

InBusiness

Fall 2016

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Chiu School of Business**

Tatiana Bazga

**From Graduate to Employee:
Students Gain Employment at Bow Valley College**

Tatiana Bazga: Human Resources Certificate Graduate

"I feel proud to be a staff member at Bow Valley College." - Tatiana Bazga.

Named one of Alberta's top 70 employers in 2016, this is the third consecutive year that Bow Valley College has received this prestigious award and is proud to be the only college currently on the list. Building and sustaining a productive organization at Bow Valley College, the Human Resources (HR) Department recognizes that attracting and maintaining top talent requires employees to have the right skills, motivation, drive and commitment. The employment base at Bow Valley College includes several Chiu School of Business (CSB) graduates who easily transition from student to employee; often through their practicum experience.

"The HR Department at Bow Valley College has benefited from the knowledgeable and eager students coming through the Human Resources Certificate program with the Chiu School of Business," says Donna Schendel, Director of Human Resources. "We anxiously look forward each year to having a student work with us during their practicum; we benefit from their commitment to their field of studies and they gain valuable 'hands-on' HR experience. Students like Tatiana Bazga have a passion for learning, an eagerness to participate and have work-ready skills in our field of work. She's been able to make a difference and contribute as a fully functioning member of the team."

Tatiana began working in the HR Department after completing her four-week work experience option in the Bow Valley College HR department. "I was given a chance to prove myself and demonstrate my skills during the practicum," states Tatiana. Working as a Human Resources Clerk and as a volunteer on the HR Advisory Committee, Tatiana is grateful that senior level management supports her and provides guidance and mentorship. "I feel proud to be a part of Bow Valley College," says Tatiana.

With a Bachelor of Arts in Humanities and a Master's Degree in Germanic Linguistics from Moldova State University, Tatiana wanted an opportunity to use what she had learned. In 2014, Tatiana and her husband moved from the Republic of Moldova in hopes of better opportunities for both of their careers. The Republic of Moldova is considered to be one of the poorest countries in Europe, offering a bleak future for many young families.

Tatiana knew immediately that HR was the right field for her after the first week of attending classes at Bow Valley College. As a recent graduate of the Human Resources Certificate program, Tatiana says, "I could definitely see myself working in this field and I enjoyed every class." The CSB strives to teach the most relevant concepts, while helping the learner understand the principles in practical applications.

"Bow Valley College's certificates work well for people with work experience and previous schooling. You have to apply your knowledge while identifying elements and experiences to make the learning relevant. This is challenging, but you discover your possibilities and potential while building confidence," describes Tatiana. "Bow Valley College develops career opportunities and the instruction is to a high standard that exceeded my expectations," states Tatiana.

With a few more years of work experience, Tatiana will be able to achieve her goal of obtaining the Chartered Professional in Human Resources (CPhR) designation. Her advice to others interested in any CSB certificate program is to, "get engaged right away, complete the optional work experience, and get involved so that more possibilities become available."

Malika's Business is Mushrooming



Malika Hamel: 2015 VentureQuest winner

In 2015, grand prize VentureQuest winner Malika Hamel had the skills, support, and a great business plan needed to start her venture; Malika's Mushrooms. She continues to be busy cultivating Pearl Oyster mushrooms for sale at markets, selling kits for customers to grow their own Pearl Oyster mushrooms, and is now cultivating and selling mushroom seeds in the Calgary area. Having a Master's Degree in Chemical Engineering from the University of Algeria, Malika has extensive experience working in Petri dishes and growing fungus. She starts by incubating the seeds for three weeks in her basement, then adds them to compost before placing them into the greenhouse for "fruiting." She harvests approximately 75 pounds of mushrooms every 10 days. Her future is looking very bright as she continues to sell to local restaurants and stores.

Social entrepreneurship is a hot topic on many campuses and Bow Valley College (BVC) is generating social entrepreneurs who are making the world a better place while making a living. Through the VentureQuest Business Idea Competition, learners at BVC have the opportunity to experience all the steps involved in creating a social enterprise, all the while being guided by BVC's fulltime, on-campus Entrepreneur-in-Residence. Since 2014, VentureQuest winners have been awarded more than \$90,000 in cash and in-kind services.



Landis Jackson: Lead HR Instructor

Human Resources: At the Heart of the Business

Human resource (HR) professionals have a significant influence in any organization's priorities and challenges. They must have the skills and knowledge to work inclusively between the understanding of people and the business operations. Ask any top CEO what impacts their business and they will invariably talk about their people. How do you train HR professionals to be cognizant of their role in contributing to the success of the business while maximizing employee talent?

At the Chiu School of Business our lead HR instructor, Landis Jackson, is an industry leader who is highly respected by her peers. She is a Chartered Professional in Human Resources (CPHR) with a Master's Degree in Education. With over 15 years' experience in HR leadership roles ranging from small, entrepreneurial businesses to global companies, she complements her business career with several years of post-secondary academic instruction in credit and non-credit HR programs.

Landis recognizes the importance and value of the HR advisory committee for both Bow Valley College's Diploma and Certificate programs. Practicing HR professionals review the content of each course and validate the key competencies that are required in graduates. In addition, this network provides contacts for guest speakers, networking opportunities, and mentor relationships.

In the classroom, Landis invites the learners to develop their personal brand through exercises in self-reflection. "I challenge them to figure out the 'people' issues, develop their active listening skills, respect their peers, build trust, show consistency, and understand how values and beliefs fit within an organization," says Landis. This makes the learners accountable to each other and they are given the opportunity to learn from other's perspectives. "I hope to engage every student on the first day so that at the end of the program, our learners understand the theory, can assess the situation, integrate their knowledge, and apply concepts for a more practical learning experience."

Not afraid of challenges, Landis pushes herself out of her comfort zone both professionally and personally. With no previous experience in hiking, and without hesitation, she recently agreed to climb Machu Picchu with her husband - an item on his bucket list. "There were times I wondered why I agreed to do this and, confronted with terrain that felt like life or death situations, it forced me to reflect on my goals. Getting out of our comfort zone is important for individuals to grow."

What does the future hold for HR professionals? Landis suggests that HR is an ever-changing discipline. "The amended laws, globalization of the workforce, and the changing demographics are some of the challenges facing HR departments as companies evolve. Our learners are being taught the skills necessary to be vital HR professionals in this dynamic career."

Chiu School of Business - Business Administration Diploma - now available in Airdrie and High River

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(*new for 2017 and pending government approval)



New Course takes CSB Students to Japan

When travelling to Japan, an important word to learn, besides the typical “hello” and “thank you,” is “Sumimasen” meaning “excuse me” or “I’m sorry.” Chiu School of Business (CSB) students quickly discovered that, like Canadians, Japanese people are very polite and use the word often. Their international experience for 14 days in May had students studying local businesses and traditional Japanese culture while participating in short-term exchange opportunities at two universities. For many, this was a unique opportunity for cultural and business insights of a top tier economy. This International and Business Culture course provided an invaluable experience in the development of competencies in an international setting in addition to acquiring new perspectives regarding foreign business processes.

Message from the Dean

Chiu School of Business (CSB) continues to show robust enrolment growth across all programs. This past fall our enrolment grew by over 22% over the same period last year. This year we welcomed over 3000 credit and non-credit (Continuing Education) students with our online enrolment leading the way with a 42% increase.

The RBC Business Accelerator Centre supported the first-ever “Innovation Rodeo” held in conjunction with the Calgary Stampede. We engaged partners from across Calgary’s business communities to support entrepreneurs looking to connect with fellow innovators during the Stampede. We expect next year’s Innovation Rodeo to be bigger and better.

The Repsol Hub for Social Enterprise continues to support students wishing to make a difference in their communities. This past year we had 80 members in the student social entrepreneurship club and their weekly “Wannabe Wednesdays” lunch and learn meetings. And this year, we welcomed our first student Entrepreneur-in-Residence, who will be supporting our students and their projects.

The BMO Centre for Experiential Learning continues to provide our learners with numerous opportunities for engagement with business and industry leaders as well as contribute back to our community and help their fellow learners with peer tutoring.



Learners engaged in three days of hosted activities with Japanese students which included an introduction to the Japanese language, Noh Theatre, Toyota’s Business Strategy (lecture by a former head of engineering) and a tour of a Toyota plant, an introduction to the art of flower arrangement (Kado), Sushi making, and a variety of classroom activities with Japanese students to encourage mutual benefits in learning languages, relationship building and fun extracurricular activities such as karaoke. Concentrating on the Japanese business culture, CSB students learned that many businesses focus on “quality over quantity”. Traditionally, management is appointed from among long-time serving employees within the company. Firms have held onto the tradition of lifetime employment fostering loyalty, albeit with very long working hours. CSB students perceived that change in the business culture could be slow as their current generation now influences the layers of hierarchy and traditions.



Having an opportunity to study and travel abroad builds greater independence as students seek more out of their education both in and out of the classroom. Students have always had to achieve the appropriate balance between academics and extracurricular activities. With institutions having opportunities for a variety of local community services, this type of course definitely helps a student stand out.

“This takes learning one step further, to a global scale and having this opportunity at CSB is a valuable asset to our students.” - Trevor McIvor, CSB Instructor

In subsequent trips, we plan on touring Panasonic, enjoy an early morning at the fish market auction, and a variety of tours of the castles and museums, religious centers (Shinto shrines), small businesses, the sustainability center, the technology hub in Osaka, and other local tourist activities. We’re looking forward to our next trip in 2017!



Chiu School of Business

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