive capacity to lead high performing, inclusive, and psychologically safe hybrid teams.

GCF
5+

*PRE-REQUISITE: Psychological Safety Workshop

- April 7, 2022
- April 27, 2022
- May 25, 2022
- June 20, 2022

Hybrid and Thriving

Shifting to a different work set-up has major implications for individuals in our organization. This session talks about the 5 key challenges we face when we shift to hybrid workspaces and it guides participants in creating action items that will allow them to thrive in any work set-up.

ALL

- March 30, 2022

Effective Virtual Communications

There is more potential for miscommunication if people are not talking in-person. This session will talk about communication strategies to maximize the use of our virtual tools to communicate clearly, quickly and effectively.

ALL

- April 5, 2022
- May 6, 2022
- July 13, 2022
- September 20, 2022

Unconscious Bias

Organizations all over the world declare diversity and inclusion as a strategic and business priority. However, these organizations and their people may still be susceptible to unknown unconscious and implicit biases in their processes, policies, and ways of working. This workshop aims to support employees in uncovering their own unconscious biases and equip them with tools to increase their awareness and build their ability to be truly inclusive.

ALL

- August 23, 2022



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SELF-DIRECTED LEARNING

Behaviors in a Digital Enterprise

ALL

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

Decision Making: Speed and Agility playlist

ALL

Making quick decisions is regarded as one of the important function of management. Managerial functions like planning, organizing, staffing, directing, coordinating and controlling are carried through decisions. Decision making is possible when there are two or more alternatives to solve a single problem or difficulty. This playlist will help you to make decisions with speed and agility.

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 to Insights

In this course, participants will learn how to progress through the full data-driven decision making process, from identifying a business question to hypothesis development, data manipulation and presentation of results.

- May 16 – 18, 2022

GCF
5+

Design Thinking 101

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.

- April 4 – 5, 2022
- June 6 – 7, 2022
- August 2 – 3, 2022
- October 4 – 5, 2022

GCF
5+

Agile Leadership: Developing an Agile Mindset

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.

- June 28 and July 5, 2022
- September 6 and 8, 2022
- October 4 and 6,, 2022

GCF
7+

Everyday Agile: Developing an Agile Mindset

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.

- August 9 – 16, 2022
- September 20 – 22, 2022
- October 18 and 20, 2022

GCF
5 – 6

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VIRTUAL CLASSROOM

Change Management Certification

GCF
6+

Prosci's Change Management Certification Program is an interactive, three-day learning experience where participants gain the knowledge, skills and tools to drive successful change initiatives. During the program, they apply Prosci's holistic change management methodology to a current project.

* Target Participant: Change Leaders, Project Managers, IT Professionals, Change Management Practitioners, Human Resource Business Partners, Organizational Development Professionals..

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.

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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SELF-DIRECTED LEARNING

Global Digital Enterprise Centre of Excellence

Your DE journey starts here. Everything you need to know about Digital Enterprise at Sun life. This site has numerous learning resources available to discover and explore.

ALL

Digital Capabilities

This series will show how technology and business teams can work together to delight our Clients. Learn more about Cloud Technology, Test Automation, API, Dev Robotic Process Automation in these short, easy to understand explainer videos.

ALL

Digital Skills

In this curriculum, learn what skills will help you to thrive in a digital environment. Understand the importance of innovation and design thinking, and learn how to use data to make decisions. All of these things will help as we move through our transformation to a Digital Enterprise.

ALL

Agile Skills

This curriculum will take you on an Agile journey, diving deeper in Agile principles, values and methodology.

ALL

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.

2022 Development Path *for each role*

Beginning March 2021 - 2022

Leaders

- Leading Change
- Agile Leadership

Those who need to sponsor and own transformation

Managers

Impact the Sun (Manager Effectiveness)

- Leading Virtual / Hybrid Teams
- Facilitating Virtual Meetings
- Managing and Owning Change
- Data to Insights
- Leading the Future of Work

(LEAN Learning Sessions)

Those who need to manage and own the transformation

Practitioners

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

Those who need to enable and execute transformation

All Employees

Virtual Instructor Led

- Psychological Safety Workshop
- Everyday Agile: Developing an agile mindset
- Effective Virtual Communication
- Effective Business Writing and Email Etiquette
- Feedback as a Gift (Radical Candor + Giving and Receiving Feedback)
- Client-centric Innovations

Those who need to understand and appreciate the transformation

Self-directed Learning

- Digital Enterprise 101
- Digital Foundations
- Risk Management Foundations
- Client Experience 101