



Notes on Catalogue content:

Despite the number of subjects included in this catalogue, there many more in our offering. The additional subjects have not been included because of the following:

1. Keep the size of the Catalogue in a generally convenient size
2. Limit the subjects to those in medium to High demand.
3. Some versions are exactly the same. For example MS Word 2002 and MS Word 2003 are identical and only in more advanced modes are they notably different. We have excluded them and reduce redundancy.
4. Public courses are composed of simple hands-on sessions where practical examples are used to enhance understanding. Very advanced versions, on the other hand, are more company-oriented or specific and are low in demand. In most of these cases we negotiate and align the course outline to the customer's needs. For example we list 3 levels of MS excel but we can offer up to 7 levels. Level 4 to 7 are usually discussed with the client and are highly modified to fit specific needs and are predominantly theoretical in nature. We have not included them in the catalogue.

A simple rule of thumb is: If you **do not see what you are looking for or you need further explanation** on the outlines please call us (Sales at 905.940.1748 ext 227 or ext 221. Secondly the prices quoted in each course titles do not consider group pricing. If you have more than 3 candidates call us on possible applicable discount.



Course Catalogue

CRM

ACT! Basic Pub. Price: \$300.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of Windows.

Learning Objectives This course provides competency in navigating in ACT! Learn how to work with contacts, companies and divisions, perform simple lookups and view contact lists. Understand how to use groups, scheduling, write letters and use email with ACT!. Internet integration and reports.

ACT! Advanced Pub. Price: \$300.00 (A)

Duration(1 Day)

Prerequisite: This course requires knowledge of ACT! Basic topics.

Learning Objectives This course provides competency in advanced lookups and queries, performing a mail merge, document and file management, mass email and outlook integration. Learn advanced activities and opportunity management.

ACT! Administration Pub. Price: \$300.00 (A)

Duration(1 Day)

Prerequisite: This course requires solid understanding of ACT! Basic and Advanced topics.

Learning Objectives This course provides competency in installation and conversion of ACT! This program delivers concepts on database creation, defining field, design layouts, setting preferences, menu and toolbar customization, database maintenance and synchronization.

Outlook Basic Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment.

Learning Objectives This course provides competency in working with contacts, using e-mail, formatting and managing messages, creating and managing tasks, working with the Calendar, creating and managing notes, and finding and organizing Outlook information

Outlook Advanced Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills of Outlook Basic

Learning Objectives This course provides competency in configuring and customizing the Outlook interface, using the Journal, using instant messaging, managing multiple e-mail accounts, communicating with newsgroups, creating Outlook forms, using the Business Contact Manager, configuring security settings, collaborating with other Outlook users, and working with offline folders and the remote mail feature.

Database

Access Introduction - Level Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment. Basic knowledge of Excel would assist but not required

Learning Objectives To be done This course provides competency in database fundamentals, working with Access objects, creating databases and tables, working with table data and structure, locating information, working with related tables, using select queries and advanced query features, and creating advanced queries.

Access Intermediate - Level Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills presented in Access Level 1

Learning Objectives This course provides competency in creating and using forms and sub forms, using advanced form features, creating and using reports, using advanced report features, enhancing forms and reports, using data access pages, managing databases, and importing and exporting data.



Course Catalogue

Access Advanced - Level 3 Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills presented in Access Level 1 and Level 2

Learning Objectives This course provides competency in designing applications, using advanced tools and controls, creating dialog boxes, using macros, controlling data entry, using dialog boxes to filter records in reports, creating custom switchboards, enhancing applications, using database utilities, and tailoring applications for multiple users.

Access Power User Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course requires an understanding of Access application development or equivalent

Learning Objectives This course provides competency in working with objects and collections, ActiveX and VBA debugging tools and integrating Access with MS Office.

Design / Web

Dreamweaver Introduction Pub. Price: \$700.00 (B)

Duration(2 Day)

Prerequisite: This course requires a solid understanding of Windows and ability to use keyboard and mouse.

Learning Objectives Participants in this course will learn how to get started with Dreamweaver. Concepts delivered included working with documents, creating and enhancing web pages, designing a site, connecting pages, working with images, creating tables and uploading a site.

Dreamweaver Advanced Pub. Price: \$700.00 (B)

Duration(2 Day)

Prerequisite: This course requires a solid understanding of Dreamweaver Introduction topics.

Learning Objectives This course expands on concepts learned in Dreamweaver Introduction and provides competency in creating head content for a web page and introduces the participant to style sheets. Learn how to work with forms and libraries, rollovers and behaviours. Work with layers and timelines and then test sites in target browsers.

Front Page Introduction Pub. Price: \$300.00 (B)

Duration(1 Day)

Prerequisite: The course assumes a basic knowledge of Windows and Internet Explorer 5.0 minimum. Ability to use a keyboard and mouse.

Learning Objectives This course provides competency in working with and enhancing web pages, creating hyperlinks, adding graphic features, creating tables and frames. Learn how to manage and publish webs and web pages.

Illustrator Basic Pub. Price: \$700.00 (B)

Duration(2 Day)

Prerequisite: This course assumes a basic knowledge of Windows

Learning Objectives This course introduces the participant to the illustrator environment providing competency in simple illustration, paths, colours, text, objects and layers and printing.

Illustrator Advanced Pub. Price: \$700.00 (B)

Duration(2 Day)

Prerequisite: This course assumes a solid understanding of Illustrator Basic topics.

Learning Objectives Expanding on topic introduced in Illustrator basic participants learn about page layouts, layers, working with content, creation of books, PDF documents and XML importing and exporting . Advanced printing options are explored.



Course Catalogue

Macromedia Flash MX Pub. Price: \$800.00 (B)

Duration(3 Day)

Prerequisite: The course assumes a basic knowledge of computers and an ability to use a keyboard and mouse.

Learning Objectives This course introduces how to get started using Flash MX, provides competency in creating shapes, working with colours, manipulating shapes and images, inserting text, using layers and an introduction to animation and templates.

Photoshop Introduction - Advan Pub. Price: \$600.00 (B)

Duration(2 Day)

Prerequisite: This course is designed for new users and assumes the ability to use a mouse, keyboard and Windows.

Learning Objectives This course provides the participant a in depth 2 day delivery covering topics delivered in Photoshop Introduction and Advanced.

Photoshop Introduction Pub. Price: \$300.00 (B)

Duration(1 Day)

Prerequisite: This course assumes an understanding of Windows and the ability to use a keyboard an mouse.

Learning Objectives This course provides direction on how to get started in the Photoshop environment. Providing competency in working with images, selections and manipulation of layers, creating images and modifying photographs.

Photoshop Advanced Pub. Price: \$300.00 (B)

Duration(1 Day)

Prerequisite: This course assumes a solid understanding of topics delivered in Photoshop Introduction

Learning Objectives This course provides competency in working with layouts, vector graphics, colours and layer options. Participants learn how to use channels and masks, use filters, automating tasks and preparing graphics for print and Web.

MS Visio Standard

Visio Introduction Pub. Price: \$210.00 (B)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of Windows and the ability to use a keyboard and mouse

Learning Objectives This course provides competency in how to create and format shapes, create flow charts, organizational charts and floor plans.

Visio Advanced Pub. Price: \$210.00 (B)

Duration(1 Day)

Prerequisite: This course assumes an understanding of Visio Introduction topics

Learning Objectives This course provides competency in customizing , using drawing tools, custom shapes and advanced stencil techniques. Learn how to create templates, styles and layers and then share files with other programs.

Presentation

PowerPoint Basic Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment.

Learning Objectives This course provides competency in creating and modifying presentations; using proofing tools; inserting and modifying objects, WordArt, clip art and organization charts; creating and inserting charts and tables; and inserting multimedia elements.



Course Catalogue

PowerPoint Advanced Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills presented in PowerPoint Basic

Learning Objectives This course offers competency in formatting presentation text, formatting presentation design elements, using collaboration features, preparing and delivering presentations, customizing presentations, applying transitions and animations, printing presentations, and using alternative delivery methods.

Publisher Introduction Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of Windows and the ability to use a keyboard and mouse.

Learning Objectives This course provides competency in using the document wizards, adding and importing text and placing graphic objects. Create tables, work in columns, use drawing tools and designs, guides and rulers, page types and page formatting.

Publisher Advanced Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a solid understanding of Publisher Introduction topics.

Learning Objectives This course provides competency in working with newsletters, designing websites, linking web pages, publishing websites, mail merge and importing from other applications.

Project Management

Project 2003 Basic Pub. Price: \$1200.00 (B)

Duration(2 Day)

Prerequisite: This course assumes a basic knowledge of Windows

Learning Objectives This course provides competency in working with tasks, scheduling tasks, managing resources, working with views and tables, filtering, grouping and sorting and finalizing the task plan.

Project 2003 Advanced Pub. Price: \$1200.00 (B)

Duration(2 Day)

Prerequisite: Project Level 1 or equivalent experience

Learning Objectives s taught in level 1 and introduces tracking, analyzing and adjusting the plan, formatting, reporting, multiple projects and communication.

Project Management Essentials Introduction Pub. Price: \$600.00 (B)

Duration(1 Day)

Prerequisite: This workshop assumes basic computer knowledge

Learning Objectives es used within the software and provides competency in project scheduling, change control, financial issues and measurement strategies.

Project Teams Specialization Pub. Price: \$600.00 (B)

Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives This workshop provides the participant the fundamentals of creating a team, conducting meetings, communication strategies and decision making as a team member or manager.

Reporting

Adobe Acrobat Pub. Price: \$600.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of Windows and experience ins using Word or Excel. Ability to use a keyboard and mouse.

Learning Objectives This course provides competency in creating PDF files, modifying files to include headers, footers, bookmarks and links. Perform searches and work with multiple PDF documents and reviewing documents.



Course Catalogue

Crystal Report Advanced Pub. Price: \$700.00 (B)

Duration(2 Day)

Prerequisite: This course assumes a solid understanding of Crystal Reports Introduction topics. Knowledge of programming or SQL would be helpful but not required.

Learning Objectives This course provides competency in creating running totals, adding sub reports, cross-tabs, creating charts, report speed, dictionaries and reporting Excel data.

Crystal Reports Introduction Pub. Price: \$700.00 (B)

Duration(2 Day)

Prerequisite: This course assumes a basic knowledge of the Windows environment and understanding of database concepts

Learning Objectives This course provides competency in creating reports from a database. Concepts delivered include: creating a list report, displaying data in a report, grouping report data, building formulas, formatting reports, enhancing reports, creating and modifying pie charts and distributing data.

Spreadsheet

Excel Introduction - Level Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment.

Learning Objectives This course provides competency in creating workbooks, modifying worksheets, formatting worksheets and printing worksheets. This course also provides competency in creating and editing formulas, working with basic functions and the Function Wizard, applying text attributes and other formatting characteristics, creating workbooks from templates, using styles, adding worksheet backgrounds, applying AutoFormats, and finding and replacing data.

Excel Introduction Pub. Price: \$420.00 (A)

Duration(2 Day)

Prerequisite: New User

Learning Objectives Providing the same concepts as delivered in level one, focusing on the new user with little to no experience with computers.

Excel Intermediate - Level Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course requires an understanding of Excel Level 1 topics

Learning Objectives This course provides competency in organizing and consolidating data from multiple worksheets, adjusting the screen display, working with advanced functions, using advanced formatting features, using advanced print options, filtering data, using comments, naming worksheet ranges and formulas, creating and modifying charts, protecting data, importing and exporting data, saving worksheets and workbooks as Web pages, and publishing worksheets and workbooks to the Web.

Excel Advanced - Level 3 Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: Excel Intermediate or equivalent experience

Learning Objectives This course provides competency in validating data, creating and modifying list ranges, sorting database data, using database functions, using the Advanced Filter and Automatic Subtotal features, creating and modifying PivotTables and Pivot Charts, formatting and adjusting PivotTables, auditing worksheets, performing what-if analyses, and working with scenarios.

Excel Functions Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: Understanding of Excel Intermediate topics with solid understanding of formulas

Learning Objectives This course looks at a variety of functions within Excel. Focus on the IF and Vlookup functions as the most required concept by users. Other functions covered are: text, statistical, mathematical, logical, financial and information.



Course Catalogue

Excel Formulas Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a solid understanding of Excel Level 1 and Level 2.

Learning Objectives This course provides competency in creating absolute formulas, formulas and range names, manipulating formulas, combining and splitting formulas, text formulas, date and time formulas, referencing cells on other sheets, or other files, auditing, goal seeking and array formulas.

Word Processing

Word Introduction - Level Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment.

Learning Objectives This course provides competency in using toolbars and menus, opening documents, moving through documents, closing documents, and using document views; creating documents and entering text, saving documents and working with document properties; selecting, editing, copying and moving text; inserting date and time fields, using automatic text features; previewing and printing documents, creating and printing envelopes and labels; formatting text using various tools and task panes, formatting paragraphs by changing alignment and spacing, using tabs and indents, adding borders and shading, and creating and sorting lists; formatting document pages by setting margins, alignment and page orientation and adding borders, backgrounds and themes; using Find and Replace; checking spelling and grammar and using research tools; and working with templates.

Word Intermediate - Level Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills presented in Word Level 1

Learning Objectives This course provides competency in working with graphics; using advanced formatting options; working with headers, footers and columns; using styles; creating and formatting tables; using basic collaboration features; and using charts, diagrams and organization charts.

Word Advanced - Level 3 Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a solid understanding of Word Level 1 and Level 2 topics.

Learning Objectives This course provides competency in using mail merge, working with forms, large documents, Marcos, menus and toolbars and sharing documents

Word Forms, Merges and Ad Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills presented in Word Level 1 and Level 2

Learning Objectives This course provides competency in creating forms; working with form fields; enhancing, protecting and testing forms; using the Mail Merge tool to create form letters, labels and envelopes; and using advanced collaboration features.

Word Customization, Long Pub. Price: \$210.00 (A)

Duration(1 Day)

Prerequisite: This course assumes a basic knowledge of the Microsoft Windows operating environment and the fundamental skills presented in Word Level 1 and Level 2

Learning Objectives This course provides competency in customizing the Word environment; using Excel worksheets and XML documents; navigating long documents; summarizing document content; using endnotes, footnotes, tables of figures, tables of authorities, indexes and tables of contents; using master documents; and working with macros.

HR Practices



Course Catalogue

Employee Orientation: How To Get Employees Off To A Good Start (PD) Pub. Price: \$450.00 (C) Duration(2 Day)

Prerequisite: HR Personnel, Training & Development Personnel , Pre-Assignment

Learning Objectives A thoughtful new employee orientation program, coupled with an employee handbook that communicates workplace policies can reduce turnover and save that organization thousands of dollars.

Hiring Smart: Behavioural and Performance-based Techniques (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behaviour-based examples of past performance, and the strategies that follow through on this process.

Principles of Human Resource Management (PD) Pub. Price: \$1200.00 (C) Duration(3 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This comprehensive workshop will introduce those managers to human resource concepts.

Management and Communication

Essential Training Skills (PD) Pub. Price: \$1200.00 (C) Duration(3 Day)

Prerequisite: No prior knowledge required, complete pre-assignment

Learning Objectives The results derived from staff training are too important to leave to chance. This workshop will equip managers, supervisors and new trainers with essential and practical training skills that will enable them to train with confidence and proficiency. The opportunity to practice these skills in a safe environment will be a key benefit of this training workshop.

Inventory and Warehouse Management Concepts and Practices (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives You want a smooth and cost-effective operation, with enough product on hand to satisfy needs without stockpiling too much. During this workshop, you will discuss everything that goes on during your watch, from hiring and managing your staff to controlling and managing your inventory. You will compare manual and automated inventory systems, and the best way to handle shipping and receiving functions so you have a customer-service oriented system.

Managing People From A Human Perspective (PD) Pub. Price: \$1200.00 (C) Duration(3 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This course is designed for supervisors and managers who wish to optimize the performance of their workgroup.

Motivating A Team (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the needs of individuals who want to lead and inspire team members in the corporate world.

The Leading Edge: Leadership through Effective Communication (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the needs of individuals who want to lead and inspire others in the corporate world.



Course Catalogue

The Management Success Formula (PD) Pub. Price: \$1200.00 (C) Duration(3 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop will equip you with a comprehensive set of tools, techniques and information that will enable your success as a manager.

Understanding Conflict and Adversity (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop addresses the needs of individuals who want to set goals and say what they mean, in the corporate world.

People Management

Coaching: A Leadership Skill (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: Mastering the Art of Communication (SDI) or equivalent is recommended

Learning Objectives This workshop will help you become a better coach in all senses of the word.

Coaching: On the Job Performance Management (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: Mastering the Art of Communication (SDI) or equivalent is recommended, completed pre-assignment

Learning Objectives Knowing how and when to coach is an essential skill that can benefit both you and your organization. This workshop will help you become a better coach in all senses of the word.

Dealing with Difficult People: Achieving Goals While Working with Challenging Personalities (PD) Pub. Price Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop encourages participants to stay focused on their service outcomes, rather than their feelings during a confrontation.

Managing a Positive Work Atmosphere: Investigating Harassment and Knowing the Human Rights Code (PD) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the needs of individuals who investigate harassment complaints.

Managing People From A Human Perspective (PD) Pub. Price: \$1200.00 (C) Duration(3 Day)

Prerequisite: No prior knowledge required, pre-assignment

Learning Objectives This course is designed for supervisors and managers who wish to optimize the performance of their workgroup.

Motivating Your Workforce (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, pre-assignment

Learning Objectives This one-day workshop will help supervisors and managers create a more dynamic, loyal and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want/need, and to give them a starting point for creating champions.

Personality Profile: Achieving Success with Different Personalities (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the belief, "this job would be easy if it were not for the difficult people". By looking at the characteristics that make us different, we can learn how to work with each other.



Course Catalogue

Resolving Conflict in the Workplace (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop focuses on values based conflicts in the workplace.

Personal and Career

Analytical Thinking (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives This workshop addresses the needs of individuals who assess data to make sound recommendations.

Attitude is a Choice (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop focuses on increasing attitudinal awareness and maintaining a positive perspective in the workplace.

Building Self-Esteem and Assertiveness (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives Today you will discover some simple techniques that dramatically change how you feel about yourself. You will begin with increasing your self-awareness, then to recognize the importance of learning self-acceptance, and nurturing your sense of self. You will learn how to free yourself from unnecessary guilt and negativity as well as how to enhance your interpersonal relationships with others.

Business Etiquette: Gaining That Extra Edge (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop will reassure you that you can handle most of those socially difficult moments, and perhaps give you that extra edge in areas that you'd never thought of before.

Decisiveness with Distinction: Decision Making and Problem Solving (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the needs of individuals who need to formulate solid and confident decisions.

Interpersonal Skills for Today's Professional (PD) Pub. Price: \$850.00 (C)

Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop will help you to develop critical interpersonal skills that will pave the way to the achievement of personal, team and organizational objectives.

Stress Management (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop explores the causes of such stress, and suggests appropriate initiatives for the company and its employees to undertake. Participants will learn about the harmful long-term effects of stress on our mental and physical health and will explore methods and strategies for managing individual stresses more effectively.



Course Catalogue

The Basic Goal: Goal Setting, Goal Getting (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop is a comprehensive focus on clarity and direction.

The Time Keeper (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop is full of ideas for organizing your work area and your paperwork and working on the "right" things.

Thinking on the Edge: Creative Thinking and Problem Solving (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives this workshop promises a fun, high impact day. A new training model , using interactive and experiential exercise

Understanding and Managing Anger (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives The co-worker who can effectively, yet tactfully, address the negative attitudes of his/her team mates, increases his/her team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This one-day workshop is to help give you and your organization that edge

Professional Specialties

Budget and Cost Planning (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop will not teach you how to be an accountant; however, it will familiarize you with the key concepts of finance and accounting, help you learn how to read financial statements, and help you prepare budgets with more confidence.

Coming to Win Win Situations: Negotiating Strategies (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the changing needs of the corporate world, focusing on mutually beneficial solutions.

Conducting Effective Meetings: Making Meetings Work (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This program will be concerned with small working meetings - with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Critical Elements of Customer Service (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop will provide tangible customer service skills to employees of all levels so that customers feel assured that they have chosen the right organization to give their business to.



Course Catalogue

Customer Satisfaction: Servicing Customers on the Telephone (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop addresses the need for superior communication skills when serving customers on the phone.

Customer Satisfaction: Taking Care of Business Today and Tomorrow (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop helps Customer Service Representatives isolate customer needs and take ownership for their satisfaction.

Getting Results through Effective Facilitation (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

High Finance without the High: Finance for the Non Financial Professional (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required.

Learning Objectives This workshop explores the basics of financial statements, incorporating examples from your organization.

Negotiating For Results (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop provides you with an interactive approach to negotiations. The skills you acquire will help you in your role as mediator and negotiator as well as in your day-to-day responsibilities.

Public Speaking Workshop: Conquer Your Fears (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This one-day workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others and to speak in informal situations and in front of small groups.

Public Speaking: Presentation Survival School (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives In this comprehensive two-day workshop, you will master the skills that will make you a better speaker and presenter. It's like preparing every detail of a party. You are prepared, and it's going to be a smashing success.

Writing Business Reports and Proposals (PD) Pub. Price: \$850.00 (C) Duration(2 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives The workshop will help you to identify the range of this kind of writing, the forms it takes, and the persuasive techniques it requires.

Sales and Marketing



Course Catalogue

Building Relationships for Success in Sales (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop focuses on selling using a strategic relationship-building approach.

Dynamite Sales Presentations (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This comprehensive workshop will take you through all the steps required to close the sale, including proposal-writing, handling objections, dealing with difficult buyers, selling value, building trust and relationships, and of course dynamically presenting your proposal to the decision-maker.

Marketing and Sales (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This one-day workshop will show you how to get maximum exposure at minimum cost. Learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

Overcoming Objection: Nailing the Sale (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop will help you plan, prepare and execute proposals and presentations that address customer concerns, reduce the number of objections you encounter and improve your batting average at closing the sale.

Prospecting Lead: The Key to Success (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives After the workshop, you will know who to target and how to target them, and remember to do some prospecting every day through warming up cold calls, following up on leads, or networking. You will also build your personal prospecting plan to ensure your future by planting seeds daily.

Selling Smarter (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This one-day workshop will help you develop those skills, enabling you to sell smarter.

Telemarketing: Using A Telephone as a Sales Tool (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This one-day workshop will help you hone your communication skills, your ability to persuade, and your ability to personalize each sales call to the person and to each situation.

Team Building

Building Better Teams (PD) Pub. Price: \$450.00 (C)

Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives This workshop is a basic course for team leaders and members, designed to focus on the characteristics of an effective team player and the elements of an effective team. You will leave this program with a plan for your personal development as a team player and as a team leader and will have learned skills and techniques for improving the functionality, efficiency and productivity of your 'at work' team.



Course Catalogue

Building Cross Function Teams For Personal and Team Excellence (PD) Pub. Price: \$450.00 (C) Duration(1 Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives Explore the dynamics of teams and their members in this high energy workshop.

Developing High Performance Teams (PD) Pub. Price: \$1200.00 (C) Duration(2Day)

Prerequisite: No prior knowledge required, completed pre-assignment

Learning Objectives If you want to develop your team leadership skills and unleash the talent of your individual team members, this workshop is a practical look at current leadership practices that work.

Health and Safety

Accident Investigation (Certification) Pub. Price: \$175.00 (D) Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives This course provides workers with a basic understanding of what is required to prepare for workplace emergencies, how they can be ready to respond as well as what they should know about their employer's emergency response plan.

Confined Space Hazards (Certification) Pub. Price: \$175.00 (D) Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives The purpose of confined space training is to assist your company with accident prevention, illnesses and losses associated with confined space entry, work and exit/aggress or rescue

Fall Protection and Arrest (Certification) Pub. Price: \$175.00 (D) Duration(1 day)

Prerequisite: No prior knowledge required

Learning Objectives An understanding of applicable legislation regarding working at height, identify potential fall hazards, and appropriate selection, use and limitations of various types of fall protection or fall arrest equipment. Course includes a practical demonstration of harness inspection and donning.

Forklift Operator Training (Certification) Pub. Price: \$175.00 (D) Duration(1 Day)

Prerequisite: No prior knowledge required

All associates who are in contact with forklift and may be required to operate at any capacity.

All associates who are in contact with forklift and may be required to operate at any capacity.

Learning Objectives Training not only increases the productivity of the operator by allowing them to be more competent in the operation of the lift truck but reduce the risk of accidents within the workplace.

Our program consists of a theoretical component and a practical operator evaluation.

Forklift Train the Trainer (Certification) Pub. Price: \$425.00 (D) Duration(2 Day)

Prerequisite: Forklift Operation Certification Required

Learning Objectives This workshop provides competency to train associates on all topics within the Forklift Operator Training program

Hoist and Rigging (Certification) Pub. Price: \$325.00 (D) Duration(2 Day)

Prerequisite: No prior knowledge required, participants must bring their own calculator

Learning Objectives Course includes hoisting and rigging, equipment/hazards, hoisting calculations, winching, cables, chains, boomers, slings, securing loads, equipment and hand signals.



Course Catalogue

Lock Out and Tag Safety Procedures (Certification) Pub. Price: \$150.00 (D)

Duration(5 hours)

Prerequisite: No prior knowledge required

Learning Objectives Participants of this program will be trained in Occupational Health & Safety Act, Industrial Establishments (Regulations 851), and Section 42 – Electrical Lockout and Sections 75 & 76 – Maintenance & Repairs as required by the Occupational Health & Safety Act.

Occupational Health and Safety (Certification) Pub. Price: \$175.00 (D)

Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives This course provides competency in occupational health and safety in the workplace, training, hazards and risks

Personal Protective Equipment (Certification) Pub. Price: \$150.00 (D)

Duration(5 hours)

Prerequisite: No prior knowledge required

Learning Objectives Participants will review their safe use along with their many inadequacies that may add to hazard exposure risk.

Powered Elevated Equipment (Certification) Pub. Price: \$175.00 (D)

Duration(1 Day)

Prerequisite: Requirement for Fall Protection Equipment and its uses

Learning Objectives Participants will be able to identify specific health and safety related hazards associated with operating Man-lifts.

Propane and Battery Hazards, Handling and Safety (Certification) Pub. Price: \$175.00 (D)

Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives An employer must provide training and make sure that all persons who handle propane are thoroughly instructed in proper procedures. Proper training will ensure that your staff is following proper safety precautions when working with propane.

Site Safety and Housekeeping (Certification) Pub. Price: \$150.00 (D)

Duration(5 hours)

Prerequisite: No prior knowledge required

Learning Objectives Identify site hazards and steps to prevention and risk reduction.

Supervisor Competency and Due Diligence (Certification) Pub. Price: \$525.00 (D)

Duration(3 Days)

Prerequisite: No Prior Knowledge Required, specifically designed for supervisors

Learning Objectives The participants will understand their management style and how to create positive manager and employee relations. Review the importance of performance appraisal and exercise disciplinary actions while understanding their legislated requirements to supervise under the Occupational Health and Safety Act.

Transportation of Dangerous Goods (Certification) Pub. Price: \$175.00 (D)

Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives This workshop includes a review of the classification system for dangerous goods, labelling and placarding systems, specific training requirements and a wide range of issues dealing with "dangerous occurrences". Also discussed are the short and long term strategies for implementing changes necessary to protect workers from hazardous spills during the transport of dangerous substances.



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CAREERS IN TRANSITION
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Course Catalogue

Workplace Hazardous Material Information System (WHMIS) (Certification) Pub. Price: \$175.00 (D)

Duration(1 Day)

Prerequisite: No prior knowledge required

Learning Objectives The Workplace Hazardous Materials Information System – is a nationwide system designed to provide information for workers on potentially hazardous materials in the workplace. The WHMIS legislation has been developed through the collective efforts of Industry, Labour and Governments and came into effect on October 31, 1988.