

Study Report on Training Usage & Impact

Creating culturally sensitive, trauma-informed, evidence-based
tools for Bill C-65

Project Number: 18763565

March 2026

Submitted by:

Dayna Lee-Baggley, Ph.D., Principal Investigator

Saint Mary's University, Psychological Health and Safety Lab

1. Overview

This report summarizes the usage and impact of training delivered as part of the Bill C-65 project. The training strategy integrated both online, self-paced learning and live training events to maximize accessibility, engagement, and real-world impact across federally regulated workplaces.

All training was developed using evidence-based psychological principles, including Acceptance and Commitment Therapy (ACT), and co-designed with subject matter experts, Indigenous partners, and stakeholders.

2. Online Training

The training was provided through a comprehensive suite of online, self-paced learning options designed to maximize accessibility and reach. Participants could access structured course content across four platforms, the ImpACT Me platform, Thinkific, YouTube, and the project website, while additional learning was supported through freely available video resources hosted on YouTube and the project website. This multi-platform approach ensured flexible, on-demand access to evidence-based training materials, enabling users to engage with content in a way that best fit their needs and schedules.

2.1 Online Training Platform

Online training materials were freely available in both English and French on the ImpACT Me platform, Thinkific platform, YouTube, and the project website.

The following courses were developed and publicly launched during the grant period:

- Bill C-65 Explained
- Conflict Styles
- Conflict Management
- Diversity in the Workplace

The following figures represent cumulative platform engagement across all courses from launch:

Total Video Views (all courses)	3,862
Verified Course Completions	134

This represents a completion rate of approximately 6%, which aligns with or exceeds industry benchmarks (3–10%) for voluntary, self-paced online learning. Importantly, all engagement was voluntary, with no registration or cost barriers. This demonstrates meaningful uptake of evidence-based training and strong interest in building workplace psychological safety and conflict management skills.

Seven organizations participated, with course access provided in June/July 2025 and training concluding November 30, 2025.

Organization	Sector
Indigenous Services Canada (Alberta Region)	Federal Government
Mohawk Council of Akwesasne	Indigenous Government
Utilities Kingston	Public Utilities
Simcoe Muskoka Catholic School District	Education
Oxford County	Municipal Government
Eastern Ontario Health Unit	Public Health
Peel Regional Police	Law Enforcement / Public Safety

Training was delivered across seven organizations in diverse sectors, including government, public health, education, law enforcement, and Indigenous governance. This demonstrates strong cross-sector applicability and scalability.

2.2 Free Public Videos

Eleven public video sessions have been completed and are publicly available via the project website and YouTube. As of Q4 Year 3, these videos have accumulated 212 views.

Total Public Videos Completed	11 of 10 (110%)
Total Views (YouTube/website)	212

Video titles:

- Bill C-65 Explained
- Formal vs. Informal Resolution
- Introducing the ACT Matrix
- Shared Purpose and Psychological Safety
- How Psychological Flexibility Helps Reduce Workplace Harassment Complaints
- Intention vs. Impact at Work
- Intention vs. Impact at Work: Why Meaning, Perception, and Context Matter
- Psychological Safety in Teams
- The ACT Matrix and Unwanted Inner Experiences
- Workability and Moving Toward Values at Work
- Why Psychological Safety Is the Secret to High-Performing Teams

Eleven public video sessions were successfully completed, exceeding the original target (110%), and made freely accessible via the project website and YouTube. Collectively, these videos have generated 212 views as of Q4 Year 3, reflecting engagement with a diverse library

of evidence-based content focused on psychological safety, conflict resolution, and workplace performance. Topics span foundational concepts such as Bill C-65 and formal versus informal resolution, as well as applied psychological skills including the ACT Matrix, intention versus impact, and values-based action at work. Together, this suite of publicly available resources expands the reach of the project, providing accessible, ongoing learning opportunities that support psychologically safer and higher-performing workplaces.

3. Live training

Live training was designed to complement online learning with interactive, real-time experiences that supported deeper skill development and engagement. This included a one-day bilingual national conference featuring expert-led sessions for a broad, cross-sector audience, as well as a series of train-the-trainer sessions aimed at building internal capacity within organizations. Additional live webinars and Q&A sessions provided opportunities for participants to engage directly with subject matter experts, ask questions, and apply concepts to real-world workplace challenges. Together, these live training components enhanced knowledge translation, reinforced learning, and supported practical implementation of skills in the workplace.

3.1 One day virtual national conference

This one-day virtual conference took place on January 28, 2025. Eight 40-minute sessions featuring diverse expert speakers including Indigenous leaders, black, female, and francophone speakers were delivered to a national virtual audience.

Title:

Transforming Workplace Culture: Tools for Creating a Less Soul-Crushing Workplace

Speakers

- Beverley Patwell
- Alex Gallacher & Okey Okere
- Brook Thorndycraft
- Jeff Robert
- Dr. Dayna Lee-Baggley
- Ron Pizzo
- Brian Gottheil
- Amy Sylla

Total Registrants	455 (original target: 100 — 355% above target)
Conference Date	January 28, 2025
Number of Sessions	8 x 40-minute sessions

Exit Survey Respondents	131
Rated Likely to Recommend (4 or 5 / 5)	Over 85%
Written Comments Received	81
Participants who requested future event notifications	83
Participants who volunteered for future coordination	37

The one-day virtual conference held on January 28, 2025, exceeded expectations, attracting 455 registrants—more than four times the original target of 100. The event featured eight 40-minute sessions delivered by a diverse group of expert speakers and maintained strong engagement throughout. This was reflected in both participation and post-event feedback, with 131 attendees completing the exit survey and over 85% indicating they would recommend the conference. Qualitative engagement was also notable, with 81 written comments submitted. In addition, 83 participants requested to receive updates on future events, and 37 expressed interest in supporting future coordination efforts, demonstrating sustained interest and perceived value. Overall, the conference achieved substantial reach and impact, surpassing deliverable targets and fostering meaningful participant engagement.

3.2 Webinars

An publicly available live-interactive webinar, *What Hostage Negotiators Can Teach You About Managing Workplace Conflict*, was delivered on October 23, 2024 by Subject Matter Expert Ron Pizzo.

Registrants	16
Attendees	10
Recording shared with	All registrants + posted on project website

3.2 Train-the-trainer Sessions

Five Train-the-Trainer sessions titled "From Blame to Balance: Building Safety in Tough Conversations" were delivered between July and November 2025. Each one was 40 minutes, followed by a 20-minute Q&A.

Date	Sessions	Registrants	Attendees
July 28, 2025	Session 1 of 5	12	5
September 9, 2025	Session 2 of 5	75	38
September 22, 2025	Session 3 of 5	75	33

Date	Sessions	Registrants	Attendees
October 16, 2025	Session 4 of 5	75	25
November 4, 2025	Session 5 of 5	109	35

Total Train-the-Trainer Registrants	346
Total Train-the-Trainer Attendees	136

The Train-the-Trainer sessions were successfully delivered, with 346 participants registered and 136 attending live sessions. Initial sessions were capped at 75 participants, but high demand led to expanded capacity, with one session reaching 109 registrants. Overall, the sessions demonstrated strong uptake and sustained interest throughout the delivery period, supporting capacity-building and the effective dissemination of knowledge among participants.

4. Evaluation of effectiveness

Impact of our conflict resolution training program

PhD candidate L. Wang conducted an independent randomized controlled trial to evaluate the project’s app-based conflict management training among adults experiencing active, unresolved workplace conflict. Her project design represented the gold standard in program evaluation. Ethics approval was obtained, and data collection was completed in Q1 of Year 3, with the study provided as an in-kind contribution to the project.

A total of 143 participants were randomly assigned to either a training group (n = 46) or a waitlist control group (n = 97). Participants completed pre- and post-assessments measuring rumination, self-efficacy, psychological flexibility, and experiences of workplace conflict. Those in the training group demonstrated significant improvements in conflict-specific self-efficacy, openness to experience, and behavioural awareness, with no comparable changes observed in the control group. Participants who completed the training also reported greater reductions in conflict-related rumination, social discord, and negative affect.

These findings provide strong empirical support for the effectiveness of the project’s core training program. Participants left the training better equipped to navigate workplace conflict with confidence and psychological flexibility, key outcomes that support both individual wellbeing and the development of healthier, psychologically safer workplace cultures aligned with the goals of Bill C-65.

Her study is being prepared for submission to a peer-reviewed journal titled “Randomized Controlled Trial of our conflict resolution training program.”

5. Overall usage and impact

Across all training formats, the project achieved substantial reach and engagement, with over 630 individuals registered for live events and more than 4,000 total engagements recorded across resources. This level of uptake reflects the strong demand for accessible, evidence-based training in workplace psychological safety and conflict management. The training strategy successfully combined free, widely accessible content with high-impact live experiences,

resulting in both broad dissemination and meaningful participant engagement. Importantly, outcomes extended beyond reach alone, with clear evidence of behavioural and psychological impact using the gold standard in program evaluation, demonstrating the effectiveness of the training in supporting real-world workplace change aligned with the objectives of Bill C-65.

6. Conclusion

This project demonstrates that accessible, evidence-based training can achieve both meaningful scale and measurable impact when closely aligned with the project's stated objectives. By combining online learning with live, experiential training, the initiative improved access to sector-specific tools and resources, including best practices related to harassment and violence prevention. The co-creation of these tools ensured they were culturally sensitive and incorporated diversity and inclusivity, trauma-informed and restorative justice principles, as well as the science of behaviour change. At the same time, the training supported employers in implementing healthy management practices and increased awareness of health and safety regulations within the sector.

The project also strengthened the dissemination, transfer, and application of knowledge among stakeholders, contributing to increased awareness of sector-specific workplace practices that support positive workplace cultures. This was reflected in the enhanced use of sector-specific tools and resources to address workplace harassment and violence, as well as the integration of sectoral best practices into tools and resources for both employers and employees. Together, these outcomes directly advance the goals of Bill C-65 by contributing to healthier, safer, and more effective workplace cultures.