

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 course title to enroll through the myLearning Navigator.



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.

HYBRID CLASSROOM

Sun Start

ALL

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 9 & 12, 2023
- February 6 – 7, 2023
- March 6 – 7, 2023
- April 27 – 28, 2023
- May 8 – 9, 2023
- June 19 – 20, 2023
- July 10 – 11, 2023
- August 16 – 17, 2023
- September 1 & 4, 2023
- September 18 – 19, 2023
- October 2 – 3, 2023
- October 16 – 17, 2023
- November 6 – 7, 2023
- November 16 – 17, 2023
- December 1 & 4, 2023
- December 18 – 19, 2023

Sunny Solutions

ALL

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.

- January 23 - 25, 2023
- March 13 – 15, 2023
- May 23 – 25, 2023
- August 1 – 3, 2023
- September 25 – 27, 2023
- November 13 - 15, 2023





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VIRTUAL / F2F / HYBRID CLASSROOM

Effective Business Writing and Email Etiquette

ALL

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!

- April 12 – 13, 2023 (Virtual)
- June 22, 2022 (Hybrid)
- August 8, 2022 ((F2F)

High Impact Presentations

ALL

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.

- August 17 – 18, 2023 (F2F)

Designing Slides for Non-Designers

GCF
5-6

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 make your slides awesome!

- March 21, 2023 (Virtual)
- May 30, 2023 (F2F)
- September 18, 2023 (F2F)



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

Based on the bestselling 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.

- August 1, 2023 (F2F)

ALL

Communicating with Impact

Communicating is a deceptively difficult skill, yet critically important for managers today. Frontline managers are at the center of successful communication in every direction of an organization: up, down, and across. *Communicate with Impact* will help managers take ownership of communicating in all directions and understand that their role is not to deliver messages solely downward, but to communicate key messages in every direction across the organization.

- July 28, 2023 (F2F)

Band 5+
People
Leaders

Strive to Thrive

Do you want to be more resilient, work and lead smarter, manage stress, have more rewarding relationships, and expand your influence? *Strive to Thrive* will help you do exactly that. These skills can be learned and improved upon, and by doing so, you'll be able to better recognize and work with shifting emotional states in yourself and others, communicate more effectively, and remain motivated, productive, and positive at work.

- September 7, 2023 (F2F)

ALL



Click on the course title to access the learning materials.

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

[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.

[Kaleidoscope Hub](#)

ALL

Kaleidoscope Hub is your all-in-one resource for DE&I learning and discussion. Visit the Kaleidoscope HUB today to start exploring DE&I content and resources at your own pace. You can also interact with your expanded HUB community by networking and hosting conversations to inspire thought and change.

[How to Take Ownership of Your Work](#)

ALL

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.



Click on the course title to access the learning materials.

MANDATORY SELF-DIRECTED LEARNING

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.

Foundations of Risk Management

ALL

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.

Building a Client Focused Culture

ALL

At Sun Life, our clients evolving needs is at the center of everything we do. Our biggest commitment has always been to deliver solutions and services that will help them achieve a brighter future. Client focused is key. By understanding, imbibing and practicing it in our everyday life. Take this course to better understand what Client for Life, Client Experience, the Client Journey, and Client Focus is and recognize the importance of your role in delivering client impact.

Click on the course title to enroll through the myLearning Navigator.



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.

People Leader Effectiveness Program

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.

- July 4-6, 2023 (Hybrid)

GCF
5+

Unleash Emotional Intelligence

Emotional intelligence (EI) is the most valuable skill to learn for your performance now and throughout your career, especially as a leader. Unleash Emotional Intelligence recognizes that EI skills can be learned and improved with practice. The better you become at them, the better you'll be at recognizing and working with shifting emotions in yourself and others, communicating more effectively, and staying motivated, productive, and positive at work.

- September 5, 2023 (F2F)

GCF
5+

Lead From Anywhere

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.

- September 19, 2023 (F2F)

GCF
5+

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People Leader Effectiveness Program

Developing yourself and others

In this 90-minute session, learners are introduced to a practical process to guide their own and others' development-planning efforts. The outcome is a meaningful development plan that supports the Sun Life's current and future business needs.

GCF
5+

- October 5, 2023 (Virtual)

Drive Accountable Coaching

Developing talent for today and retaining talent for tomorrow has become a critical issue in every organization. One key to solving this issue is motivating employees, increasing engagement, and driving accountability through coaching. Strong coaching skills increase the quality and success of conversations with team members, colleagues, and senior leaders. Drive Accountable Coaching explores the coach's mindset, leverages fundamental coaching skills, and gives you real-time practice using an effective coaching process to create accountability and improve performance.

GCF
5+

- August 23, 2023 (F2F)
- September 14, 2023 (F2F)

Managing my Team's Mental Well-being

The session aims to provide the managers with a venue to assess, get the needed information on mental health and burnout, to support themselves and their teams given the continuing challenges in their personal life and work-life.

GCF
5+

- September 13, 2023 (Virtual)



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SELF-DIRECTED LEARNING



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BOLDER in Action

This e-learning module focuses on how alignment with BOLDER behaviours can empower us to achieve our vision for Digital Enterprise and help us to think and act more like a Digital Company.

ALL

BOLDER Placemats and Playlists

- [Definitions and Examples Placemat](#)
- [Bias for Action Playlist](#)
- [Open to Listen Playlist](#)
- [Learn all the time Playlist](#)
- [Drive Outcomes Playlist](#)
- [Empowering Playlist](#)
- [Resilient Playlist](#)

ALL

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

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

- Anthony J. D'Angelo



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SELF-DIRECTED LEARNING



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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.

Leading and Working in Hybrid Teams

ALL

Hybrid work isn't easy – we have made this interactive learning series, specifically for Sun Life, to support you and your team to do your best work! In this playlist there are four videos which cover key Hybrid working concepts, as well as an accompanying Workbook with activities to complete individually and as a team. To get the most out of this playlist, it is recommended that you download the Leading and Working in a Hybrid Team Workbook. Once you complete a video, you'll want to refer to the Workbook to complete additional reading and perform some of the activities, such as self reflection questions and team activities. You will also have access to additional resources in the Playlist, such as Sample Team Agreements and a Future of Work Glossary, that can be useful as you progress through the contents of the Playlist. The goal of this Playlist is to identify best practices for successful Hybrid teaming and to provide tips and tricks to support you and your team along the way. Enjoy!



Click on the course title to enroll through the myLearning Navigator.



Digital Enterprise (DE) | Client-centric, Innovative, Agile 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.

Everyday Agile Ways of Working

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 team's capacity versus deliverables, and promote transparency, collaboration, and teamwork.

- February 8, 2023 (F2F)
- March 7, 2023 (F2F)

ALL

Resilience and Agility for Leaders

Resilience has never been more important than it is today. In a world that is constantly changing and transforming, strengthening your ability to cope and bounce forward from setbacks will separate those who thrive from those who merely survive. Resilience combined with agility are key to maintaining a competitive advantage.

- October 17, 2023 (F2F)

GCF
5+

Navigate the Change

Organizational change requires people to do things differently. Resistance to change makes changing people's behavior difficult. When faced with change, most people initially respond with resistance, particularly when the change was not their idea in the first place. Navigate the Change helps you to manage change well, so people feel engaged in the change process and work collectively toward a common objective, realizing benefits, and delivering results.

- October 24, 2023 (F2F)

GCF
5+



Digital Enterprise (DE) | Client-centric, Innovative, Agile Skills

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Click on the course title to access the learning resources.

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 Foundations](#)

As a Digital Enterprise, Sun Life wants to ensure “every Client, in every geography, can have a 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.

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

2023 Learning Offerings

Explore instructor-led courses and learning offerings, which are designed to help you build the skills and capabilities you need to perform at your best and deliver on our Client for Life strategy.

Talk with your leader to confirm if any of these development opportunities are right for you.

The learning offerings below will enhance your BOLDER behaviors and help you 'learn all the time'. Visit myLearning Navigator for more details.

	B Biased for Action	O Open to Listen	L Learn all the Time	D Drive Outcomes	E Empowering	R Resilient
Sun Start			x			
Sunny Solutions			x			
Communicating with Impact		x	x	x		
Giving and Receiving Feedback		x	x	x		
Designing Slides for Non-Designers			x	x		
High Impact Presentation Skills			x	x		
Effective Business Writing and Email Etiquette				x		
Unleash Emotional Intelligence		x	x			
Everyday Agile: Developing an Agile Mindset	x	x	x	x	x	x
Strive to Thrive		x	x			x
Resilience and Agility for Leaders	x					x
Navigate The Change	x	x		x	x	x
Supervisory Fundamentals (Onboarding for New Managers)	x	x	x	x	x	x
Lead from Anywhere	x	x	x	x	x	x
Everyday Agile Ways of Working	x	x	x	x	x	x
Developing yourself and others		x	x	x		x
Coaching Conversations	x	x		x	x	
Speed of Decision Making (Soon)	x	x		x	x	
Managing my Team's Mental Well-being		x				x

Diversity, Equity & Inclusion

- [Kaleidoscope Hub](#)
- [Unconscious Bias](#)

BOLDER Placemats & Playlists

- [BOLDER in Action](#)
- [Definitions and Examples](#)
- [Bias for Action](#)
- [Open to Listen](#)
- [Learn all the time](#)
- [Drive Outcomes](#)
- [Empowering](#)
- [Resilient](#)
- [BOLDER Meeting-in-a-Box Series](#)

Self-Directed Learning Resources

- [Getting to Know Sun Life](#)
- [Digital Library](#)
- [Behaviors in Digital Enterprise](#)
- [Leading and Working in Hybrid Teams](#)
- [How to Take Ownership of Your Work](#)
- [Decision Making: Speed and Agility](#)
- [Digital Foundations Curriculum](#)
- [Digital Skills](#)
- [Agile Skills](#)
- [Building a Client Focused Culture](#)
- [Risk Management 101](#)
- [Sustainability](#)

We are continuously working to expand our course offerings. Check the myLearning Navigator for updates throughout the year.