

2025

Learning and  
Development  
Brochure



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/VIRTUAL

### Sun Start

Provider: Internal - SLPH

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 15 & 16, 2025
- February 3 & 4, 2025
- February 17 & 18, 2025
- March 3 & 4, 2025
- March 17 & 18, 2025
- April 1 & 2, 2025
- April 15 & 16, 2025
- May 5 & 6, 2025
- May 15 & 16, 2025
- June 2 & 3, 2025
- June 16 & 17, 2025
- July 1 & 2, 2025
- July 16 & 17, 2025
- August 4 & 5, 2025
- August 18 & 19, 2025
- September 1 & 2, 2025
- September 15 & 16, 2025
- October 1 & 2, 2025
- October 15 & 16, 2025
- November 3 & 4, 2025
- November 17 & 18, 2025
- December 1 & 2, 2025
- December 15 & 16, 2025

### Sunny Solutions

Provider: Internal - SLPH

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.

- March 26, 27, 28 2025
- May 28 – 30, 2025
- July 29, 30, & 31, 2025
- September 24, 25, 26, 2025
- November 27, 28, 29, 2025



Reach out to your HRBPs to be enlisted in the open training schedules



## STRATEGIC THINKING AND EXECUTION

Translating strategy into execution, Strengthening data-driven decision-making, Enhancing problem-solving for business impact

### Succeed with Critical Thinking & Problem Solving

Provider: External - LJMB

All

Build competencies in Critical and Complex Problem Solving!  
In this session, you will learn how to use critical thinking to analyze problems and make decisions in complex and uncertain situations. You will also learn how to avoid common thinking errors that can affect your judgment and reasoning. You will practice applying a structured framework called SAPADAPPA to solve problems and evaluate alternatives.

- Feb 1 – March 1, 2025 (select cohorts – virtual)
- June 2, 2025 (virtual)


### Project Management Applied

Provider: Internal - SLPH

All

Applied Project Management is a foundational course designed to provide a comprehensive overview of project management. It centers on your role as a project manager, emphasizing straightforward, practical tools that you can immediately apply in your work.

- June 11, 2025 (virtual)
- September 23, 2025 (virtual)
- November 25, 2025 (virtual)



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schedules



## STRATEGIC THINKING AND EXECUTION

Translating strategy into execution, Strengthening data-driven decision-making, Enhancing problem-solving for business impact

### Data to Insights

Provider: Internal - SLPH

**All**

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.

- September 16 (virtual)

### Data Storytelling

Provider: Internal - SLPH

**All**

Learn how to tell a compelling story with complex or technical data or information. In this course, you will explore how to go beyond your role as a subject matter expert, and craft a message that engages and influences your audience. You will practice skills that will help you build connections, deliver a clear and polished message, and inspire action. You will also receive real-time practice and coaching to improve your mindset, script, language and presence through inspiring storytelling.

- November 4, 2025 (virtual)



Reach out to your HRBPs to be enlisted in the open training schedules



## DIGITAL ACUMEN AND INNOVATION

Leveraging emerging technologies for business growth, Building AI and automation skills for competitive advantage, Driving digital transformation across functions

### Systems Thinking

Provider: External - LJMB

**GCF  
5+**

Systems thinking enables leaders and their teams to see the interrelationships among elements of a complex system, the structures that enable complex problems to persist, and the mental models that the players of the system have that get in the way of solving these problems.

- Aug 4, 7, 11 2025 (virtual)

### Sun Life Asks / Gen AI

Provider: Internal - SLPH

**All**

Journey through Sun Life Ask is a cutting-edge solution developed using large amount of data from across the website . Given the context of robust growth of GenAI in today's digital landscape, and Sun Life's vision to think and act like a digital company, we believe this tool will significantly enhance our working effectiveness while delivering on our Purpose.

- March 20, 2025
- May 20, 2025
- June 9, 2025
- July 22, 2025
- August 21, 2025
- September 18, 2025
- October 23, 2025
- November 20, 2025

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## CLIENT-CENTRIC MINDSET

Strengthening customer empathy and active listening, Embedding client-centricity into daily decision-making, Driving innovation to enhance client experience

### Effective Business Writing and Email Etiquette

Provider: External – Inquirer Academy

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 for you!

- May 21, 2025 (F2F)
- June 17, 2025 (virtual)

### Present with Confidence

Provider: Internal - SLPH

All

The topic of leadership presence has skyrocketed to the top of leadership competency lists. Why has it become an important capability for leaders to hone? In a changing and turbulent world, shareholders, employees, and customers want to feel confident in those leading the way. Present With Confidence will help you to master this ability of projecting professional presence as a key determinant of effective leadership and promotion potential to leadership ranks.

- July 15,, 2025 (F2F)
- Aug 14,, 2025 (F2F)
- Oct 14 & 16 (select cohorts – F2F)

### Negotiation Skills

Provider: Internal - SLPH

All

Master the art of negotiation by learning effective strategies to influence outcomes, build win-win solutions, and handle difficult conversations with confidence. This course equips professionals with practical tools to negotiate successfully in any business setting.

- September 2, 2025 (F2F)
- September 9, 2025 (F2F)



Reach out to your HRBPs to be enlisted in the open training schedules



## ADAPTABILITY AND CHANGE MANAGEMENT

Equipping employees to navigate uncertainty, Developing agility in mindset and execution, Balancing change with employee well-being.

### Navigate Change

Provider: External - LJMB

All

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.

- September 18, 2025 (F2F)
- October 9, 2025 (F2F)

### Everyday Agile

Provider: Internal – SLPH

All

Enhance team's ability to adapt to change, improve project delivery, and foster a continuous improvement mindset in their work processes with hands-on experience on Agile methodologies, focusing on flexibility, collaboration and, iterative progress

- Aug 21, 2025 (virtual)
- November 17, 2025 (virtual)

### Strive to Thrive

Provider: External - LHH

All

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.

- August 28, 2024 (F2F)
- November 18, 2024(F2F)



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## TALENT AND CULTURE

Strengthening leadership ownership and performance culture, Reinforcing BOLDER mindset and Asia Charter, Enabling leaders to coach, mentor, and engage employees effectively

### Culture Invigoration Program

Provider: External – Management Strategies



Strengthen and revitalize Sun Life’s core values and work environment. Encourage open communication, collaboration, and alignment with the organization’s mission, fostering a positive and engaging culture that drives performance and employee satisfaction. \*

*\*Face to Face*

*\*Participants to the cohort/s are scheduled by HR.*

### Driving Personal Accountability

Provider: External - LJMB



In this course, you will learn how to take personal accountability for your actions and results, avoid giving excuses, and handle challenges with a positive attitude. You will also learn how to understand and manage your emotions, empathize with others, and communicate effectively in different situations. By developing these competencies, you will be able to improve your performance, relationships, and well-being.

- March 1 – 22, 2025 (select cohorts)

### DARE and Empowered Decision Making

Provider: Internal – SLPH



Develop all our Band 6 and up people leaders and individual contributors to think, feel, and act empowered in making decisions knowing that their leaders trust them enough to do the job right because they are capable and are ready to take accountability to achieve individual, function, and organizational success.

*\*Face to Face*

- April 10., 2025
- June 10, 2025
- July 24, 2025
- August 28., 2025
- September 30, 2025
- October 28, 2025
- November 25, 2025



## LEADERSHIP DEVELOPMENT

Building and Improving the Pipeline of People Leader Effectiveness at all levels of the organization.

### Exploring Leadership Journey

Provider: Internal – SLPH

GCF  
5 & 6

This Journey will equip individuals who are exploring leadership with a path to learn, develop skills and gain experience. You will reflect, learn, practice, and connect with others. Every Journey is different, and we encourage you to tailor it to your needs.

This Journey of self-reflection and exploration may reveal your true calling as a leader or may lead you down a different, rewarding path.

Remember, there are countless ways to grow your career and make a positive impact here.

*\*Enrollment is open to individual contributors and is self-initiated.*

May 22 – September 30 2025 (Cohort 3)

### Leadership Education and Development Program (L.E.A.D)

Provider: Internal – SLPH

GCF  
5 & 6

Leading others in a way that helps them thrive personally and professionally takes skill, focus, and commitment; requiring you to think and act differently than when you were an individual contributor. The Program is 3-month cohort-based program focusing on five key areas of leadership helping you to, take care of your new employees and transition effectively into your new role, avoid common pitfalls and lead effectively across a variety of work environments, build the skills of a modern leader and embed key talent management practices, create an inclusive environment and nurture mental health & well-being, and drive enhanced performance and help your team excel.

*\* For all newly hired and newly promoted people leaders.*

• May 2025 – July 2025 (Cohort 2)

• Aug 2025 – Oct 2025 (Cohort 3)



## LEADERSHIP DEVELOPMENT

Building and Improving the Pipeline of People Leader Effectiveness at all levels of the organization.

### Managing my Team's Mental Well-being

Provider: External – Dr. Michelle Alignay

**GCF  
5+**

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.

*\*Face to Face*

*\*Participants to the cohort/s are scheduled by HR.*

### Navigating Challenging Performance Conversations

Provider: External – ITD World

**GCF  
5+**

This session will equip teams with essential strategies to address performance concerns with clarity and empathy, foster accountability while supporting development, and navigate difficult conversations with confidence and impact

- Feb 12, Mar 3, Mar 13, and Mar 20, 2025 (select cohorts)

### Performance Coaching Workshop

Provider: External – ITD World

**GCF  
5+**

This session will equip teams with essential strategies to engage your direct reports in discussing their current goals and individual development plans and with clarity and empathy, foster accountability while supporting development, and navigate difficult conversations with confidence and impact

- May 19, 2025 (virtual)
- May 28, 2025 (virtual)
- August 7, 2025 (virtual)



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. New hires have 45 days upon hiring date to complete their courses.

### 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 access the learning materials.



## MANDATORY SELF-DIRECTED LEARNING

### Climate Change Academy

All

Climate change is the defining issue of our time and puts what we do and who we serve at risk. Our revised Sustainability strategy brings climate change to the forefront, ensuring we're resilient to the risk—and engaged in the opportunities—surrounding climate change and the transition to a low-carbon, more inclusive economy.

Every person, company and country has a role to play in building a healthier and more sustainable world. The Climate Change Academy is a fun and interactive online training experience, designed to give you a better understanding of this complex issue and to empower you to act.

- Deadline: November 30, 2025

### Sun Life Brand Academy

All

Learn why having a strong brand matters and what makes our brand unique.



Click on the course title to enroll through the myLearning Navigator

## SELF-DIRECTED LEARNING



### 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.

#### 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



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



## BEHAVIORS

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## SELF-DIRECTED LEARNING

### 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!

Courses available via <https://www.loma.org/>  
Reach out to HR Talent Development for more details

## SELF-DIRECTED LEARNING



### CORE SKILLS

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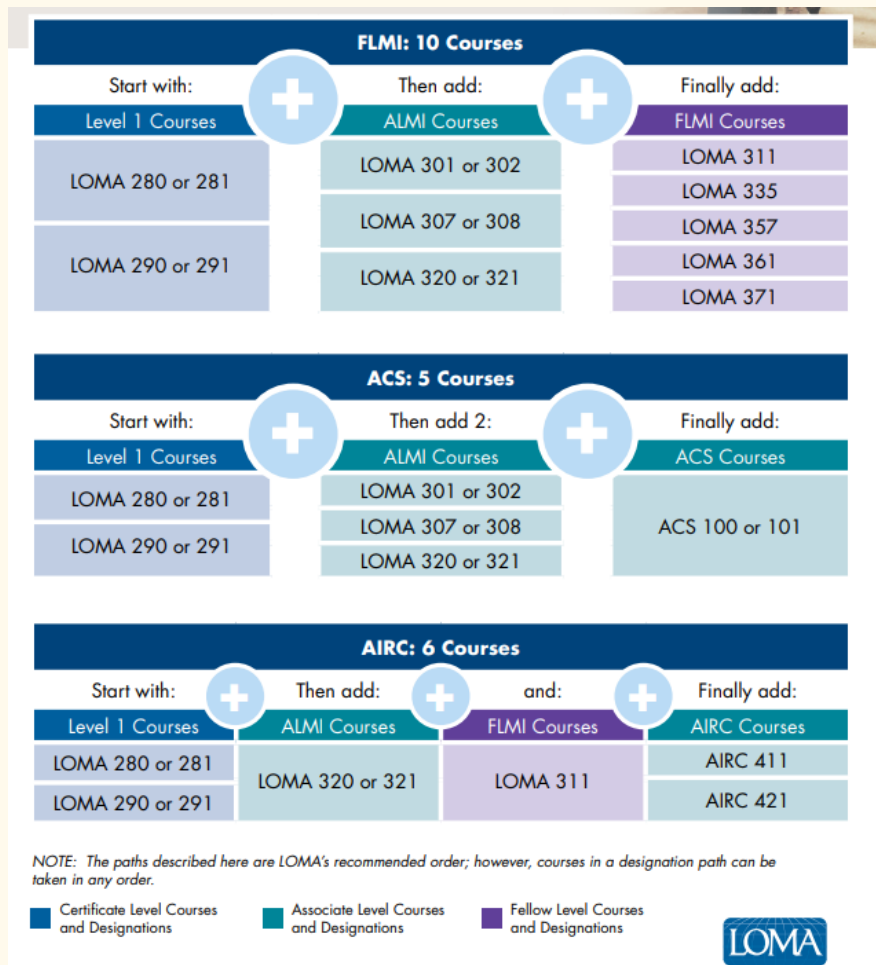
### Life Office Management Association



The Life Office Management Association (LOMA) is an educational organization that focuses on the life insurance business and develops administrative and technical courses.

This is a program committed to a business partnership with its worldwide members in the insurance and financial services industry to improve their management and operations through quality employee development, research, information sharing, and related products and services.

NOTE: We are only offering self-directed or non-proctored version of the courses.





## 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.

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 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

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



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### SELF-DIRECTED LEARNING

#### Effective Hybrid Collaboration: Best Practices for People Leaders

GCF  
5+

This guide serves as a resource to people leaders, and anyone else whose job involves consistent collaboration. Based on internal and external research, it provides best practices and tips for collaborative work activities in hybrid, in-person, and virtual settings. Balancing individual preferences, and business and team needs, people leaders can use this guide to improve hybrid collaboration.

#### Leader's Playbook

GCF  
5+

The Leader's Playbook houses these resources in one spot, offering you the guidance & tools you need to lead others in an engaging and productive way through all the "moments that matter" to our employees.

#### Leading and Working in a Hybrid Team Playlist

All

This is an interactive learning series for Sun Life on how to work well in a hybrid team. It has four videos and a Workbook with activities for you and your team. Download the Workbook and use it with the videos. You will also find other resources in the Playlist, such as a Team Agreement and a Glossary. This Playlist will help you learn the best practices and tips for hybrid teaming.

#### Destination AI

All

Learn about a new course on artificial intelligence (AI) that Sun Life has launched in partnership with the Canadian Institute For Advanced Research (CIFAR). The course, called Destination AI, will teach you the basics of AI, its applications, benefits, and challenges, and how it will affect your personal and professional life. The course is available in MyLearning Navigator and is designed to help you upskill in areas like machine learning, big data, and deep learning. By taking this course, you will support Sun Life in becoming a more digital company.

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### SELF-DIRECTED LEARNING

#### AI Simulation CAISY Channels

All

Explore [Leadership Simulations](#) that immerse you in AI-driven scenarios focused on practical leadership skills—vision, strategic thinking, communication, team building, and decision-making.

Practice real-world situations, ask questions, and sharpen your skills—without the fear of getting it wrong. Click [here](#) for more information

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