EPIC Software™

"Just Imagine… Talent Management the Way It Was Meant To Be"

eLearning Course Catalog

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All About Access (P5608EN)

Suitable for all versions of MS Office, this courseware can aid career development and help users gain confidence working with MS Access. **Note**: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice Final Examination that will give you an certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 7.5 hrs.

All About Access (7208EN)

All About Desktop - The Complete Package (P5609EN)

This courseware can aid career development and help users gain confidence working with computers. **Note**: We have updated the look and feel of these courses for easier use. The content of the programs remain unchanged. There is a multiple choice Final Examination for each topic that will give you a certificate of completion upon achieving a grade of 80% or greater, that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

Estimated Program Length: 74 hrs.

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All About Excel (P5605EN)

Suitable for all versions of MS Office, this courseware can aid career development and help users gain confidence working with MS Excel. **Note**: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components.

There is a multiple choice Final Examination that will give you an certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 7 hrs.

All About Excel (7205EN)

All About Introduction to PCs (P5601EN)

This courseware can aid career development and help users gain confidence working with computers. **Note**: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice **Final Examination that will give you a certificate of completion upon achieving a grade of 80% or great**er that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 5.5 hrs.

All About Introduction to PCs (7201EN)

All About Outlook (P5607EN)

Suitable for all versions of MS Office, this courseware can aid career development and help users gain confidence working with MS Outlook. Note: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice Final Examination that will give you a certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 9 hrs.

All About Outlook (7207EN)

All About PowerPoint (P5606EN)

Suitable for all versions of MS Office, this courseware can aid career development and help users gain confidence working with MS PowerPoint. Note: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice Final Examination that will give you a certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 9 hrs.

All About PowerPoint (7206EN)

All About the Internet (P5603EN)

This courseware can aid career development and help users gain confidence working in the internet. **Note**: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice Final Examination that will give you a certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 6.5 hrs.

All About the Internet (7203EN)

All About Windows XP (P5602EN)

Suitable for all versions of MS Office, this courseware can aid career development and help users gain confidence working in the Windows XP environment. Note: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice Final Examination that will give you a certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 12.5 hrs.

All About Windows XP (7202EN)

All About Word (P5604EN)

Suitable for all versions of MS Office, this courseware can aid career development and help users gain confidence working with MS Word. Note: We have updated the look and feel of this course for easier use. The content of the course remains unchanged. Click on the module title to view all program components. There is a multiple choice Final Examination that will give you a certificate of completion upon achieving a grade of 80% or greater that you can print directly to your personal printer.

This Program Requires the browser Internet Explorer 5.0 or greater to operate.

An Examination is available with this Program. Estimated Program Length: 10 hrs.

All About Word (7204EN)

Business Communication

Communication & Presentation Skills (P1316EN)

Learn about effective written and verbal communication and presentation skills. Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This program helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion. Estimated Program Length: 17 hrs.

Communicating Non Verbally (2495EN)

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practicing the techniques presented in this course, you can become a more effective communicator.

Enhancing Your Speaking Skills (2497EN)

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral

presentation process, including how to plan, organize and deliver a presentation.

Report Organization and Presentation (2498EN)

This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.

Communicating Persuasively (2499EN)

This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.

Communication Basics (2540EN)

You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the basics of effective communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.

Communicating Negative Messages (2555EN)

This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences.

Communicating Cross Culturally (2557EN)

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.

Telephone Techniques (2571EN)

This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a firm. Lack of understanding about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and professionalism.

Business Writing: Reports and Proposals (2572EN)

This course presents solid, logical techniques for writing two crucial business documents—proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. It is designed to show the student the basic components of each kind of business report and proposal in use today, including formal and informal formats.

Business Writing: Preparation (2573EN)

Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.

Business Writing: Being Effective (2574EN)

This course teaches you how to organize, write and edit messages. As we have learned, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing and revising a professional business message.

Communicating Interpersonally (2575EN)

This course will teach you what you need to know to communicate effectively and show you how to practice, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication.

Business Writing: Letters and E-mails (2576EN)

This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages.

Communicating at Work (2578EN)

Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and inter-office teamwork. With heightened global competition—innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how to handle ethical situations in the workplace.

Communicating Proactively (2579EN)

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator.

Communicating Reactively (2580EN)

This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.

Presentation Skills (2692EN)

One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

Communication Topics (P1552EN)

Effective communication is critical to workplace success. The multiple modules in this program will build communication skills with a workplace focus. You will develop skills in listening, speaking, making presentations, business writing, and reports, and focus on special communication topics including non-verbal communication, communicating negative messages, and team communication. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion. Estimated Program Length: 8.5 hrs.

Email Etiquette (0186EN)

The World Wide Web and email technology have changed the way we communicate. Email offers a clear business advantage, speeding up transactions and long distance discussions. In the past few years, email has become the communication medium of choice in the office, replacing the phone and one-on-one contact.

Email etiquette or protocol is the unwritten rules of email messaging. These rules help to improve communication, resulting in more effective emails. This module will provide you with the most up-to-date information on email etiquette and give you the skills to communicate effectively using email.

Communicating Non Verbally (2495EN)

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practising the techniques presented in this course, you can become a more effective communicator.

Communicating as a Team (2496EN)

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.

Enhancing Your Speaking Skills (2497EN)

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation.

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This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.

Individual Listening Skills (2519EN)

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.

Communicating Negative Messages (2555EN)

This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences.

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Cross Cultural Training (P1173EN)

The number of people who travel abroad for work, study and pleasure is on the increase. It is essential that international travelers have a basic understanding of cultural differences and how those differences affect communications, work and social relationships. This program provides an introduction to cultural differences.

Target Audience: Business people, students, tourists and other travelers. Estimated Program Length: 3 hrs.

What is Culture? (0851EN)

What exactly do we mean by the word culture? In this module you will learn the definition of culture, how it evolves, and how it influences behavior.

What is Your Culture? (0852EN)

It is only through self awareness that you can really know how you will react in a different culture. This module will help you identify your own personal cultural values and beliefs and will help you discover your reactions to common situations in foreign lands.

Introduction to Basic Cultural Differences (0853EN)

Your experience in another country will be much easier if you arrive armed with a basic understanding of what the culture will be like. Of course, you will find exceptions because all people do not behave and react the same way. This module will give you the basic knowledge you need to understand cultures that are different from your own.

Global Communications (0854EN)

In this module we will examine different types of communication, both verbal and non-verbal. You will learn about the factors that determine how effectively we communicate and find out how you would interpret and react to different forms of communication.

Culture in the Workplace (0855EN)

Given what you have learned about how culture influences behaviour, you will not be surprised to learn that cultural differences can have a considerable effect on the workplace. In this module, you will explore the effect of culture on the workplace, focusing in particular on two of Hofstede's dimensions of culture: power distance and uncertainty avoidance.

Culture in Society (0856EN)

How do cultural differences influence friendship, family, romance and other interactions in society? The answer is, in many different ways. In this module you will become more aware of your understanding and views of social interactions.

Email Etiquette (P1183EN)

Email offers a clear business advantage, speeding up transactions and long distance discussions. In the past few years, email has become the communication medium of choice in the office, replacing the phone and one-on-one contact. Email etiquette or protocol is the unwritten rules of email messaging. These rules help to improve communication, resulting in more effective emails. This module will provide you with the most up-to-date information on email etiquette and give you the skills to communicate effectively using email.

Target Audience: Business users of email; anyone who uses email. An Examination is available with this Program. Estimated Program Length: 0.5 hrs.

Email Etiquette (0186EN)

The World Wide Web and email technology have changed the way we communicate. Email offers a clear business advantage, speeding up transactions and long distance discussions. In the past few years, email has become the communication medium of choice in the office, replacing the phone and one-on-one contact.

Email etiquette or protocol is the unwritten rules of email messaging. These rules help to improve communication, resulting in more effective emails. This module will provide you with the most up-to-date information on email etiquette and give you the skills to communicate effectively using email.

Writing Effective E-Mails (P5502EN)

Improve your ability to write effective e-mail. You will learn useful skills whether you are sending internal e-mail or composing e-mails to send to clients or customers. Estimated Program Length: 2 hrs.

Writing Effective E-Mails (0148EN)

In many corporations e-mail is widely depended upon as the first form of communication. The simplicity and speed, which makes e-mail such an effective form of communication, can also lead to poor communication.

The module includes a case study of how a technical support representative improves the effectiveness of their e-mail contact with a customer. There are job aids for writing effective e-mail that are printable and can be downloaded.

Business Diagnostics

Business Diagnostics Online: Comprehensive (P1324EN)

Company owners may face significant challenges when attempting to secure financing for business expansion. They encounter continuous pressure to respond to a diverse set of stakeholders including employees, shareholders, clients, suppliers, bankers and family.
Business Diagnostics Online teaches business owners and their advisors how to to complete an objective assessment of company operations. This approach establishes a clear picture of where they are, where they need to go, and how to get there, thereby increasing the likelihood of successfully securing financing for expansion.

The seven modules in Business Diagnostics Online use a variety of methods to guide the learner in the use of Business Diagnostics. In addition to review questions in each module, a final test is provided at the end of the course.

Target Audience: Business advisors, business owners

Skill Set:
BUSINESS MANAGEMENT, CONSULTING SKILLS, FINANCIAL MANAGEMENT, PLANNING

An Examination is available with this Program. Estimated Program Length: 6 hrs.

1. Funding for Business Expansion (2203EN)

In this first module, we review the various sources of funding for business expansion. Funding is typically provided by banks and investors, but for the purpose of this course, we will assume that banks are the primary source. If the banks approve your funding applications, you should be able to meet the requirements for any investors.

We also introduce Marston Control Devices, Inc. In this real-life case study, John Marston is the enthusiastic owner of a technology company. He is facing significant challenges in his efforts to expand his business.

This course will demonstrate that company owners need to work through an objective process to acquire funding for business expansion.

2. External Business Environment (2204EN)

There are several external factors that affect business. These factors cannot be controlled but they can be identified, and to some extent, managed. In this module, we begin by conducting an environmental PEST analysis – political/legal considerations, economic issues, socio-cultural trends, and technological innovations – followed by an industry-specific analysis of industry characteristics and competitive conditions. A clear understanding of the External Business Environment, an awareness of industry characteristics, and an appreciation of the nature and extent of competition, are essential to any business.

External Business Environment is the second of seven modules in Business Diagnostics Online.

3. Internal Business Environment – Part 1 (2205EN)

In Module 2, we examined key factors that impact a business from the outside. In this module and the one that follows, we go inside the business to look at four key elements which are fundamental

to the Internal Business Environment: Finance, Marketing, Human Resources and Operations. This module covers Finance and Marketing. In Finance, we address a company's relative financial health by reviewing cash management practices and key performance indicators. In Marketing, we will learn that there is much more to marketing than just sales.

Internal Business Environment – Part 1 is the third of seven modules in Business Diagnostics Online.

4. Internal Business Environment – Part 2 (2206EN)

In Module 3, we went inside the business and examined the first two key elements which are fundamental to the Internal Business Environment: Finance and Marketing. In this module, we focus on Human Resources and Operations. In Human Resources, we cover the HR function and recap the key aspects of business leadership. In Operations, we review the activities needed to create the necessary products or services, and learn how closely connected Operations is to the other three functional areas.

Internal Business Environment – Part 2 is the fourth of seven modules in Business Diagnostics Online.

5. Strategic Direction (2207EN)

Strategic direction is a company's selected pathway to optimize business opportunities within the external business environment. Company owners rarely have the time or inclination to assess the strategic direction of their company. Few company owners would be able to describe their present course and fewer still could detail potential alternative strategic directions. Failure to assess strategic direction properly is often the reason why companies are unable to obtain the required level of funding from external lenders or investors. In this module, we overcome this problem by giving insight as to how to assess the present strategic direction of a business, look at alternatives, and select the most appropriate course of action.

Strategic Direction is the fifth of seven modules in Business Diagnostics Online.

6. Risk Assessment (2208EN)

Banks and investors are risk averse; consequently it is useful for the business owner to understand their risk assessment process. In this module, we follow the approach adopted by a commercial banker in assessing risk. It is critical that a company owner understands how a bank or investor will assess risk when looking at their application for additional funding. We develop risk assessment skills by using a five-step process that mirrors the assessment process undertaken by a banking team when structuring the most appropriate financing deal. This assessment-based approach brings to light any steps that can be taken to mitigate potential risks impacting company operations.

Risk Assessment is the sixth of seven modules in Business Diagnostics Online.

7. Enterprise Review Summary (2209EN)

In this, the final module, we review a company's funding requirements and introduce the Enterprise Review Summary (ERS). This condensed business plan accompanies the funding application presented to a bank or prospective investor. The ERS addresses all of the areas covered in this course, namely funding alternatives, review of the external and internal business environments, selection of the best strategic direction, and assessment of risk and identification of mitigating measures.

Looking back at the Business Diagnostics process, we see that each step includes a continuous improvement cycle: external and internal business environmental concerns are identified and addressed, strategic direction is amended as needed, and potential risks are mitigated. The goal is to establish business credibility by providing an accurate, convincing, and insightful Enterprise Review Summary.

Enterprise Review Summary is the final module in Business Diagnostics Online.

Business Diagnostics Online: Reference Series (P1415EN)

The Reference Series contains in-depth guidance on the key areas covered by the single-module FastTrack course. This course provides a detailed background to the completion of SIZE-UP GRIDS, the EBOOK and the ENTERPRISE REVIEW SUMMARY.

The Reference Series contains five modules:

1. External Business Environment Reviews; 2. Internal Business Environment Reviews (HR and Operations); 3. Internal Business Environment Reviews (Marketing and Finance); 4. Strategic Direction Reviews; 5. Risk Assessments from a Banker's perspective.

The Reference Series also follows the story of John Marston of Marston Control Devices, Inc. and provides up to five hours of training. The decision to register for this course can be made either before or after taking FastTrack.

Target Audience: Business advisors, business owners

Skill Set:
BUSINESS MANAGEMENT, CONSULTING SKILLS, FINANCIAL MANAGEMENT, PLANNING

An Examination is available with this Program. Estimated Program Length: 5 hrs.

Reference Series - External Business Environment (4050EN)

External Business Environment reviews are an essential first step in understanding a business and the related external industry factors that can affect it.

Reference Series - Internal Business Environment (1) (4051EN)

Internal Business Environment reviews provide the necessary objective insight into a business. In this module, we cover HR & Operations.

Reference Series - Internal Business Environment (2) (4052EN)

Internal Business Environment reviews provide the necessary objective insight into a business. In this module, we cover Marketing & Finance.

Reference Series - Strategic Direction (4053EN)

Assessment of the choices in strategic direction and selection of the best one will help to ensure corporate resources, including funds required for expansion, are directed effectively.

Reference Series - Risk Assessment (4054EN)

Learning how to identify and assess risks faced by a business as it seeks funding for expansion is essential, particularly from the perspective of a commercial banker.

Business Diagnostics Online: FastTrack (P1414EN)

FastTrack takes the learner through key aspects of the Business Diagnostics approach. Included with this new single-module course are the SIZE-UP GRIDS, EBOOK and the ENTERPRISE REVIEW SUMMARY.

FastTrack follows the story of John Marston of Marston Control Devices, Inc. a real-life case study, as he learns how to develop an objective assessment of his business and succeed in obtaining realistic funding for his expansion plans with the help of his cousin, a former commercial banker.

FastTrack provides between 60 to 90 minutes of online training.

Target Audience: Business advisors, business owners

Skill Set: BUSINESS MANAGEMENT, CONSULTING SKILLS, FINANCIAL MANAGEMENT, PLANNING

An Examination is available with this Program. Estimated Program Length: 1 hrs.

FastTrack (4049EN)

FastTrack takes you through key aspects of the Business Diagnostics approach. Included in this module are the Size-Up Grids, eBook and the Enterprise Review Summary.

Business Excellence

Documenting Quality Management Systems (P1051EN)

This course provides an introduction to the ISO 9001 standard. Whether your company has decided to apply for ISO 9001 certification, or is just beginning to promote quality management systems, this course provides a thorough overview of the ISO 9001 standard. Checklists outline details regarding auditor's requirements, and Level I and Level II documentation. Short examples and quizzes allow you to check your understanding as you work through the modules.

An Examination is available with this Program. Estimated Program Length: 8 hrs.

Introduction to Documenting Quality Management Systems (0420EN)

This module presents the titles and subject matter of each of the four modules of the course and provides details on how to navigate through the course material.

Module 1 -- Quality Management as a Strategic Business Process (0421EN)

Progressive organizations have recognized that merely having a product or service that meets a need and is competitively priced provides no guarantee of continued corporate success. Several factors come into play, not the least of which is continuous improvement. In this module, the eight quality management principles are outlined and their benefits and effect on businesses that adopt them are detailed. Secondly, the process approach to quality management is explained. Lastly, the importance of creating documentation to support an ISO 9001-compliant quality management system are considered.

Module 2 -- Quality Management Systems, Management Responsibility, and Resource Management. (0422EN)

The commitment to quality and continuous improvement has a ripple effect throughout the organization: all policies and procedures are interrelated, and the processes of one area will impact those of another. Within successful organizations, the commitment to quality and to continuous improvement flows through all policies and procedures, at all levels of management as well as production and customer service. This module outlines the ISO 9001:2000 requirements for general management processes, top management processes, and resource management processes. For each of these areas, details of auditor's expectations and checklists for both Level I and Level II documentation are presented. At the end of the module, you can check your understanding of the requirements by completing a brief quiz.

Module 3 -- Product Realization (0423EN)

Within an effective quality management system, the company's products are consistent, reliable and satisfactory to customers. This module focuses on the requirements that promote quality and continuous improvement in the production of goods and services. The ISO 9001:2000 standard covers all aspects of product development, design and evaluation. The auditor's expectations and Level I and II documentation requirements relating to planning, customer-related processes, design and development, purchasing, production, and control of measuring and monitoring devices are topics within this module.

Module 4 -- Measurement, Analysis, and Improvement (0424EN)

Businesses build on their successes and learn from mistakes by incorporating policies that allow them to monitor, measure and analyze the results of their activities. In this module, the ISO 9001 clause that focuses on improvement is examined. First, the general topics of measurement, analysis and improvement are applied to business processes. Secondly, ISO 9001 requirements for monitoring and measurement activities including internal audits are outlined. Finally, the requirements regarding nonconforming products and analysis of data and improvement are considered.

Introduction to the Framework for Excellence (P1026EN)

Introduction (2401EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

In this introductory module, you will examine the intent and application of NQI's Canadian Framework for Business Excellence – Strategic Quality Approach (for the private sector) and the Canadian Quality Criteria for Public Sector Excellence (for the public sector). You will identify the principles that drive excellence, and acquire an understanding of the scope and intent of NQI Criteria. And lastly, you will apply the Framework as the basis of a management model to achieve organizational excellence.

This Introduction is the first module in the program.

Leadership (2402EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

Leadership is a key factor in an organization's journey to excellence. In this module, we will examine the role of those who have primary responsibility and accountability for the organization's performance.

Leadership is the second module in the program.

Planning (2403EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

Planning addresses structure and operations and deals with establishing short and long-term priorities to meet the needs of the customer/client base. In this module, we will look at how an organization establishes and describes its improvement strategy.

Planning is the third module in the program.

Customer/Citizen/Client Focus (2404EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

The people and systems within the client focus are an essential force on the path to continuous improvement and organizational excellence. Meeting and exceeding the needs of your organization's customers and/or clients (both internal and external) is critical to the pursuit of excellence. In this module, we will examine the importance of the customer/citizen/client focus in attaining organizational excellence.

Customer/Citizen/Client Focus is the fourth module in the program.

People Focus (2405EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

People are an essential force on the path to continuous improvement and organizational excellence.

Internal working relationships can be optimized through the development of a human resource plan for meeting the improvement goals of the organization. Successful organizations foster and support an environment that encourages people to reach their full potential. In this module, we will examine the role of human resources, or people focus, in organizational improvement.

People Focus is the fifth module in the program.

Process Management (2406EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

Which activities within your business or organization are critical for success? Which ones have an impact on meeting the needs of customers and clients? Within the Process Management driver, you will consider how work is organized to support the organization's strategic direction, with a focus on the management of key processes as well as continuous improvement.

Process Management is the sixth module in the program.

Supplier/Partner Focus (2407EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

External relationships and alliances with other organizations and institutions are an important aspect of an organization's search for excellence: partnering is one such relationship. In this module, we will examine the driver and criteria that deal with these relationships.

Supplier/Partner Focus is the seventh module in the program.

Organizational Performance (2408EN)

The Framework for Excellence was developed by the National Quality Institute. This eight-part program will show you how the Institute's criteria and drivers can help you implement best practices in your public or private sector organization. The program will provide an overview of the criteria for excellence, along with detailed descriptions of best practices in each driver.

NQI Criteria provide a Framework for Excellence that assists the optimization of good initiatives across the organization that sustains a strategic focus on continuous improvement and obtains desired results. In this module, the assessment or review of Organizational Performance will be considered. In the final analysis, a company is measured on financial performance over the short and long term. Organizational Performance is the last module in the program.

Introduction to the Healthy Workplace Criteria (P1016EN)

Successful organizations realize that managing health within the workplace is an important management function, and that the results of these efforts have a direct impact on competitiveness and the bottom line.

Introduction to the Healthy Workplace Criteria is a series of seven online modules based on the Canadian Healthy Workplace Criteria. The comprehensive guidelines in this series form the building blocks for the creation of a healthy workplace.

Target Audience:

All personnel in public and private sector organizations, including front line associates, team leaders, project and department managers, and senior leaders.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

Introduction (2411EN)

Successful organizations realize that managing health within the workplace is an important management function, and that the results of these efforts have a direct impact on competitiveness and the bottom line.

Introduction to the Healthy Workplace Criteria is a series of seven online modules based on the Canadian Healthy Workplace Criteria. The comprehensive guidelines in this series form the building blocks for the creation of a healthy workplace.

In this introductory module we will review the Canadian Healthy Workplace Criteria and discuss the strategic approach to attaining organizational health. This overview will give you the background information you need for the remaining six modules in the series.

Principles (2412EN)

The Principles driver of the NQI CAE Healthy Workplace Criteria identifies the principles that are the basis for building and sustaining a healthy workplace. In this module, we will look at the five principles that support a healthy workplace, along with the criteria that are used to evaluate their effectiveness. This is the second module in the program.

Leadership (2413EN)

This section of the criteria looks at the commitment of management in having a healthy workplace, improving leadership abilities, sharing responsibility and accountability for healthy workplace issues throughout the organization, and consideration of employee health in decision making.

In this module we will look at:

• Essential elements of positive leadership
• Strategic direction for a healthy workplace, and
• Leadership involvement in reinforcing a healthy workplace.

Leadership is the third module in the program.

Planning and Programs (2414EN)

The Planning and Programs driver examines the planning process in place for the development of an overall Healthy Workplace Plan for the organization, and the specific healthy workplace programs recommended by the plan. Programs, which can cover a wide variety of issues, often impact each other. For example, a nutrition program needs components such as healthy eating, enjoyable physical activity and positive body image. One component alone is not usually sufficient for a successful program. In the same way, the three key elements of a healthy workplace - namely the Physical Environment, Health Practices, and Social Environment and Personal Resources - build on one another to meet the needs of the employee.

In this module, we will look at:

• Needs assessment and analysis,
• Healthy workplace plan, and
• Program design.

Planning and Programs is the fourth module in the program.

People Engagement (2415EN)

Encouraging and sustaining a healthy workplace requires the involvement of people. People focus is about treating people with respect, building trust, and gaining from their contributions to the healthy workplace environment. An environment of fairness, trust and purpose, or lack there of, modify the effects on employee health of the main stresses in the workplace - high demand, low control, high effort and low reward.

This module is about creating an environment where people want to come to work each day, and really bring their whole being to work.

People Engagement is the fifth module in the program.

Process Management and Risk Assessment (2416EN)

The Process Management and Risk Assessment driver examines processes that have a direct influence on sustaining and improving a healthy workplace. Changes in a person's well-being are due to a complex interaction of biological, psychological, behavioral and social factors. There are many key processes that are critical in sustaining employee well-being across the organization, and which focus on skill development and behavior change. Supportive environments can help to maintain and improve this focus.

We will consider process management in two ways, by looking at how processes:

• Promote health among people, and
• Prevent damage to people.

Process Management and Risk Assessment is the sixth module in the program.

Results (2417EN)

This module examines the results and achievements from the development of a healthy workplace. The aim is to encourage and help all employees with their health and safety, and sustain a culture that allows people to make a positive contribution to the organization within a safe, healthy and supportive environment. We will look at methods of evaluation and barriers to good evaluation.

"Results" is the final module in the program.

Quest for Quality Module 1 (P1019EN)

The Quest for Quality Workbook is an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

An Examination is available with this Program. Estimated Program Length: 2.75 hrs.

What is Quality? (0968EN)

Quality has always been a crucial factor in the success of any organization. The quest for quality begins with a shared understanding of what quality means. This unit answers the fundamental question, What is quality? It starts with a chapter from a fictitious case study, The Magpie Express Company. As you read, you'll look for examples of good quality service and poor quality service. Then, in the Focus section, you'll take a closer look at what quality means. What is Quality? is the first of six units in the Quest for Quality Online Workbook, an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

The Cost of Quality (0969EN)

There's a common misconception that a higher level of quality means a higher cost. In fact, it usually costs less to do something right the first time than to fix something that wasn't acceptable, either to the customer or to the organization. In this unit, you will examine the different costs associated with achieving, or failing to achieve, quality. The unit starts with the second chapter from our fictitious case study, The Magpie Express Company. The chapter picks up with the Colonel trying to build a better stagecoach and mail service for his customers. We'll see all the costs of quality he incurred both during and after developing The Magpie Express Company. These events are used in the Focus section to illustrate the concepts behind the cost of quality. The Cost of Quality is the second of six units in the online Quest for Quality Workbook, an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the

pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

Quality – Why Bother? (0970EN)

Improved quality results in benefits for both the customers and the organization. In this unit, you will examine why we should concern ourselves with achieving quality. The unit starts with the third chapter from our fictitious case study, The Magpie Express Company. The chapter picks up with the Colonel trying to solve the problems that resulted from a washed out section of trail. We'll see how his concern for preventing the problem from occurring again leads to better quality service. We'll also see how this improved quality results in benefits for both the customers and the business. These events are used in the Focus section to illustrate the concepts associated with the need to improve quality. Quality – Why Bother? is the third of six units in the online Quest for Quality Workbook, an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

Achieving Quality at the Organizational Level (0994EN)

Achieving quality at the organizational level is a science unto itself. In this unit, we will review the Total Quality Management (TQM) frameworks used by today's successful organizations and talk about why TQM is so important. This unit examines how we achieve quality at the organizational level. It starts with the fourth chapter from our fictitious case study, The Magpie Express Company. The chapter picks up with the Colonel trying to manage the company as it continues to grow. In doing so, we'll see how the company implements a strategic approach to achieving quality at the organizational level. These events are used in the Focus section to illustrate the concepts associated with achieving quality at the organizational level. Achieving Quality at the Organizational Level is the fourth of six units in the online Quest for Quality Workbook, an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

Achieving Personal Quality (0995EN)

Adopting and practicing quality principles is one of the primary ways in which an organization starts to transform itself into a Total Quality organization. In this unit, we'll see how individual employees become part of the organization's success by achieving personal quality. Achieving Personal Quality examines how we achieve quality at the personal level. It starts with the fifth chapter from our fictitious case study, The Magpie Express Company. The chapter picks up with the company facing new challenges in its quest to become a Total Quality Organization. We'll see how the Colonel and his employees, by practicing quality principles on a personal level, help the company meet these challenges. We'll also see the wider benefits that result from achieving personal quality. These events are used in the Focus section to illustrate the concepts associated with achieving personal quality. Achieving Personal Quality is the fifth of six units in the online Quest for Quality Workbook, an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

Quest for Quality – Summary (0996EN)

The quest for quality is a never-ending journey that takes place at both the personal and the organizational levels. In this unit, you'll read the final installment in the story of The Magpie Express Company. Then we will summarize what we've learned about quality, and suggest ways for you to start your own personal quest for quality. Quest for Quality - Summary is the last of six units in the online Quest for Quality Workbook, an introductory-level self-study guide that focuses

on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

Tourism Excellence Certificate (P1012EN)

This program provides tourism and hospitality facilities with a proven approach to strengthening business, reaching business goals and achieving business recognition. Designed specifically for owners, operators and staff in the tourism industry.

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

Commitment to Excellence in Tourism (0060EN)

In an ever-changing, competitive environment, tourism enterprises are challenged to provide quality service and maintain excellence. In all business sectors, a sustained focus on excellence through quality strengthens the business and helps it achieve its goals. The Ontario Tourism Excellence Program, designed specifically for the tourism industry, ensures that facilities and establishments across Ontario can strive for the highest standards of organizational excellence and enhance their reputation among travelers around the world. In this module, the principles and application process of the Ontario Tourism Excellence Program will be overviewed. Then, based on the National Quality Institute's Criteria for Excellence, you will assess your tourism facility. Your business's commitment to the program and to a focus on excellence should be reflected in the resulting priorities for change.

Implementation of Excellence in Tourism (0061EN)

Striving for excellence is an ongoing and thorough process. In the tourism and hospitality industries, plans for improvement should touch all areas of the business: planning, leadership, client relationships, human resources, and other processes. Once the areas for improvement and opportunity in your tourism organization have been identified, implementation leads to a focus on excellence across the business. The next step on the road to excellence is monitoring and assessing your implementation plan and its success. In Level Two of the Ontario Tourism Excellence Program, you will consider whether your tourism business is fulfilling its commitment to excellence, and whether the improvements identified previously are being made. A cross-organizational method, including a series of comprehensive checklists, will assist you. Descriptions of "good practices" are included for your reference.

Measuring Results in Tourism Excellence (0062EN)

Excellence within a tourism business is revealed through improvements in levels and trends, customer satisfaction, return business, employee satisfaction, partner appreciation and cooperation, and overall organizational efficiency, as well as other measures. And in order to maintain a focus on excellence within your tourism organization, ongoing improvement is necessary. Measure your business's ability to sustain excellence against proven criteria, based on principles for excellence. In this module, encompassing Level Three of the Ontario Tourism Excellence Program, you will identify and assess the outcomes that show that your tourism business has achieved excellence, and that it is being sustained. A thorough checklist approach will assist you in your assessment.

Business Management

Change Management (P1158EN)

Change Management is a two-part series designed to help organizations manage change in an efficient and effective manner while helping employees prepare and cope with planned changes. There is a test at the end of the second module. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience: Business owners and managers, Human Resource professionals, anyone experiencing change. Estimated Program Length: 2 hrs.

Change Management - Coping with Change (0798EN)

Welcome to Coping with Change! Change can be unsettling. Change is a constant in today's world. This module presents an overview of the process of change. It highlights strategies managers and employees can use to cope with change. Tips and techniques that can be used to make change easier are outlined.

Change Management - Managing Change (0799EN)

Welcome to Managing Change! This module provides managers with the tools necessary to manage change in an effective and efficient manner. It outlines strategies managers when they seek change to improve the organization's performance. Tips and techniques that can be used to manage the change process are outlined.

Introduction to Risk Management (P1612EN)

Risk has been the mainspring of commerce for centuries. Managing risks to achieve economic gain and avoid economic loss is just as essential for corporate CEOs in the 21st century as it was for Venetian merchants in the 15th century. However, in an increasingly competitive and complex world, the effective management of risk has now become an essential skill for all levels within a business. Even with a plethora of frameworks, guidelines, and models to choose from, there is no 'silver bullet.' Is it practical to address risk effectively by delegating responsibility to a standardized, 'one size fits all' approach, with resources to match? Defects in risk management practices are causing losses amounting to billions of dollars. Boards of Directors are being challenged to accept responsibility for managing risk. International public accounting firms are strongly advising businesses to return to the basics of risk and risk management. This online course lays the foundation for an understanding of business risk. It examines the topic of risk, places it in an historical context, views it from the perspective of business, and takes a long, hard look at how corporate-wide risk management is faring today, and what can be done to improve it.

With successful completion of a test, you will receive a Certificate of Completion.

Target Audience: Those who wish to develop a solid foundation for understanding business risk or refresh their existing knowledge. Estimated Program Length: 1 hrs.

Introduction to Risk Management (0960EN)

Risk has been the mainspring of commerce for centuries. Managing risks to achieve economic gain and avoid economic loss is just as essential for corporate CEOs in the 21st century as it was for Venetian merchants in the 15th century. However, in an increasingly competitive and complex world, the effective management of risk has now become an essential skill for all levels within a business. Even with a plethora of frameworks, guidelines, and models to choose from, there is no 'silver bullet.' Is it practical to address risk effectively by delegating responsibility to a standardized, 'one size fits all' approach, with resources to match? Defects in risk management practices are causing losses amounting to billions of dollars. Boards of Directors are being challenged to accept responsibility for managing risk. International public accounting firms are strongly advising businesses to return to the basics of risk and risk management. This online course lays the foundation for an understanding of business risk. It examines the topic of risk, places it in an historical context, views it from the perspective of business, and takes a long, hard look at how corporate-wide risk management is faring today, and what can be done to improve it.

Leadership for the Future (P1219EN)

Leadership for the Future is a five-part e-learning program designed to help you develop the skills and attitudes you need to take an efficient and effective leadership role in your organization. The program will lead you through the process of becoming an effective leader in an organization, including ideas for personal development, the creation and implementation of vision, and working with people.

Target Audience:

Leaders in organizations; newly appointed leaders; anyone who is seeking a leadership role in an organization.

An Examination is available with this Program. Estimated Program Length: 2.5 hrs.

Introduction to Leadership (0093EN)

Leaders are made, not born. And by learning and practicing the fundamentals of effective leadership, you can become a dynamic leader. The module begins with a general introduction to the nature of leadership, specifies the core characteristics of successful leaders, and compares and contrasts six leadership styles. This is the first of five modules in the program Leadership for the Future.

Personal Leadership (0094EN)

Leadership requires not only that you believe in yourself, but also that you are able to inspire positive change and influence people to rally around you. This module will explore the personal aspects of leadership. This is the second of five modules in the program Leading for the Future.

The Vision of Leadership (0095EN)

An effective leader sees the whole picture and can articulate the broad perspective to others in order to create a common purpose that mobilizes people and coordinates their efforts. Ethical behavior gains respect and a strong vision of the future conveys a sense of direction. This module will help you develop and communicate your vision, deal with change as it happens, and make decisions. This is the third of five modules in the program Leadership for the Future.

Leading Your Resources (0096EN)

A leader is nothing without people. Leading people involves more than a vision and the ability to communicate – leadership is also a strategic activity. This module looks at the strategic aspects of leading people. This is the fourth of five modules in the program Leadership for the Future.

Empowering Your People (0097EN)

As a leader you are expected to delegate much of the work to others. Empowering others involves giving them authority and responsibility for each assignment. It also means that you maintain accountability for the results that are achieved. This module addresses building relationships with the people you lead. This is the last of five modules in the program Leadership for the Future.

Leading People (P1314EN)

This program is designed to help you develop the skills and attitudes you need to take an efficient and effective leadership role in your organization. The program will lead you through the process of becoming an effective leader and addresses personal development, and skills needed to effectively work with people.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion. Estimated Program Length: 23.5 hrs.

Effective Staff Meetings (0257EN)

In the corporate world, it's estimated most individuals spend at least five to six hours a week in meetings. Calculate those hours in dollars and you can see that meetings are a significant investment. To make the most of our time, we all want the meetings we attend to be productive. In this module, you will explore why meetings are often not as productive as they could or should be, and you will learn some techniques for improving them. If you can incorporate these suggestions into your meetings, it will help your staff stay focused and ensure that they feel appreciated and energized.

Effective Leadership (0258EN)

In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.

Delegating I (0291EN)

When delegating is successful, everyone wins: you have more time to dedicate to what you need to be doing, and your employees develop new skills as well as self-confidence and a heightened sense of responsibility to the company. In this module, you will learn about the components of delegating, and ways of delegating successfully.

Delegating II (0292EN)

It has been said that the achievements of an organization are the results of the combined efforts of each individual. If you as a manager have been able to delegate tasks effectively, the results will likely be the successful completion of many projects. As a result, the achievements of the organization will be greater. In Delegating I, we looked at the fundamentals of delegating. In this module, we will give you strategies to delegate effectively, and explore ways to handle delegated tasks that get stalled or that are successfully completed.

Working Well with Others (0293EN)

This module looks at workplace relationships from the employee's perspective. We'll examine how to understand a manager's style in order to build and maintain a positive relationship with this individual. We'll also look the relationships between co-workers. Recognizing our differences as well as our strengths can go a long way to building an effective team and a sense of shared achievement.

Developing Diverse Teams (2344EN)

Simply putting a group of people together to accomplish a collective task does not make a team. This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose.

Individual Leadership Power (2491EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

Meeting Effectiveness (2493EN)

Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming.

Communicating Persuasively (2499EN)

This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.

Running Effective Meetings (2531EN)

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

Using Leadership Basics (2532EN)

Using Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this module teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships.

Running Effective Teams (2536EN)

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out!

Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

Delivering Effective Feedback (2541EN)

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.

Change Management (2547EN)

Effective leaders know how to develop change-friendly companies. It's the only way to survive.

Conflict Management (2556EN)

Conflict is an inevitable part of any organization. Traditionally, managers view conflict negatively, but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the workplace. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization.

Communicating Cross Culturally (2557EN)

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.

Delegation (2558EN)

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization.

Team Problem Solving (2562EN)

Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

Communicating Proactively (2579EN)

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator.

Communicating Reactively (2580EN)

This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.

Negotiating Skills For The Professional (2687EN)

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill.

Valuing Diversity (2688EN)

This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor learn to recognize the positive contributions all employees make in achieving the goals of the

organization. There are suggestions for modeling and promoting organizational values and methods to gain involvement from diverse populations. The course also provides guidance on developing important organizational processes that support diversity, and methods for soliciting participation from non-traditional contributors.

Being A Successful Supervisor (2690EN)

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.

Employee Motivation (2693EN)

The difference between a business just surviving and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward.

Developing A Strategic Plan (2694EN)

This course will lead you step-by-step through the development of a strategic plan, beginning with a powerful mission statement, analysis of your organization's strengths and weaknesses, and assessment of your competitive position. It includes tips on how to communicate the plan throughout the organization, convert it into action by developing supporting tactical plans, and reinforce results at all levels.

Developing A Strong Leadership Team (2695EN)

This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.

Management & Supervisory Modules (P5434EN)

Learn about effective written and verbal communication, presentation skills, management and leadership, problem-solving and decision-making techniques, and proven project management methods. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 29 hrs.

Individual Productivity Enhancement (2490EN)

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life.

Individual Leadership Power (2491EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

Project Management: The Basics (2492EN)

This course is designed to introduce you to project management and increase your understanding of what it is and is not. The course presents definitions, boundaries and basic responsibilities as

well as some examples of projects.

Meeting Effectiveness (2493EN)

Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming.

Project Management: Getting Ready (2494EN)

Project management (PM) is the application of skills, knowledge, tools, and techniques in order to meet or exceed stakeholder requirements. This course is designed to introduce the project management life cycle and to show where a project begins and ends. You will learn how to divide a project into several project phases to better control project deliverables. The course covers topics including the project life cycle (PLC), deliverables, organizational support structures and the key organizational influences that can affect a project.

Communicating Non Verbally (2495EN)

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practising the techniques presented in this course, you can become a more effective communicator.

Communicating as a Team (2496EN)

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.

Enhancing Your Speaking Skills (2497EN)

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation.

Report Organization and Presentation (2498EN)

This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.

Communicating Persuasively (2499EN)

This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.

Quality Management Refresher (2551EN)

All firms must understand how to deliver high quality products and services in order to be competitive. In the end, quality management is about performance, competitiveness and customer satisfaction. This course is designed to help you understand the fundamental ideas, principles and tools of quality management.

Problem Solving in the Workplace (2552EN)

This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems.

Problem Solving - The 5 Steps (2553EN)

This course will define and explain the five steps involved in the problem-solving process. The five

steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.

Work Process Basics (2554EN)

Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met.

Communicating Negative Messages (2555EN)

This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences.

Conflict Management (2556EN)

Conflict is an inevitable part of any organization. Traditionally, managers view conflict negatively, but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the workplace. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization.

Communicating Cross Culturally (2557EN)

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.

Delegation (2558EN)

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization.

Strategies for Meeting Goals (2559EN)

Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals.

Project Management: Goals and Stakeholders (2560EN)

Mission statements should be developed for every project in order to set goals and objectives, and to provide guidelines for making decisions. In this course you will learn to develop a mission statement for a project team and project stakeholders. You will learn to establish objectives, manage stakeholder expectations and detail project feasibility.

Telephone Techniques (2571EN)

This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a firm. Lack of understanding about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and professionalism.

Business Writing: Reports and Proposals (2572EN)

This course presents solid, logical techniques for writing two crucial business documents—proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. It is designed to show the student the basic components of each kind of business report and proposal in use

today, including formal and informal formats.

Business Writing: Preparation (2573EN)

Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.

Business Writing: Being Effective (2574EN)

This course teaches you how to organize, write and edit messages. As we have learned, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing and revising a professional business message.

Communicating Interpersonally (2575EN)

This course will teach you what you need to know to communicate effectively and show you how to practice, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication.

Business Writing: Letters and E-mails (2576EN)

This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages.

Communicating at Work (2578EN)

Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and inter-office teamwork. With heightened global competition—innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how to handle ethical situations in the workplace.

Communicating Proactively (2579EN)

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator.

Communicating Reactively (2580EN)

This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.

Management & Team Building (P1313EN)

Learn about effective written and verbal communication, management and leadership, problem-solving and decision-making techniques.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion. Estimated Program Length: 19 hrs.

Individual Productivity Enhancement (2490EN)

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your

personal life.

Individual Leadership Power (2491EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

Meeting Effectiveness (2493EN)

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Communicating as a Team (2496EN)

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.

Running Effective Meetings (2531EN)

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

Running Effective Teams (2536EN)

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

Acting Effectively on a Team (2538EN)

Working in a team is an art. Each member of the team must strike a fine balance between team involvement and individual responsibility. This course will teach you how to contribute more effectively to your team and help your teammates do the same. And it will expand your understanding of the challenges teams face and what you can do to meet them.

Doing Performance Reviews (2543EN)

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether once a year or once a week, you will know how to do it effectively.

Quality Management Refresher (2551EN)

All firms must understand how to deliver high quality products and services in order to be competitive. In the end, quality management is about performance, competitiveness and customer satisfaction. This course is designed to help you understand the fundamental ideas, principles and tools of quality management.

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Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals.

Team Problem Solving (2562EN)

Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

Job Candidate Interviewing (2681EN)

This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.

Sales: Team Effectiveness (2683EN)

Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.

Developing A Strong Leadership Team (2695EN)

This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.

Management Practices in Information Technology Certificate (P1013EN)

Information technology (IT) consulting is a large and rapidly evolving field. This comprehensive series will keep consultants up-to-date on current management practices in IT. This course is for individuals wanting to improve their knowledge base of management practices in IT, as well as those working toward the Certified Management Consultant (CMC) designation in Canada. This course together with the accompanying examination is accredited by the Association to satisfy the Information Technology Management requirement in the certification program.

An Examination is available with this Program. Estimated Program Length: 20 hrs.

Introduction to Management Practices in IT (0080EN)

There is a large and rapidly evolving body of technical knowledge in Information Technology consulting. This series was developed to provide management consultants with a context for addressing high level IT issues. In this introductory unit, you will review the history of IT in order

to better understand the environment in which IT consulting takes place. You will also get an overview of the remaining nine units in the series. This unit is the first in a 10-part series on Management Practices on IT designed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Basic IT Components (0081EN)

One of the greatest challenges management consultants face in technology consulting is to understand the client's situation in general terms. It's easy to get caught up in technical details at the expense of business issues. The basic concepts in this unit and in Unit 3 will give you an overview of computer technology and the role it plays in a client's business. This unit will introduce the basic components of a computer network. We will describe various kinds of computers and types of software. We will also look at the networks that connect computers and allow them to communicate. Because the unit is designed for use by management consultants, our focus is on information technology in a business context, and not consumer or personal computing. This unit is the second in a 10-part series on Management Practices on IT designed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Computing and the Internet (0082EN)

This unit continues our discussion of essential IT concepts with a review of computing and the Internet. We will focus on the effects Internet technology has on technical infrastructure and networking options. We will also look at the effect the Internet has on a typical business client in terms of technical linkages and support. Finally, we will talk about some of the business opportunities made possible by the Internet, as well as some of the issues associated with business use of the Internet. This unit is the third in a 10-part series on Management Practices on IT designed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Corporate Strategy (0083EN)

In order to discuss how companies develop and implement an IT strategy and an IT plan, it is important to understand how IT fits within the organization itself. Once this is clarified, then the specific roles of the three levels of IT management – strategic, tactical, and operational – can be discussed in more detail. In this unit we will review basic IT structure in companies. We will look at developing an Information Technology Plan (ITP) and how the ITP relates to the strategic business plan. Because it is essential for consultants to recognize the stakeholders involved in IT, we will talk about stakeholders and their roles in the IT decision-making process. And finally, we will look at IT planning. This unit is the fourth in a 10-part series on Management Practices on IT designed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Tactical Management – Planning and Acquiring (0084EN)

In the previous unit, we looked at how IT planning is related to corporate strategy. Now we will see how tactical teams translate corporate strategy and initiatives into reality. The key areas of responsibility for the tactical team are planning, acquiring technical resources, implementing and maintaining. In this unit we will examine the areas of planning and acquiring. Our focus is on a range of tasks performed by the IT department on its own, or in partnership with support providers. These tasks include IT planning, needs identification, vendor selection, and a variety of tactical issues associated with technology acquisition. This unit is the fifth in a 10-part series on Management Practices on IT designed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Tactical Management – Implementing and Maintaining (0085EN)

Corporate strategy is translated into reality by the IT tactical team. The key areas of responsibility for the tactical team are planning, acquiring technical resources, implementing and maintaining. In Unit 5, we looked at the first two areas, planning and acquiring. In this unit we will examine the third and fourth areas. IT implementation presents many challenges to an organization. We will look at four key aspects of the implementation process and identify the role a management consultant can play to ensure that it runs smoothly. We will also examine the critical area of maintenance. The tactical team is responsible for maintaining the IT infrastructure, which includes hardware, software and user support. Maintenance also includes systems documentation and the protection of corporate data. This unit is the sixth in a 10-part series on Management Practices on IT designed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Distance and Mobile Computing (0086EN)

Distance and mobile computing are among the most rapidly evolving technical and social areas in IT management. Customers, vendors, employees, and the general public access various views of the corporate databases remotely for a variety of reasons and in a range of methods. Users no longer need to be at the same place at the same time to collaborate on projects of transactions. Corporate systems are no longer confined to the company itself. These systems extend to those of business partners, suppliers, and customers. Current technologies allow users to access the corporate resources from a device that uses a standard web browser. The challenge is to strike a balance between security and accessibility. Encryption and other forms of custom security measures are becoming increasingly important to commercial users of all sizes and in all industries. This unit will give you an understanding of the basic concepts and trends of distance computing and help to identify the areas where IT management consultants can provide services. This unit is the seventh in a ten-part series on Management Practices in Information Technology. The series was developed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

The IT Consulting Environment (0087EN)

The IT consulting environment is broad and in constant flux. Roles range from contract programmers developing computer programs to strategic system planners using structured methodologies for the development of corporate-wide information systems linked to business plans. The technology, strategy, and vocabulary continue to evolve. In response, IT practitioners must select at least one niche, learn it well, and continue life-long learning to maintain expertise in the area. This unit outlines the unique role of a CMC, and then the various types of activities management consultants might undertake in an organization. This unit is the eighth in a ten-part series on Management Practices in Information Technology. The series was developed to familiarize prospective members of the Canadian Association of Management Consultants with the IT body of knowledge.

Current Issues in IT Management (0088EN)

The management of the IT function in an organization continues to be a unique challenge. Some key issues include: Linking IT deliverables with business unit requirements. The process of IT project justification. Changes in the nature and quality of IT staff. Increasing levels of dependency on IT. The emergence of information partnerships.   The emergence of the educated user. Multimedia and high bandwidth communication. Continuous projects. In this unit we examine these issues.

Future Trends in Management Consulting (0089EN)

Predicting the future of technology is no easier than predicting the fate of modern organizations, societies and countries. To date there have been many strange bedfellows emerging both in the organization arenas and in the international stage. This technology and its management trend will continue for the next decade. While the predictive models which extrapolate on absolute measurement of technology advancement such as CPU speed, storage capacities, communications speeds and the like are important, the consultant of the future will be more valuable to the client if he or she is able to interpret the technology trends, predict new applications and educate clients to assimilate and manage technology. In this unit some key technology trends are examined, and key management issues that result from these trends discussed. Finally, the two are tied together and some possible roles for consultants in interpreting and managing information technology for their clients are identified.

Operations Management (P1058EN)

Operations Management is concerned with the work an organization must do to satisfy its customers. This comprehensive series will keep management consultants up-to-date on current practices in operations management, as well as preparing prospective members of the Canadian Association of Management Consultants (CAMC) for the Operations Management functional examination, which is required for full accreditation as a Certified Management Consultant (CMC) in Canada. Target Audience: management consultants, prospective members of CAMC

An Examination is available with this Program. Estimated Program Length: 6 hrs.

Introduction to Operations Management (0520EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This series was developed to provide management consultants with a context for addressing high level operations management issues. In this introductory unit, you will review the history of operations management in order to better understand the environment in which operations management consulting takes place. You will also get an overview of the remaining five units in the series. This unit is the first in a 6-part series on Operations Management Practices designed to familiarize prospective members of the Canadian Association of Management Consultants with the operations management body of knowledge.

Product and Process Development (0521EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This series was developed to provide management consultants with a context for addressing high level operations management issues. In this unit, you will examine considerations of product and process design in order to better understand and plan the environment in which operations management consulting takes place. This unit is the second in a 6-part series on Operations Management Practices designed to familiarize prospective members of the Canadian Association of Management Consultants with the operations management body of knowledge.

Logistics Management (0522EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This series was developed to provide management consultants with a context for addressing high level operations management issues. In this unit, you will examine considerations of logistics management in order to better understand and plan the environment in which operations management consulting takes place. This unit is the third in a 6-part series on Operations Management Practices designed to familiarize prospective members of the Canadian Association of Management Consultants with the operations management body of knowledge.

Work Management (0523EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This series was developed to provide management consultants with a context for addressing high level operations management issues. In this unit, you will examine considerations of work management in order to better understand and plan the environment in which operations management consulting takes place. This unit is the fourth in a 6-part series on Operations Management Practices designed to familiarize prospective members of the Canadian Association of Management Consultants with the operations management body of knowledge.

Facilities Management (0524EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This series was developed to provide management consultants with a context for addressing high level operations management issues. In this unit, you will examine considerations of facilities management in order to better understand and plan the environment in which operations management consulting takes place. This unit is the fifth in a 6-part series on Operations Management Practices designed to familiarize prospective members of the Canadian Association of Management Consultants with the operations management body of knowledge.

Services Operations (0525EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This series was developed to provide management consultants with a context for addressing high level operations management issues. In this unit, you will examine considerations of services operations in order to better understand and plan the environment in which operations management consulting takes place. This unit is the sixth in a 6-part series on Operations Management Practices designed to familiarize prospective members of the Canadian Association of Management Consultants with the operations management body of knowledge.

Problem Solving and Decision Making (P5113EN)

Learn about management and leadership, problem-solving and decision-making techniques. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 6 hrs.

Individual Leadership Power (2491EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

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This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems.

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Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met.

Team Problem Solving (2562EN)

Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

Developing A Strong Leadership Team (2695EN)

This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.

Project Management (P5112EN)

Learn about proven project management methods. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 4 hrs.

Project Management: The Basics (2492EN)

This course is designed to introduce you to project management and increase your understanding of what it is and is not. The course presents definitions, boundaries and basic responsibilities as well as some examples of projects.

Project Management: Getting Ready (2494EN)

Project management (PM) is the application of skills, knowledge, tools, and techniques in order to meet or exceed stakeholder requirements. This course is designed to introduce the project management life cycle and to show where a project begins and ends. You will learn how to divide a project into several project phases to better control project deliverables. The course covers topics including the project life cycle (PLC), deliverables, organizational support structures and the key organizational influences that can affect a project.

Project Management: Goals and Stakeholders (2560EN)

Mission statements should be developed for every project in order to set goals and objectives, and to provide guidelines for making decisions. In this course you will learn to develop a mission statement for a project team and project stakeholders. You will learn to establish objectives,

manage stakeholder expectations and detail project feasibility.

Project Management (2561EN)

These days much of your work is probably organized around projects. How do you know who should do what by when? How do you make sure it gets done?

Strategic Management Certificate (P1007EN)

Potent management advice for entrepreneurs, managers and accounting professionals.

The modules in this program are:

• Enabling the Next Generation Enterprise • Customer Profitability Analysis • Applying the Balanced Scorecard • Implementing Process Management • Strategic Partnering • Implementing Self-Directed Work Teams

Target Audience: Entrepreneurs, managers and accounting professionals.

An Examination is available with this Program. Estimated Program Length: 6 hrs.

Enabling the Next Generation Enterprise (2304EN)

Today's companies are confronting new market realities that require fundamental changes to the way we create, produce and distribute goods and services. A Next Generation Enterprise (NGE) is a business that has the skills and attributes to succeed in this complex new environment. This module will give you an overview of NGEs and the role that management accountants can play in the development of competitive organizations. Enabling the Next Generation Enterprise is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Customer Profitability Analysis (2305EN)

Exceeding customer expectations is a worthwhile goal, but for long-term corporate viability, it is necessary to exceed them profitably. In this module we will show you how real companies have used customer profitability analysis to increase customer revenues and decrease customer costs. Customer Profitability Analysis is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Applying the Balanced Scorecard (2306EN)

Use the balanced scorecard to improve your organization's decision making.Managers in today's complex and competitive business environment need more than traditional financial measures of performance to make good decisions. The balanced scorecard is an innovative tool that provides a mix of financial and non-financial indicators about a wide range of concerns, including customers, internal processes, organizational learning, and shareholder value, and quality and community relations. This module will review how organizations implement and apply the balanced scorecard. Applying the Balanced Scorecard is one of a series of six courses for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Implementing Process Management (2307EN)

Process management is an innovative management approach that allows companies to gain and sustain a competitive advantage in today's dynamic global market. The goal of process management is to coordinate the flow of interconnected activities that produce value for the customer. Because process management emphasizes horizontal work flows and encourages cooperative efforts, it enables organizations to respond faster and more effectively to change. Implementing Process Management is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Strategic Partnering (2308EN)

When we think of business relationships, we usually think of competition rather than cooperation. However, in today's economy, more and more organizations, both large and small, are recognizing the potential benefits of cooperative relationships with suppliers, customers and even competitors. These cooperative relationships are called strategic partnerships. This module will give you an overview of strategic partnering. We will discuss the potential advantages of alliances, some of the management issues associated with partnering, and some of the potential risks. Strategic Partnering is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Implementing Self-Directed Work Teams (2309EN)

Faced with intense global competition in a rapidly changing marketplace, organizations are looking for ways to reduce bureaucracy, increase worker motivation, and encourage continuous improvement. Self-directed work teams (SDWTs) are one of the breakthrough approaches that companies are using to meet the challenges of doing business today. By involving employees in managing their own work, SDWTs can increase motivation and productivity as well as the quality of products and services. This module will introduce the benefits and potential challenges of SDWTs. Implementing Self-Directed Work Teams is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Customer Relationship Management

Attaining Excellence for Leaders and Managers (P1036EN)

Learn powerful new coaching skills that will allow you to make significant improvements in customer service, quality and employee self-worth.

An Examination is available with this Program. Estimated Program Length: 10 hrs.

Introduction to Attaining Excellence for Leaders and Managers (0355EN)

What is customer service, and what are the benefits to promoting a service-focused approach with your employees? This module will introduce the coaching topics within this program, designed specifically for customer service coaches.

Moments of Truth (0356EN)

What is customer service, and how do you access your current level of customer satisfaction? Reap the benefits of customer service excellence by helping your employees to be service-focused. Learn how to exceed customer wants and needs, at every service point, and improve the customer satisfaction level within your organization.

Identifying Customer Service Outcomes (0357EN)

How do you identify successful customer service encounters? Find evidence of customer service excellence and use this knowledge to exceed customer expectations. With valuable coaching skills, you can "close the gaps" in customer service.

Qualities and Expectations (0358EN)

Be the best coach you can be by adopting these qualities! Learn how to support your employees through service standard reviews, job performance standards and ongoing feedback. In this module, you'll explore coaching skills and techniques to help you activate the employee's potential, accomplish your key outcomes, and build the momentum of customer service.

Communicating Quality Service Standards (0359EN)

Communication is key to supporting and improving employee performance. Learn how to build a positive, trusting environment with employees that will promote quality service standards and improve customer service.

Coaching for Performance (0360EN)

Help your employees "get on track" by identifying causes of poor performance. Use these coaching strategies to make adjustments, promote a positive relationship and recognize successes.

Customer Service Certificate (P1385EN)

Increase sales by improving customer service. Learn to create and maintain valuable customer relationships, make a winning first impression, overcome communication barriers, diffuse tensions, and improve telephone skills, listening skills, and communication skills.

Target Audience: Anyone who deals with internal or external clients, in person or on the telephone.

An Examination is available with this Program. Estimated Program Length: 12 hrs.

Providing Service Excellence (9715EN)

The secret is really good service is to treat your customer the way you would want to be treated. So, why is it so hard to find in today's world of business? In our new economy, with all the technological tools in our hands, customer service should be easy to deliver. But customer service cannot be fully automated; it has to happen with and between people. And, even though we know when we receive good customer service, it is hard to define or to quantify. In this module, we will look at the value of customer service and how to implement it in organizations. Customer service is a cornerstone of any business and every employee can make a difference.

Providing Service Excellence is one of twelve modules in the Customer Service program.

Creating Valuable Customer Relationships (9716EN)

Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other and communicating openly. You will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations. Finally, you will discover some challenging personality types and learn strategies for dealing with them.

Creating Valuable Customer Relationships is one of twelve modules in the Customer Service program.

Telephone Skills (9717EN)

Telephones. Everyone has one, but how many of us still haven't mastered the skills we need to use it effectively and efficiently? We play telephone tag, missing each other by seconds. Often our voicemail volume equals our email volume. And there are times when the phone still seems like a barrier to communicating a message without confusion and misunderstanding. It doesn't have to be this way.

This module will discuss proper call management for businesses. We will describe measurement tools for monitoring your telephone performance. We will talk about how you can use telephone skills to improve your level of customer service. And we will look at ways to reduce communication errors when using the phone.

Telephone Skills is one of twelve modules in the Customer Service program.

Creating Winning First Impressions (9718EN)

First impressions are made within minutes, but they last much longer than that and can seriously affect a client's decision to choose you and your company or to go elsewhere. Making a positive first impression requires knowing the elements that influence them, and learning how to control them. In addition to what happens in the first few minutes, however, there is the need to maintain the impression, and this requires effective communication skills.

Creating Winning First Impressions is one of twelve modules in the Customer Service program.

Helping and Keeping Clients (9719EN)

Each client that approaches you is looking to be helped in some way. If you are able to determine the needs of that client, you will likely be able to provide quality service. And once a client knows that you are committed to meeting their needs, they will likely continue to turn to you in the future, and you will have taken a significant step towards building a long-term and productive relationship.

Helping and Keeping Clients is one of twelve modules in the Customer Service program.

Diffusing Tense Situations (9720EN)

Conflict is inevitable, whether at home or at work. However, conflict in business can seriously damage your relationship with your client and cause the client to sever ties with your company. To prevent this from happening, you need to learn to recognize the characteristics of a conflict and develop strategies for diffusing tense situations before they escalate. Managing conflict is a skill, and one that will enhance your ability to provide quality service to your clients.

Diffusing Tense Situations is one of twelve modules in the Customer Service program.

Body Language On and Off the Phone (9721EN)

Body language is a communication tool that is very influential in determining how we are perceived, and how we perceive others. However, we are not always aware of the messages we are communicating through body language, and are even less aware of how those messages might be communicated over the phone. In this module, we will look at how body language is perceived both on and off the phone, and how you can improve your message by being aware of, or changing, your body language.

Body Language On and Off the Phone is one of twelve modules in the Customer Service program.

Practice Active Listening (9722EN)

How often have you attended a meeting and walked away without a clear recollection of what was discussed? You might have heard what was being said, but you weren't really listening. And that's the problem. Active listening is a skill that few of us possess, but it is a skill that is worth learning because it will improve your ability to provide quality service to your customers. This module will help you improve your listening skills by explaining the difference between hearing and listening, and by outlining the steps involved in becoming an active listener.

Practice Active Listening is one of twelve modules in the Customer Service program.

Providing Quality Service (9723EN)

Quality service involves more than meeting client expectations. In fact, it is the term given to a business philosophy and management technique that is focused on exceeding client expectations. A key component of quality service is quality communication. In this module you will learn how you can help improve your company's level of service and customer satisfaction by improving the quality of your communication.BR>
Providing Quality Service is one of twelve modules in the Customer Service program.

Communication Styles (9724EN)

Communication is one of the most important functions of any company. Each company needs to communicate internally with all levels of employees, and externally with clients, stakeholders, suppliers, and the general public. The better your communication skills - both internally and externally - the better able you and your company will be at providing quality service. This module will walk you through many techniques that will improve your ability to communicate effectively.BR>
Communication Styles is one of twelve modules in the Customer Service program.

Essential Multicultural Communication (9725EN)

What is multiculturalism? Multiculturalism involves the acceptance of all people, and allows for the diversities between cultures races, colors, genders, sexual orientation, and physical or mental ability. It is the principal upon which the Canadian Charter of Rights and Freedoms is based.

Multicultural communication involves dealing with the communication issues that arise from living and working within a diverse community. This module allows you to explore some of the key issues

in multicultural communication, and then develop some skills that will help you to become a better communicator in a diverse, multicultural business environment.BR>
Essential Multicultural Communication is one of twelve modules in the Customer Service program.

Introduction to the Sales Process (9726EN)

The sales process involves much more than simply making a sale. In fact, there are many elements to keep in mind from the time you make contact with a client, until the time the client purchases your product or service and walks away fully satisfied. Fortunately, once you are aware of the elements of the sales process, you will be able to facilitate a sale with skill and confidence. In this module, you will learn to identify the stages of the buying and selling process. In addition, you will learn techniques that will ensure that you are focused on meeting the real needs of your clients. As a result, you will provide your clients with top-quality customer service every time.BR>
Introduction to the Sales Process is one of twelve modules in the Customer Service program.

Essence of Caring for Health Care (P1039EN)

This series provides a structured approach to improving health care service. With its focus on making people feel better about their work and their lives, The Essence of Caring will have a powerful effect on patient care, employee satisfaction, and organizational success.

An Examination is available with this Program. Estimated Program Length: 5 hrs.

Introduction to the Essence of Caring for Health Care (0365EN)

The Essence of Caring was designed to achieve three main objectives: improve communication with patients, their families and with co-workers in an environment in which quality care is a priority; increase the self-worth and self-image of every person within your facility, through mastery and daily practice of The Essence of Caring philosophy; and improve your organization's position by concentrating on quality service, the key to continued success in the health care community.

Understanding Why People Do What They Do (0366EN)

From time to time, we all want some help in dealing with patients, their families, our co-workers and even our family and friends. That's what The Essence of Caring system is designed to do; to help us improve our dealings with people. Of course, that will help your facility by improving its image.

Essence of Caring for Health Care - Part One (0367EN)

In this module, we'll discuss aspects of personal growth and the benefits of positive communication. We'll also discuss how the way we feel about ourselves impacts on the quality of service we give.

The Language of Positive Communication (0368EN)

In this module we will look closely at ways to give positive feedback to others and build the positive foundation we all need to do the best job possible.

Essence of Caring for Health Care - Part Two (0369EN)

In this module, we'll discuss the image we project to others and meeting the needs of our patients and their families. We'll also look at handling irate or dissatisfied patients.

The Art of Making Patients Happy (0370EN)

In this module, we will be concentrating on two other types of quality service called performance and learning. We will also look at some ways of dealing with problem situations and what The Essence of Caring can do for us in the long run.

Expanding Customer Services (for Financial Services) (P1222EN)

Today there are more institutions competing to meet the financial needs of customers. That means it is much more difficult to retain customers' loyalty, and more difficult for financial institutions to thrive, or even stay in business.

This six-part e-learning program is designed to show the employees of financial institutions how they can promote the success of their institution by expanding its existing relationships with

customers.

Target Audience: Employees in banks, credit unions and other financial institutions.

An Examination is available with this Program. Estimated Program Length: 2.5 hrs.

We Have What They Need (0922EN)

In the first module, we outlined how making small changes in the way we do business would allow our institution to survive and prosper. This second module focuses on the products and services we use to keep our customers happy. You will explore a powerful concept for helping the institution expand its customer relationships – the Customer Pathway. Then you will learn about the language of features and benefits so that you can better communicate the value of the institution's offerings. This is the second module in Expanding Customer Services, a six-part online training program for financial institutions.

Only A Minute? (0923EN)

Many of us chose to work in financial services because we enjoy other people. People in our sector are often known for their friendly, service-minded attitudes. We are proud of our long-term employees, our community involvement and our relationships with customers. This module and the three modules that follow focus on relationships with customers. We will look at how we can use our relationships with customers to distinguish our institution from competitors and cultivate loyal, long-term customer relationships. This is the third module in Expanding Customer Services, a six-part online training program for financial institutions.

More Time to Focus (0924EN)

In the third module, we looked at how employees can provide exceptional service even in brief interactions with customers. In this module, we will focus on longer, more comprehensive transactions with our customers. In these longer transactions, we have more time to explore and meet the customer's needs. We can be reassured the institution is doing all it can for its customers. A substantial part of providing good service in longer transactions is educating our customers about our products and services and how they can help them. We will also continue the topic of handling customer resistance that we began in Module 3. This is the fourth module in Expanding Customer Services, a six-part online training program for financial institutions.

Meeting Customer Needs with Teamwork (0925EN)

Exceptional service requires more than just strong individual performance. Great customer service requires that we work as a team! As the title suggests, this module will help us sustain high-quality service across all departments, jobs and roles in our institution. We will start by discussing the importance of teamwork. Then we will examine the concept of continuous service. We will look at how to build better teams, and develop a model for making referrals within our institution. Finally, we will review the importance of supporting and reinforcing our customers' decisions. This is the fifth module in Expanding Customer Services, a six-part online training program for financial institutions.

Exceeding Customer Expectations (0926EN)

This module continues the emphasis on teamwork to provide exceptional service and respond to customer problems in a way that will increase customer loyalty and retention. Providing exceptional customer service is an ongoing process of uncovering and resolving problems. This is not a one-time event, but an ongoing journey. In other words, the new skills we have learned in this course need to become a habit for everyone in the institution. This is the last module in Expanding Customer Services, a six-part online training program for financial institutions.

Feelings: Customer Service for those in Service Retail (P1017EN)

Inspire your employees with the Quality Service philosophy and give them the skills they need to provide excellence in customer service. This series will increase awareness of the needs of customers and help your employees realize how important their contribution is to the success of the entire organization.

An Examination is available with this Program. Estimated Program Length: 5 hrs.

Introduction to Feelings Customer Service for those in Service Retail (0303EN)

For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This series examines the difference between customer service and quality service. In this module, you will be provided with an overview of this five module series. You will also be introduced to the program developers.

Understanding Why People Do What They Do (0325EN)

For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This module examines the difference between customer service and quality service. You are invited to take a new look at yourself and the people you deal with everyday.

Feelings: Customer Care - Part One (0326EN)

In this module, we'll examine aspects of personal growth and the benefits of positive communication. We'll also discuss how the way we feel about ourselves impacts on the quality of service we give.

The Language of Positive Communication (0327EN)

One of the objectives of Feelings: Customer Service Excellence is to help us feel good about ourselves more of the time. Many of our daily encounters are negative, so we're going to learn to focus more on positive encounters and successful events that happen every day. If we stop and think about our successes, about good experiences, we feel good. Excellence in quality customer service can only be achieved through practice and hard work. This module is about putting in to practice the topics introduced in Feelings: Customer Care - Part One.

Feelings: Customer Care - Part Two (0328EN)

In this module, we'll discuss the image we project to others and meeting the needs of our customers. We will also look at handling irate or dissatisfied customers.

The Art of Satisfying Customers (0329EN)

In this module, we will be concentrating on two other types of quality service: performance and learning. We will also look at some ways of dealing with problem situations and what the concept of quality service can do for us in the long run.

Feelings: Quality Service...First Time, Every Time (P1014EN)

Quality service is the key to success in any field. Increase the pride and professionalism of every person in your organization through mastery of the Quality Service philosophy. This five part series, developed by a world leader in customer service, focuses on new ways to deliver quality customer service. Designed for financial, office and professional environments.

An Examination is available with this Program. Estimated Program Length: 7.5 hrs.

Introduction (with Video) (0575EN)

For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This series examines the difference between customer service and quality service. In this module, you will be provided with an overview of this five module series. You will also be introduced to the program developers.

Understanding Why People Do What They Do (with Video) (0576EN)

For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This module examines the For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This module examines the difference between customer service and quality service. You are invited to take a new look at yourself and the people you deal with everyday.

Feelings: Customer Care – Part One (0577EN)

In this module, we'll examine aspects of personal growth and the benefits of positive communication. We'll also discuss how the way we feel about ourselves impacts on the quality of service we give.

Understanding the Effects of Positive and Negative Communications (with Video) (0578EN)

Many of our daily encounters are negative, so we're going to learn to focus more on positive encounters and successful events that happen every day. Excellence in quality customer service can only be achieved through practice and hard work. This module is about putting in to practice the topics introduced in Feelings: Customer Care - Part One.

Feelings: Customer Care – Part Two (0579EN)

In this module, we'll discuss the image we project to others and meeting the needs of our customers. We will also look at handling irate or dissatisfied customers.

The Art of Satisfying Customers (with Video) (0580EN)

In this module, we will be concentrating on two other types of quality service: performance and learning. We will also look at some ways of dealing with problem situations and what the concept of quality service can do for us in the long run.

Five Star Service for Hospitality Employees (P1038EN)

Learn how to meet and exceed the needs of your customers within the hospitality industry by using a quality service approach.

An Examination is available with this Program. Estimated Program Length: 10 hrs.

Introduction to Five Star Service for Employees (0386EN)

Take a new look at yourself and the people you deal with every day. In this program, you will learn skills that will improve relationships with the people we deal with every day, on and off the job. Designed by the Service Quality Institute specifically for workers in the hospitality industry, these modules will help you better understand what comprises excellence in customer service and how to stretch your limits.

First Impressions (0387EN)

The customer's view of you and your organization is complete within seconds of entering your establishment. Learn how to create positive first impressions by focusing on the elements of quality service. All aspects of communication can influence the customer's impressions; strive for positive interactions. In this module, you will learn about internal and external customers, how to add value to guest relationships, and the value of using positive "self-talk" to convey your interest in the customer and your work.

The Customer's Perspective (0388EN)

The essence of providing quality service lies in caring for the customer. In this module, you will consider ways to show the customer that you care. "Moments of truth", are opportunities to form an impression about the quality of your service. Assuming the customer's perspective, creating comfort and then determining what the customer needs are other important skills. Asking questions and listening with respect are strategies that allow you to provide five star service to customers.

Doing Your Best (0389EN)

Performing competently and learning continuously are essential to a team focused atmosphere, and to a quality service approach. In order to "do your best", you have to be able to rate your current level of service, from the customer's point of view. First, you'll learn how to deliver quality service via the telephone. Second, you'll use a "service scale" to see how you are performing. Then you'll focus on empowerment and your ability to satisfy the customer. Lastly, you'll consider your understanding of your responsibilities and how you can work to "be your best".

Partners in Change (0390EN)

Service-oriented employees provide five star service because they are empowered to produce win/win situations for the customer and the organization. Bending the rules to meet customer needs and taking personal responsibility for customer comfort are all part of being a partner in change. In this module, you will learn about the aspects of empowerment and how to apply them to your service situation. You will identify ways to work together with internal customers (your co-workers); knowledge of the "internal customer chain" is essential to working as a team. Lastly, you

will learn how to support your team members on a day-to-day basis in ways that promote quality service.

The Challenge (0391EN)

Even in the best-run and best-organized hotels there are times when things go wrong. In this module you will learn valuable techniques for handling customer complaints and problems. Conflict management process, tactics to avoid, types of problems and service recovery are essential strategies that will help you turn difficulties into five star service opportunities. Lastly in this module, you will consider ways to build relationships and add value.

Five Star Service for Hospitality Managers (P1037EN)

Learn powerful new coaching skills that will allow you to make significant improvements in customer service, quality and employee self-worth.

An Examination is available with this Program. Estimated Program Length: 10 hrs.

Introduction to Five Star Service for Managers (0380EN)

What is customer service, and what are the benefits to promoting a service-focused approach with your employees? This module will introduce the coaching topics within this program, designed specifically for customer service coaches.

Moments of Truth (0381EN)

What is customer service, and how do you access your current level of customer satisfaction? Reap the benefits of customer service excellence by helping your employees to be service-focused. Learn how to exceed customer wants and needs, at every service point, and improve the customer satisfaction level within your organization.

Identifying Customer Service Outcomes (0382EN)

How do you identify successful customer service encounters? Find evidence of customer service excellence and use this knowledge to exceed customer expectations. With valuable coaching skills, you can "close the gaps" in customer service.

Qualities and Expectations (0383EN)

Be the best coach you can be by adopting these qualities! Learn how to support your employees through service standard reviews, job performance standards and ongoing feedback. In this module, you'll explore coaching skills and techniques to help you activate the employee's potential, accomplish your key outcomes, and build the momentum of customer service.

Communicating Quality Service Standards (0384EN)

Communication is key to supporting and improving employee performance. Learn how to build a positive, trusting environment with employees that will promote quality service standards and improve customer service.

Coaching for Performance (0385EN)

Help your employees "get on track" by identifying causes of poor performance. Use these coaching strategies to make adjustments, promote a positive relationship and recognize successes.

Working With Customers (P1312EN)

Know how to recognize, develop and maintain a customer-centric organization.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 19 hrs.

Providing Service Excellence (0015EN)

The secret is really good service is to treat your customer the way you would want to be treated. So, why is it so hard to find in today's world of business? In our new economy, with all the technological tools in our hands, customer service should be easy to deliver. But customer service

cannot be fully automated; it has to happen with and between people. And, even though we know when we receive good customer service, it is hard to define or to quantify. In this module, we will look at the value of customer service and how to implement it in organizations. Customer service is a cornerstone of any business and every employee can make a difference.

Creating Valuable Customer Relationships (0040EN)

Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other and communicating openly. You will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations. Finally, you will discover some challenging personality types and learn strategies for dealing with them. Creating Valuable Customer Relationships is one of a series of modules for customer service professionals.

Helping and Keeping Clients (0043EN)

Each client that approaches you is looking to be helped in some way. If you are able to determine the needs of that client, you will likely be able to provide quality service. And once a client knows that you are committed to meeting their needs, they will likely continue to turn to you in the future, and you will have taken a significant step towards building a long-term and productive relationship.

Diffusing Tense Situations (0044EN)

Conflict is inevitable, whether at home or at work. However, conflict in business can seriously damage your relationship with your client and cause the client to sever ties with your company. To prevent this from happening, you need to learn to recognize the characteristics of a conflict and develop strategies for diffusing tense situations before they escalate. Managing conflict is a skill, and one that will enhance your ability to provide quality service to your clients.

Providing Quality Service (0047EN)

Quality Service involves more than meeting client expectations. In fact, it is the term given to a business philosophy and management technique that is focused on exceeding client expectations. A key component of quality service is quality communication. In this module you will learn how you can help improve your company's level of service and customer satisfaction by improving the quality of your communication.

Essential Multicultural Communication (0049EN)

What is multiculturalism? Multiculturalism involves the acceptance of all people, and allows for the diversities between cultures races, colours, genders, sexual orientation, and physical or mental ability. It is the principal upon which the Canadian Charter of Rights and Freedoms is based. Multicultural communication involves dealing with the communication issues that arise from living and working within a diverse community. This module allows you to explore some of the key issues in multicultural communication, and then develop some skills that will help you to become a better communicator in a diverse, multicultural business environment.

Identifying Customer Service Outcomes (0357EN)

How do you identify successful customer service encounters? Find evidence of customer service excellence and use this knowledge to exceed customer expectations. With valuable coaching skills, you can "close the gaps" in customer service.

Customer Support (1008EN)

This course teaches you to use the power of the Internet to better support customers during the sales process and to increase customer satisfaction. You will learn about personalization techniques that permit firms to offer highly customized and individualized products and services. You will learn how to implement personalization for your company and to calculate the value it produces. The course also explains how a company can use Web enhancements to increase customer retention and loyalty, and to improve its best practices.

Customer Support Online (1009EN)

This course will teach you the important elements of effective interactivity. This includes user online behavior, choice, and demographics. You will learn how individuals on the Web demand customization and personalization. The course makes you aware that sensitivity to language and

culture are important on the Net, and stresses the importance of the demographics of computer access. You will learn how effective interactivity facilitates online relationship building.

Customer Loyalty Improvement (1010EN)

This course will provide employees and managers with a basic understanding of and tools for building customer loyalty. It covers basic principles and approaches to dealing with customers and creating loyal, repeat customers.

Developing Strong Customer Relationships (2533EN)

Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive position.

Handling Difficult Customers (2537EN)

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.

E-Business

E-Biz is Good Biz Level I Certificate (P1001EN)

Powerful information on Internet basics, effective intelligence gathering and market research on the net, making money with e-commerce, better websites and understanding what happens to the middleman in the digital economy.

An Examination is available with this Program. Estimated Program Length: 23.5 hrs.

Surfing the Net (0002EN)

Never used the Internet before? Not even sure what the Internet is? Then this module is for you. You'll find out what the Internet is, how it works, and how people of all ages, backgrounds and occupations are using it in their business and personal lives.

Increasing Web Site Traffic (0018EN)

Your web site has been launched, the visitors are coming, and you're off to a great start. What comes next? This module will help you explore and refine your Internet strategy so that your web site can become your most effective marketing tool. We'll investigate the web features that can improve communications with your customers and keep them coming back to your site. Finally, we'll consider ways to measure customer visit behavior.

Building Your Business Web Site (0019EN)

Creating a business web site is much like building a house: planning before construction will pay off! Attention to details, layout and design are all part of the process. Once a web site is developed, ongoing maintenance, evaluation and adaptations are required. This module will provide you with an introduction to building and maintaining a business web site. In this module you will follow a case study, as small business owner Brad Martin creates a web site for his business, Martin Photography. Finally, you'll review the behind-the-scenes information you need to ensure that your web site meets your business needs.

Marketing Basics for Business Web Sites (0020EN)

How do you turn web visitors into online buyers? What are the secrets to success when marketing over the Internet? Organizations of every size, from one-person operations to SMEs to multinationals, now have the capacity to compete successfully in the global marketplace, and consumers have greater choices than ever before when making purchases. In this module, we will review the basics of advertising, and apply them to online business. We will examine ways to identify the target market and create an effective e-marketing strategy. Lastly, we will turn our attention to some key technical aspects of e-marketing, including choosing a domain name and improving your ranking in search engines.

Intermediation: Communication Technology (0022EN)

The global information society has transformed the way we do business. One of the most widespread changes is the use of the Internet to develop more efficient communications between suppliers and users of goods and services. This process is called intermediation. In this module we will look at how new Internet-based technologies have revolutionized business communications. First we will define intermediation. Then we will examine how technology has affected business communications. Finally, we will look at some of the online technologies that are helping businesses communicate better, faster and more cost-effectively.

Intermediation: The New Business Environment (0023EN)

Digital, computer-based technologies have created a new business environment that affects the way companies of all sizes do business. A key aspect of this new environment is intermediation, the process of using the Internet to develop more efficient relations between suppliers and users of goods and services. In this module we will review the characteristics of the new business environment. Then we will talk about some legal implications for doing business online. Finally, we will discuss the online business environment. We will look at how various brokerage and agency activities have been transformed by the Internet and how you can use these functions to do business online.

Re-intermediation: New Opportunities Online (0024EN)

The emergence of new technologies creates new opportunities for entrepreneurs who have the skills and energy to exploit changing and developing markets. The rapid growth of computer-based technologies has generated a wide range of business opportunities. Re-intermediation is the term used to describe this process of identifying new intermediary roles and prospects in the global information society. In this module we will raise your awareness of business opportunities associated with doing business on the Internet, including web development, web marketing, online payment processing, and media services.

E-Business Strategic and Action Planning (0029EN)

When you're faced with a confusing set of options, a good roadmap – a good strategy – is probably the best way to avoid getting lost…and to make sure your decisions keep you moving forward. This module will help you decide whether e-business fits into your enterprise. You'll take a look at some of the things you'll have to consider before taking the plunge. Essentially, you'll learn more about strategic, business and action planning.

Introduction to the E-Commerce Series (0054EN)

Is your business strictly a bricks and mortar operation? Does it have untapped potential in the Internet marketplace? Or is your enterprise presently online? Whether you are considering electronic commerce for the first time, or revising and adapting your current online strategy, this series of modules offers key strategies in e-commerce planning, implementation and evaluation. This one-hour module will provide a small peek into what e-commerce is all about.

Doing Business Online (0055EN)

So you're ready to go online with your business -or maybe you're exploring ways that your business could benefit from having an Internet presence. Where do you start, and how do you go about taking your business to the World Wide Web? The Internet can enhance small and medium-sized enterprises while new businesses can be launched from the Internet. However, as in any other business expansion or venture, planning and preparation are essential for success. In this module, you will discover the benefits of having an Internet presence. You will consider the elements required in a business Internet strategy, and then you will research the costs of developing and maintaining a business web site.

Market Research on the Internet (0102EN)

If you're looking for new market opportunities for your business, it's time to investigate the research potential of the Internet. Business people like you are turning to the Internet as their key source of market information. They are using the dynamic immediacy of the Internet to research consumer trends, find potential customers, investigate new supply sources, and evaluate the competition. The Internet can be your doorway to market research too. In this course, you'll use the top features of popular search engines and generate current market reports at business data sites.

Research Business Opportunities Online (0110EN)

Through the Internet, you can research your business ideas through the valuable first-hand advice of other business people. In this module, you will explore Internet Discussion Groups, forums in which you can explore business trends and ideas, and learn from the experiences of others. Managing internet information can be a large task; in this module, you will evaluate the reliability of information you find, using a market research model.

Success on the Net (0132EN)

The Internet is changing the way companies do business - not just multinationals, but small and medium-sized enterprises, and micro-businesses too. In this course, you will find out how the Internet can help you do business more efficiently, more productively, and more profitably.

Searching the Net (0133EN)

One of the most "used and useful" applications of the Internet is its research capability. From elementary school classrooms to multinational corporations, people are finding the information they need, when they need it, on the Internet. In this course, you will find out how consumers, learners of all ages, and businesses of all sizes can use the Internet to find information, as well as develop your own Internet research skills.

Are You Ready To Go Online? (0314EN)

E-commerce is changing the way we do business – not just big corporations, but small and medium-sized enterprises, too. In this module you will discover some of the benefits of doing business on-line, and find out about tools that will help you move your business into the world of electronic commerce. The module is based on a case study. You will follow the story of a small business with big plans – then find out how the business owners achieved their goals.

E-Biz is Good Biz Level II Certificate (P1002EN)

Solid information on business networking, business collaboration on the net, researching your target market for increased sales, international markets and advanced website management and e-commerce.

An Examination is available with this Program. Estimated Program Length: 20.5 hrs.

Business Communication Online (0009EN)

There is no question that your communication and networking skills are key factors in your ability to sustain and develop your business. The Internet provides new and exciting ways to extend your network and communicate effectively with the people that matter most to your business: suppliers, customers, and advisors, as well as all those people you don't yet know but who are potential suppliers, customers, and advisors.

Business Collaboration Online (0010EN)

The Internet provides a wealth of resources and opportunities that can help sustain and develop a business. These include tools that will enhance your ability to communicate and collaborate with others who are involved—both directly and indirectly—in your business enterprise. This module will introduce you to some of these tools and provide information on how best to incorporate them into your daily business practices.

Planning Your Online Shopping Site (0016EN)

Considering the creation of an online store can be a challenging decision for a small business. Where do you start, what resources do you require, and what are your options? This module is designed to help you identify the questions that you will need to answer before you begin to explore the option of developing an online store. You will learn the language and information that is required to guide you through your decision making process.

Adding Value to Your Web Site (0021EN)

Truly effective web sites build on existing customer relationships. They do this by focusing on web site features, products and services that enhance the lives of customers. This could be in the form of information, additional services, discounts, and security. In this module, you will explore ways to add value to your web site through online features, and through customer relationship

management. You will evaluate web-based features that support and increase relationships with customers as well as other businesses. Lastly, we will examine ways to refresh your web site.

Adding Advanced Web Site Features (0025EN)

Once your business is conducting transactions with customers and/or suppliers online, consider extending your business web site to include advanced features. Take into account interactions with consumers as well as other businesses. In this module, you will consider videoconferencing, m-commerce and e-metric.

Web Site Basics (0026EN)

Who's using the Internet? All kinds of people! School children, multinational corporations, extended families, non-profit organizations, small businesses, and special interest groups! Every day, more and more people like you decide to make the Internet part of their lifestyle. Some want to use the Internet for business purposes. Many others use it for personal reasons – to communicate with friends and family, to share a hobby or an interest, or to champion a cause. They use it for communication, for finding information and, increasingly, for buying and selling. Whatever your reason for establishing an Internet presence, one of your first concerns will be to create a web site. Building a web site usually requires time, expertise and careful planning. This module will give you an idea of how a web site is created. More important, you will get a sense of the kind of planning that you have put into it in order to get the results you want. Think of this planning as an essential first step on the road to creating your own Internet site.

Using Multimedia Online (0027EN)

Your web site is not something people read, it is something they do. Visiting your site is an activity. The tools for building a web site allow it to interact with the viewer. Make use of these tools. Audio and video tools will make your site different from your competitors in order to catch your customers' attention. The criteria for selecting and using audio and video online are based on a variety of factors, including purpose, audience, results and cost. In this module, you will consider the benefits of using multimedia on your business web site, and ways to incorporate audio and video. Lastly, we will examine the technical details of how to incorporate multimedia into your web site.

Introduction to IT Consulting (0090EN)

The current business environment is characterized by constant change. This is especially true of business technology. It is clear that there is a growing need for organizations to obtain the services of outside experts to assist them in interpreting, implementing and managing information technology. It is also clear that no other discipline in the consulting sphere has to keep up with such a hectic rate of change as the field of IT consulting. This is having a significant impact on the way professional IT consultants are recruited, educated and evaluated. This module will provide an introduction to IT consulting. We will begin with an overview of IT planning and its relation to the organization's overall business strategy. Then we will review how strategy is translated into reality by the IT tactical team. Next we will look at three of the most important current issues in the area of information technology. And finally, we will survey future trends in technology and IT management. Throughout the module, we will look at the role of the consultant in helping clients apply and manage technology. The material in this module is adapted from a 10-part series on Management Practices in Information Technology developed by the Canadian Association of Management Consultants. The series provides prospective Certified Management Consultants with an in-depth view of IT issues and the IT body of knowledge.

Research Your Target Market (0111EN)

Web-based market data is growing at an impressive rate, but finding information that is relevant and timely for your business can be a real challenge. This module will take you to some of the best business data sites and show you how to focus online market research.

Research Risk (0112EN)

If you are looking for ways to move into an international market, we have advice on how to protect your intellectual assets. Best of all, our interactive Assessment Tools will help you set goals for your research so that you can pursue new opportunities, assess the risks, and stay on track for real business success.

Smart Solutions for Your Business (0315EN)

Doing business on-line involves more than creating a web site. In fact, your business web site is

just the beginning. You also need an effective e-marketing strategy that will bring visitors to your site and then turn them into buyers. In this module you will find out how e-marketing is similar to – and also different from – traditional marketing. You will also learn about tools that can help you develop an e-marketing strategy that works for you. The module is based on a case study of a business owner who is looking for more – increased sales, new markets and more return on his e-commerce investment. Find out how he gets what he wants.

Introduction to Operations Management (0526EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This module was developed to provide management consultants with a context for addressing high level operations management issues. Operations management is concerned with the work an organization must do to satisfy its customers. This is the system by which the organization's inputs are transformed into outputs. The issue is to ensure that all required resources are made available at the right time, in the right quantity and the right place so that the work can be accomplished most effectively. This module will provide an introduction to operations management. We will begin with a brief overview of the history of operations management. Then we will review product and process development, followed by logistics management, work management, facilities management and service operations. Together this forms a continuous body of accumulated knowledge important to management consultants. The material in this module is adapted from a 6-part series on Operations Management developed by the Canadian Association of Management Consultants. The series provides prospective Certified Management Consultants with an in-depth view of operations management issues and body of knowledge.

Education & Training

Reading Instruction Techniques: Enhancing Learning in All Subject Areas (P1154EN)

This interactive online course is one option for teachers across the curriculum spectrum to demonstrate evidence of reading instruction techniques. Based on research, this course will introduce teachers to sound reading instructional practices applicable to all content areas. Reading specialist, speaker and trainer Sue Klund covers topics including:

- Reading research
- Learning research
- Student reading ranges
- Cloze system
- Instructional strategies

Includes blank forms that can be downloaded for use in your teaching. Plus, classroom activities are offered for any teacher wishing to apply the course material in their practice. A certificate of completion will be generated automatically upon completion of the course. The certificate can be printed for your records and your district's continuing education credit request process.

Please review your school district policies for credit request process and relicensure policy. Continuing education credit valuation is the final decision of your school district, continuing education committee or other relevant authority. We do not guarantee acceptance by your school district.

An Examination is available with this Program. Estimated Program Length: 1 hrs.

Reading Instruction Techniques: Enhancing Learning in All Subject Areas (9133EN)

This interactive online course is one option for teachers across the curriculum spectrum to demonstrate evidence of reading instruction techniques. Based on research, this course will introduce teachers to sound reading instructional practices applicable to all content areas.

Reading specialist, speaker and trainer Sue Klund covers topics including:

-Reading research

-Learning research
-Student reading ranges
-Cloze system
-Instructional strategies

Includes blank forms that can be downloaded for use in teaching. Plus, classroom activities are offered for any teacher wishing to apply the course material in their practice. A certificate of learning will be generated automatically upon successful completion of the course and assessment. The certificate can be printed for use in local continuing education credit processes.

Please review school district policies for credit request process and re-licensure policy. Continuing education credit valuation is the final decision of the school district, continuing education committee or other relevant authority. We do not guarantee acceptance by your school district.

The Global Village (Student Version) (P1159EN)

This module was developed to introduce students to the important role of international business. Topics include how trade is conducted, social, political and technological trends that affect trade, why countries trade, why companies trade, and how small and medium-sized business compete in the international market.

Student learning is reinforced with a variety of learning activities, including printable activity sheets which can be turned in to an instructor at the end of the program; online exercises which allow students to compare their answers to a model answer; and quizzes that provide instant feedback. Guided Internet exploration activities introduce students to a selection of high-quality Internet resources and allow them to practice their online research skills.

Target Audience: Secondary school students. Estimated Program Length: 1 hrs.

The Global Village (0319EN)

We are living in a time of great social, technological, political and economic change. Many of these changes have provided opportunities for companies and countries to expand their markets internationally. It is not unusual to find that a small business in your community has sales in several countries around the world. This module was developed to introduce students to international business. We will explore the different factors that motivate countries and companies to trade internationally, explain how how trade is conducted, and look at the social, political and technological trends that affect trade.

Student learning is reinforced with a variety of learning activities, including printable activity sheets which can be turned in to an instructor at the end of the program; online exercises which allow students to compare their answers to a model answer; and quizzes that provide instant feedback. Guided Internet exploration activities introduce students to a selection of high-quality Internet resources and allow them to practice their online research skills.

Understanding Key Warning Signs of Early-Onset Mental Illness in Children & Adolescents (P1217EN)

Successful completion of this course and assessment provides an understanding of key warning signs for early-onset mental health disorders in children and adolescents. Assessment scores of 70% and above automatically generate a Certificate of Learning that can be printed. Educators will learn the key warning signs of early-onset mental health disorders in children and adolescents. Topics include student mental health overview, key warning signs of mental health disorders, special considerations, strategies to improve student learning, information about common mental health disorders, and resources.

Professional Learning Board™ brings educators the best in mental health education in a convenient and cost-effective medium for all teachers and schools. Please review school district policies for credit request process and re-licensure policy. Continuing education credit valuation is the final decision of the school district, continuing education committee or other relevant authority. We do not guarantee acceptance by your school district.

Target Audience: Educators K-12, those who work with children and adolescents.

An Examination is available with this Program. Estimated Program Length: 2 hrs.

Understanding Key Warning Signs of Early-Onset Mental Illness in Children & Adolescents (0178EN)

Successful completion of this course and assessment provides an understanding of key warning signs for early-onset mental health disorders in children and adolescents. Assessment scores of 70% and above automatically generate a Certificate of Learning that can be printed. Educators will learn the key warning signs of early-onset mental health disorders in children and adolescents.

Topics include student mental health overview, key warning signs of mental health disorders, special considerations, strategies to improve student learning, information about common mental health disorders, and resources.

Professional Learning Board™ brings educators the best in mental health education in a convenient and cost-effective medium for all teachers and schools. Please review school district policies for credit request process and re-licensure policy. Continuing education credit valuation is the final decision of the school district, continuing education committee or other relevant authority. We do not guarantee acceptance by your school district.

Finance Basics and Financial Statements

Banking, Credit and Money (P1623EN)

The six modules in this e-learning program will help you understand the basics of banking, credit and money. The information in this program is introductory, but remember, there are many online resources you can use to increase your knowledge. We will give you links to some of these resources in the program and you can also search the Internet using your favorite search engine.

This program has a final exam.

Target Audience: Consumers

Estimated Program Length: 6 hrs.

Introduction to Banking (1161EN)

This module will give you an introduction to banking. We will review types of accounts, and talk about debit cards, direct deposits and online banking. We will also explain compound interest. Topics are: Types of Accounts, ATM and Debit Cards, Direct Deposit, Online Banking and Compound Interest. This is the first module in Banking, Credit and Money.

Products, Tools and Resources (1162EN)

In this module we will look at products, tools and resources available from your financial institution. We will give you tips for dealing with your bank, provide important information on protecting your identity, and talk about what you should do if you have a complaint about your bank. Topics are: dealing with your bank, ChexSystems and TeleCheck reporting agencies, protecting your identify and what to do if you have a complaint. This is the second module in Banking, Credit and Money.

Defining Credit (1163EN)

This module provides an introduction to credit. We will discuss applying for credit, what creditors look for, and how the Equal Credit Opportunity Act and the Truth in Lending Act protect you. We will review the four rules of good credit – following these rules will help you build a good credit profile. We will discuss how credit scores are used. And finally we will provide a list of credit counseling and reporting resources. Topics are: credit basics, applying for credit, protection against discrimination, four rules of good credit, your credit score, and credit counselling and reporting. This is the third module in Banking, Credit and Money.

Loans (1164EN)

In this module we will look at types of loans, the cost of carrying a loan or credit, and how you can use a home loan to improve your credit. And finally, we will give you advice on what kind of loans and lenders to avoid and tips for making common loan decisions. Topics are: loan basics, types of loans, the cost of credit, using home loans to improve your credit and loan advice. This is the fourth module in Banking, Credit and Money.

Budgeting Basics (1165EN)

This module will provide you with the basics for setting up a plan to manage your finances. It is intended to be a starting point that will help you develop habits to improve your financial wellbeing! We will talk about why you need a budget, give you budgeting tips, and provide budget worksheets that you can download and print. Topics are: why should you budget?, budgeting tips, budget worksheets and budgeting your debt away. This is the fifth module in Banking, Credit and Money.

The Power of Investing (1166EN)

In this module we will talk about basic investing principles. Wise investing requires knowledge of key financial concepts and an understanding of your personal investment profile and how these work together to impact investing decisions. Topics are: investment basics, risk and return, time-value of money and asset allocation. This is the sixth module in Banking, Credit and Money.

Basic Business Finance (P1600EN)

Build a solid foundation in financial and accounting management through the courses offered in the Basic Finance curriculum. Learn the fundamentals of corporate finance.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 2 hrs.

Business Finance Basics (2501EN)

Every employee plays a role in financial management. Finance involves understanding and making good financial decisions at all organizational levels. This course presents information about the fundamentals of corporate finance. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented employees need to know to understand the role finance plays in an organization's decision-making process.

Shareholder Value Creation (2502EN)

As we enter a new century, creating shareholder value has become a dominant corporate goal. Today global capital markets, corporate takeovers, mergers and acquisitions are the norm. Participants in this course will learn why increasing shareholder value is the ultimate purpose of firms and why such stock represents a good investment. They will also learn why economic value added and net cash flow are two of the most important measures of a firm's success, how they are measured and why it is used to guide investment decisions. Additionally, participants will learn what characteristics increase the value of firms to investors, how firms create competitive advantage and what strategies firms use to create shareholder value.

Interpreting Financial Statements (P1621EN)

Keeping track of finances is an important part of small business success. This four-part e-learning program provides clear and concise guidelines that will help business owners use financial statements to track, understand and manage their business finances.

Key topics: Understanding financial statements, understanding cash flow, and understanding ratios.

This program has a final exam.

Target Audience: Small and medium-sized business owners and managers. Estimated Program Length: 3.25 hrs.

Understanding Cash Flow (1176EN)

Cash has often been described as the life blood of a business. Your business may generate profit, but if it does not generate enough cash, you have a problem. Even a business with a high level of sales will not necessarily have the cash needed for its daily operation. In this module, we will explain how the cash flow statement can help you manage the cash you need for your business. We will show you how to analyze a cash flow statement to see where cash comes from in your business and where it goes. Next we will show you how to prepare a cash flow statement. And finally, we will show you how to use a process called aging of accounts to help you identify potential problems with your accounts receivables.

Understanding Ratios (1177EN)

Financial ratios are useful tools for evaluating the performance of your business. Ratios can help you to see what areas of your business need attention; identify the strengths and weaknesses in your operations; and assess how well you are managing your business. Ratios can also be used to compare your company to other similar businesses. In addition, some lenders use ratios to assess the risk associated with lending to a particular business. In this module we will look at the two most useful types of ratios – Operating Ratios and Solvency Ratios. We will give you a checklist for analyzing business ratios. Finally, we will give you a chance to apply what you have learned in a hands-on exercise.

Introduction to Financial Statements (1174EN)

Keeping track of your finances is an important part of small business success. Many business owners make the mistake of looking only at sales and profits. Of course, these are important, but they do not tell the whole story. In this four-part e-learning program, we will show you how to use financial statements to understand and manage your business finances.

Understanding Financial Statements (1175EN)

The Profit and Loss Statement is one of the most important financial statements used in business. It is often called an Income Statement or an Operating Statement. In this module, you will find out how the Profit and Loss Statement is prepared and what it is used for. You will also learn about the Profit and Loss Statement Summary and the Projected Profit and Loss Statement. Then, you will learn how to use a Balance Sheet to calculate your company's net worth.

Introduction to Financial Statements (P1086EN)

The Introduction to Financial Statements Series builds an intuition for the purpose of the balance sheet, the income statement and the cash flow statement. Illustrations of how the information on these primary financial statements can be used to better understand the stock and flow of an organization's wealth are also presented. Additionally, an introduction to the debit-credit system of accounting is provided so that users will have an understanding of how organizations account for their resources through time and then use this recorded information to generate their financial statements.

This course is comprised of 4 separate modules which are all contained in the one module below.

The titles for the four section modules are:
*The Balance Sheet
*The Income Statement
*The Cash Flow Statement
*Recording Transactions

Estimated Program Length: 4.5 hrs.

Introduction to Financial Statements (0411EN)

The Introduction to Financial Statements Series builds an intuition for the purpose of the balance sheet, the income statement and the cash flow statement. Illustrations of how the information on these primary financial statements can be used to better understand the stock and flow of an organization's wealth are also presented. Additionally, an introduction to the debit-credit system of accounting is provided so that users will have an understanding of how organizations account for their resources through time and then use this recorded information to generate their financial

statements.

Personal Finance (P1601EN)

Personal finance through the courses offered in the Basic Finance curriculum. Learn the fundamentals of personal finance and improve your ability to handle your personal finances and learn to effectively set goals for your retirement.

Estimated Program Length: 3.5 hrs.

Personal Finance: Time Value of Money (6140EN)

Time can be your best ally and your worst enemy when planning for your financial future. Time can help your investments grow, but can make your debts balloon through interest. Time can also affect the purchasing power of your money through inflation. In this course you will take a closer look at how time can affect the value of your money. You will explore compound interest and learn about the Rule of 72. You will learn how inflation impacts investing and how to account for inflation when developing your personal plan.

Personal Finance: Getting Started (6141EN)

This course provides an overview of all the courses in the Personal Finance curriculum and helps you take the first step towards taking charge of your financial future. Fill in the profile questionnaire to receive a personalized curriculum for the courses offered in Personal Finance. You will receive a recommended sequence for the courses that you should take.

Personal Finance: Taking Stock (6142EN)

The first step in developing any financial plan is to gain a clear understanding of your current financial situation. This course helps you build a net worth statement based on your assets and liabilities, examines your cash flow, savings rate and emergency fund. It also explains what these numbers can tell you about your current financial situation and explores strategies to improve your future financial health. This is one of the four core courses in the Personal Finance curriculum.

Personal Finance: Setting Goals (6143EN)

Your personal goals drive the direction of your financial plan, yet many people do not know what their goals are. In this course you will learn how to translate your personal dreams into specific, realistic financial goals, and learn how to prioritize and balance short-term and long-term goals. This is one of the four core courses in the Personal Finance curriculum.

Personal Finance: Investing: Balancing Risk and Return (6144EN)

Many people dream of high investment returns with little or no risk involved, but real world investing requires a tradeoff between the return you expect and the level of risk you are willing to accept. This course will teach you about the risks and returns of different types of investments, including equities, fixed income and cash equivalents. You will create a personal investor profile and develop an investment strategy to reach your objectives. This is one of the four core courses in the Personal Finance curriculum.

Personal Finance: Understanding Credit (6145EN)

Getting too far into debt is the biggest and most common financial mistake that consumers make. This course looks at the different types of credit available for you, what you need to know about your credit rating, and how to differentiate between dumb and smart credit. It also shows you how to turn things around if your debt load has become critical, providing a brief overview of the bankruptcy process.

Personal Finance: Retirement Planning I: Essential Concepts (6146EN)

With earlier retirement and longer life expectancies, you may find yourself spending nearly as many years in retirement as you did working. The best way to ensure a financially comfortable retirement is to think about what you want, then make a plan to help you get there. The earlier you start, the easier it will be to reach your goal-even if your savings are modest. This course helps you determine how much income you will need in retirement, and what you can expect from Social Security and employer pensions. It will also identify any shortfall you need to make up through personal savings.

Understanding Financial Statements (P1276EN)

Finance basics for non-financial managers. Financial statements provide valuable information that guide business decisions. It is therefore essential that business decision makers have a good understanding of financial statements and their role in guiding decisions. This module presents information about the fundamentals of reading and understanding financial statements. It shows how various work activities can and do affect the financial health of an organization, and introduces concepts, examples and knowledge that non-financially oriented decision makers should know.

Target Audience: Non-financial managers

Estimated Program Length: 0.75 hrs.

Understanding Financial Statements (0006EN)

Financial statements provide valuable information that guide business decisions. It is therefore essential that business decision makers have a good understanding of financial statements and their role in guiding decisions. This module presents information about the fundamentals of reading and understanding financial statements. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented decision makers should know.

Financial Derivatives

Hull on Derivatives (P5519EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives.

During the module entitled Derivative Instruments, you learn the fundamental features of forward and option contracts and how these versatile financial instruments may be used for speculative, hedging or arbitrage purposes. An overview of the different types of derivatives markets is also provided. Each slide to Derivative Instruments contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

During the module entitled Futures Contracts and Hedging, you are introduced to futures contracts. The concepts of initial and maintenance margin are described in detail. You will also learn how futures contracts are used to hedge commodity risk exposures and portfolios of stock, how basis risk affects the quality of a hedge and how to create a long-term hedge using a series of shorter dated contracts. Each slide to Futures Contracts and Hedging contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

During the module entitled Swaps, you are introduced to one of today's most popular derivative instruments: swaps. You learn how interest rate and currency swaps work. You also learn how these useful financial contracts can change the nature of an asset or a liability in order to take advantage of or hedge against expected changes in financial markets. Each slide to Swaps contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

Hull on Derivatives: Derivative Instruments (4008EN)

Module Features:

- Approximately 40 minutes of fully narrated and animated instruction
- Intuition building quick quiz questions with explanations
- Excel® applications and exercise answer key

- References to John C. Hull's best selling book *Futures, Options and Other Derivatives* published by Prentice Hall
- Electronic glossary
- Keyword search
- PDF of narrative script
- Printable notepad feature
- Print slide feature
- Competency exam with printable score feature

Hull on Derivatives: Futures Contracts and Hedging (4009EN)

Module Features:

- Approximately 40 minutes of fully narrated and animated instruction
- Intuition building quick quiz questions with explanations
- Excel® application and exercise answer key
- References to John C. Hull's best selling book *Futures, Options and Other Derivatives* published by Prentice Hall
- Electronic glossary
- Keyword search
- PDF of narrative script
- Printable notepad feature
- Print slide feature
- Competency exam with printable score feature

Hull on Derivatives: Swaps (4010EN)

Module Features:
- Approximately 30 minutes of fully narrated and animated instruction
- Intuition building quick quiz questions with explanations
- References to John C. Hull's best selling book "Futures, Options and Other Derivatives" published by Prentice Hall.
- Electronic glossary
- Keyword search
- PDF of narrative script
- Printable notepad feature
- Print slide feature
- Competency exam with printable score feature

Hull on Derivatives: Derivative Instruments (P5516EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives. During the module entitled Derivative Instruments, you learn the fundamental features of forward and option contracts and how these versatile financial instruments may be used for speculative, hedging or arbitrage purposes. An overview of the different types of derivatives markets is also provided. Each slide to Derivative Instruments contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

An Examination is available with this Program.

Estimated Program Length: 2 hrs.

Hull on Derivatives: Derivative Instruments (4008EN)

Module Features:

- Approximately 40 minutes of fully narrated and animated instruction
- Intuition building quick quiz questions with explanations
- Excel® applications and exercise answer key
- References to John C. Hull's best selling book *Futures, Options and Other Derivatives* published by Prentice Hall

- Electronic glossary
- Keyword search
- PDF of narrative script
- Printable notepad feature
- Print slide feature
- Competency exam with printable score feature

Hull on Derivatives: Futures Contracts and Hedging (P5517EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives. During the module entitled Futures Contracts and Hedging, you are introduced to futures contracts. The concepts of initial and maintenance margin are described in detail. You will also learn how futures contracts are used to hedge commodity risk exposures and portfolios of stock, how basis risk affects the quality of a hedge and how to create a long-term hedge using a series of shorter dated contracts. Each slide to Futures Contracts and Hedging contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

An Examination is available with this Program.

Estimated Program Length: 2 hrs.

Hull on Derivatives: Futures Contracts and Hedging (4009EN)

Module Features:

- Approximately 40 minutes of fully narrated and animated instruction
- Intuition building quick quiz questions with explanations
- Excel® application and exercise answer key
- References to John C. Hull's best selling book *Futures, Options and Other Derivatives* published by Prentice Hall
- Electronic glossary
- Keyword search
- PDF of narrative script
- Printable notepad feature
- Print slide feature
- Competency exam with printable score feature

Hull on Derivatives: Swaps (P5518EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives. During the module entitled Swaps, you are introduced to one of today's most popular derivative instruments: swaps. You learn how interest rate and currency swaps work. You also learn how these useful financial contracts can change the nature of an asset or a liability in order to take advantage of or hedge against expected changes in financial markets. Each slide to Swaps contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

An Examination is available with this Program.

Estimated Program Length: 2 hrs.

Hull on Derivatives: Swaps (4010EN)

Module Features:
- Approximately 30 minutes of fully narrated and animated instruction
- Intuition building quick quiz questions with explanations
- References to John C. Hull's best selling book "Futures, Options and Other Derivatives" published by Prentice Hall.
- Electronic glossary
- Keyword search

- PDF of narrative script
- Printable notepad feature
- Print slide feature
- Competency exam with printable score feature

Financial Management

Balanced Scorecard (P1292EN)

The Balanced Scorecard is a three-module e-learning program that focuses on the strategic process, and how it helps an organization define and achieve its primary objectives.

Target Audience:
Managers, entrepreneurs, accounting professionals

Skill Set:
BUSINESS MANAGEMENT, INNOVATION, ORGANIZATION, PLANNING

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

Introduction to Strategic Planning (0991EN)

The Balanced Scorecard is a three-module e-learning program that focuses on the strategic process, and how it helps an organization define and achieve its primary objectives.

Introduction to Strategic Planning is the first module in the program. In this module we will introduce organizational strategy, review three approaches to strategy, and introduce the Balanced Scorecard.

Implementing the Balanced Scorecard (0992EN)

Implementing the Balanced Scorecard is the second of three modules in The Balanced Scorecard. This module concentrates on the next step in the process of realizing your organization's objectives – implementing the balanced scorecard. We will examine the various considerations concerning planning for a balanced scorecard initiative, such as, who can use the approach, how long will it take, selecting the right measures, preparing for difficulties and avoiding pitfalls; practical issues to be taken into account when implementing the balanced scorecard approach, together with related examples; and the typical barriers to the successful implementation of the balanced scorecard.

Rolling Out the Balanced Scorecard (0993EN)

Rolling Out the Balanced Scorecard is the third of three modules in The Balanced Scorecard. In this module, we are going to reflect on the various generations of the balanced scorecard, together with the three uses to which it is commonly put: as a Performance Improvement System, as a Strategic Management System, and as an External Accountability System.

Customer Profitability Analysis (P1291EN)

An area of increasing interest is the role strategic financial managers can play in building customer profitability. While organizations recognize that exceeding customer expectations is necessary, long-term viability requires that those expectations are exceeded profitably. This two-module program will explain key concepts and issues related to understanding the determinants of customer profitability; how an analysis of customer profitability can be carried out; how to use customer profitability information to build a more profitable customer base; and how to convert unprofitable customers into profitable ones.

Target Audience: Managers, entrepreneurs, accounting professionals

Skill Set: BUSINESS MANAGEMENT, INNOVATION, ORGANIZATION, PLANNING

An Examination is available with this Program.

Estimated Program Length: 4 hrs.

What is Customer Profitability Analysis? (0494EN)

An area of increasing interest is the role strategic financial managers can play in building customer profitability. While organizations recognize that exceeding customer expectations is necessary, long-term viability requires that those expectations are exceeded profitably. This two-module program will explain key concepts and issues related to understanding the determinants of customer profitability; how an analysis of customer profitability can be carried out; how to use customer profitability information to build a more profitable customer base; and how to convert unprofitable customers into profitable ones. We will begin in this module with a discussion of why it is important for organizations to engage in customer profitability analysis.

Customer Profitability Analysis in Action (0496EN)

In this module, we will take a close look at customer profitability analysis in action. Because banks have been among the earliest and most enthusiastic adopters of customer profitability analysis, there is a good deal of information about the planning, implementation, and results of customer profitability analysis in these organizations. We will examine examples of banks that have used this tool and thus gain further insight into its uses and limitations. The final part of the module reviews examples of customer profitability analysis implementation at several organizations of varying sizes and types. In addition to identifying key issues, it is an excellent summary of the concepts and concerns discussed in this program.

Redesigning the Finance Function (P1356EN)

This course focuses on the critical issues in transforming the financing/accounting department into a proactive value adding function that contributes fully to the achievement of organizational objectives. It will provide insights into how to move the finance/accounting department away from its traditional role of transaction processing and scorekeeper role. Course modules will address such topics as transaction processing, control and risk management and decision support.

An Examination is available with this Program.

Estimated Program Length: 4 hrs.

The Evolving Role of the Finance Function (0621EN)

In this module we will discuss the basis for finance redesign, the emerging finance function, the role of the Management Account, and finance best practices in three areas: processes, people and information technology. Finally, we will review accounting standards.

The Finance Function Redesign Process (0622EN)

In this module, we take a look at a three-stage process whereby existing processes are examined, areas for improvement are noted, and changes are planned and then implemented. We will examine the approach we can use to take the finance function as it is and as it can be, transforming itself into its new role, thereby enabling finance professionals to add value to the organization and ultimately for the stakeholders.

Strategic Cost Management (P1549EN)

Module 1 examined the costing methods adopted primarily in North America and Europe in response to changes in the global marketplace and the business environment in the latter part of the 20th century. Costing techniques became aligned with a growing number of business strategies and management approaches as increased pressure on prices forced companies to remain competitive through cost-cutting measures.

At the same time, Pacific Rim countries, led by Japan, adopted other costing methods such as Target Costing and Kaizen Costing that enabled them to offer more competitive pricing. These approaches will be examined in Module 2.

Module 3 examines how today the management accountant is far less an accountant and far more a diagnostician and decision maker who understands process and strategy, and can identify the nature and scope of the information required for effective decision making.

Program Objectives: By the end of this program, you should have a good understanding of:

The costing methods adopted in North America and Europe in response to changes in the global marketplace and the business environment in the latter part of the 20th century.

Other costing methods adopted by Pacific Rim countries at the same time, such as Target Costing and Kaizen Costing.

How the role of the Management Accountant has evolved to include process and strategy decision-making.

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

Introduction to Strategic Cost Management (0612EN)

Introduction to Strategic Cost Management outlines the costing methods adopted primarily in North America and Europe in response to changes in the global marketplace and the business environment in the latter part of the 20th century. Costing techniques became aligned with a growing number of business strategies and management approaches as increased pressure on prices forced companies to remain competitive through cost-cutting measures.

Market-Driven Pricing (0613EN)

In Market-Driven Pricing, we will explain the move from cost management to Strategic Cost Management as a Western development that retained and refined the formula of Cost + Profit Margin = Price. This was prompted by the fact that Japan and the other Pacific Rim countries had learned to compete on quality and price by adopting a market-led approach in which Price – Profit Margin = Costs. Today, an increased focus on quality and price has become one of the aspects of the increasingly diverse Strategic Cost Management perspective and is being adopted by Western organizations.

Role of the Management Accountant (0614EN)

Role of the Management Accountant examines the role of the management accountant in the high-level aspects of change and the skills needed in the evolving field of strategic cost management. Today, the management accountant is far less an accountant and far more a diagnostician and decision maker who understands process and strategy, and can identify the nature and scope of the information required for effective decision making.

Health and Safety

Accident Investigation (CCOHS) (P1254EN)

Learn how to investigate workplace accidents and incidents to find root causes and prevent similar occurrences. Key topics include: legal requirements, building a team, preparation, how to conduct an investigation (gather evidence, interview, analyze the facts), and making effective recommendations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Accident Investigation (9143EN)

Learn how to investigate workplace accidents and incidents to find root causes and prevent similar occurrences. Key topics include: legal requirements, building a team, preparation, how to conduct an investigation (gather evidence, interview, analyze the facts), and making effective recommendations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Asbestos Awareness (P1342EN)

Asbestos is a serious workplace and health issue. In this module we look at how to define asbestos and where it can be found, including different asbestos uses. We also examine the health concerns and how to evaluate exposure to asbestos. Finally, we review the legislation concerning asbestos and provide an overview of encapsulation.

Estimated Program Length: 1 hrs.

Asbestos Awareness (2262EN)

Asbestos is a serious workplace and health issue. In this module we look at how to define asbestos and where it can be found, including different asbestos uses. We also examine the health concerns and how to evaluate exposure to asbestos. Finally, we review the legislation concerning asbestos and provide an overview of encapsulation.

Back Safety (P5429EN)

This course explains the physiology of the back and presents common types and causes of back injuries. It also describes injury prevention, safety practices, basic back exercises, and proper lifting techniques. The course has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 1 hrs.

Back Safety (2474EN)

This course explains the physiology of the back and presents common types and causes of back injuries. It also describes injury prevention, safety practices, basic back exercises, and proper lifting techniques.

Canada Labour Code, Part II: An Overview (CCOHS) (P1294EN)

Everyone who works in the federal jurisdiction must be trained about the Canada Labour Code, Part II. In this course, you will learn about the rights and responsibilities of employers, managers and supervisors who act on behalf of the employer, and employees, as well as the roles of health and safety committees and representatives. The course covers topics such as workplace inspections, incident investigations, programs for ergonomics and violence prevention, and the protection of pregnant and nursing employees. The e-course will help you develop an effective hazard prevention program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Canada Labour Code, Part II: An Overview (9411EN)

Everyone who works in the federal jurisdiction must be trained about the Canada Labour Code, Part II. In this course, you will learn about the rights and responsibilities of employers, managers and supervisors who act on behalf of the employer, and employees, as well as the roles of health and safety committees and representatives. The course covers topics such as workplace inspections, incident investigations, programs for ergonomics and violence prevention, and the protection of pregnant and nursing employees. The e-course will help you develop an effective hazard prevention program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Confined Space Management (CCOHS) (P1285EN)

A confined space program helps ensure that all work is done safely according to company policies and legal requirements. This course helps managers and supervisors to develop an effective confined space program, including permits and procedures for identification and assessment of spaces, control of hazards, safe entry, emergency planning and training. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Confined Space Management (9407EN)

A confined space program helps ensure that all work is done safely according to company policies and legal requirements. This course helps managers and supervisors to develop an effective confined space program, including permits and procedures for identification and assessment of spaces, control of hazards, safe entry, emergency planning and training. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Confined Spaces: The Basics (CCOHS) (P1284EN)

Everyone who works in confined spaces must be trained to recognize hazards, work safely, and know what to do in an emergency. The three parts of this course cover essential topics such as air testing, ventilation, confined space permits, personal protective equipment (PPE) and emergency planning. The e-course should be followed by practical worksite training and drills to familiarize workers with the equipment and procedures which they will use for safe work in confined spaces. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 3 hrs.

Confined Spaces: The Basics, Part 1: Hazard Awareness (9374EN)

Everyone who works in confined spaces must be trained to recognize hazards, work safely, and know what to do in an emergency. The three parts of this course cover essential topics such as air

testing, ventilation, confined space permits, personal protective equipment (PPE) and emergency planning. The e-course should be followed by practical worksite training and drills to familiarize workers with the equipment and procedures which they will use for safe work in confined spaces. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Confined Spaces: The Basics, Part 2: Hazard Control (9375EN)

Everyone who works in confined spaces must be trained to recognize hazards, work safely, and know what to do in an emergency. The three parts of this course cover essential topics such as air testing, ventilation, confined space permits, personal protective equipment (PPE) and emergency planning. The e-course should be followed by practical worksite training and drills to familiarize workers with the equipment and procedures which they will use for safe work in confined spaces. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Confined Spaces: The Basics, Part 3: Working Safely (9376EN)

Everyone who works in confined spaces must be trained to recognize hazards, work safely, and know what to do in an emergency. The three parts of this course cover essential topics such as air testing, ventilation, confined space permits, personal protective equipment (PPE) and emergency planning. The e-course should be followed by practical worksite training and drills to familiarize workers with the equipment and procedures which they will use for safe work in confined spaces. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Contractor Health and Safety (CCOHS) (P1286EN)

Owners, employers and contractors must each be clear about their health and safety responsibilities when contracting work. This course provides a framework to help fulfill these responsibilities and to get the contracted work done safely by outlining how to incorporate health and safety aspects into your contracts, from start to finish. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Contractor Health and Safety (9472EN)

Owners, employers and contractors must each be clear about their health and safety responsibilities when contracting work. This course provides a framework to help fulfill these responsibilities and to get the contracted work done safely by outlining how to incorporate health and safety aspects into your contracts, from start to finish. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Contractor Safety (P1418EN)

Safety rules must be observed by all contractors. The safety rules, standards and company policies must be followed by all contractors. This module provides clear definitions, and outlines roles and responsibilities concerning all contractor activities.

Estimated Program Length: 1 hrs.

Contractor Safety (2266EN)

Safety rules must be observed by all contractors. The safety rules, standards and company policies must be followed by all contractors. This module provides clear definitions, and outlines roles and responsibilities concerning all contractor activities.

Due Diligence (P1403EN)

It is commonly referred to as the 'General Duty' clause in all provincial Health and Safety legislation. To exercise Due Diligence means that employers must take all reasonable precautions under the circumstances to prevent injuries or accidents in the workplace. This module will provide a clear understanding of the legal requirements necessary for compliance as well as the implications of non-compliance.

Estimated Program Length: 1 hrs.

Due Diligence (2264EN)

It is commonly referred to as the 'General Duty' clause in all provincial Health and Safety legislation. To exercise Due Diligence means that employers must take all reasonable precautions under the circumstances to prevent injuries or accidents in the workplace. This module will provide a clear understanding of the legal requirements necessary for compliance as well as the implications of non-compliance.

Electrical Hazards (P1189EN)

Find out how to protect yourself from risk of electrocution in the workplace.

Estimated Program Length: 0.5 hrs.

Electrical Hazards (0487EN)

An electrical hazard is one in which the possibility of being injured due to contact with an electrical source is high. Hazards such as unstable scaffolds and unprotected floor openings are easily recognized however, most people do not recognize electrical hazards and therefore they do not appreciate the dangers associated with these hazards. This lack of knowledge contributes to the high accident rate. We do not recognize electrical hazards mainly due to the total acceptance and familiarity with electrical devices. As well, electricity travels unseen, unheard and rarely gives any warning of impending danger. This module will provide guidelines for identifying electrical hazards, using electrical protection devices and controls, and understanding how equipment maintenance can help prevent electrocution.

Electrical Hazards (CCOHS) (P1244EN)

Learn about electrical hazards in the workplace and how to prevent accidents, injuries and fires. Topics include: the basics of electricity, recognizing electrical hazards, safe use of equipment and power tools, extension cords, and proper use of fuses and other preventive devices. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Electrical Hazards (9139EN)

Learn about electrical hazards in the workplace and how to prevent accidents, injuries and fires. Topics include: the basics of electricity, recognizing electrical hazards, safe use of equipment and power tools, extension cords, and proper use of fuses and other preventive devices. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Emergency Preparedness for Workers (CCOHS) (P1319EN)

Every workplace needs an emergency plan and procedures. All employees must know how to respond appropriately to emergencies. This course focuses on the role of workers in emergency planning, the assessment of potential emergencies, evacuation and other emergency procedures,

training, and planning for offsite emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Emergency Preparedness for Workers (9547EN)

Every workplace needs an emergency plan and procedures. All employees must know how to respond appropriately to emergencies. This course focuses on the role of workers in emergency planning, the assessment of potential emergencies, evacuation and other emergency procedures, training, and planning for offsite emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Emergency Response Planning (CCOHS) (P1320EN)

Every employer must develop plans and procedures to respond appropriately to emergencies. This course outlines the key steps to emergency planning and how to make them work effectively in your workplace. The steps include: establishing the planning team, assessing potential emergencies, identifying organizational capabilities, communication, training, testing and improving the plan, and ensuring business continuity. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Emergency Response Planning (9548EN)

Every employer must develop plans and procedures to respond appropriately to emergencies. This course outlines the key steps to emergency planning and how to make them work effectively in your workplace. The steps include: establishing the planning team, assessing potential emergencies, identifying organizational capabilities, communication, training, testing and improving the plan, and ensuring business continuity. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Fall Prevention and Fall Arrest (P1188EN)

Find out how to protect yourself from, and prevent falls in the workplace.

Estimated Program Length: 0.5 hrs.

Fall Prevention and Fall Arrest (0486EN)

Falls account for a large number of serious construction injuries and accidental deaths. Fall prevention and fall protection control measures can greatly reduce the risk of injury or death. This module will provide guidelines for identifying fall hazards, using fall protection controls, and distinguish between fall restricting and fall arrest devices.

First Aid (P5421EN)

This interactive training course describes the types of injuries most often encountered in the workplace and explains how to treat them. It illustrates basic first aid procedures for such things as bites and stings, burns, choking and heat stroke. The course also describes some of the serious injuries that may be encountered in the workplace and explains how to treat them. It illustrates first aid procedures for such serious conditions as broken bones, heart attacks, poisoning and seizures. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 2 hrs.

First Aid Basics (2529EN)

This interactive training course describes the types of injuries most often encountered in the workplace and explains how to treat them. It illustrates basic first aid procedures for such things as bites and stings, burns, choking and heat stroke.

First Aid Advanced (2530EN)

This interactive training course describes some of the serious injuries that may be encountered in the workplace and explains how to treat them. It illustrates first aid procedures for such serious conditions as broken bones, heart attacks, poisoning and seizures.

Health and Safety Committees (CCOHS) (P1197EN)

This is a practical introduction to Health and Safety Committees. By taking this course, you will learn how to fulfill your principal duties as a committee member. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Health and Safety Committees (9136EN)

This is a practical introduction to Health and Safety Committees. By taking this course, you will learn how to fulfill your principal duties as a committee member.The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Health and Safety Committees in the Canadian Federal Jurisdiction (CCOHS) (P1382EN)

This course is a practical introduction to Work Place Health and Safety Committees, Health and Safety Representatives, and Policy Health and Safety Committees. By taking this course, you will learn how to fulfill your duties as a committee member or representative. The course will help health and safety committee members and representatives meet training requirements specified in the Canada Labour Code, Part II. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Health and Safety Committees in the Canadian Federal Jurisdiction (9657EN)

This course is a practical introduction to Work Place Health and Safety Committees, Health and Safety Representatives, and Policy Health and Safety Committees. By taking this course, you will learn how to fulfill your duties as a committee member or representative. The course will help health and safety committee members and representatives meet training requirements specified in the Canada Labour Code, Part II. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Health and Safety for Office Managers (CCOHS) (P1339EN)

Managers are responsible to provide a safe and healthy workplace. Learn about hazards in the office and how to prevent them. Topics include: ergonomics, stress, lighting, indoor air quality, and slips, trips and falls. The course focuses on the manager's legal responsibilities and steps to fulfill them such as inspections, accident investigation, and accommodation of injured employees. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Health and Safety for Office Managers (9546EN)

Managers are responsible to provide a safe and healthy workplace. Learn about hazards in the office and how to prevent them. Topics include: ergonomics, stress, lighting, indoor air quality, and slips, trips and falls. The course focuses on the manager's legal responsibilities and steps to fulfill them such as inspections, accident investigation, and accommodation of injured employees. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Health and Safety for Small Business (P1318EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation in Canada applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and provincial or territorial law.

Target Audience: Entrepreneurs, business owners

Skill Set: BUSINESS MANAGEMENT, COMPLIANCE, HEALTH AND SAFETY

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Health and Safety for Small Business (0304EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization.

Also, because health and safety legislation in Canada applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and provincial or territorial law.

In this module, we will review the business case for workplace health and safety, then go on to outline key health and safety issues that all small business owners should be aware of.

Health and Safety For Small Business (CCOHS) (P1428EN)

An effective health and safety program benefits your business by protecting employees and customers from crippling accidents and losses. This course introduces owners and managers to the types of health and safety problems that can occur in small businesses and gives practical information and tips regarding strategies to identify hazards and manage risks. You will learn about emergency planning and hazard management. The course includes extensive lists of resources available free from health and safety organizations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Health and Safety for Small Business (9950EN)

An effective health and safety program benefits your business by protecting employees and customers from crippling accidents and losses. This course introduces owners and managers to the types of health and safety problems that can occur in small businesses and gives practical information and tips regarding strategies to identify hazards and manage risks. You will learn about emergency planning and hazard management. The course includes extensive lists of resources available free from health and safety organizations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Health and Safety Training for Managers and Supervisors (CCOHS) (P1109EN)

Our objective is a workplace free from the risk of injury and illness. Health and Safety Training for Managers and Supervisors is a computer-based course designed to give managers and supervisors an understanding of the components of workplace health and safety. Prior technical knowledge of health and safety is not a prerequisite. However, familiarity with workplace processes and practices is helpful. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 9 hrs.

Introduction to Health and Safety Training for Managers and Supervisors (0160EN)

Our goal as managers and supervisors is a workplace free from the risk of injury and illness. Health and Safety Training for Managers and Supervisors is a computer-based course designed to give managers and supervisors an understanding of the components of workplace health and safety. Prior technical knowledge of health and safety is not a prerequisite. However, familiarity with workplace processes and practices is helpful. The course is divided into eight modules. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 1: Safety Principles and Risk Management (0161EN)

This is the first module in Health and Safety Training for Managers and Supervisors. In this module, we will review the evolution of management's role in workplace safety, health management and the prevention of injury, illness, property damage and material loss. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 2: Legislation (0162EN)

This is the second module in Health and Safety Training for Managers and Supervisors. In this module, we will explore federal and provincial OH&S legislation, and the rights and responsibilities of managers and supervisors under this legislation. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 3: Hazard Recognition and Control (0163EN)

This is the third module in Health and Safety Training for Managers and Supervisors. From the health and safety point of view, hazard can be defined as "the potential in an activity or condition to result in injury to persons; damage to equipment, structure or property; or degradation of the function of a process." In this module we will review the three-step process for managing hazards. Our discussion of hazard recognition will include risk mapping and establishing hazard priorities. Finally, we will examine strategies for controlling hazards in order to eliminate or minimize the chances of accident, injury and harmful exposure. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 4: Emergency Preparedness and Fire Prevention (0164EN)

This is the fourth module in Health and Safety Training for Managers and Supervisors. We all know that events of great destruction are likely to happen when we least expect them. Being prepared for both natural and technological emergencies is part of the overall organizational responsibility. In this module we will look at strategies for preparing for, and dealing with, emergencies in the workplace. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 5: Occupational Hygiene (0165EN)

This is the fifth module in Health and Safety Training for Managers and Supervisors. In modules three and four of this program, we discussed recognition and control of those hazards that we can determine while inspecting the workplace or during a walk-through survey of the workplace. In this module, we will continue our study of hazard recognition and control with an examination of occupational hygiene. Occupational hygiene deals with conditions and practices that are detrimental to health, but cannot generally be noticed in a walk-through survey. We will identify hazardous exposures in the workplace, discuss the related health risks, and see how these exposures can be eliminated and/or reduced. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 6: Ergonomics (0166EN)

This is the sixth module in Health and Safety Training for Managers and Supervisors. Ergonomics can be defined as fitting the job to the worker. Ergonomically adequate work matches the demands of the job to the worker's capabilities. By improving ergonomics at your workplace, you will also improve health, safety, comfort, and efficiency. This module will explore the basic principles of ergonomics and tell you how to take steps to identify and address ergonomic problems related to materials handling, workstation design, computer use and hand tool use. You will also find out about developing a program to reduce risk factors associated with ergonomic problems. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 7: Workplace Inspection and Accident Investigation (0167EN)

This is the seventh module in Health and Safety Training for Managers and Supervisors. Workplace inspections and accident investigations aren't just a good idea – they are required by law. The purpose of regular inspections is to identify hazards and take corrective action before they cause injury or property damage. Unfortunately, accidents and incidents (near misses) do happen. An investigation is an after-the-fact response to an accident or incident. Investigations are done so that measures can be taken to prevent a recurrence of similar events. This module will give you the skills to achieve positive results from negative occurrences such as accidents, incidents and hazardous conditions. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Module 8: Program Development and Implementation (0168EN)

This is the eighth and final module in Health and Safety Training for Managers and Supervisors. An occupational health and safety program is a definite plan of action to prevent accidents, injury and occupational diseases. This is achieved by integrating health and safety in the design of all work practices and all workplace conditions. This module will provide you with the information you need to develop an effective health and safety program. The course was developed by the Canadian

Centre for Occupational Health and Safety (CCOHS).

Indoor Air Quality: An Introduction (CCOHS) (P1499EN)

The quality of the air we breathe during our work can affect our health, comfort, and productivity. This course will help you understand the factors that contribute to good indoor air quality (IAQ) in offices and non-industrial workplaces. It describes 'sick building syndrome' and its causes, such as poor distribution of fresh air, pollutants originating inside and outside the building, and humidity. The course provides practical advice on how to investigate and respond to indoor air problems. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Indoor Air Quality: An Introduction (9678EN)

The quality of the air we breathe during our work can affect our health, comfort, and productivity. This course will help you understand the factors that contribute to good indoor air quality (IAQ) in offices and non-industrial workplaces. It describes 'sick building syndrome' and its causes, such as poor distribution of fresh air, pollutants originating inside and outside the building, and humidity. The course provides practical advice on how to investigate and respond to indoor air problems. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Ladder Safety (P1068EN)

Learn how to use ladders safely in the workplace.

Estimated Program Length: 0.25 hrs.

Ladder Safety (0482EN)

Every year, a significant number of injuries are sustained from improper use of ladders, both at work and at home. Half of all ladder accidents are directly related to work performed from the ladder. And about 30% to 40% of ladder accidents involve loss of footing. In this module, we will review what you should know about safe use of ladders in the workplace.

Ladder Safety (CCOHS) (P1224EN)

Learn how to work safely with ladders in the workplace. Topics include: choosing the correct ladder, pre-use inspection, setting up the ladder, working safely on the ladder, and proper storage and maintenance. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Ladder Safety (9227EN)

Learn how to work safely with ladders in the workplace. Topics include: choosing the correct ladder, pre-use inspection, setting up the ladder, working safely on the ladder, and proper storage and maintenance. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Lockout (CCOHS) (P1256EN)

Lockout saves lives. Learn how lockout is used to control hazardous energies in the workplace. The course explains the various types of hazardous energies, such as electrical, mechanical and pneumatic. It outlines procedures to ensure that workers will be safe when cleaning, repairing, maintaining, and installing powered equipment. Topics include the types of lockout and basics of a lockout program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Lockout (9406EN)

Lockout saves lives. Learn how lockout is used to control hazardous energies in the workplace. The course explains the various types of hazardous energies, such as electrical, mechanical and pneumatic. It outlines procedures to ensure that workers will be safe when cleaning, repairing, maintaining, and installing powered equipment. Topics include the types of lockout and basics of a lockout program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Lockout/Tagout 1: Electrical Sources of Energy (P1190EN)

Find out how to correctly and effectively complete electrical lockout/tagout procedures in the workplace.

Estimated Program Length: 0.5 hrs.

Lockout/Tagout 1: Electrical Sources of Energy (0488EN)

We know that accidents involving contact with energized equipment represent the most serious accidents in the workplace. We also know that using lockout/tagout procedures is the most effective, systematic way to prevent these injuries. Lockout/tagout can involve various types of energy sources. Lockout/Tagout, module 1 looked at how to tagout equipment fed by electrical sources. This module will discuss the various other sources of energy which may be found in the workplace such as Hydraulic, Pneumatic (air), Kinetic, Potential, Thermal, Chemical, Mechanical and Radiation. The purpose of this module is to give you an understanding of the above mentioned energy sources and to help you to further understand the importance of locking out and tagging out equipment to prevent injuries in the workplace.

Lockout/Tagout 2: Other Sources of Energy (P1191EN)

Find out how to correctly and effectively complete lockout/tagout procedures for other sources of energy in the workplace.

Estimated Program Length: 0.5 hrs.

Lockout/Tagout 2: Other Sources of Energy (0489EN)

We know that accidents involving contact with energized equipment represent the most serious accidents in the workplace. We also know that using lockout/tagout procedures is the most effective, systematic way to prevent these injuries. Lockout/tagout can involve various types of energy sources. Lockout/Tagout module 1 looked at how to tagout equipment fed by electrical sources. This module will discuss the various other sources of energy which may be found in the workplace such as Hydraulic, Pneumatic (air), Kinetic, Potential, Thermal, Chemical, Mechanical and Radiation. The purpose of this module is to give you an understanding of the above mentioned energy sources and to help you to further understand the importance of locking out and tagging

out equipment to prevent injuries in the workplace.

Manual Material Handling and Back Safety (P1343EN)

Back injury is certainly aggravating in the short term but it can also have a serious, long-term impact on a worker's quality of life. In this module we examine the back and how it works and we describe different injuries of the back and how to prevent them.

Estimated Program Length: 1 hrs.

Manual Material Handling and Back Safety (2263EN)

Back injury is certainly aggravating in the short term but it can also have a serious, long-term impact on a worker's quality of life. In this module we examine the back and how it works and we describe different injuries of the back and how to prevent them.

Mould Awareness (P1341EN)

Mould can be a serious workplace issue and can be hazardous to our health. In this module we define moulds, examine the health effects of mould exposure, review the duties of employers under current legislation, and outline methods of mould prevention and control.

Estimated Program Length: 1 hrs.

Mould Awareness (2261EN)

Mould can be a serious workplace issue and can be hazardous to our health. In this module we define moulds, examine the health effects of mould exposure, review the duties of employers under current legislation, and outline methods of mould prevention and control.

Office Ergonomics (P1419EN)

Each job in an office is slightly different, using various materials and tools; therefore every office job creates a distinct set of demands on the human body. Ergonomics takes a look at these demands, examines the work to be completed and the equipment and tools used, ensuring that each employee performs their job in the most effective and safe way possible.

Estimated Program Length: 1 hrs.

Office Ergonomics (2267EN)

Each job in an office is slightly different, using various materials and tools; therefore every office job creates a distinct set of demands on the human body. Ergonomics takes a look at these demands, examines the work to be completed and the equipment and tools used, ensuring that each employee performs their job in the most effective and safe way possible.

Office Ergonomics (CCOHS) (P1216EN)

This course deals specifically with problems and injuries related to the use of computers and other office equipment. The goal of this course is to give you the information to help find solutions to ergonomic issues in your workplace. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Office Ergonomics (0176EN)

After completing this course, you will be able to: recognize the early signs of discomfort that can arise when working with office equipment; learn about the factors responsible for such discomfort; and participate in assessing, controlling and preventing ergonomic problems and injuries. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Office Health and Safety (CCOHS) (P1229EN)

Learn about hazards to health and safety in the office and how to prevent them. Topics include: ergonomics, lighting, stress, indoor air quality, safety issues (e.g. slips, trips and falls, safe lifting, and equipment hazards), chemical hazards, electrical safety, and fire prevention. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Office Health and Safety (9228EN)

Learn about hazards to health and safety in the office and how to prevent them. Topics include: ergonomics, lighting, stress, indoor air quality, safety issues (e.g. slips, trips and falls, safe lifting, and equipment hazards), chemical hazards, electrical safety, and fire prevention. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Office Safety (P1069EN)

Learn how to make the office a safe working environment.

Estimated Program Length: 0.5 hrs.

Office Safety (0483EN)

Office workers do not usually think of filing cabinets, shelving, storage lockers, bookcases and desks as being dangerous pieces of equipment. However, occasionally these familiar fixtures can be the source of injuries ranging from minor cuts to broken bones. This module will help you reduce the risk of injury by showing you how to manage common office hazards.

OSHA (P5423EN)

This course presents the fundamentals of chemical safety and highlights the major elements of OSHA's Laboratory Standard. This course is also designed to familiarize you with OSHA's Hazardous Communications Standard (Right-To-Know) as it relates to various types of hazardous substances in the workplace.

Estimated Program Length: 1 hrs.

Right-to-Know: Hazardous Chemicals (6123EN)

The OSHA Laboratory Standard (6131EN)

Pandemic Planning (CCOHS) (P1397EN)

This course will help organizations to be informed and prepared in the event of a pandemic and will help minimize the impact in our daily and business lives. This course describes what a pandemic is, how an influenza virus spreads, and what the impact of a pandemic may be. It emphasizes steps

that workplaces can take to plan for employee absences, describes the elements of a business continuity plan, as well as actions that may help slow the spread of the virus and keep employees healthier. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Pandemic Planning (9682EN)

This course will help organizations to be informed and prepared in the event of a pandemic and will help minimize the impact in our daily and business lives. This course describes what a pandemic is, how an influenza virus spreads, and what the impact of a pandemic may be. It emphasizes steps that workplaces can take to plan for employee absences, describes the elements of a business continuity plan, as well as actions that may help slow the spread of the virus and keep employees healthier. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Personal Protective Equipment (PPE) – Generic (P1070EN)

Protect yourself from workplace injuries by using the correct PPE.

Estimated Program Length: 0.75 hrs.

Personal Protective Equipment (PPE) – Generic (0484EN)

More than one-quarter of all disabling injuries involve the head, eyes, hands or feet. Personal protective equipment, or PPE, is designed to protect you from those health and safety hazards that cannot practically be removed from your immediate work environment. In this module we will review the most common types of PPE. You'll find out when and where you need PPE, how to choose the correct equipment for your work environment, and the limitations of the equipment you use. We will focus on generic PPE requirements only. A second module in this program will provide more information on Specialty Personal Protective Equipment.

Personal Protective Equipment: The Basics (CCOHS) (P1245EN)

Learn the basics about the common types of personal protective equipment (PPE) used to help minimize exposure to many workplace hazards. Identify what PPE can and cannot do. The course covers common PPE such as hard hats, safety glasses, safety shoes and chemical protective clothing. Topics include the basics of selection, fit, care and use of PPE. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Personal Protective Equipment: The Basics (9137EN)

Learn the basics about the common types of personal protective equipment (PPE) used to help minimize exposure to many workplace hazards. Identify what PPE can and cannot do. The course covers common PPE such as hard hats, safety glasses, safety shoes and chemical protective clothing. Topics include the basics of selection, fit, care and use of PPE. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Preventing Falls from Slips and Trips (CCOHS) (P1251EN)

Falls from slips and trips are common workplace injuries, which may cause serious injuries and disabilities. Workers, managers, supervisors and committees will gain practical information, case studies and tips to help understand the causes of falls and take preventive measures. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Preventing Falls from Slips and Trips (9141EN)

Falls from slips and trips are common workplace injuries, which may cause serious injuries and disabilities. Workers, managers, supervisors and committees will gain practical information, case studies and tips to help understand the causes of falls and take preventive measures. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Preventing Hearing Loss from Workplace Noise (CCOHS) (P1398EN)

Noise hazards occur in many jobs and workplaces and can lead to serious disability. This course explains how noise affects hearing and how to recognize noise hazards at work. Technical terms and concepts and the requirements of Canadian noise regulations are clearly explained. Practical and effective measures to prevent hearing loss, and other features of a hearing conservation program are outlined.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Preventing Hearing Loss from Workplace Noise (9469EN)

Noise hazards occur in many jobs and workplaces and can lead to serious disability. This course explains how noise affects hearing and how to recognize noise hazards at work. Technical terms and concepts and the requirements of Canadian noise regulations are clearly explained. Practical and effective measures to prevent hearing loss, and other features of a hearing conservation program are outlined. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Return To Work: The Basics (CCOHS) (P1271EN)

Workplace injury and illness prevention is the responsibility of everyone in the workplace. However, when an illness or injury occurs, it is important for the employer and the injured worker to focus on getting back to meaningful and productive work as soon as functionally possible. This course provides a practical overview of Return to Work strategies, solutions and program implementation. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon

exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hrs.

Return To Work: The Basics (9468EN)

Workplace injury and illness prevention is the responsibility of everyone in the workplace. However, when an illness or injury occurs, it is important for the employer and the injured worker to focus on getting back to meaningful and productive work as soon as functionally possible. This course provides a practical overview of Return to Work strategies, solutions and program implementation. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Safety in Bloodborne Pathogens for Employees (P5425EN) (2473EN)

Exposure to bloodborne diseases is a serious concern today. In 1991, the Occupational Safety and Health Administration (OSHA) created a regulation dealing with bloodborne pathogens-the disease-causing microorganisms found in human blood components and products. This course will show you how exposure to bloodborne pathogens occurs so that you can help protect yourself and others. The course has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 1 hrs.

Safety in Driving (P5426EN)

This course provides an overview of how to drive safely. You will see how to avoid situations where a lack of focus can cause an accident. You will also get some tips on how to handle a vehicle when driving through rain or snow or when confronted with an emergency. The course has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 1 hrs.

Safety in Driving (2475EN)

This course provides an overview of how to drive safely. You will see how to avoid situations where a lack of focus can cause an accident. You will also get some tips on how to handle a vehicle when driving through rain or snow or when confronted with an emergency.

Safety in Fire Prevention (P5427EN)

This course provides basic information on the precautions and procedures necessary for fire protection and safety in the workplace. Topics covered include fire prevention techniques, the types and classes of fires and fire extinguishers, and first aid procedures for dealing with fire-related injuries. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 1 hrs.

Safety in Fire Prevention (2528EN)

This course provides basic information on the precautions and procedures necessary for fire protection and safety in the workplace. Topics covered include fire prevention techniques, the types and classes of fires and fire extinguishers, and first aid procedures for dealing with fire-related injuries.

Slips, Trips and Falls (P1071EN)

Reduce the risk of slip, trip and fall injuries in the workplace.

Estimated Program Length: 0.25 hrs.

Slips, Trips and Falls (0485EN)

Slips, trips and falls are a significant cause of workplace injuries. The danger of falling from a ladder or an elevated platform is obvious. However, you may be surprised to learn that about 60% of all workplace falls take place on the same level. People who work off the ground are usually aware of the risks, but those on the ground are often less cautious. And did you know that slips trips and falls are as likely to occur in an office as on the plant floor? This module will provide guidelines for avoiding slip, trip and fall accidents. It will review what employers and employees can do to reduce the risk of accidents, and look at how good housekeeping practices contribute to workplace safety.

TDG for Carriers (CCOHS) (P1407EN)

Carriers are the people who transport dangerous goods, which may also include loading and unloading shipments. They must be fully qualified and trained for their work. The six modules of this course provide a detailed description of the parts of the TDG regulations that carriers must know. This includes documentation, safety marks, means of containment, emergency response, and special cases for road transport. Examples and quizzes reinforce learning. Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 6.0 hrs.

Overview (9363EN)

Module 1: Overview – an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment, and emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Documentation of Dangerous Goods (9366EN)

Module 4: Documentation of Dangerous Goods – explains the purpose of documentation, the information requirements for shipping documents, and the requirements for consignors, carriers, and consignees. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Safety Marks (9367EN)

Module 5: Safety Marks – explains the purposes and kinds of safety marks and the requirements for safety marks, including how they are displayed and when they can be removed. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Means of Containment (9368EN)

Module 6: Means of Containment – describes the various kinds of containers for dangerous goods, the UN Packaging system, and other standards for means of containment, certification safety marks, and other requirements to receive, handle and store means of containment. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Emergency Response (9369EN)

Module 7: Emergency Response – describes the various types of dangerous occurrences, the requirements for reporting and responding to leaks and spills, the use of the Emergency Response Guidebook, and ERAPs (Emergency Response Assistance Plans). The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Special Cases for Road Transport (9370EN)

Module 8: Special Cases for Road Transport – describes exemptions or partial exemptions from the requirements of the Regulations and explains when they can be used. The course was developed by

the Canadian Centre for Occupational Health and Safety (CCOHS).

Sample TDG Training Certificates (1026EN)

TDG for Consignors/Consignees (CCOHS) (P1406EN)

Consignors and consignees are the people who are responsible for shipping and receiving dangerous goods in the TDG system. They must be fully qualified and trained for this work. The five modules of this course provide a detailed description of the parts of the TDG regulations that consignors and consignees must know. This includes classification, documentation, safety marks, and means of containment. Examples and quizzes reinforce learning. Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 5.001 hrs.

Overview (9363EN)

Module 1: Overview – an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment, and emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Classification of Dangerous Goods (9365EN)

Module 3: Classification of Dangerous Goods – describes how dangerous goods are classified for road and rail transport, the 9 hazard classes, and the relationship of TDG classes to shipping requirements. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Documentation of Dangerous Goods (9366EN)

Module 4: Documentation of Dangerous Goods – explains the purpose of documentation, the information requirements for shipping documents, and the requirements for consignors, carriers, and consignees. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Safety Marks (9367EN)

Module 5: Safety Marks – explains the purposes and kinds of safety marks and the requirements for safety marks, including how they are displayed and when they can be removed. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Means of Containment (9368EN)

Module 6: Means of Containment – describes the various kinds of containers for dangerous goods, the UN Packaging system, and other standards for means of containment, certification safety marks, and other requirements to receive, handle and store means of containment. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Sample TDG Training Certificates (1026EN)

TDG: An Overview (CCOHS) (P1405EN)

This course provides an overview of the Transportation of Dangerous Goods (TDG) system for managers, employees, and others who need to know about TDG, but are not responsible for TDG activities. Terms and concepts, and the requirements of the Canadian TDG regulations are clearly explained. Examples and quizzes reinforce learning. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1.001 hrs.

Overview (9363EN)

Module 1: Overview – an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment, and emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Sample TDG Training Certificates (1026EN)

Transportation of Dangerous Goods (CCOHS) (P1402EN)

People who handle, ship, carry, or receive dangerous goods must be fully qualified and trained for their work. Employers, managers, and supervisors are responsible to ensure that all work involving dangerous goods is properly done. The eight modules of this course provide a detailed description of all aspects of the TDG system for managers and everyone with TDG responsibilities. Examples and quizzes reinforce learning. Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 8.0 hrs.

Overview (9363EN)

Module 1: Overview – an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment, and emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Training, Inspection and Compliance (9364EN)

Module 2: Training, Inspection and Compliance – describes the responsibilities of employers under the Act and Regulations, particularly for training and certification of employees, plus information on inspection and enforcement of the Act. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Classification of Dangerous Goods (9365EN)

Module 3: Classification of Dangerous Goods – describes how dangerous goods are classified for road and rail transport, the 9 hazard classes, and the relationship of TDG classes to shipping requirements. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Documentation of Dangerous Goods (9366EN)

Module 4: Documentation of Dangerous Goods – explains the purpose of documentation, the information requirements for shipping documents, and the requirements for consignors, carriers, and consignees. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Safety Marks (9367EN)

Module 5: Safety Marks – explains the purposes and kinds of safety marks and the requirements for safety marks, including how they are displayed and when they can be removed. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Means of Containment (9368EN)

Module 6: Means of Containment – describes the various kinds of containers for dangerous goods, the UN Packaging system, and other standards for means of containment, certification safety marks, and other requirements to receive, handle and store means of containment. The course was

developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Emergency Response (9369EN)

Module 7: Emergency Response – describes the various types of dangerous occurrences, the requirements for reporting and responding to leaks and spills, the use of the Emergency Response Guidebook, and ERAPs (Emergency Response Assistance Plans). The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Special Cases for Road Transport (9370EN)

Module 8: Special Cases for Road Transport – describes exemptions or partial exemptions from the requirements of the Regulations and explains when they can be used. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Sample TDG Training Certificates (1026EN)

Violence in the Workplace: Establish a Prevention Program (CCOHS) (P1259EN)

Every workplace should have a violence prevention program specific to its needs and risks. This course introduces managers, supervisors and employees to the key components of an effective workplace violence prevention program, providing knowledge and tools to assess risks and take steps to eliminate or minimize the potential for workplace violence. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hr.

Violence in the Workplace: Establish a Prevention Program (9372EN)

Every workplace should have a violence prevention program specific to its needs and risks. This course introduces managers, supervisors and employees to the key components of an effective workplace violence prevention program, providing knowledge and tools to assess risks and take steps to eliminate or minimize the potential for workplace violence. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Violence in the Workplace: Recognize the Risk and Take Action (CCOHS) (P1258EN)

Wherever people interact at work there is a potential for violence. This course helps workers, frontline supervisors, and others to develop a clear understanding of what workplace violence is, the consequences of workplace violence and preventive measures that can be taken. Recognized risk factors and appropriate responses to incidents of workplace violence are highlighted. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hr.

Violence in the Workplace: Recognize the Risk and Take Action (9371EN)

Wherever people interact at work there is a potential for violence. This course helps workers, frontline supervisors, and others to develop a clear understanding of what workplace violence is, the consequences of workplace violence and preventive measures that can be taken. Recognized risk factors and appropriate responses to incidents of workplace violence are highlighted. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

WHMIS for Managers and Supervisors (CCOHS) (P1233EN)

Learn about the Workplace Hazardous Materials Information System (WHMIS) and the duties of managers and supervisors. Topics include: WHMIS classes and their symbols, supplier and workplace labels, material safety data sheets (MSDSs), and requirements for education and training. The course includes practical advice for managers and supervisors. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hr.

WHMIS for Managers and Supervisors (9142EN)

Learn about the Workplace Hazardous Materials Information System (WHMIS) and the duties of managers and supervisors. Topics include: WHMIS classes and their symbols, supplier and workplace labels, material safety data sheets (MSDSs), and requirements for education and training. The course includes practical advice for managers and supervisors. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

WHMIS for Workers (CCOHS) (P1176EN)

Learn about the potential hazards of chemicals in your workplace and what you can do to protect yourself and prevent accidents. This course will help you understand and apply the information on product labels and Material Safety Data Sheets. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hr.

WHMIS for Workers (9135EN)

Learn about the potential hazards of chemicals in your workplace and what you can do to protect yourself and prevent accidents. This course will help you understand and apply the information on product labels and Material Safety Data Sheets. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

WHMIS Refresher (CCOHS) (P1580EN)

Keep your knowledge of WHMIS and workplace chemical hazards up-to-date. Know how to use information on labels and MSDSs to protect yourself and prevent accidents. This course reviews the key information about WHMIS using quizzes and practical summaries. Many printable fact sheets

and other resources are included. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hr.

WHMIS Refresher (9475EN)

Keep your knowledge of WHMIS and workplace chemical hazards up-to-date. Know how to use information on labels and MSDSs to protect yourself and prevent accidents. This course reviews the key information about WHMIS using quizzes and practical summaries. Many printable fact sheets and other resources are included. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

WHMIS: Understanding MSDSs (CCOHS) (P1272EN)

Understanding the information in material safety data sheets (MSDSs) is required in workplaces where hazardous chemicals are used. WHMIS: Understanding MSDSs explains the purpose and key information contained in each section of the MSDS, with practical examples. This e-course builds on the content of the WHMIS for Workers, WHMIS for Managers/Supervisors, or equivalent introductory WHMIS courses. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

NEW: The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. Even if you have already passed the exam, you will now have 3 additional attempts to complete it. Your scores on any previous attempts are still on file and display in the Assessment Report.

An Examination is available with this Program.

A Certificate of Completion is available with this Program.

Estimated Program Length: 1 hr.

WHMIS: Understanding MSDSs (CCOHS) (9455EN)

Understanding the information in material safety data sheets (MSDSs) is required in workplaces where hazardous chemicals are used. WHMIS: Understanding MSDSs explains the purpose and key information contained in each section of the MSDS, with practical examples. This e-course builds on the content of the WHMIS for Workers, WHMIS for Managers/Supervisors, or equivalent introductory WHMIS courses. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Workplace Hazardous Materials Information System (WHMIS) (P1067EN)

Find out what you need to know about hazardous products in the workplace.

Estimated Program Length: 0.75 hrs.

WHMIS (0481EN)

The Workplace Hazardous Materials Information System (WHMIS) is designed to inform employers and workers about hazardous materials used in the workplace. WHMIS answers two important questions: How are hazardous products identified? and What are the hazards associated with using these products? This module reviews the three main elements of WHMIS (labels, material safety data sheets, and worker education programs) in order to provide employers and workers with the information they need to keep the workplace safe and healthy.

Young Worker Safety Orientation (P1404EN)

Injuries sustained at work can have life-long implications. Every week 5 young workers are

permanently disabled as a result of a work-place injury. Most often these injuries are sustained in the first 6 months of starting a new job. This e-learning module provides safety 'must do's' for all young workers. It also provides supervisory staff with their responsibilities. It is essential that this module is reviewed prior to the start of work for each and every young worker under the age of 24.

Estimated Program Length: 1 hr.

Young Worker Safety Orientation (2265EN)

Injuries sustained at work can have life-long implications. Every week 5 young workers are permanently disabled as a result of a work-place injury. Most often these injuries are sustained in the first 6 months of starting a new job. This e-learning module provides safety 'must do's' for all young workers. It also provides supervisory staff with their responsibilities. It is essential that this module is reviewed prior to the start of work for each and every young worker under the age of 24.

Health Care

Essence of Caring for Health Care (P1039EN)

This series provides a structured approach to improving health care service. With its focus on making people feel better about their work and their lives, The Essence of Caring will have a powerful effect on patient care, employee satisfaction, and organizational success.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

Introduction to the Essence of Caring for Health Care (0365EN)

The Essence of Caring was designed to achieve three main objectives: improve communication with patients, their families and with co-workers in an environment in which quality care is a priority; increase the self-worth and self-image of every person within your facility, through mastery and daily practice of The Essence of Caring philosophy; and improve your organization's position by concentrating on quality service, the key to continued success in the health care community.

Understanding Why People Do What They Do (0366EN)

From time to time, we all want some help in dealing with patients, their families, our co-workers and even our family and friends. That's what The Essence of Caring system is designed to do; to help us improve our dealings with people. Of course, that will help your facility by improving its image.

Essence of Caring for Health Care - Part One (0367EN)

In this module, we'll discuss aspects of personal growth and the benefits of positive communication. We'll also discuss how the way we feel about ourselves impacts on the quality of service we give.

The Language of Positive Communication (0368EN)

In this module we will look closely at ways to give positive feedback to others and build the positive foundation we all need to do the best job possible.

Essence of Caring for Health Care - Part Two (0369EN)

In this module, we'll discuss the image we project to others and meeting the needs of our patients and their families. We'll also look at handling irate or dissatisfied patients.

The Art of Making Patients Happy (0370EN)

In this module, we will be concentrating on two other types of quality service called performance and learning. We will also look at some ways of dealing with problem situations and what The Essence of Caring can do for us in the long run.

Preparation for Childbirth (P1610EN)

Preparation for Childbirth is an e-learning program presented by HealthEast® Care System. In caring for the whole person during pregnancy and birth, it is important to create a healthy environment for mom, baby and the entire family. This series will help prospective parents prepare for pregnancy, childbirth and the time after the baby is born.

Target Audience: Prospective parents

An Examination is available with this Program.

Estimated Program Length: 8 hrs.

Introduction to Preparation for Childbirth (9301EN)

Pregnancy Basics (9302EN)

Preparing for Birth (9303EN)

Labor Basics (9304EN)

Stages of Labor (9305EN)

Managing and Coping with Labor (9306EN)

Interventions (9307EN)

Postpartum (9308EN)

Home and Garden

Interior Decorating Program (P1223EN)

Are you tired of looking at your home or living space, and feeling that it could look and make you feel better? Not sure how to go about redecorating your home or living space to get the best possible look. We have the solution for you. The Introduction to Interior Decorating Program is here to help you.

The aim of our Introduction to Interior Decorating Program is to help learners overcome the basic challenges people face when trying to decorate their home or living space.

The Introduction to Interior Decorating Program will be of interest to individuals who want to be able to…

- Understand and apply the basic, interior decorating concepts;
- Work with an interior decorator and understand what they are saying and trying to do;
- Decorate their own homes or living spaces, for their own personal enjoyment.

A nicely decorated space is a great place to come home to and homeowners will benefit from added the fact that the day they decide to put their home on the market, it will sell more quickly and perhaps for more money. Don't wait to make your home or living space look good for the day you will sell your home. If you're a renter, you still owe it to yourself to make your living space more pleasing to the eye. If you move, all you have to leave behind is the paint you put up on the walls. Learn how to decorate and enjoy the rewards of a nicely decorated home or living space today.

Estimated Program Length: 4 hrs.

Color Theory (0413EN)

In this course, you will learn about…

Color Theory and the Color Wheel –
Learners will be introduced to those who developed color theory, its basic concepts and the

different characteristics of colors.

Psychological Effects of Color –
Learners will examine the different psychological effects of colors and learn how these effects can impact on your decorating projects.

Harmonious Color Combinations –
Learners will learn about the secrets to combining the right colors together effectively to achieve a pleasing, balanced look.

Making the most of Color: Design Implications –
Learners will learn about the effective use of colors in situations commonly found in home decorating projects.

Basic Design Principles (0414EN)

In this course, you will learn about…

Planning a Project –
In this section, we will walk learners through a five-step process that will take you from prioritizing which room you want and can decorate, define your style, gather materials, and making final choices. This stage lays the groundwork. The next section provides you with techniques that will assist you in working through this five-step process.

Basic Design Principles –
In this section, learners will learn about the basic principles of pattern, texture, balance, emphasis, scale and proportion, rhythm and harmony. Each one of these principles plays a role. We will demonstrate how to use principles effectively and how they interact with one another.

Furniture, Rooms, Space and Final Touches –
In this section, we will show you how to arrange furniture, create effective transitions from room to room, how to make rooms appear larger or smaller, how to work with accessories and hang artwork.

Basic Room Elements (0416EN)

In this course, you will learn about…

Walls and Ceilings –
Here, we will examine the variety of treatments available for walls and ceilings, such as paint or wallpaper and discuss the advantages and disadvantages of each.

Flooring –
Here, we will examine the different types of flooring available and factors to consider in choosing one over the other. We will examine the different characteristics of wood floors and alternative treatments of wood floors, examine the variety of hard floor surfaces as well as carpeting and resilient flooring.

Lighting –
In this section, we will examine the different functions of lighting which include ambient, task, accent and decorative lighting and we will discuss applications in entries, living areas, dining rooms, kitchens, bathrooms and bedrooms. Finally we will look at the different types of lighting choices available on the market as well as operating cost considerations.

Window Treatments –
We will examine the functional purposes of window treatments, and look at various applications of different types of window treatments such as curtains, draperies, shades, shutters and blinds.

Fabric –
In this section we will examine the fibers that are used to make fabric and the advantages and disadvantages of each. We will also look at different and effective uses of fabric in the home as well as examine different types of fabric available for these applications.

Furniture –

In this section, we will examine sofa and chair characteristics as elements to consider when purchasing furniture of this kind. Finally we will look at the various types of sofas and chairs that are available on the market.

Interior Decorating Program: Basic Design Principles (P1226EN)

In this course, you will learn about…

Planning a Project –
In this section, we will walk learners through a five-step process that will take you from prioritizing which room you want and can decorate, define your style, gather materials, and making final choices. This stage lays the groundwork. The next section provides you with techniques that will assist you in working through this five-step process.

Basic Design Principles –
In this section, learners will learn about the basic principles of pattern, texture, balance, emphasis, scale and proportion, rhythm and harmony. Each one of these principles plays a role. We will demonstrate how to use principles effectively and how they interact with one another.

Furniture, Rooms, Space and Final Touches –
In this section, we will show you how to arrange furniture, create effective transitions from room to room, how to make rooms appear larger or smaller, how to work with accessories and hang artwork.

Estimated Program Length: 1.5 hrs.

Basic Design Principles (0414EN)

In this course, you will learn about…

Planning a Project –
In this section, we will walk learners through a five-step process that will take you from prioritizing which room you want and can decorate, define your style, gather materials, and making final choices. This stage lays the groundwork. The next section provides you with techniques that will assist you in working through this five-step process.

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Furniture, Rooms, Space and Final Touches –
In this section, we will show you how to arrange furniture, create effective transitions from room to room, how to make rooms appear larger or smaller, how to work with accessories and hang artwork.

Interior Decorating Program: Basic Room Elements (P1227EN)

In this course, you will learn about…

Walls and Ceilings –
Here, we will examine the variety of treatments available for walls and ceilings, such as paint or wallpaper and discuss the advantages and disadvantages of each.

Flooring –
Here, we will examine the different types of flooring available and factors to consider in choosing one over the other. We will examine the different characteristics of wood floors and alternative treatments of wood floors, examine the variety of hard floor surfaces as well as carpeting and resilient flooring.

Lighting –

In this section, we will examine the different functions of lighting which include ambient, task, accent and decorative lighting and we will discuss applications in entries, living areas, dining rooms, kitchens, bathrooms and bedrooms. Finally we will look at the different types of lighting choices available on the market as well as operating cost considerations.

Window Treatments –
We will examine the functional purposes of window treatments, and look at various applications of different types of window treatments such as curtains, draperies, shades, shutters and blinds.

Fabric –
In this section we will examine the fibers that are used to make fabric and the advantages and disadvantages of each. We will also look at different and effective uses of fabric in the home as well as examine different types of fabric available for these applications.

Furniture –
In this section, we will examine sofa and chair characteristics as elements to consider when purchasing furniture of this kind. Finally we will look at the various types of sofas and chairs that are available on the market.

Estimated Program Length: 1.5 hrs.

Basic Room Elements (0416EN)

In this course, you will learn about…

Walls and Ceilings –
Here, we will examine the variety of treatments available for walls and ceilings, such as paint or wallpaper and discuss the advantages and disadvantages of each.
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Furniture –
In this section, we will examine sofa and chair characteristics as elements to consider when purchasing furniture of this kind. Finally we will look at the various types of sofas and chairs that are available on the market.

Interior Decorating Program: Color Theory (P1225EN)

In this course, you will learn about…

Color Theory and the Color Wheel –
Learners will be introduced to those who developed color theory, its basic concepts and the

different characteristics of colors.

Psychological Effects of Color –
Learners will examine the different psychological effects of colors and learn how these effects can impact on your decorating projects.

Harmonious Color Combinations –
Learners will learn about the secrets to combining the right colors together effectively to achieve a pleasing, balanced look.

Making the most of Color: Design Implications –
Learners will learn about the effective use of colors in situations commonly found in home decorating projects.

Estimated Program Length: 1 hrs.

Color Theory (0413EN)

In this course, you will learn about…

Color Theory and the Color Wheel –
Learners will be introduced to those who developed color theory, its basic concepts and the different characteristics of colors.

Psychological Effects of Color –
Learners will examine the different psychological effects of colors and learn how these effects can impact on your decorating projects.

Harmonious Color Combinations –
Learners will learn about the secrets to combining the right colors together effectively to achieve a pleasing, balanced look.

Making the most of Color: Design Implications –
Learners will learn about the effective use of colors in situations commonly found in home decorating projects.

Human Resources

Employment Ethics & Compliance Topics (P1311EN)

Keep up to date on current issues in ethics, human resources and legal compliance, as well as employment laws with the Human Resources Development curriculum.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 24 hrs.

Immigration Forms and Resources (0051EN)

It is important for employers to be aware of how immigration law affects their employees. In this module we will give you an introduction to U.S. Citizenship and Immigration Services (USCIS), and tell you how to find immigration forms online. We will review international identification documents and documentation needed for working in the U.S. We will outline the procedures for applying for work visas, and provide links to key government resources. This is the fifth of five modules in HR Basics.

Understanding Sexual Harassment Legislation (0501EN)

This module provides an overview of sexual harassment legislation including California's AB 1825. You will be able to understand the impact sexual harassment has on the workplace; define your responsibility; and be compliant with sexual harassment legislation.

Defining Sexual Harassment (0502EN)

This module reviews definitions of sexual harassment and outlines what constitutes sexual harassment. You will be able to recognize barriers and actions that constitute sexual harassment; identify circumstances in which sexual harassment can occur; outline types of sexual harassment; and recognize behaviors that could be interpreted as sexual harassment.

Strategies for Preventing Sexual Harassment (0503EN)

This module outlines steps organizations can take to prevent sexual harassment. You will be able to define what "unwanted" or "unwelcome" means; outline 10 ways organizations can prevent harassment; and outline important elements of a sexual harassment policy.

Handling Sexual Harassment Complaints (0504EN)

This module reviews ways to investigate and handle complaints of sexual harassment. You will be able to establish guidelines for investigating and handling complaints; investigate complaints in a timely, fair and judicious manner; and identify appropriate remedial action to be taken.

Overview of Employment Law (0669EN)

As an employer it is important that you know and comply with all the employment laws that apply to you. In this module, we will review the Fair Labor and Standards Act (FLSA). We will you an overview of Federal and Minnesota employment law, and provide links to key IRS forms and publications. We will also tell you about audits, give you a checklist of records that you should keep in case you are audited, and review Safe Harbor. This is the fourth of five modules in HR Basics.

ADR Mediation (2341EN)

Mediation is perhaps the fastest growing form of alternative dispute resolution (ADR) in business today. Lawyers and clients seeking rapid, economical and private dispute resolution are using mediation in court-annexed and private, for-fee settings. Mediation allows parties to negotiate outcomes to disputes themselves, rather than relinquish control of a case to a judge, jury or arbitrator.

ADR Summary Jury Trial and Mini-Trial (2342EN)

The summary jury trial (SJT) and the mini-trial are important settlement mechanisms that draw on elements of traditional litigation, negotiation and mediation to successfully resolve business conflicts. This course looks at how both mechanisms empower business professionals to negotiate creative solutions to their business disputes.

Effective Approaches to Employee Discipline (2343EN)

It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keeping workforce dissatisfaction to a minimum, increase productivity, and boost morale.

Developing Diverse Teams (2344EN)

Simply putting a group of people together to accomplish a collective task does not make a team. This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose.

Employee Discipline (2345EN)

When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline.

Settling Disputes Using ADR (2346EN)

Alternative dispute resolution (ADR) processes offer businesses a range of settlement and private adjudication options that provide rapid, inexpensive, private and customized methods for resolution. While not appropriate in all cases and subject to constitutional and practical limitations, ADR processes can be used advantageously in many disputes. Business managers should be thoroughly schooled in ADR applications.

Ethics for Managers (2348EN)

Understanding business ethics is different from learning other subjects, where there is usually one correct answer to a question. In business ethics, there is rarely a correct answer and usually the process of decision-making is as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make right choices. This course explains what is meant by the concept business ethics and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.

Employee Ethics (2349EN)

Business ethics is no longer a subject reserved for executives and managers. Employees on the front line who deal with customers, suppliers, competitors and their peers are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This course helps you understand the importance of recognizing an ethical dilemma and then acting accordingly. It helps you make ethical decisions in your daily work life.

Ergonomics Overview for the Office (2526EN)

Focusing on work performed in an office environment, this course describes ergonomic work design, the effects of poor ergonomic design, ergonomic risk factors, and the basic principles of effective ergonomic risk management.

Ergonomics for the Office (2527EN)

Even the most safety conscious employee may not be aware of the demands that are placed on the body by a job, the work area, or by the equipment and tools they use. This course helps to remind employees of ergonomic problems that can occur in the office, and offers solutions to these problems. This course presents the fundamentals of good ergonomic practices.

Discharging an Employee (2542EN)

Discharging an employee can be uncomfortable because it's not something anyone really wants to do. There are also serious implications for the organization. Understand more about the process of discharging an employee and learn about the details that you don't want to overlook.

Understanding Contracts and Their Use (2569EN)

In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems.

Litigation and Dispute Resolution (2590EN)

Litigation and dispute resolution are hot topics in today's business world. A variety of processes exist to resolve disputes arising in the course of commerce. Most business people are familiar with litigation but perhaps not as familiar with ADR - alternative dispute resolution. The course discusses the major civil litigation systems of the world, stages of the lawsuit in the United States, ways in which these lawsuits affect business, and suggestions for reforming the system to reduce its adverse impact, including ADR.

The Family and Medical Leave Act (2591EN)

This course presents an overview of the Family and Medical Leave Act of 1993 (FMLA), which requires employers of a certain size to allow employees to take unpaid, job-protected leave in certain situations. It discusses employer and employee eligibility and highlights employer responsibilities, as well as providing practical tips on complying with these responsibilities.

ADR Negotiations (2592EN)

Negotiation is the most flexible approach to the resolution of business disputes and the most common. Most experts agree that approximately 90 percent of all cases filed in state and federal

courts are settled through some form of negotiation or alternative dispute resolution (ADR). This course considers the many facets of this popular and mutually satisfying process.

ADR Commercial Arbitration (2594EN)

Arbitration is an adjudicative alternative dispute resolution (ADR) mechanism. Parties submit a disagreement to one or more neutral decision makers called arbitrators. Unlike negotiation or mediation, the arbitrator, not the parties, determines the outcome of the dispute along with any applicable remedies. The arbitration process is more formal than other ADR mechanisms and uses abbreviated, trial-like procedures that are adversarial rather than collaborative in nature.

ADR Labor and Employment Arbitration (2595EN)

This course focuses on the use of arbitration to resolve disputes arising in the workplace. Arbitration has long been used to successfully settle disagreements relating to workplace rights and responsibilities. It allows businesses and their employees to remain productive while resolving conflicts. In addition, arbitration awards provide guidance on future conduct between the parties and is similar to case precedents.

Employee Disciplining (2691EN)

The Strategies and Tips in this course will help a manager to improve overall performance by knowing when and how to take corrective action with problem employees. You are given specific disciplinary methods in this course, and techniques to ensure compliance. There are also tools and techniques for developing workable solutions with the individual involved and direction on what can be done if efforts are not successful.

Hiring, Managing and Terminating (P1604EN)

Human resources are the most valuable asset in any business. As a business owner, you want to hire the best people for your business, and you want to manage them well. You must also ensure that you obey federal, provincial and territorial regulations covering hiring and termination. In this module we will look at the hiring process. We will discuss how to conduct interviews, how to do reference checks, information for new employees, how to conduct performance reviews, and how to terminate (fire) an employee.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 0.5 hrs.

Hiring, Managing and Terminating (2524EN)

Human resources are the most valuable asset in any business. As a business owner, you want to hire the best people for your business, and you want to manage them well. You must also ensure that you obey federal, provincial and territorial regulations covering hiring and termination. In this module we will look at the hiring process. We will discuss how to conduct interviews, how to do reference checks, information for new employees, how to conduct performance reviews, and how to terminate (fire) an employee.

HR Basics (P1622EN)

Human resources are the most important assets in a small business, and HR management is a critical skill for every small business owner. HR management includes recruiting, hiring, training, managing and compensating employees. Business owners must know and obey the federal and state regulations that affect employers and employees. They must also keep accurate records.

This program will give you basic HR information and will help you fulfill your responsibilities as an employer.

This program includes an exam.

Target Audience:
Small and medium-sized business owners and managers, small business advisors

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

Hiring, Managing and Terminating (1169EN)

Human resources are the most valuable asset in any business. As a business owner, you want to hire the best people for your business, and you want to manage them well. You must also ensure that you obey state and federal regulations covering hiring and termination. In this module we will look at the hiring process. We will discuss how to conduct interviews, how to do reference checks, information for new employees, how to conduct performance reviews, and how to terminate (fire) an employee. This is the second of five modules in HR Basics.

HR Documentation (1170EN)

Keeping accurate, up-to-date records is an important part of HR management. In this module you will find out about personnel files, employee handbooks, company policies, and the documentation that is required in case of a workplace injury. This is the third of five modules in HR Basics.

Overview of Employment Law (1171EN)

As an employer it is important that you know and comply with all the employment laws that apply to you. In this module, we will review the Fair Labor and Standards Act (FLSA). We will you an overview of Federal and Minnesota employment law, and provide links to key IRS forms and publications. We will also tell you about audits, give you a checklist of records that you should keep in case you are audited, and review Safe Harbor. This is the fourth of five modules in HR Basics.

Immigration Forms and Resources (1172EN)

Introduction to Human Resources (1168EN)

In this module we will provide basic information all employers should know, including employee status, different types of employees and the difference between an employee and a contractor. We will also review Minnesota's minimum wage, hours and overtime regulations. This is the first of five modules in HR Basics.

HR Management (P1310EN)

Keep up to date on current issues in human resources management, and culture in your workplace. This program will also help you motivate and improve the performance of your employees.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 16 hrs.

Effective Performance Feedback (2006EN)

Providing effective performance feedback is an important part of your role as a manager. This e-learning module will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basic. A more formal process is the annual performance review. We will outline the stages of a performance review, and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective.

Employee Time Management (2523EN)

This course is designed to assist individuals in diverse occupations to understand time management and to practice specific techniques to improve their efficiency. The specific techniques presented include making lists, using a personal organizer, handling interruptions and delegating work tasks. The course discusses how time management skills will help you overcome the effects of stress.

Employee Performance Recognition (2534EN)

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team.

Doing Performance Reviews (2543EN)

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether once a year or once a week, you will know how to do it effectively.

Establishing Performance Goals and Expectations (2565EN)

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

Mentoring for Improved Performance (2581EN)

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.

Implementation of 360 Degree Feedback (2582EN)

This course is designed to help participants understand how to implement a 360-degree feedback system. There are many details that make such a system operate effectively. This course discusses the issues that must be considered well before any assessments are conducted, along with the best practices that make implementation successful. The course is designed to help users become more knowledgeable about this method, whether they plan to implement in-house or seek external assistance.

Overview of 360 Degree Feedback (2583EN)

This course is designed to present a broad overview of 360 degree feedback, also called multi-rater or multi-source feedback. This type of feedback system is becoming more popular in organizations, including many of the Fortune 50 Companies, and the Federal Government. Given its popularity and widespread use, many organizations are wondering whether such a system will benefit them. This course will acquaint participants with the nature of such systems, how they are used, who is involved, current thinking about concerns and benefits, and what to look for when considering the adoption of such a system.

Performance Appraisal Basics (2584EN)

The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.

Developing Your Career Path (2585EN)

Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs.

Managing Your Career Path (2586EN)

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more.

Networking Your Career Path (2587EN)

The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.

Developing Brand You (2588EN)

This course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses.

Skills for Interviewing (2589EN)

Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Keypoints will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

Negotiating and Starting Right (2593EN)

This course explains how to proceed once an offer for employment has been made. You will learn what to do when you receive an offer, and how to act during the negotiation and acceptance phases of the interviewing process.

Negotiating Skills For The Professional (2687EN)

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill.

Human Resources Development Topics (P1553EN)

The multiple modules in this program will help build skills in three key business areas: organization, human resources, and career development. Organization topics address a range of topics including leadership, managing change, delegation, motivating employees, establishing performance goals and expectations, mentoring, running meetings, managing conflict, running effective teams, and customer relationship management. HR topics focus on job candidate interviewing, performance reviews and performance feedback, and include an overview of hiring, managing and terminating. Career development topics help individuals develop and enhance the skills they need to succeed in today's workplace. Most modules have a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 24.5 hrs.

Effective Performance Feedback (2006EN)

Providing effective performance feedback is an important part of your role as a manager. This e-learning module will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basic. A more formal process is the annual performance review. We will outline the stages of a performance review, and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective.

Employee Ethics (2349EN)

Business ethics is no longer a subject reserved for executives and managers. Employees on the front line who deal with customers, suppliers, competitors and their peers are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This course helps you understand the importance of recognizing an ethical dilemma and then acting accordingly. It helps you make ethical decisions in your daily work life.

Individual Leadership Power (2491EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

Business Finance Basics (2501EN)

Every employee plays a role in financial management. Finance involves understanding and making good financial decisions at all organizational levels. This course presents information about the fundamentals of corporate finance. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented employees need to know to understand the role finance plays in an organization's decision-making process.

Hiring, Managing and Terminating (2524EN)

Human resources are the most valuable asset in any business. As a business owner, you want to hire the best people for your business, and you want to manage them well. You must also ensure that you obey federal, provincial and territorial regulations covering hiring and termination. In this module we will look at the hiring process. We will discuss how to conduct interviews, how to do reference checks, information for new employees, how to conduct performance reviews, and how to terminate (fire) an employee.

Running Effective Meetings (2531EN)

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

Employee Performance Recognition (2534EN)

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team.

Running Effective Teams (2536EN)

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

Delivering Effective Feedback (2541EN)

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.

Doing Performance Reviews (2543EN)

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether once a year or once a week, you will know how to do it effectively.

Change Management (2547EN)

Effective leaders know how to develop change-friendly companies. It's the only way to survive.

Problem Solving - The 5 Steps (2553EN)

This course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.

Conflict Management (2556EN)

Conflict is an inevitable part of any organization. Traditionally, managers view conflict negatively, but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the workplace. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization.

Delegation (2558EN)

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective

feedback. You will learn to apply this powerful tool for the benefit of your organization.

Strategies for Meeting Goals (2559EN)

Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals.

Establishing Performance Goals and Expectations (2565EN)

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

Mentoring for Improved Performance (2581EN)

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.

Overview of 360 Degree Feedback (2583EN)

This course is designed to present a broad overview of 360 degree feedback, also called multi-rater or multi-source feedback. This type of feedback system is becoming more popular in organizations, including many of the Fortune 50 Companies, and the Federal Government. Given its popularity and widespread use, many organizations are wondering whether such a system will benefit them. This course will acquaint participants with the nature of such systems, how they are used, who is involved, current thinking about concerns and benefits, and what to look for when considering the adoption of such a system.

Managing Your Career Path (2586EN)

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more.

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This course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses.

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Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Keypoints will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

Job Candidate Interviewing (2681EN)

This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.

Employee Motivation (2693EN)

The difference between a business just surviving and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long term success. This

course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward.

Effective Leadership (2918EN)

In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.

Creating Valuable Customer Relationships (9716EN)

Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other and communicating openly. You will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations. Finally, you will discover some challenging personality types and learn strategies for dealing with them.

Creating Valuable Customer Relationships is one of twelve modules in the Customer Service program.

Selecting Top Talent (P1624EN)

Hiring top talent is a critical factor in business success. This e-learning module will give you an understanding of our recruitment and selection process, the four steps of effective interviewing and selection, and the key interviewing skills that will help you conduct an efficient and effective interview.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 1 hrs.

Selecting Top Talent (1105EN)

Selecting top talent is an important part of your role as a manager. This e-learning module will give you an understanding of the four steps of effective interviewing and selection, and explore the key interviewing skills that will assist you in conducting an efficient and effective interview.

Sexual Harassment for Employees (P1332EN)

Overview:
Business, associations and organizations have a responsibility to maintain a workplace that is free of sexual harassment. As of January 1, 2006, all businesses in California with 50 or more employees must provide two hours of sexual harassment training and education for supervisory employees every two years. This three-part program provides an overview of sexual harassment legislation; outlines strategies for preventing sexual harassment; and suggests ways to investigate and handling complaints of sexual harassment in the workplace.

Major topics:
This three-part online program was developed to help California businesses meet their obligations under AB 1825. This bill requires business, with more than 50 employees, to provide training on sexual harassment to all supervisors every two years. This program provides an overview of sexual harassment legislation including the new obligations under AB 1825; defines sexual harassment and outlines what constitutes sexual harassment; outlines strategies for preventing sexual harassment and strategies for investigating and addressing sexual harassment.

Target Audience: Business owners, employees

Program information: This program includes 3 modules and an online multiple choice final test. Passing the final test with 80% or better yields a certificate of completion.

Estimated Program Length: 3 hrs.

Understanding Sexual Harassment Legislation (9622EN)

This module provides an overview of sexual harassment legislation including California's AB 1825. You will be able to understand the impact sexual harassment has on the workplace; define your responsibility; and be compliant with sexual harassment legislation.

Defining Sexual Harassment (9623EN)

This module reviews definitions of sexual harassment and outlines what constitutes sexual harassment. You will be able to recognize barriers and actions that constitute sexual harassment; identify circumstances in which sexual harassment can occur; outline types of sexual harassment; and recognize behaviors that could be interpreted as sexual harassment.

Strategies for Preventing Sexual Harassment (9624EN)

This module outlines steps organizations can take to prevent sexual harassment. You will be able to define what "unwanted" or "unwelcome" means and discover ways you can help to prevent sexual harassment in your workplace.

Sexual Harassment for Managers & Supervisors (P1331EN)

Overview:
Business, associations and organizations have a responsibility to maintain a workplace that is free of sexual harassment. As of January 1, 2006, all businesses in California with 50 or more employees must provide two hours of sexual harassment training and education for supervisory employees every two years. This four-part program provides an overview of sexual harassment legislation; outlines strategies for preventing sexual harassment; and suggests ways to investigate and handling complaints of sexual harassment in the workplace. A final test is presented at the end of the fourth module. A certificate will be awarded to those who pass the final test with 80% or higher.

Major topics:
This four-part online program was developed to help California businesses meet their obligations under AB 1825. This bill requires business, with more than 50 employees, to provide training on sexual harassment to all supervisors every two years. This program provides an overview of sexual harassment legislation including the new obligations under AB 1825; defines sexual harassment and outlines what constitutes sexual harassment; outlines strategies for preventing sexual harassment and strategies for investigating and addressing sexual harassment.

Target Audience: Managers, supervisors, business owners

Program information: This program includes 4 modules and an online multiple choice final test. Passing the final test with 80% or better yields a certificate of completion.

Estimated Program Length: 4 hrs.

Understanding Sexual Harassment Legislation (0501EN)

This module provides an overview of sexual harassment legislation including California's AB 1825. You will be able to understand the impact sexual harassment has on the workplace; define your responsibility; and be compliant with sexual harassment legislation.

Defining Sexual Harassment (0502EN)

This module reviews definitions of sexual harassment and outlines what constitutes sexual harassment. You will be able to recognize barriers and actions that constitute sexual harassment; identify circumstances in which sexual harassment can occur; outline types of sexual harassment; and recognize behaviors that could be interpreted as sexual harassment.

Strategies for Preventing Sexual Harassment (0503EN)

This module outlines steps organizations can take to prevent sexual harassment. You will be able to

define what "unwanted" or "unwelcome" means; outline 10 ways organizations can prevent harassment; and outline important elements of a sexual harassment policy.

Handling Sexual Harassment Complaints (0504EN)

This module reviews ways to investigate and handle complaints of sexual harassment. You will be able to establish guidelines for investigating and handling complaints; investigate complaints in a timely, fair and judicious manner; and identify appropriate remedial action to be taken.

International Business

Doing Business in the Americas Certificate (P1006EN)

Acquire in-depth knowledge of the markets in North, Central and South America. Make the knowledge and culture of these markets work for you.

An Examination is available with this Program.

Estimated Program Length: 25 hrs.

The Global Village (0119EN)

We are living in a period of great economic, technological, political and social change. Increasing numbers of small and medium-sized companies are identifying business opportunities in the midst of change, and acting on them. International business is an area that offers a wide range of opportunities to small and medium-sized companies that have the resources to take advantage of them. Doing Business in the Americas is a five-part series that focuses on doing business in the countries of North America, Central America and South America. The Global Village, the first course in the series, is an examination of international business from the perspective of the countries, the large corporations and the small companies that engage in trade.

International Organizations (0120EN)

International Organizations is the second course in a five-part series on Doing Business in the Americas. The series focuses on doing business in the countries of North America, Central America and South America. The nations of the world have different governments, laws, economies and cultures, so multinational organizations have evolved to provide rules for international trade and development. In this course, we will examine several international organizations and discover the important roles they play in the international community and, particularly, within the Americas. We will also look at business opportunities associated with international development in Latin America.

Business and Culture (0121EN)

Business and Culture is the third course in a five-part series on Doing Business in the Americas. The series focuses on doing business in the countries of North America, Central America and South America. Technology has made the global village a reality, and businesses of all sizes now engage in trade beyond their own borders. As companies expand internationally, they are exposed to other cultures and other ways of doing things. In this course we will look at the connections between culture and business in the countries of the Americas. We will talk about differences and similarities in the way business is conducted in these countries, and examine strategies that will help you do business successfully in other cultures.

Business Relationships (0122EN)

Business Relationships is the fourth course in a five-part series on Doing Business in the Americas. The series focuses on doing business in the countries of North America, Central America and South America. As more companies of all sizes get involved in international trade, it becomes important for business people to understand cultural differences and the ways in which culture affects business relationships. In this course we will look at business relationships in the countries of the Americas. We will focus our attention on three areas – people, language and society, examining some of the traditions, social expectations and roles that shape culture in these countries.

Business and History (0123EN)

Business and History is the final course in a five-part series on Doing Business in the Americas. The series focuses on doing business in the countries of North America, Central America and South

America. What does history have to do with business? The answer is, quite a lot! In many ways, culture is shaped by historical events. That means that history also influences the way a country conducts business. If you are preparing to do business in another culture, it's a good idea to have at least a basic understanding of the history that shaped the present-day politics, economy and culture of that country. In this course we'll look at the relationship between history and business in the countries of the Americas.

Going Global - An Introduction to International Market Research (P1075EN)

Sound business decisions are based on good information, and research is the key to obtaining that information. This workshop will provide you with the basic tools required to perform international trade research, allowing you to enhance the potential and reduce the risks associated with your export venture. FITT also offers five other introductory Going Global Workshops: An Introduction to International Trade, An Introduction to International Marketing, An Introduction to International Trade Financing, An Introduction to International Trade Logistics and Distribution and An Introduction to the Cultural Aspects of International Trade.

Target Audience: Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 4 hrs.

An Introduction to International Market Research – Module 1 (1113EN)

An Introduction to International Market Research – Module 2 (1114EN)

An Introduction to International Market Research – Module 3 (1115EN)

An Introduction to International Market Research – Module 4 (1116EN)

Going Global - An Introduction to International Marketing (P1076EN)

International marketing presents different challenges than those associated with marketing goods and services in the domestic market. In this workshop you will acquire the basic knowledge and skills needed to develop an effective international marketing plan. An International Marketing Plan Template is included. FITT also offers five other introductory Going Global Workshops: An Introduction to International Trade, An Introduction to International Market Research, An Introduction to International Trade Financing, An Introduction to International Trade Logistics and Distribution, and An Introduction to the Cultural Aspects of International Trade.

Target Audience: Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 5 hrs.

An Introduction to International Marketing – Module 1 (1117EN)

An Introduction to International Marketing – Module 2 (1118EN)

An Introduction to International Marketing – Module 3 (1119EN)

An Introduction to International Marketing – Module 4 (1120EN)

An Introduction to International Marketing – Module 5 (1121EN)

Going Global - An Introduction to International Trade (P1074EN)

In many ways the international opportunities available to small firms are better now than they have ever been. This introductory workshop will help you determine whether you should pursue global markets, and identify what is required to succeed in these markets. FITT also offers five other introductory Going Global Workshops: An Introduction to International Market Research, An Introduction to International Marketing, An Introduction to International Trade Financing, An Introduction to International Trade Logistics and Distribution and An Introduction to the Cultural Aspects of International Trade.

Target Audience: Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 5 hrs.

An Introduction to International Trade – Module1 (1112EN)

An Introduction to International Trade – Module 2 (1140EN)

An Introduction to International Trade – Module 3 (1141EN)

An Introduction to International Trade – Module 4 (1142EN)

An Introduction to International Trade – Module 5 (1143EN)

Going Global - An Introduction to International Trade Finance (P1077EN)

Financing is more often required in international trade than in purely domestic transactions. This workshop is designed to help you get the financing that you need to take your business global. FITT also offers five other introductory Going Global Workshops: An Introduction to International Trade, An Introduction to International Market Research, An Introduction to International Marketing, An Introduction to International Trade Logistics and Distribution and An Introduction to the Cultural Aspects of International Trade.

Target Audience:
Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 5 hrs.

An Introduction to International Trade Finance – Module 1 (1122EN)

An Introduction to International Trade Finance – Module 2 (1123EN)

An Introduction to International Trade Finance – Module 3 (1124EN)

An Introduction to International Trade Finance – Module 4 (1125EN)

An Introduction to International Trade Finance – Module 5 (1126EN)

Going Global - An Introduction to International Trade Logistics and Distribution (P1078EN)

A good logistics system can give your business a competitive advantage, reduce operating costs and improve productivity. In this workshop you will find out how effective logistics and distribution planning can help your export venture succeed. FITT also offers five other introductory Going Global Workshops: An Introduction to International Trade, An Introduction to International Market Research, An Introduction to International Marketing, An Introduction to International Trade Financing and An Introduction to the Cultural Aspects of International Trade.

Target Audience: Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 6 hrs.

An Introduction to International Trade Distribution and Logistics – Module 1 (1127EN)

An Introduction to International Trade Distribution and Logistics – Module 2 (1128EN)

An Introduction to International Trade Distribution and Logistics – Module 3 (1129EN)

An Introduction to International Trade Distribution and Logistics – Module 4 (1130EN)

An Introduction to International Trade Distribution and Logistics – Module 5

(1131EN)

An Introduction to International Trade Distribution and Logistics – Module 6 (1132EN)

Going Global - The Complete Program (P1035EN)

Trading is as old as civilization and an increasingly essential component of a prosperous global economy. Falling trade barriers, better communications and faster travel have made foreign markets more accessible, and in many ways the international opportunities available to small firms are better now than they have ever been. This online program is designed to help small and medium-sized Canadian companies make the decision to start exporting and achieve success in global markets.

Target Audience: Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 32 hrs.

An Introduction to International Trade – Module1 (1112EN)

An Introduction to International Market Research – Module 1 (1113EN)

An Introduction to International Market Research – Module 2 (1114EN)

An Introduction to International Market Research – Module 3 (1115EN)

An Introduction to International Market Research – Module 4 (1116EN)

An Introduction to International Marketing – Module 1 (1117EN)

An Introduction to International Marketing – Module 2 (1118EN)

An Introduction to International Marketing – Module 3 (1119EN)

An Introduction to International Marketing – Module 4 (1120EN)

An Introduction to International Marketing – Module 5 (1121EN)

An Introduction to International Trade Finance – Module 1 (1122EN)

An Introduction to International Trade Finance – Module 2 (1123EN)

An Introduction to International Trade Finance – Module 3 (1124EN)

An Introduction to International Trade Finance – Module 4 (1125EN)

An Introduction to International Trade Finance – Module 5 (1126EN)

An Introduction to International Trade Distribution and Logistics – Module 1 (1127EN)

An Introduction to International Trade Distribution and Logistics – Module 2 (1128EN)

An Introduction to International Trade Distribution and Logistics – Module 3 (1129EN)

An Introduction to International Trade Distribution and Logistics – Module 4 (1130EN)

An Introduction to International Trade Distribution and Logistics – Module 5 (1131EN)

An Introduction to International Trade Distribution and Logistics – Module 6 (1132EN)

An Introduction to Cultural Aspects of International Trade – Module 1 (1133EN)

An Introduction to Cultural Aspects of International Trade – Module 2 (1134EN)

An Introduction to Cultural Aspects of International Trade – Module 3 (1135EN)

An Introduction to Cultural Aspects of International Trade – Module 4 (1136EN)

An Introduction to Cultural Aspects of International Trade – Module 5 (1137EN)

An Introduction to Cultural Aspects of International Trade – Module 6 (1138EN)

An Introduction to Cultural Aspects of International Trade – Module 7 (1139EN)

An Introduction to International Trade – Module 2 (1140EN)

An Introduction to International Trade – Module 3 (1141EN)

An Introduction to International Trade – Module 4 (1142EN)

An Introduction to International Trade – Module 5 (1143EN)

Going Global: An Introduction to the Cultural Aspects of International Trade (P1253EN)

The ability to communicate, socialize, negotiate and manage relationships in different cultural environments is essential to successful global business operations. Multicultural effectiveness is primarily a function of knowledge, and with knowledge comes the ability to understand, and be sensitive to, different cultural perceptions and beliefs.

This seven module online workshop is a good beginning to understanding this aspect of your business. It provides an understanding of the challenges of intercultural effectiveness and suggests strategies to assist in overcoming cultural obstacles.

Target Audience: Owners, operators and managers of small and medium-sized Canadian businesses

Estimated Program Length: 7 hrs.

An Introduction to Cultural Aspects of International Trade – Module 1 (1133EN)

An Introduction to Cultural Aspects of International Trade – Module 2 (1134EN)

An Introduction to Cultural Aspects of International Trade – Module 3 (1135EN)

An Introduction to Cultural Aspects of International Trade – Module 4 (1136EN)

An Introduction to Cultural Aspects of International Trade – Module 5 (1137EN)

An Introduction to Cultural Aspects of International Trade – Module 6 (1138EN)

An Introduction to Cultural Aspects of International Trade – Module 7 (1139EN)

Trade Series Certificate (P1005EN)

Learn how to use the internet to increase trade with this dynamic series. Identify international opportunities, research online, find export/import assistance online and develop a winning trade strategy plan.

An Examination is available with this Program.

Estimated Program Length: 8 hrs.

International Trade Opportunities (0011EN)

International Trade Opportunities is the first of four modules in the Trade series. The number of small and medium-sized enterprises (SMEs) making profitable inroads into the international trade arena is on the rise. This module will provide participants with an introduction to trade, direct them to useful online resources and assist them in assessing their own readiness to enter the trade market. A series of self-assessment exercises will help them compare their interactions to the core attributes of International Trade Opportunities for small and medium-sized enterprises.

Researching International Trade Online (0012EN)

Researching International Trade Online is the second of four modules in the Trade series. This

module will provide participants with general trade information. First we will look at how you can use the Internet to learn about trade. Then we will explore the research, communications and marketing capabilities of the Internet. Finally, we will examine two businesses that are using the Internet to successfully facilitate trade. A series of self-assessment exercises will allow participants to compare their interactions to the core attributes of Researching International Trade Online for small and medium-sized enterprises.

Maximizing International Trade Opportunities (0013EN)

Maximizing International Trade Opportunities is the third of four modules in the Trade Series. This module will provide participants with information about the who, where and how of Internet trade. First we'll look at evaluating and managing risk. Then we'll talk about distribution – how to move your product from point A to point B. A series of self-assessment exercises will allow participants to compare their interactions to the core attributes of Maximizing International Trade Opportunities.

Developing A Trade Strategy (0014EN)

This is the fourth and final module in the trade series. This module will outline important pricing, cultural and communication factors that need to be considered when building your own trade strategy. Then we will provide you with a toolbox of useful resources for future reference. A series of self-assessment exercises will allow participants to compare their interactions to the core attributes of Developing a Trade Strategy.

Non-Profits and Community Development

Community Development Certificate (P1009EN)

Communities around the world are taking ownership of the decisions and resources that shape their social and economic development. Through this powerful program learn how communities can shape their future and design innovative projects. Topics include: connected communities, community development business plans, and assessing your community's entrepreneurial readiness.

An Examination is available with this Program.

Estimated Program Length: 2.25 hrs.

Introduction to Community Development (2785EN)

Around the world, communities are taking ownership of the decisions and resources that shape their social and economic development. In this introductory course, you will find out what community-based development means, and look at some of the benefits and some of the challenges. We will send you to Internet sites that demonstrate the vital role that the new technology plays in sharing information and building communities for the new millenium.

Connected Communities (2786EN)

As the global economy becomes increasingly knowledge-based, countries and communities are recognizing the importance of technology in the development of strong, healthy and economically viable communities. Internet-based technologies are being used to support community initiatives, create jobs and help local enterprises compete in the new economy. This module examines healthy communities; the worldwide Smart Communities movement, in which Canada is a leading player; and the role of technology in supporting healthy communities.

The New Community Development (2787EN)

Communities around the world are recognizing the need to exert more control over their own economic and social development. They are initiating, organizing, and taking action to further common interests and achieve common goals. In short, they are taking ownership of the decisions and resources that influence their future. This new approach to development is called community-based development. It is a model that will help communities and individual entrepreneurs move into the new millennium. In this module we will examine the new community development and its focus on sustainable development. We will identify factors that contribute to successful community-based development. And finally, we will give you an assessment tool that will help you identify your

community's readiness to develop and sustain positive growth.

Entrepreneurial Communities (2788EN)

Today's rapidly changing economic and social environment is creating new opportunities as well as challenges for community development. Communities that use their resources to exploit these new opportunities are entrepreneurial communities - resourceful, realistic and adaptable. This module is an introduction to entrepreneurial communities and their approach to community development. We will look at how the new economic communities respond to the changing environment. We will review the characteristics and skills of the new community leaders known as civic entrepreneurs. We will discuss strategies for developing and promoting communities online. Finally, we will give you an assessment tool to help you evaluate your community's readiness to support entrepreneurial development.

Community Development Business Plan (2789EN)

Entrepreneurial communities around the world are initiating, organizing and taking action to further common interests and achieve common goals. The success of their ventures depends in large part on the quality of the planning that goes into them. In this module we will introduce a three-part process for implementing a Community Development Business Plan. We will review the components of an effective business plan. We will show you a simple model for an Income Statement that will allow you to analyze the revenues and expenditures associated with the venture. We will examine strategies for accessing the funds you need to implement your development project, and give you tools for researching sources of capital.

Non-Profit Organizations and Director's Liability (P1210EN)

According to the 2000 National Survey of Giving, Volunteering and Participating (NSGVP), about 41 percent of Canadian volunteers serve on boards and committees. Despite their deep commitment to countless causes and organizations, many board members are generally unclear regarding the structure of – and liability issues surrounding – non-profit organizations.

Many individuals new to the role of director are unclear as to the purposes of bylaws, board development, and volunteer program management. At the same time, issues of liability are more prominent in people's minds.

The six modules in this program will provide boards and staff of non-profit organizations with an understanding of the rights, obligations and liability issues associated with the role of director.

Target Audience: This program will be of interest to a volunteer sitting on a board of directors for a non-profit organization, a volunteer interested in serving as a member of a board of directors or a staff person involved in the management of a non-profit organization.

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

Legal Duties and Obligations (0306EN)

As our society becomes more litigation-oriented, the public expects non-profit organizations to be more accountable and businesslike in managing their affairs. Volunteer board members have a right to be concerned about their personal liability. In this module, you will learn about a board member's legal duties and obligations. To set the stage, we will define the concepts of an organization, a board and a director. We will then examine a director's legal duties of representing the interests of members or the duties of diligence, loyalty and obedience. Finally, we will talk about the three types of liability that directors potentially fail to fulfill and the notion of indemnification as a means of protecting directors.

This is the second module in a six-part program entitled Non-Profit Organizations and Director's Liability.

Introduction to Non-Profit Organizations (0309EN)

According to the 2000 National Survey of Giving, Volunteering and Participating (NSGVP), about 41

percent of Canadian volunteers serve on boards and committees. Despite their deep commitment to countless causes and organizations, many board members are generally unclear regarding the structure of – and liability issues surrounding – non-profit organizations. This module will provide an introduction to non-profit organizations and an overview of the duties and expectations of board members.

This is the first module in a six-part program entitled Non-Profit Organizations and Director's Liability.

Liability and Risk Management (0339EN)

This module will provide directors with tools that they can use to protect themselves from liability. The two most common forms of protection for directors are Directors and Officers Liability Insurance and incorporation of the non-profit organization. Insurance is a last line of defence. There are still many ways in which a director must protect him or herself in the context of meetings, personnel, finances, through training and so on.

This is the third module in a six-part program entitled Non-Profit Organizations and Director's Liability.

Rights and Powers of Directors (0340EN)

Directors are responsible for the effective management of the non-profit corporation. In this module, we will examine the types of documents to which they must have unimpaired access, the arena through which their powers can be exercised and some of their basic rights to exercise their will. We have included a section on conflict of interest to illustrate how there can be potential liability issues for directors. Finally, we will examine some of the basic powers available to a corporation as provided in the Canada Corporations Act which include the power to invest, borrow, enter into contracts, and purchase real property.

This module provides some general guidelines that directors of federal non-profit corporations can use to review their rights and powers. This module focuses on federally, and not provincially, incorporated non-profit organizations.

This is the fourth module in a six-part program entitled Non-Profit Organizations and Director's Liability.

Liability and Committees (0349EN)

Committees are an essential tool for the effective and efficient functioning of a not-for-profit corporation's board of directors. An appropriate committee structure allows a board to focus expertise where it can best be used, and manage the flow of information so directors are not burdened with unnecessary material that can hinder rather than facilitate good decision-making.

In this module, we will examine the two main types of committees in non-profit organizations, how clearly defined responsibilities should be elaborated in a committee's Terms of Reference, and the notion of a committee's ability to legally bind an organization. You will learn that from a liability perspective, a director needs to strike a balance between the amount of power a committee has and how and when a director should monitor its activities.

This is the fifth module in a six-part program entitled Non-Profit Organizations and Director's Liability.

Registered Charities and Deregistration (0353EN)

Registered charities and other not-for-profit corporations benefit from special tax treatment. All non-profit corporations are exempt from taxation on their income. As well, registered charities can issue donation receipts, which entitle individual donors to a tax credit and corporate donors to a tax deduction. In this module we will distinguish between the maintenance of non-profit status and registered charity status in relationship to adhering to taxation laws. We will examine activities in which charities must engage themselves and their requirements with respect to spending a certain percentage of their funds on those activities. We will also examine restrictions regarding businesses they may operate, how their funds are disbursed, allowable political activities and briefly look at the de-registration of a charitable status. This is the last module in a six-part program entitled Non-Profit Organizations and Director's Liability.

Personal Development

Career Growth (P1315EN)

These concise, learner-friendly personal development modules will help you develop a positive work environment, improve your productivity, enhance your interpersonal relationships, and find a healthy balance between work, family and self.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 22.5 hrs.

Introduction to Training (0156EN)

Welcome to Introduction to Training! This module presents an overview of training including the steps needed to plan, implement and assess just-in-time learner-centered training. Clearly defined outcomes are critical to effective training. This module helps mangers define outcomes and create training to support learning and improved performance.

How Adults Learn (0157EN)

Learner-centered training is outcomes based. Effective training addresses the outcomes and desired performance. Training must be engaging as well as informative. In this module, How Adults Learn, strategies utilized to create engaging, effective, and learner-centered training are outlined.

Training Tips and Techniques (0158EN)

In Training Tips and Techniques, tools used to put training to work on the job quickly, efficiently and effectively are discussed. This module outlines ways to present materials that not only captivate attention but also produce the required results. Discover ways to create effective and efficient training that leads to improved performance on-the-job.

Individual Productivity Enhancement (2490EN)

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life.

Individual Leadership Power (2491EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

Enhancing Your Speaking Skills (2497EN)

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation.

Individual Goals and Challenges (2516EN)

Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress.

Individual Goal Contract (2517EN)

Goal setting is not always easy, as unexpected events can get in the way of even the most dedicated efforts. This course will teach you how to achieve goals by developing a self-initiated contract that formalizes your commitment to your goals. These contracts can be simple or complex,

and can be revised and clarified to meet the obstacles you encounter in the pursuit of your goals. You will also learn to use these contracts to set and meet deadlines.

Individual Goal Setting (2518EN)

This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams.

Individual Listening Skills (2519EN)

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.

Individual Priority Management (2520EN)

People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life. This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.

Individual Anger Management (2521EN)

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms.

Individual Goal Personalization (2522EN)

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.

Reaching Personal Goals (2544EN)

You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. Achieving Personal Goals will get you headed in the right direction and give you some tips for making it all happen!

Work Process Basics (2554EN)

Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met.

Managing Work and Family (2564EN)

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

Time Management (2567EN)

This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking

control of your time and your life with simple, tried-and-true tools and techniques.

Mentoring for Improved Performance (2581EN)

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.

Developing Your Career Path (2585EN)

Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs.

Managing Your Career Path (2586EN)

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more.

Networking Your Career Path (2587EN)

The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.

Running A Virtual Office (2682EN)

More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talent and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.

Marketing Yourself (9108EN)

Knowing how to market yourself is an essential part of getting a job and planning a career. This module is about building a personal marketing strategy. You will need to do three things: decide what you are looking for in a job; become familiar with your personal features and benefits; and find the market for your product – you!

Clear Mind, Bright Future (P1147EN)

Goal Setting with Focus, Energy, and Achievement.

You will identify your top personal and professional goals and have a complete system in place for creating the life you desire.
* Uses revitalizing exercises, guided visualizations, and brainstorm writing.
* Based on the ancient "Master Formula of Attainment," and updated for today's fast-paced world.
* Perfect, whether you are an analytical thinker who thrives on details or a more creative, global, open thinker.
* Brain-friendly to make the process enjoyable and immensely beneficial.

For best results, do the six lessons/modules in one session. It will take two to three hours.

Be prepared to print a pdf file of worksheets, have a stack of writing paper, or use a note pad on your computer.

Get ready to clear your mind and create a bright future.

Click on module title below when you are ready to do a step.

Estimated Program Length: 2.5 hrs.

Step 1: Clear Mind, Bright Future (0670EN)

Through a revitalizing series of enjoyable exercises using creative imagination and brainstorm writing, you will identify your top personal and professional goals and have a complete system in place for creating the life you desire.

For best results, do the six lessons/modules in one session. It will take two to three hours.

For the braimstorm writing sessions, be prepared to print a pdf file of worksheets, have a stack of writing paper, or use a note pad on your computer.

Step 2: Introduction & Your Life Purpose (0671EN)

Through a quick 8-step process, you will discover and clarify your life purpose.

Step 3: Your Life Goals (0672EN)

You will set goals in three areas of your life:

1) Family & Personal

2) Career & Finance

3) Self-improvement

      - physical, mental, & emotional health
      - creative & intellectual pursuits
      - spiritual development & life mission.

Step 4: Your Chief Aims (0673EN)

You will select and clarify three of your Life Goals. These will become your top priority goals and your Chief Aims for this year.

Step 5: Your Sub Goals (0674EN)

You will identify Sub Goals and action steps that will lead you to accomplish your Chief Aims.

You will also identify strengths you need to develop to achieve your Chief Aims.

Step 6: Complete Your Plan (0675EN)

You will now complete your plan, integrate it into your life, and "program" your mind to achieve your Chief Aims.

Step 7: Review and Evaluate (0677EN)

It is time to review what you accomplished during your time with "Clear Mind, Bright Future." You will learn how and when to evaluate your progress as time goes on--we can even help you with automatic email reminders. You will discover what to do when you get off track as well as what to do as you accomplish your Chief Aims.

It is all about creating the life you desire.

Investing 101 (P1180EN)

Investing 101 is a course designed to help you understand the wild and crazy world of the stock market. In this interactive series you will look at the basics of stocks and the stock market, as well as some techniques for researching and analyzing stock. Once you understand the fundamentals, you will explore some practical steps you can take to build your own portfolio.

Estimated Program Length: 2.25 hrs.

Introduction to Investing 101 (0859EN)

Investing 101 is a course designed to help you understand the wild and crazy world of the stock market. In this interactive series you will look at the basics of stocks and the stock market, as well as some techniques for researching and analyzing stock. Once you understand the fundamentals,

you will explore some practical steps you can take to build your own portfolio. This course is for beginners and anyone who wants to learn more about stock market investing. The only requirement is that you know how to use a browser. The required textbook for this online course is A Random Walk Down Wall Street by Burton G. Malkiel. This book can be purchased from your local bookstore or from an online bookseller.

Stocks and Their Value (0860EN)

This module will provide an introduction to stocks and the stock market. It will also show you how to read and understand stock market information.

Introduction to Technical and Fundamental Analysis (0861EN)

This module will introduce you to two distinct methods of researching and evaluating stocks – Technical Stock Analysis and Fundamental Stock Analysis.

New Investment Technology (0862EN)

In this module you will explore the academic approach to investing.

A Practical Guide for Investors (0863EN)

In the previous modules, you looked at how analysts make their investment choices using fundamental and technical analysis. In this module you will learn how to do a practical assessment of your own financial situation. This assessment will help you, as an investor, to evaluate all your assets and make wise investment decisions.

Job Search for Success (P1171EN)

These days, it is not uncommon for people who have held jobs for several years to find themselves unemployed. For people who are leaving school, facing an unknown job market can be intimidating. An average worker can expect to change jobs every few years. People entering the workforce for the first time can expect to change careers two or three times before they retire. The world of employment has become increasingly uncertain, but there are steps and strategies that you can use to increase your chances of finding the job you want. Job Search for Success is a three-hour program that will help you to learn and master these skills, including taking a personal inventory, writing an effective resume and covering letter, developing a job search strategy, build a network of contacts, preparing for interviews, and preparing for employment..

Target Audience: Job seekers

An Examination is available with this Program.

Estimated Program Length: 3 hrs.

Introduction to Job Search for Success (9107EN)

Let's be honest. Finding a job is not easy. It requires time and effort. You need to know yourself, know the job market, know the employment process, and develop and use a job search strategy. Job Search for Success will help you do all these things. In this module, you will find out about the contents, objectives, and features of the Job Search for Success online program.

Marketing Yourself (9108EN)

Knowing how to market yourself is an essential part of getting a job and planning a career. This module is about building a personal marketing strategy. You will need to do three things: decide what you are looking for in a job; become familiar with your personal features and benefits; and find the market for your product – you!

Building a Resume (9109EN)

A resume is a first impression. Its purpose is to get you an interview. It is a highlight of your abilities and accomplishments. It shows a potential employer that you can do the job. In this module, we will identify the components of an effective resume, and show you how to build your own chronological resume, step-by-step.

Job Search Strategies (9110EN)

Once you have built your resume, you will develop and begin to implement your Job Search for Success marketing strategy. This will help you to contact both the obvious and the invisible job

markets. This module will help you to identify job opportunities and to explore hidden job prospects, and, because finding a job is a full-time job, you will learn the importance of record keeping and follow-up.

Writing Covering Letters (9111EN)

Most contacts that you make for jobs or referrals will require that you include a covering letter or electronic document that explains why you are sending a resume. The Job Search for Success Letter can be adapted to your particular needs. It will make contacting and applying more focused and efficient for both you and your prospective employer. In this module we will give you step-by-step instructions for writing an effective covering letter.

Interview Skills (9154EN)

You have an job interview next week. Your personal marketing strategy has made this happen. Now, you need a strategy for the interview. In this module we will discuss the two key components in a successful interview strategy – preparation and presentation.

Preparing for Employment (9155EN)

You have accepted a new job. Your job search for success has come to an end. It is time to start building a career and a relationship with your new company, boss, and co-workers. You want to show them that you are the valuable employee they think they have hired. In this final module, we will give you suggestions and strategies for a successful first day and a successful career.

Time Management - Strategies for Sales Success (P1193EN)

Increase your sales while reducing your selling time! Gain higher returns on time spent with profitable clients. Eliminate time wasters to free you up for more high pay-off activates. Learn how to prevent burnout and keep your energy high.

Target Audience:
Outside Sales Reps, Marketing Reps, Inside Sale Reps or Account Executives

An Examination is available with this Program.

Estimated Program Length: 2 hrs.

Time Management - Strategies for Sales Success (0891EN)

Time Management - Strategies for Success (P1192EN)

Break the 20/80 rule of getting results with less time. Control or eliminate time wasters and procrastination. Design your personal action plan to focus on high pay-off activities at peak times for optimum use of your time. Avoid burnout and enjoy high energy levels every day.

Target Audience: Executives, Managers, Staff, anyone wanting to improve their time management

An Examination is available with this Program.

Estimated Program Length: 2 hrs.

Time Management - Strategies for Success (0890EN)

Train-the-Trainer (P1157EN)

Train-the-Trainer is a three module series designed to provide managers with the information they need to create and conduct results-oriented training. There is a test. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience:
Business managers, consultants, trainers, and human resource professionals.

Estimated Program Length: 3 hrs.

Introduction to Training (0156EN)

Welcome to Introduction to Training! This module presents an overview of training including the steps needed to plan, implement and assess just-in-time learner-centered training. Clearly defined outcomes are critical to effective training. This module helps mangers define outcomes and create training to support learning and improved performance.

How Adults Learn (0157EN)

Learner-centered training is outcomes based. Effective training addresses the outcomes and desired performance. Training must be engaging as well as informative. In this module, How Adults Learn, strategies utilized to create engaging, effective, and learner-centered training are outlined.

Training Tips and Techniques (0158EN)

In Training Tips and Techniques, tools used to put training to work on the job quickly, efficiently and effectively are discussed. This module outlines ways to present materials that not only captivate attention but also produce the required results. Discover ways to create effective and efficient training that leads to improved performance on-the-job.

Vubiz Primer on E-Learning (P1140EN)

E-learning, also called online learning, is training that is provided on a computer and delivered via the Internet, an internal intranet, or a CD-ROM. In the last five years, e-learning has grown to account for 10-15% of government and corporate training in Canada. Over the next decade, online learning is expected to more than double its share of the training market. This module provides an introduction to e-learning in general and to the most common features used in e-learning courses.

Target Audience: Managers and staff responsible for training in public-sector and private-sector organizations of all sizes.

Estimated Program Length: 1 hrs.

All About Vubiz - A Primer on Elearning (0707EN)

The purpose of this module is to introduce you to e-learning in general and to the most common features used in e-learning courses.

Workplace and Personal Skills Certificate (P1468EN)

How well do you get along at work? These concise, learner-friendly personal development modules will help you develop a positive work environment, improve your productivity, enhance your interpersonal relationships, and find a healthy balance between work, family and self. The program addresses key topics including effective communication, coping with stress, self esteem, skills for managers, and building a healthy workplace culture.

An Examination is available with this Program.

Estimated Program Length: 22 hrs.

Effective Communication (2910EN)

The ability to communicate effectively is critical to success in the workplace. At work, the people we communicate with may include managers, colleagues, subordinates, customers, suppliers and the general public, to name a few. Poor communication skills affect workplace relationships and may even prevent us from doing our jobs well. On the other hand, effective communication improves our job performance and enhances our day-to-day contact with others. In this module, we will look at three components of effective communication: listening well, expressing ourselves through talking, and being assertive.

Dealing With Conflict (2911EN)

However, in order for conflict to be a positive experience, we need the skills to manage and resolve it effectively. In this module, you will find out what conflict is and why it occurs. You'll learn strategies for resolving conflict. And you will learn how to handle anger.

Presentation Basics (2912EN)

Presentations are one of the most effective ways to deliver a message to a group. If you are in a

management position, you are called on to make presentations to clients, to your staff and to others in the organization. While you may not envision yourself as a celebrated toastmaster, you can be an effective presenter if you discover the techniques for preparing and giving a presentation.

Improve Your Productivity (2913EN)

Do you ever wish you could be more productive? Many of us feel that we are not achieving as much as we want to. In order to get that sense of achievement, we need to identify what we want from life, and then figure out how to get it. This module will give you ideas for identifying your goals and strategies for reaching them. We will talk about how you can be more productive, and we will look at how you can more effectively manage time, your most valuable resource.

Self Esteem (2914EN)

Winners are too busy to be sad, too positive to be doubtful, too optimistic to be fearful, and too determined to be defeated. What does it take to be a winner? The answer is self esteem. Self esteem gives you confidence in yourself and your abilities. You may succeed or you may fail, but you know that you are a worthy person. Self esteem also has a powerful effect on the way we relate to others. In this module we will look at what self esteem is and where it comes from. We will talk about the key role that self image plays in the development of self esteem. And we will give you tips for building your own self esteem and contributing to the self esteem of those around you.

Parenting Skills (2915EN)

Those of us who have children know that parenting is one of the most important jobs we will ever do. For many of us, it is also one of our most challenging jobs. And for most of us, it is not something that we are born knowing how to do. In fact, good parenting is something we learn on the job, by trial and error, by sharing our experiences, and consulting experts in various fields, with the understanding that there is no manual, no magic formula, and no one right way to raise children. In this module we will share strategies for effective parenting. Because our goal as parents is to help our children become healthy, happy, fully-functioning human beings, our focus will be on the importance of developing healthy self esteem.

Dealing with Grief (2916EN)

We have all dealt with loss at some time in our lives. But that doesn't necessarily mean that we can predict what will happen when we experience another loss, nor does it necessarily prepare us to help those around us who have suffered a loss. This module will not take away the pain, but it will give some assistance to people who are experiencing grief and to those who wish to support them. In this module, you will learn about some common needs of people who are grieving. In addition, you will explore the grieving process, and find ways that you can show support.

Effective Staff Meetings (2917EN)

In the corporate world, it's estimated most individuals spend at least five to six hours a week in meetings. Calculate those hours in dollars and you can see that meetings are a significant investment. To make the most of our time, we all want the meetings we attend to be productive. In this module, you will explore why meetings are often not as productive as they could or should be, and you will learn some techniques for improving them. If you can incorporate these suggestions into your meetings, it will help your staff stay focused and ensure that they feel appreciated and energized.

Effective Leadership (2918EN)

In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.

Accepting Change in the Workplace (2919EN)

While we accept that change is a basic law of nature, we struggle when it reshapes the familiar in our lives. Change can be challenging, even frightening, but it can also be managed. If we learn about the psychology of change – the transition process that helps us face change with a positive attitude – we can embrace new circumstances with confidence. We can come to see change as an

opportunity for everyone in the workplace.

Customer Service is About People (2940EN)

Quality customer service has become the watchword of business – and with good reason. When clients and customers feel well-served, they keep coming back and that's the basis of continued success for any business. It's the people within an organization and the attitude they bring to serving customers that puts the quality into customer service. That's why understanding customer needs and the importance of a strong service team is so important to providing good service.

Delegating I (2941EN)

When delegating is successful, everyone wins: you have more time to dedicate to what you need to be doing, and your employees develop new skills as well as self-confidence and a heightened sense of responsibility to the company. In this module, you will learn about the components of delegating, and ways of delegating successfully.

Delegating II (2942EN)

It has been said that the achievements of an organization are the results of the combined efforts of each individual. If you as a manager have been able to delegate tasks effectively, the results will likely be the successful completion of many projects. As a result, the achievements of the organization will be greater. In Delegating I, we looked at the fundamentals of delegating. In this module, we will give you strategies to delegate effectively, and explore ways to handle delegated tasks that get stalled or that are successfully completed.

Working Well with Others (2943EN)

This module looks at workplace relationships from the employee's perspective. We'll examine how to understand a manager's style in order to build and maintain a positive relationship with this individual. We'll also look the relationships between co-workers. Recognizing our differences as well as our strengths can go a long way to building an effective team and a sense of shared achievement.

Becoming a Creative Asset (2944EN)

It's something that many employers overlook, but creativity is a workplace skill that can yield surprising dividends when it is valued and encouraged within an organization. But what is creativity exactly? How do we define it and can anyone become more creative? This module explores some of the psychology behind creativity and offers techniques for fostering creativity in yourself and others.

Understanding Stress (2945EN)

Most of us would agree that stress is an inescapable part of modern life. But how many of really understand stress? In this module we will look at the difference between good stress and bad stress. We will introduce the three-stage stress response which describes how we react to stress. And finally, we will look at common causes of stress. Understanding Stress is the first in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.

Recognizing Stress (2946EN)

How is your stress level right now? Stress plays an important role in our physical and emotional health. Not enough stress makes life dull and uninteresting, but too much can cause serious problems. How we perceive stress varies from person to person. In this module we will look at the signs of stress, and help you identify the symptoms that warn you that your own level of stress is becoming hard to handle. Recognizing Stress is the second in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.

Managing Stress (2947EN)

There are many effective strategies for coping with stress. Some will give you temporary relief, while others can be integrated into your lifestyle in order to give you long term relief. Lifestyle strategies for managing stress can be divided into three major categories: physical activity, nutrition and relaxation. In this module, we will look at the importance of physical activity and good nutrition in managing the negative effects of stress. Managing Stress is the third in a series of five

modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.

Relax! (2948EN)

One of the most effective methods of coping with stress is relaxation. In this module you will learn strategies for relaxing and review tried-and-true relaxation techniques that you can start practising today. Relax! is the fourth in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.

Special Issues in Stress (2949EN)

Healthy Workplace Culture (2950EN)

What is a healthy workplace? You might think it is one in which the physical environment is safe for all employees or one in which there is a level of overall health among the employees. And you'd be right. However, there is another less obvious but equally critical meaning of the term healthy workplace. In this case, it refers to the social environment of an organization, and the culture that it is based on. You might know of this by another name; people call this corporate culture, organizational culture, or workplace culture. The culture of an organization is a reflection of the social environment that is created. And if you have a healthy workplace culture, you will have motivated and productive employees who understand and share the values of the company. In this module we will look at the characteristics of a healthy workplace culture and identify reasons that workplace culture is critical to the successful operation of any organization.

Managing Workplace Culture (2951EN)

Without a doubt, management is largely responsible for an organization's culture, and this means in all stages of its development. Management is responsible for envisioning what the culture should be, for creating it, for sustaining it, and for modifying it when necessary. This means that management can take credit for a healthy workplace culture, but also must take responsibility for an unhealthy one. In Healthy Workplace Culture, we explored the characteristics of workplace culture, and the importance of healthy workplace culture. In this module, we will look at the ways in which leaders drive culture, and how you as the manager can improve the health of your workplace culture.

Privacy and Security

Information Security Awareness Certification Program (P1231EN)

This unique corporate training program is a comprehensive introduction to workplace security threats, best practices for protecting corporate information and the foundation of a proactive security strategy. Employees and managers who complete the course must pass a 25-question final exam with a score of at least 69% to earn their certificate and demonstrate a basic of industry standards and workplace security best practices.

Informatica Security is one of Canada's most recognized consulting and training organizations, helping to educate thousands of employees and helping to protect hundreds of millions of dollars each year. This 3-hour program is designed to be 100% compatible with your corporate policies and fully supports corporate security strategies, empowering every employee to play a part in the protection of information assets.

Target Audience: All employees and Management

An Examination is available with this Program. Estimated Program Length: 3 hrs.

Introduction to Security (9242EN)

Introductory module that lays the foundation for employees to understand their roles and responsibilities as companies strive to meet the challenge of information protection. Includes an overview of information asset value, accountability and the value of information.

Information Security Basics (9243EN)

This module includes educational subsections that help expose security as a critical part of every employee's work.

Part 1:
Concepts and Terminology offers clear definitions and examples to understand the underpinnings of security. Topics covered include:
- Security definitions and concepts
- Risks and threats
- Data classification
- Information privacy
- Common terms

Part 2:
Methods and Best Practices is an interactive approach for everyone to learn the critical aspects of physical, technical and administrative security practices including:
- Password security
- Access control and physical security
- Security policies and procedures
- Business interruptions and recovery
- Reporting incidents
- Internet security
- Encryption concepts
- Exam preparation and interactive quiz

Introduction to Privacy (P1142EN)

Overview:
Privacy has long been regarded as a basic human right in democratic societies. However, the explosion in the use of technology of the past few decades as resulted in a dramatic erosion of the individual's right to protect personal information. People are taking steps to protect their privacy. One of the ways in which they are able to achieve this is through privacy legislation.

Major Topics:
This six-part online program was developed to help Canadian businesses meet their obligations under the Protection of Personal Information and Documents Act (PIPEDA). The program provides an introduction to privacy definitions and concepts; an overview of the Act and its legal implications; a detailed examination of the AICPA/CICA Privacy Framework; a process for implementing an effective privacy program within an organization; and a procedure for developing a 5-step action plan. Introduction to Privacy includes a Glossary and a useful selection of privacy Resources. The program is followed by an online multiple choice exam.

Target Audience:
Consultants; privacy officers and those responsible for implementing privacy programs in organizations; managers and business owners.

Program Information:
Introduction to Privacy includes six modules, plus a Glossary module and a Resources module. Module 3 is available in two formats: if you have Flash, select the Flash version for additional interactivity; if you do not have Flash, select the HTML version. Both versions contain the same information.

An Examination is available with this Program.

Estimated Program Length: 4.75 hrs.

Module 1: Privacy Concepts, Concerns and Compliance (0654EN)

Introduction to Privacy is a six-part online program developed to help Canadian businesses meet their obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA). The first module in the program provides an introduction to privacy definitions and concepts. We will examine what is meant by privacy, personal information, security and confidentiality; review

global trends in privacy protection and privacy legislation; and identify key organizations involved in the development of regulatory frameworks. Finally, we will talk about why privacy is such an important issue for organizations. The relevance of these topics is underscored by links to cases upheld by the Privacy Commissioner of Canada.

Module 2: The Personal Information Protection and Electronic Documents Act (0655EN)

In the first module of Introduction to Privacy, we looked at the increasing concern in Canada and around the world regarding the individual's right to privacy. The Personal Information Protection and Electronic Documents Act, known as PIPEDA, is Canada's legislative response to the rising tide of public opinion against the misuse of personal information by the private sector. In this module, we will review the purpose and scope of the Act, and how it is enforced. We will discuss the impact of the Act on organizations, and outline some of the legal implications. This is the second of six modules in the program.

Module 3: Ten Components of Privacy (HTML version) (0656EN)

The second module in this program outlined the legal obligations of organizations with regard to the protection of personal information. This module provides a link between legal compliance and the setting up of an effective privacy framework. We will discuss how to deal practically with privacy within an organization. This entails focusing not only on the 10 principles based on the CSA Code, but also on best practices from other parts of the world, and organizing them in a logical way to make it easier to establish effective control over privacy matters. The Privacy Framework, developed jointly by the American Institute of Certified Public Accountants (AICPA) and the Canadian Institute of Chartered Accountants (CICA), reflects best practices from around the world. It provides a useful basis for developing a privacy framework and related controls in an organization.

Module 4: Overview of the AICPA/CICA Framework (0657EN)

In the third module in Introduction to Privacy, we introduced the ten components of the AICPA/CICA Privacy Framework. In this module, we will take a closer look at each of the ten components, reviewing their relationship with the Canadian federal privacy legislation (PIPEDA). We will also examine the Framework's criteria for assessing performance, and provide illustrations and explanations of the acceptable practices associated with each component. This is the fourth of six modules in the program.

Module 5: Introducing a Privacy Program (0658EN)

In the fourth module in Introduction to Privacy, we examined the ten components of the AICPA/CICA Privacy Framework, and the criteria for assessing performance. In this module, we will look at how an organization can introduce a privacy program that is based on the accepted practices contained in the Privacy Framework and that complies with the Personal Information Protection and Electronic Documents Act. This is the fifth of six modules in the program.

Module 6: Five Immediate Steps (0659EN)

In Modules 1 to 5 of Introduction to Privacy, we focused on key privacy issues, the Canadian federal privacy legislation (PIPEDA), accepted privacy practices from the AICPA and the CICA, and key steps to consider when introducing a privacy program within an organization. In this final module, you will develop an action plan for implementing a privacy program in either your own organization or a client organization. You will have an opportunity to reflect on where your organization currently stands in terms of privacy practices, review a checklist of key activities for implementing a privacy program, and identify the five most immediate steps to take to implement a program at your own organization or a client organization.

Module 3: Ten Components of Privacy (Flash version) (0660EN)

The second module in this program outlined the legal obligations of organizations with regard to the protection of personal information. This module provides a link between legal compliance and the setting up of an effective privacy framework. We will discuss how to deal practically with privacy within an organization. This entails focusing not only on the 10 principles based on the CSA Code, but also on best practices from other parts of the world, and organizing them in a logical way to make it easier to establish effective control over privacy matters. The Privacy Framework, developed jointly by the American Institute of Certified Public Accountants (AICPA) and the Canadian Institute of Chartered Accountants (CICA), reflects best practices from around the world. It provides a useful basis for developing a privacy framework and related controls in an

organization.

Resources (0661EN)

This module contains resources for Introduction to Privacy. You'll find links to the Web site of the Privacy Commissioner of Canada and PIPEDA, as well as sources of information on privacy.

Glossary (0662EN)

This module contains definitions of words and phrases related to privacy.

Primer on Privacy (P1143EN)

Overview:

As of January 1, 2004, all organizations that collect, use or disclose personal information in the course of a commercial activity will be covered by the Protection of Personal Information and Electronic Documents Act (PIPEDA). The 30-minute e-learning module provides an introduction to privacy definitions and concepts, explains why privacy is an increasingly important concern in Canada and around the world, reviews the purpose and scope of PIPEDA, explains why privacy is an important issue for organizations, and describes the responsibilities of employees. Additional resources are provided for those who wish to explore the content in more depth. A glossary provides definitions of privacy words and phrases. A self-assessment allows employees to check their understanding of the material covered. A certificate will be awarded to those who pass the exam.

Target Audience: Employees; business owners; anyone who handles personal information

Estimated Program Length: 0.5 hrs.

Primer on Privacy (0663EN)

As of January 1, 2004, all organizations that collect, use or disclose personal information in the course of a commercial activity will be covered by the Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA is Canada's legislative response to the growing tide of public opinion against the misuse of personal information by the private sector. The Act has a broad scope and impacts all types of organizations in the private sector.

Major Topics

The 30-minute e-learning module provides an introduction to privacy definitions and concepts, explains why privacy is an increasingly important concern in Canada and around the world, reviews the purpose and scope of PIPEDA, explains why privacy is an important issue for organizations, and describes the responsibilities of employees.

Additional resources are provided for those who wish to explore the content in more depth. A glossary provides definitions of privacy words and phrases. A self-assessment allows employees to check their understanding of the material covered. A certificate will be awarded to those who pass the exam.

Robbery Prevention Techniques for Security Officers, Executives and Managers (P1298EN)

The Security Officer's primary duty is to develop and administer a written Security Program for the institution. This is not an option for any financial institution – banks, credit unions or thrifts – it is a regulatory requirement. And even if it wasn't a requirement, initiating and maintaining an effective Security Program just makes good business sense. The Security Program must contain policies and procedures that address robberies – as well as an initial and periodic training program that also addresses robbery.

The purpose of this module is to examine the contributing factors common to most robberies – both the ones that the institution may control and the ones it can't. If the institution's robbery prevention efforts are unsuccessful, we will suggest potential solutions that managers and executives may consider in responding to robberies and their inevitable aftermath.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Robbery Prevention Techniques for Security Officers, Executives and Managers (0881EN)

The Security Officer's primary duty is to develop and administer a written Security Program for the institution. This is not an option for any financial institution – banks, credit unions or thrifts – it is a regulatory requirement. And even if it wasn't a requirement, initiating and maintaining an effective Security Program just makes good business sense. The Security Program must contain policies and procedures that address robberies – as well as an initial and periodic training program that also addresses robbery.

The purpose of this module is to examine the contributing factors common to most robberies – both the ones that the institution may control and the ones it can't. If the institution's robbery prevention efforts are unsuccessful, we will suggest potential solutions that managers and executives may consider in responding to robberies and their inevitable aftermath.

Robbery Response & Aftermath Techniques for Security Officers (P1299EN)

Security is described as the act of providing protection and defense against real or anticipated threats to the institution and its components. The purpose of this segment is to suggest the most effective techniques for responding to robberies of all types. This segment also suggests potential solutions that managers and executives may consider in responding to robberies and their inevitable aftermath.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Robbery Response & Aftermath Techniques for Security Officers (0882EN)

Security is described as the act of providing protection and defense against real or anticipated threats to the institution and its components. The purpose of this segment is to suggest the most effective techniques for responding to robberies of all types. This segment also suggests potential solutions that managers and executives may consider in responding to robberies and their inevitable aftermath.

Robbery Response Techniques For All Personnel (P1297EN)

Your institution's Security Director is responsible for developing and managing the institution's Security Program. The Security Program must contain policies and procedures that address robberies – as well as contain an initial and periodic training program that also addresses robbery. It's the institution's position that maintaining the security environment is perhaps the most important 1% of its business activities.

This Security Program is designed to create and to maintain a safe and secure environment for the institution's employees to work – and for the institution's customers to conduct business. You are just as responsible for maintaining the institution's Security Program as is the Security Director and your role is a simple – but critical – one. Your role is important and it has three parts: to be aware of the need to protect yourself, your family, other employees, customers and other persons on the premises; to observe and report unusual or suspicious persons and events to your supervisor or to the Security Director; and To take appropriate action if you feel that your safety – or the safety of another person – is at risk.

An Examination is available with this Program.   Estimated Program Length: 1 hrs.

Robbery Response Techniques For All Personnel (0880EN)

Your institution's Security Director is responsible for developing and managing the institution's Security Program. The Security Program must contain policies and procedures that address robberies – as well as contain an initial and periodic training program that also addresses robbery. It's the institution's position that maintaining the security environment is perhaps the most important 1% of its business activities.

This Security Program is designed to create and to maintain a safe and secure environment for the institution's employees to work – and for the institution's customers to conduct business. You are just as responsible for maintaining the institution's Security Program as is the Security Director and your role is a simple – but critical – one. Your role is important and it has three parts: to be aware of the need to protect yourself, your family, other employees, customers and other persons on the premises; to observe and report unusual or suspicious persons and events to your supervisor or to the Security Director; and To take appropriate action if you feel that your safety – or the safety of another person – is at risk.

Security: The Department (P1241EN)

Security has become the evolutionary process through which we provide a safe and secure environment within which our employees may work and our customers may conduct business. This e-learning module reviews the tasks, functions and responsibilities that are logically assigned to the Security Department.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience: Those with responsibilities for the security function in all sizes and types of financial institutions.

An Examination is available with this Program.   Estimated Program Length: 1 hrs.

Security: The Department (0878EN)

The Security Department doesn't just handle the institution's alarms, cameras, robbery procedures and filing Suspicious Activity Reports any longer. Security has become the evolutionary process through which we provide a safe and secure environment within which our employees may work and our customers may conduct business. In this module we will review the tasks, functions and responsibilities that are logically assigned to the Security Department. This module is part of a comprehensive e-learning program addressing the security function.

Security: An Orientation (P1234EN)

An effective security program is an excellent tool for protecting the institution's work product, physical assets, intellectual assets and personnel. This e-learning module introduce key concepts in security and provides a basic understanding of the security function.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience: Those with responsibilities for the security function in all sizes and types of financial institutions.

An Examination is available with this Program. Estimated Program Length: 0.75 hrs.

Security: An Orientation (0876EN)

An effective security program is an excellent tool for protecting the institution's work product, physical assets, intellectual assets and personnel. This e-learning module will introduce key concepts in security, and provide you with a basic understanding of the security function. We will outline the five primary responsibilities of the security function, and review common security-related events, including crimes involving security. We will also look at the monetary and non-monetary costs of crime. This module is part of a comprehensive e-learning program addressing the security function.

Security: Laws, Rules and Regulations (P1240EN)

The security function's primary duty is to develop and administer a written Security Program for the institution. Examiners evaluate the potential effectiveness of an institution's Security Program in three parts: physical security, process security and information systems (IS) security. This e-learning module discusses the laws, rules and regulations that affect the security function.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience: Those with responsibilities for the security function in all sizes and types of financial institutions.

An Examination is available with this Program. Estimated Program Length: 1 hrs.

Security: Laws, Rules and Regulations (0877EN)

The security function's primary duty is to develop and administer a written Security Program for the institution. This is not an option – it is a regulatory requirement. Even if it wasn't a requirement, initiating and maintaining an effective Security Program just makes good business sense. The Security Program should combine procedural security techniques with physical ones. Examiners evaluate the potential effectiveness of an institution's Security Program in three parts: physical security, process security and information systems (IS) security. In this module we will discuss the laws, rules and regulations that affect the security function. This module is part of a comprehensive e-learning program addressing the security function.

Security: Personnel (P1242EN)

No one person needs to perform all of the security-related tasks within the institution – the security function actually works best when several skilled people apply their respective knowledge, training and expertise to address security issues. This e-learning module suggests personnel who may logically perform safety and security-related tasks.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience: Those with responsibilities for the security function in all sizes and types of financial institutions. An Examination is available with this Program.   Estimated Program Length: 1 hrs.

Security: Personnel (0879EN)

While the mandated Security Officer position doesn't have to be a full-time one, the person filling that position does have to be a professional Security Officer at all times – regardless of how much time that the person can devote to the role. And no one person needs to perform all of the security-related tasks within the institution – the security function actually works best when several skilled people apply their respective knowledge, training and expertise to address security issues. In this module, we will suggest personnel who may logically perform safety and security-related tasks. This module is part of a comprehensive e-learning program addressing the security function.

The Annual Security Program Report (P1333EN)

State and federal regulations require that the Security Officer must submit a report to the institution's Board of Directors annually regarding the effectiveness of the Security Program. The first step in this process is to conduct a thorough review of the institution. The goals of this review are to identify and remedy actual and potential sources of safety-related issues and monetary losses.

The purpose of the security review is to identify conditions that may result in a loss or a legal action tomorrow – or thirty years from now. In other words, this review simply targets an institution's loss potential – using a standardized, practical and cost-effective methodology for analyzing the condition and contributions of the security function; and identifying the institution-wide windows of opportunity for loss from all sources.

An Examination is available with this Program. Estimated Program Length: 1 hrs.

The Annual Security Program Report (0883EN)

State and federal regulations require that the Security Officer must submit a report to the institution's Board of Directors annually regarding the effectiveness of the Security Program. The first step in this process is to conduct a thorough review of the institution. The goals of this review are to identify and remedy actual and potential sources of safety-related issues and monetary losses.

The purpose of the security review is to identify conditions that may result in a loss or a legal action tomorrow – or thirty years from now. In other words, this review simply targets an institution's loss potential – using a standardized, practical and cost-effective methodology for analyzing the condition and contributions of the security function; and identifying the institution-wide windows of opportunity for loss from all sources.

Workplace Violence Issues For Security Officers (P1347EN)

Preventing workplace safety issues – particularly acts of workplace violence – requires the Security Officer and members of the institution's Crisis Management Team to develop a special skill-set. Responding to these issues requires a thorough assessment of the tools the institution may have to acquire or use to resolve those issues. There is no single policy, procedure, practice or training program that will – by itself – significantly reduce or eliminate acts of workplace violence. What's necessary is applying multiple solutions simultaneously on an institution-wide scale, creating a Security Program that is truly evolutionary and effective.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Workplace Violence Issues For Security Officers (0884EN)

Preventing workplace safety issues – particularly acts of workplace violence – requires the Security Officer and members of the institution's Crisis Management Team to develop a special skill-set. Responding to these issues requires a thorough assessment of the tools the institution may have to acquire or use to resolve those issues. There is no single policy, procedure, practice or training program that will – by itself – significantly reduce or eliminate acts of workplace violence. What's necessary is applying multiple solutions simultaneously on an institution-wide scale, creating a Security Program that is truly evolutionary and effective.

Professional Administrator's Designation Program

This Entire program may be purchased for $550CDN: (P9998EN)

Estimated Program Length: 1 hrs.

Learning Resources Guide for P.Adm. Designation (2701EN)

The Professional Administration Learning Resources Guide has been prepared to assist individuals meeting the educational and experiential requirements and qualifications to prepare for the examination. The course of study to prepare for the P.Adm. designation is an individual initiative, self-study in nature. Sources of information provided in this guide relate to the competencies and are the basis upon which the examination questions are based.

QuickBooks

QuickBooks LearnOnline (Canadian Edition) (P1204EN)

You can pay over $1,000 for a consultant to show up at your office and set your business up with QuickBooks, North America's #1 small business accounting package. Or, you can sign up for QuickBooks LearnOnline and learn at your own pace, with clearly marked handouts, links and references, and a full version of QuickBooks Pro which is valid for 12 months, including current payroll tax tables! This course is designed to give you everything that you need to set up your accounting systems within your business.

This course was designed by Certified QuickBooks® ProAdvisor Esther Friedberg Karp, MBA, who

has been working with QuickBooks for over 12 years.

Target Audience: Entrepreneurs, Business Owners from all industries (already using QuickBooks or planning to switch to QuickBooks), Business Professionals, Accountants, Bookkeepers.

An Examination is available with this Program.

Estimated Program Length: 16 hrs.

QuickBooks LearnOnline: Introduction (9193EN)

QuickBooks LearnOnline: Lesson 1 (9194EN)

QuickBooks LearnOnline: Lesson 2 (9195EN)

QuickBooks LearnOnline: Lesson 3 (9196EN)

QuickBooks LearnOnline: Lesson 4 (9197EN)

QuickBooks LearnOnline: Lesson 5 (9198EN)

QuickBooks LearnOnline: Lesson 6 (9199EN)

QuickBooks LearnOnline: Lesson 7 (9200EN)

QuickBooks LearnOnline: Lesson 8 (9201EN)

QuickBooks LearnOnline: Lesson 9 (9202EN)

QuickBooks LearnOnline: Lesson 10 (9203EN)

QuickBooks LearnOnline: Lesson 11 (9204EN)

QuickBooks LearnOnline: Lesson 12 (9205EN)

QuickBooks LearnOnline: Lesson 13 (9206EN)

QuickBooks LearnOnline: Lesson 14 (9207EN)

QuickBooks LearnOnline: Lesson 15 (9208EN)

Sales and Marketing

Basic Sales Modules (P5435EN)

Increase your knowledge about effective and productive selling techniques through the courses offered in this program. Learn about e-commerce fundamentals, marketing and sales strategies, and about self-improvement through goal setting and time management.

Estimated Program Length: 11 hrs.

Customer Support (1008EN)

This course teaches you to use the power of the Internet to better support customers during the sales process and to increase customer satisfaction. You will learn about personalization techniques that permit firms to offer highly customized and individualized products and services. You will learn how to implement personalization for your company and to calculate the value it produces. The course also explains how a company can use Web enhancements to increase customer retention and loyalty, and to improve its best practices.

Customer Support Online (1009EN)

This course will teach you the important elements of effective interactivity. This includes user online behavior, choice, and demographics. You will learn how individuals on the Web demand customization and personalization. The course makes you aware that sensitivity to language and culture are important on the Net, and stresses the importance of the demographics of computer

access. You will learn how effective interactivity facilitates online relationship building.

Customer Loyalty Improvement (1010EN)

This course will provide employees and managers with a basic understanding of and tools for building customer loyalty. It covers basic principles and approaches to dealing with customers and creating loyal, repeat customers.

Individual Goals and Challenges (2516EN)

Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress.

Individual Goal Contract (2517EN)

Goal setting is not always easy, as unexpected events can get in the way of even the most dedicated efforts. This course will teach you how to achieve goals by developing a self-initiated contract that formalizes your commitment to your goals. These contracts can be simple or complex, and can be revised and clarified to meet the obstacles you encounter in the pursuit of your goals. You will also learn to use these contracts to set and meet deadlines.

Individual Goal Setting (2518EN)

This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams.

Individual Listening Skills (2519EN)

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.

Individual Priority Management (2520EN)

People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life. This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.

Individual Anger Management (2521EN)

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms.

Individual Goal Personalization (2522EN)

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.

Employee Time Management (2523EN)

This course is designed to assist individuals in diverse occupations to understand time management and to practice specific techniques to improve their efficiency. The specific techniques presented include making lists, using a personal organizer, handling interruptions and delegating work tasks. The course discusses how time management skills will help you overcome the effects of stress.

Marketing (P1174EN)

This four hour program was created for individuals who want to know more about marketing. The program will provide a fundamental understanding of marketing, including the basic marketing concepts and a working definition of marketing, then go on to explore in detail marketing opportunities, the marketing mix or the four Ps (price, product, promotion, and place), market research, target marketing, and customer service.

Target Audience: Managers, business owners, employees of public and private sector organizations of any size including non-profit and profit, marketing students, anyone seeking a career in marketing, volunteers.

An Examination is available with this Program.

Estimated Program Length: 4 hrs.

Marketing Basics (0248EN)

We will develop a working definition of marketing. We will illustrate that marketing is simply a process or set of activities whose goals are to provide goods and services to individuals. We will look at the notion of individual needs as the driving force behind marketing. We will also look at the notion that the entire process requires an exchange between individuals, one that focuses on buying and selling of goods and services. We will learn that marketing is a key function in business and an important one, whether in a planned economic system or in a market-driven economic system. We will then take marketing one step further to demonstrate its various areas of specialization, such as social marketing, the marketing of individuals, organizational marketing, and real property marketing.

Marketing Opportunities (0249EN)

We will examine three fundamental activities: Identifying opportunities; conducting market research; and understanding consumer behavior. We will take a closer look at the process to seek out attractive opportunities that a corporation, an individual, or a non-profit organization would undertake. Once viable opportunities have been identified, they are then analyzed individually. This analysis is accomplished through market research. Through market research, we can profile our potential customers and segment them into groups. Finally, we will look at the notion of consumer behavior and examine how needs and wants and buying behavior can impact our marketing efforts.

Marketing and Customer Service (0307EN)

This module will be particularly relevant to individuals working in an existing business environment and who want to implement a customer service program. Customer service is a set of activities undertaken by a business whose purpose is to enhance customer satisfaction. Satisfaction is the difference between how a customer expects to be treated and how he or she perceives having been treated. Customer service means all features, acts, and information that augment the customer's ability to realize the potential value of a core product or service. Customer service is more than just the product or service itself; it includes the warranty that comes with it and all of the other niceties that we expect. In designing your products, customer service should be integrated into it at the early stages of its development. In this module, we will specifically extend your knowledge of the Product (or service) function of the marketing mix. We will explore the six key steps in setting up an effective customer service program: Strategy, Leadership, Personnel, Design, Infrastructure, and Evaluation.

The Marketing Mix (0308EN)

The Marketing Mix consists of creating the right balance of product, place or distribution, promotion, and pricing that will end up producing a satisfactory result. We will examine these main processes that make up marketing activity. The opportunity you are pursuing and the needs and characteristics of the individuals you are going to serve will influence your decision in selecting the right mix. Products can be classified into categories and differentiated from one another to make it easier for the consumer to make a buying decision. We will then discuss the various considerations you need to examine in deciding how your product will get to the final consumer. We will also discuss the various methods of communicating to your target audience about what they can buy, where they can buy it, and for how much. Finally, we will look at ways in which prices can be set and the implications of setting the price.

Sales Is Just Great Service! (for Community Bankers) (P1232EN)

With an increase in the number of institutions competing to meet the financial needs of customers, it is more difficult for community banks to retain their customers' loyalty. Community bankers nationwide have identified a need to develop a sales culture in order to help their banks survive and prosper. ICBA developed this six-part e-learning program to give employees of community banks strategies for promoting the success of their institution by expanding existing relationships with customers.

Target Audience: Community bank employees

An Examination is available with this Program. Estimated Program Length: 3 hrs.

Expanding Customer Services (0808EN)

In this module we will look at the changes and challenges that confront community banks and talk about the role of employees. You will examine the value of a customer and begin to develop a greater customer focus. This is the first module in Sales Is Just Great Service!, a six-part online training program developed by ICBA for employees of community banks.

We Have What They Need (0809EN)

In the first module, we outlined how making small changes in the way we do business would allow our community bank to survive and prosper. This second module focuses on the products and services we use to keep our customers happy. You will explore a powerful concept for helping the bank expand its customer relationships – the Customer Pathway. Then you will learn about the language of features and benefits so that you can better communicate the value of the bank's offerings. This is the second module in Sales Is Just Great Service!, a six-part online training program developed by ICBA for employees of community banks.

A Minute Can Matter (0810EN)

Many of us chose to work in banking because we enjoy other people. People in banking are known for their friendly, service-minded attitudes. This is especially true in community banking. We are proud of our long-term employees, our community involvement and our relationships with customers. This module and the three modules that follow focus on relationships with customers. We will look at how we can use our relationships with customers to distinguish our bank from competitors and cultivate loyal, long-term customer relationships. This is the third module in Sales Is Just Great Service!, a six-part online training program developed by ICBA for employees of community banks.

Focus on Customer Needs (0811EN)

In the third module of this training program for community banks, we looked at how employees can provide exceptional service even in brief interactions with customers. In this module, we will focus on longer, more comprehensive transactions with our customers. In these longer transactions, we have more time to explore and meet the customer's needs. We can be reassured the bank is doing all it can for its customers. A substantial part of providing good service in longer transactions is educating our customers about the bank's products and services and how they can help them. We will also continue the topic of handling customer resistance that we began in Module 3. This is the fourth module in Sales Is Just Great Service!, a six-part online training program developed by ICBA for employees of community banks.

Meeting Customer Needs with Teamwork (0812EN)

Exceptional service requires more than just strong individual performance. Great customer service requires that we work as a team! As the title suggests, this module will help us sustain high-quality service across all departments, jobs and roles in our bank. We will start by discussing the importance of teamwork. Then we will examine the concept of continuous service. We will look at how to build better teams, and develop a model for making referrals within the bank. Finally, we will review the importance of supporting and reinforcing our customers' decisions. This is the fifth module in Sales Is Just Great Service!, a six-part online training program developed by ICBA for employees of community banks.

Exceeding Customer Expectations (0813EN)

This module continues the emphasis on teamwork to provide exceptional service and respond to customer problems in a way that will increase customer loyalty and retention. Providing exceptional customer service is an ongoing process of uncovering and resolving problems. This is not a one-

time event, but an ongoing journey. In other words, the new skills we have learned in this course need to become a habit for everyone in the bank. This is the last module in Sales Is Just Great Service!, a six-part online training program developed by ICBA for employees of community banks.

Sales Is Just Great Service! (for Financial Services) (P1249EN)

Today there are more institutions competing to meet the financial needs of customers. That means it is much more difficult to retain customers' loyalty, and more difficult for financial institutions to thrive, or even stay in business.

This six-part e-learning program is designed to show the employees of financial institutions how they can promote the success of their institution by expanding its existing relationships with customers.

Target Audience: Employees in banks, credit unions and other financial institutions.

An Examination is available with this Program. Estimated Program Length: 3.5 hrs.

Expanding Customer Services (0447EN)

In this module we will look at the changes and challenges that financial institutions face and talk about the role of employees. You will examine the value of a customer and begin to develop a greater customer focus.

This is the first module in Sales Is Just Great Service!, a six-part online training program for financial institutions.

We Have What They Need (0448EN)

In the first module, we outlined how making small changes in the way we do business would allow our institution to survive and prosper. This second module focuses on the products and services we use to keep our customers happy. You will explore a powerful concept for helping the institution expand its customer relationships – the Customer Pathway. Then you will learn about the language of features and benefits so that you can better communicate the value of the institution's offerings.

This is the second module in Sales is Just Great Service!, a six-part online training program for financial institutions.

A Minute Can Matter (0449EN)

Many of us chose to work in financial services because we enjoy other people. People in our sector are often known for their friendly, service-minded attitudes. We are proud of our long-term employees, our community involvement and our relationships with customers. This module and the three modules that follow focus on relationships with customers. We will look at how we can use our relationships with customers to distinguish our institution from competitors and cultivate loyal, long-term customer relationships.

This is the third module in Sales Is Just Great Service!, a six-part online training program for financial institutions.

Focus on Customer Needs (0457EN)

In the third module, we looked at how employees can provide exceptional service even in brief interactions with customers. In this module, we will focus on longer, more comprehensive transactions with our customers. In these longer transactions, we have more time to explore and meet the customer's needs. We can be reassured the institution is doing all it can for its customers.

A substantial part of providing good service in longer transactions is educating our customers about our products and services and how they can help them. We will also continue the topic of handling customer resistance that we began in Module 3.

This is the fourth module in Sales Is Just Great Service!, a six-part online training program for financial institutions.

Meeting Customer Needs with Teamwork (0458EN)

Exceptional service requires more than just strong individual performance. Great customer service

requires that we work as a team!

As the title suggests, this module will help us sustain high-quality service across all departments, jobs and roles in our institution. We will start by discussing the importance of teamwork. Then we will examine the concept of continuous service. We will look at how to build better teams, and develop a model for making referrals within our institution. Finally, we will review the importance of supporting and reinforcing our customers' decisions.

This is the fifth module in Sales Is Just Great Service!, a six-part online training program for financial institutions.

Exceeding Customer Expectations (0459EN)

This module continues the emphasis on teamwork to provide exceptional service and respond to customer problems in a way that will increase customer loyalty and retention.

Providing exceptional customer service is an ongoing process of uncovering and resolving problems. This is not a one-time event, but an ongoing journey. In other words, the new skills we have learned in this course need to become a habit for everyone in the institution.

This is the last module in Sales Is Just Great Service!, a six-part online training program for financial institutions.

Sales Skills (P1317EN)

Learn and develop professional selling skills to help grow your prospect base and improve your sales success ratio.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated Program Length: 6 hrs.

Sales: The Basics (2568EN)

Selling is a complex and sophisticated process, but successful sales begin and end with the basic essentials. This course includes an overview of the selling process, and provides worksheets and checklists to take you from contact lists through sales calls and on to follow-ups and referrals. There are tools for identifying the features and benefits of your product and service, doing a competitive analysis, and preparing your sales presentation. There are also practical tips on dealing with customers, handling objections, and using customer feedback to improve your own performance.

Sales: Qualifying Prospects (2570EN)

Everyone must manage the time and energy they have to get the most results for their efforts. For sales professionals, part of this efficiency comes from qualifying sales prospects. This course has tools, techniques and methods for making sure that you are following sound principles as you qualify prospects and determine where to invest your time for the best potential payoff.

Sales: Team Effectiveness (2683EN)

Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.

Sales: Telephone Skills (2684EN)

This course identifies the specific selling techniques and strategies that sales people need to be effective over the phone. It gives suggestions for relieving the anxiety of picking up the phone; checklists to make sure you are prepared for that all important conversation, and techniques for polishing your over-the-phone approach.

Sales: Cold Calls (2685EN)

There are some specific strategies that can help a sales person become more confident and

competent in making cold calls, and this course has them. It describes both the technical and the psychological techniques and methods to help you overcome your apprehension and conduct a call that gets results.

Sales: Closing (2686EN)

Many potentially effective sales people are unable to complete the only element of a sale that results in income --- closing. This course examines the issues related to preparing and setting the stage for a commitment to buy, looks at some of the reasons that this is such a tough step for many aspiring sales professionals, and gives techniques and methods for making sure it happens.

Systematic Selling - Establishing Rapport (P1090EN)

The third step in the Systematic Selling Process is establishing rapport with the prospect. The first few minutes of a sales call are critical. In this module, we'll look at ways to ensure that your sales call gets off to a good start. We'll look at techniques for establishing rapport, examine different behavior styles, and show you how to apply your understanding of behavior styles to your interactions with prospects. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Establishing Rapport is the third of eight modules in the online Systematic Selling Program.

An Examination is available with this Program. Estimated Program Length: 1 hrs.

Establishing Rapport (0603EN)

The third step in the Systematic Selling Process is establishing rapport with the prospect. The first few minutes of a sales call are critical. In this module, we'll look at ways to ensure that your sales call gets off to a good start. We'll look at techniques for establishing rapport, examine different behavior styles, and show you how to apply your understanding of behavior styles to your interactions with prospects. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Establishing Rapport is the third of eight modules in the online Systematic Selling Program.

Systematic Selling - Gaining Commitment and Following Up (P1095EN)

The seventh step in the Systematic Selling Process is gaining commitment. After making a recommendation and handling any obstacles the prospect may have raised, you've earned the right to ask for a commitment. In this module, you'll find out how to build a staircase of agreements leading to your final recommendation. We'll show you how to recognize buying signs and danger signals, and give you approaches to obtaining commitment based on the prospect's behavior style. The eighth step in the Systematic Selling Process is following up. Many sales people ignore this critical step. We'll tell you why following up is so important, suggest strategies for following up whether the sale is won or lost, and give you tips for dealing with buyer's blues. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Gaining Commitment and Following Up is the seventh of eight modules in the online Systematic Selling Program.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Gaining Commitment and Following Up (0723EN)

The seventh step in the Systematic Selling Process is gaining commitment. After making a recommendation and handling any obstacles the prospect may have raised, you've earned the right to ask for a commitment. In this module, you'll find out how to build a staircase of agreements leading to your final recommendation. We'll show you how to recognize buying signs and danger signals, and give you approaches to obtaining commitment based on the prospect's behavior style. The eighth step in the Systematic Selling Process is following up. Many sales people ignore this critical step. We'll tell you why following up is so important, suggest strategies for following up whether the sale is won or lost, and give you tips for dealing with buyer's blues. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Gaining Commitment and Following Up is the seventh of eight modules in the online Systematic Selling Program.

Systematic Selling - Getting the Appointment (P1088EN)

The first step in the Systematic Selling Process is getting the appointment. In this module you will learn effective strategies for contacting a prospect by making a cold call, corresponding by letter or e-mail, and using the telephone. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Getting the Appointment is the first of eight modules in the online Systematic Selling Program.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Getting the Appointment (0601EN)

The first step in the Systematic Selling Process is getting the appointment. In this module you will learn effective strategies for contacting a prospect by making a cold call, corresponding by letter or e-mail, and using the telephone. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Getting the Appointment is the first of eight modules in the online Systematic Selling Program.

Systematic Selling - Handling Obstacles (P1094EN)

The sixth step in the Systematic Selling Process is handling obstacles. Top sales people know that obstacles are really opportunities in disguise. In this module, you'll learn how to relate obstacles to your prospects' behavior styles. We'll give you techniques for handling obstacles, and an effective approach to planning your response to obstacles. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Handling Obstacles is the sixth of eight modules in the online Systematic Selling Program.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Handling Obstacles (0722EN)

The sixth step in the Systematic Selling Process is handling obstacles. Top sales people know that obstacles are really opportunities in disguise. In this module, you'll learn how to relate obstacles to your prospects' behavior styles. We'll give you techniques for handling obstacles, and an effective approach to planning your response to obstacles. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Handling Obstacles is the sixth of eight modules in the online Systematic Selling Program.

Systematic Selling - Identifying Objectives (P1091EN)

The fourth step in the Systematic Selling Process is identifying the prospect's objectives. Selling means helping your prospects to achieve their objectives through your products and services. It follows that identifying your prospect's objectives is at the heart of the Systematic Selling Process. In this module, we'll discuss how to position your company as a potential partner. We'll tell you how to use effective questioning and active listening to recognize a prospect's objectives and situation factors, and how to identify prospects as decision makers, recommenders or influencers. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Identifying the Prospect's Objectives is the fourth of eight modules in the online Systematic Selling Program.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Identifying Objectives (0604EN)

The fourth step in the Systematic Selling Process is identifying the prospect's objectives. Selling means helping your prospects to achieve their objectives through your products and services. It follows that identifying your prospect's objectives is at the heart of the Systematic Selling Process. In this module, we'll discuss how to position your company as a potential partner. We'll tell you how to use effective questioning and active listening to recognize a prospect's objectives and

situation factors, and how to identify prospects as decision makers, recommenders or influencers. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Identifying the Prospect's Objectives is the fourth of eight modules in the online Systematic Selling Program.

Systematic Selling - Making a Recommendation (P1093EN)

The fifth step in the Systematic Selling Process is making a client-focused recommendation. Selling means helping prospects achieve their objectives through the use of your products and services. Therefore, the recommendation you present to your prospects must be one that helps them achieve their objectives. We call this a client-focused recommendation. In this module, you will learn how to make a client-focused recommendation by relating the benefits and features of your products and services to your prospects' objectives. Then, we will give you a four-step approach to making a recommendation. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Making a Client-Focused Recommendation is the fifth of eight modules in the online Systematic Selling Program.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Making a Recommendation (0721EN)

The fifth step in the Systematic Selling Process is making a client-focused recommendation. Selling means helping prospects achieve their objectives through the use of your products and services. Therefore, the recommendation you present to your prospects must be one that helps them achieve their objectives. We call this a client-focused recommendation. In this module, you will learn how to make a client-focused recommendation by relating the benefits and features of your products and services to your prospects' objectives. Then, we will give you a four-step approach to making a recommendation. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Making a Client-Focused Recommendation is the fifth of eight modules in the online Systematic Selling Program.

Systematic Selling - Planning the Call (P1089EN)

The second step in the Systematic Selling Process is planning the call. In selling, as in all endeavors, planning can make the difference between success and failure. In this module you will learn how to plan a sales call to ensure that the conversation with your prospect goes the way you would like it to. You'll learn how to research a prospect, organize your information, and set objectives for a call. We'll introduce the Sales Call Planner, a comprehensive sales tool that guides you as you plan your sales strategy. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Planning the Call is the second of eight modules in the online Systematic Selling Program.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Planning the Call (0602EN)

The second step in the Systematic Selling Process is planning the call. In selling, as in all endeavors, planning can make the difference between success and failure. In this module you will learn how to plan a sales call to ensure that the conversation with your prospect goes the way you would like it to. You'll learn how to research a prospect, organize your information, and set objectives for a call. We'll introduce the Sales Call Planner, a comprehensive sales tool that guides you as you plan your sales strategy. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Planning the Call is the second of eight modules in the online Systematic Selling Program.

Systematic Selling - The Complete Program (P1059EN)

Learn professional selling techniques and develop your own strategies for applying them to your market. This complete 8 module program will give you a highly effective process for planning,

conducting and reviewing your critical selling activities. With interactive exercises, planning forms and checklists.

Target Audience:
Sales professionals

An Examination is available with this Program.

Estimated Program Length: 8 hrs.

Getting the Appointment (0601EN)

The first step in the Systematic Selling Process is getting the appointment. In this module you will learn effective strategies for contacting a prospect by making a cold call, corresponding by letter or e-mail, and using the telephone. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Getting the Appointment is the first of eight modules in the online Systematic Selling Program.

Planning the Call (0602EN)

The second step in the Systematic Selling Process is planning the call. In selling, as in all endeavors, planning can make the difference between success and failure. In this module you will learn how to plan a sales call to ensure that the conversation with your prospect goes the way you would like it to. You'll learn how to research a prospect, organize your information, and set objectives for a call. We'll introduce the Sales Call Planner, a comprehensive sales tool that guides you as you plan your sales strategy. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Planning the Call is the second of eight modules in the online Systematic Selling Program.

Establishing Rapport (0603EN)

The third step in the Systematic Selling Process is establishing rapport with the prospect. The first few minutes of a sales call are critical. In this module, we'll look at ways to ensure that your sales call gets off to a good start. We'll look at techniques for establishing rapport, examine different behavior styles, and show you how to apply your understanding of behavior styles to your interactions with prospects. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Establishing Rapport is the third of eight modules in the online Systematic Selling Program.

Identifying Objectives (0604EN)

The fourth step in the Systematic Selling Process is identifying the prospect's objectives. Selling means helping your prospects to achieve their objectives through your products and services. It follows that identifying your prospect's objectives is at the heart of the Systematic Selling Process. In this module, we'll discuss how to position your company as a potential partner. We'll tell you how to use effective questioning and active listening to recognize a prospect's objectives and situation factors, and how to identify prospects as decision makers, recommenders or influencers. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Identifying the Prospect's Objectives is the fourth of eight modules in the online Systematic Selling Program.

Making a Recommendation (0721EN)

The fifth step in the Systematic Selling Process is making a client-focused recommendation. Selling means helping prospects achieve their objectives through the use of your products and services. Therefore, the recommendation you present to your prospects must be one that helps them achieve their objectives. We call this a client-focused recommendation. In this module, you will learn how to make a client-focused recommendation by relating the benefits and features of your products and services to your prospects' objectives. Then, we will give you a four-step approach to making a recommendation. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Making a Client-Focused Recommendation is the fifth of eight modules in the online Systematic Selling Program.

Handling Obstacles (0722EN)

The sixth step in the Systematic Selling Process is handling obstacles. Top sales people know that obstacles are really opportunities in disguise. In this module, you'll learn how to relate obstacles to your prospects' behavior styles. We'll give you techniques for handling obstacles, and an effective

approach to planning your response to obstacles. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Handling Obstacles is the sixth of eight modules in the online Systematic Selling Program.

Gaining Commitment and Following Up (0723EN)

The seventh step in the Systematic Selling Process is gaining commitment. After making a recommendation and handling any obstacles the prospect may have raised, you've earned the right to ask for a commitment. In this module, you'll find out how to build a staircase of agreements leading to your final recommendation. We'll show you how to recognize buying signs and danger signals, and give you approaches to obtaining commitment based on the prospect's behavior style. The eighth step in the Systematic Selling Process is following up. Many sales people ignore this critical step. We'll tell you why following up is so important, suggest strategies for following up whether the sale is won or lost, and give you tips for dealing with buyer's blues. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Gaining Commitment and Following Up is the seventh of eight modules in the online Systematic Selling Program.

Self Assessment and Review (0724EN)

In previous modules, you learned about the eight-step Systematic Selling Process. In this module, you will review the concepts presented in this program, assess how well you have learned them, and apply the eight-step process to a new case study situation. Then you will have an opportunity to apply the Systematic Selling Process to your own prospects, using the forms and checklists provided in the Personal Application. Self Assessment and Review is the last of eight modules in the online Systematic Selling Program.

Small Business

Entrepreneurship (P1003EN)

Vital information for the entrepreneur: identifying new business ideas, recognizing opportunity, developing a vision statement, and creating a dynamic business plan. This three-part e-learning program is designed to help you develop your entrepreneurial potential.

An Examination is available with this Program.

Estimated Program Length: 3 hrs.

You the Entrepreneur (2716EN)

In every part of the world, entrepreneurs are contributing to the economy by producing new products, providing employment, increasing the tax base, and creating new wealth. In this course we will look at why people choose entrepreneurship, and focus on the skills and attributes of successful entrepreneurs. You will use the resources of the Internet to assess your entrepreneurial strengths and weaknesses and to identify strategies for developing the skills you need to succeed in your own business.

This is the first of three modules in Entrepreneurship, an e-learning program designed to help you develop your entrepreneurial potential.

Opportunity Knocks (2717EN)

Have you got an idea for a business? Congratulations! But remember, a great idea is only the beginning. The next step is for the entrepreneur to determine whether the business idea is also a business opportunity. To do this you have to decide if the idea is feasible from a business point of view and compatible with the entrepreneur's interests and goals. In this course you will use the resources of the Internet to find business ideas, evaluate opportunities, and develop your creative thinking skills.

This is the second of three modules in Entrepreneurship, an e-learning program designed to help you develop your entrepreneurial potential.

Charting Your Course (2718EN)

Creating a business plan is an exciting part of launching a new venture. Research on new business indicates a good business plan is a critical factor in small business success. In this course you'll see why you need a business plan and what goes into an effective plan. We will identify strategies for writing an effective business plan, and locate planning resources on the Internet that will help you reach your goals.

This is the third of three modules in Entrepreneurship, an e-learning program designed to help you develop your entrepreneurial potential.

Excellence for Small Business Self-Evaluation Tool (P1179EN)

An ongoing focus on quality is a key factor in the success of any business. Excellence for Small Business was developed specifically for businesses with fewer than 100 employees. It will help you identify where your business is on its quality journey, and what strategies it needs to work on to promote quality improvement. It will enable you to gauge your organization's strengths and seize opportunities for improvement.

Target Audience:
Owners and managers of small and medium-sized businesses

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Excellence for Small Business Self-Evaluation Tool (0246EN)

An ongoing focus on quality is a key factor in the success of any business. Excellence for Small Business was developed specifically for businesses with fewer than 100 employees. It will help you identify where your business is on its quality journey, and what strategies it needs to work on to promote quality improvement. It will enable you to gauge your organization's strengths and seize opportunities for improvement.

The program provides an outline of how to evaluate your business, using the 10-Point Quality Criteria and Self-Evaluation Tool, as well as tips on how to plan, carry out and score the Self-Evaluation. To assist you in thinking about the practices of total quality, we will being with a review of the drivers of excellence that help create a quality culture across the organization. We will also provide guidelines for planning improvement projects to be undertaken following the Self-Evaluation.

The foundation for the design of Excellence for Small Business is NQI's research on and knowledge of success factors for managing quality, and the practical experience and outcomes of successful businesses.

Financial Management for Small Business Certificate (P1004EN)

Critical information designed to increase profits. Cash management, sources of financing, accounts receivable management, business advisors, and methods to reduce risk.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

Managing Your Cash (0801EN)

Managing Your Cash is one module in a five-part series designed to help businesses increase their profits by improving their financial management skills. Cash has been described as the life blood of a business. A business may be profitable, but if it does not generate sufficient cash flow, it will run into financial trouble. In this course you will find out why you should pay attention to your cash flow. You will receive step by step instructions for preparing a cash flow forecast that will help you keep your business healthy.

Financing Your Business (0802EN)

Financing Your Business is one module in a five-part series designed to help businesses increase

their profits by improving their financial management skills. Raising the funds they need is one of the biggest challenges faced by business owners. In this course you will find out about the different types of financing available to small business, and the benefits and drawbacks of each. You will learn how to use the Internet to research sources of financing. And you will get useful tips on how to approach lenders and investors.

Managing Your Accounts Receivable (0803EN)

Managing Your Accounts Receivable is one module in a five-part series designed to help businesses increase their profits by improving their financial management skills. An account receivable is most valuable when it is turned from a receivable into actual cash - that is, when the account is collected. In this course, you will examine the benefits and disadvantages of granting credit to business customers, and look at some criteria for deciding which customers are creditworthy. You will also find out about the importance of monitoring your accounts receivable and of developing a clear and consistent collection policy.

Seeking Advice (0804EN)

Seeking Advice is one module in a five-part series designed to help businesses increase their profits by improving their financial management skills. It is unrealistic to think that a business owner can be an expert in every aspect of owning and running a business. Outside consultants and business professionals can provide you with the advice and professional expertise you need to make your business succeed. In this course you will learn how to assess your needs for outside assistance. We will review the business professionals that small companies typically consult. And finally, we will give you some strategies for choosing the right advisors for your business.

Managing Risk (0805EN)

Managing Risk is one module in a five-part series designed to help businesses increase their profits by improving their financial management skills. As a business owner, you face a variety of risks daily. You can reduce or share some of these with insurance companies, but others you have to bear in their entirety. These are the ones that you must evaluate carefully in light of your own risk threshold. Although it is impossible to eliminate risk entirely, there are strategies for assessing and managing risk that will help you keep your business risk within limits that are acceptable to you. In this course we will talk about how you can assess the risk associated with a variety of business decisions. We will review different types of business risk, and suggest strategies for managing them.

Health and Safety for Small Business (P1318EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation in Canada applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and provincial or territorial law.

Target Audience: Entrepreneurs, business owners

Skill Set: BUSINESS MANAGEMENT, COMPLIANCE, HEALTH AND SAFETY

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Health and Safety for Small Business (0304EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation in Canada applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and provincial or territorial law.

In this module, we will review the business case for workplace health and safety, then go on to

outline key health and safety issues that all small business owners should be aware of.

John Bulloch on Small Business [10 modules] (P1177EN)

What does it take to succeed in business? John Bulloch knows! Watch and listen as John shares his strategies for small business success in this ten-part video e-learning program. You'll find out how successful economies support entrepreneurs, where ideas come from, the importance of learning, how to work with your banker, and how to deal with growth.

Target Audience:
Entrepreneurs, business owners, business professionals, business students.

An Examination is available with this Program.

Estimated Program Length: 10 hrs.

To Grow or Not to Grow ... (0247EN)

To grow or not to grow? John Bulloch says the answer lies in what you want for your business and your life. The firms that stay small and the ones that have bigger plans are both important. For those who want growth, in this module, John Bulloch talks about planning for growth and leading with vision, and discusses strategies for managing growth.

Entrepreneurs Are Made and Not Born (0261EN)

Find out why small business is so important to society, and hear how John Bulloch developed his entrepreneurial instincts in the family business.

A Lone Wolf is a Dead Wolf (0262EN)

How can small firms survive in an economy that gives the advantage to powerful institutions like governments, banks, big corporations and trade unions? In the second module of John Bulloch on Small Business, John Bulloch explains how the power of numbers can level the playing field for small companies, and recounts how the 1969 White Paper on Tax Reform set the stage for the biggest small business organization in the world.

Opportunities, Opportunities (0263EN)

Contrary to what some people think, the small business sector is thriving. The secret is specialization. In the third module of John Bulloch on Small Business, John Bulloch describes the explosion of opportunities for small firms that find their market niche.

New Ventures - Getting It Right (0264EN)

The big difference between a small firm and a big corporation is capital. In the fourth module of John Bulloch on Small Business, John Bulloch explains why lack of capital is really an advantage for small firms. He shares ideas for reducing the costs associated with starting out – from vacuuming your own floors to using Internet technology to work more efficiently – and explains the difference between working hard and working smart.

The Magic of Learning (0265EN)

Generations of small business owners have trained their employees informally by passing on their own knowledge, skills and experience. Today, technology is creating a training revolution by making learning and training available to more people than ever before. In the sixth module of John Bulloch on Small Business, John Bulloch describes the magical effect of learning on small business owners and employees.

It's All About People (0266EN)

If you want to build a great company, build it with others. That's how John Bulloch sums up his father's business philosophy, a philosophy that he himself has lived by. In this module, John Bulloch talks about the central role employees play in small business success and the importance of creating a corporate culture based on loyalty and respect.

Creating Angel Investors (0267EN)

There is nothing as frustrating for an entrepreneur as trying to raise equity capital. Many entrepreneurs rely on non-institutional investors for early money. These individual investors are known as angels. In this module, John Bulloch explains what entrepreneurs can do to attract angel

investors.

Learning to Love Your Banker (0268EN)

One of a small business owner's most important relationships is with the bank. Tensions between bankers and small business people are natural, but as John Bulloch says, your banker can be your most valuable mentor if you can learn to work together. In this module, John Bulloch explains how small businesses can build positive working relationships with their bankers.

Who Says You Can't Have Fun? (0269EN)

Building a business requires an enormous amount of hard work, but when John Bulloch remembers his family's business, it's the fun that comes to mind – his father's controversial ads, the close-knit family of employees, the camaraderie of the salespeople, and the special customers who kept coming back. In this module, John Bulloch talks about the magic that happens when you build a business.

John Bulloch on Small Business [5 modules] (P1178EN)

What does it take to succeed in business? John Bulloch knows! Watch and listen as John shares his strategies for small business success in this five-part video e-learning program. You'll find out how successful economies support entrepreneurs, where ideas come from, the secrets of a successful start-up and the importance of people.

Target Audience: Entrepreneurs, business owners, business professionals, business students.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

Entrepreneurs Are Made and Not Born (0261EN)

Find out why small business is so important to society, and hear how John Bulloch developed his entrepreneurial instincts in the family business.

A Lone Wolf is a Dead Wolf (0262EN)

How can small firms survive in an economy that gives the advantage to powerful institutions like governments, banks, big corporations and trade unions? In the second module of John Bulloch on Small Business, John Bulloch explains how the power of numbers can level the playing field for small companies, and recounts how the 1969 White Paper on Tax Reform set the stage for the biggest small business organization in the world.

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If you want to build a great company, build it with others. That's how John Bulloch sums up his father's business philosophy, a philosophy that he himself has lived by. In this module, John Bulloch talks about the central role employees play in small business success and the importance of creating a corporate culture based on loyalty and respect.

Stages of Growth in Leading Firms Certificate (P1008EN)

This series is gold with valuable expert strategies from leading growth CEOs. Learn to promote and identify growth, avoid pitfalls of fast growth and profit from rapid expansion.

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

Leading Growth Firms: Great Beginnings (0200EN)

Leading growth firms are defined as companies whose sales grow by 50% in three years or less. As these companies grow from start-up to threshold firms, the CEOs must make changes at each stage of growth in order to ensure success and often, survival. In this course, you will discover the characteristics of leading growth firms, and the six stages of growth in their evolution. Then you will explore the first two stages of growth and identify strategies successful CEOs employ to steer their companies through these early challenges.

Leading Growth Firms: The People Crunch (0201EN)

The People Crunch is one in a series of three courses on Six Stages of Growth in Leading Growth Firms. These fast-growing, innovative firms follow a rapid path of growth from start-up to threshold in less than a decade, with revenues increasing more than 50%. In stages 3 and 4, the leading growth firm has an established, successful product or product line. Now the CEO must build a management team to support production and meet client needs. Operations, management structure become priorities. In Stage 4, the CEOs take a critical look at their team and may search for new talent. As well, the CEOs consider new product development and new markets. This module will give you an overview of the challenges of Stages 3 and 4, and the demands on the CEOs as they lead their companies forward.

Leading Growth Firms: Expansion (0202EN)

Leading growth firms in Stage 5 dramatically expand the scale of their businesses. Now they increase the number of product lines, clients and markets, and commit to new product development and more diverse exports. A high-powered management team leads the company. In Stage 6, the firms are able to reinvent themselves and sustain long-term growth. Multiple product lines and markets allow the companies to compete. This is truly a time to grow towards threshold level. This Module will give you an overview of the changes successful CEOs make in Stages 5 and 6 to create diversified, stable corporations that can compete and survive.

Systems Analysis

Defining Project Scope (P5509EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of describing and documenting the scope of your project. Scope defines what is, and is not, part of our system.

The course teaches techniques to identify the in and out-of-scope business activities, objects, interfaces and variations as a fundamental first step to scoping the product functionality.

Elicitation methods are covered that involve subject matter experts and representatives from other systems and departments.

The discussion of scope also introduces the project team to methods of modeling the high-level scope and ensuring an appropriate level of detail is specified that will enable a fast and accurate start to a project. And we'll be applying best practices along the way so that your definition of scope will contribute to the definition of business requirements that conform to industry best practices standard deliverables.

Estimated Program Length: 4 hrs.

The Framework (6202EN)

The Steps (6203EN)

Development Environments (6204EN)

Building in Quality (6205EN)

Describing Business Process (P5510EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of describing and documenting the business processes (activities) that form the business context for your project.

The descriptions of key business processes that you create during this phase of your project provide the context for all work that follows. For the requirements team, breaking the system into activities helps to focus discussions on smaller areas. For your business partners, it is easy to achieve consensus and buy-in at an activity level. For the project manager, organizing the system into activities allows the project manager to identify cohesive work packages. The detail gathered at this stage enhances the product description and confirms the project scope. For the design team, this discussion of business process at an activity level ensures the integration of the functional and data requirements and provides the basis for the software system specifications. And finally, for testers, activity descriptions provide the basis for meaningful test scripts that reflect actual business usage.

Estimated Program Length: 4 hrs.

The Framework (6206EN)

The Steps (6207EN)

Development Environments (6208EN)

Building in Quality (6209EN)

Describing Functional Business Requirements (P5511EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of discovering, describing and documenting your client's business requirements completely, accurately and consistently regardless of your subsequent system development efforts.
This means that whether you are specifying these requirements for a web-enabled application, object-oriented, client-server, legacy system or a combination, true functional business requirements are independent of technology. This is beneficial because you won't need to go back and change the business requirements as the technology changes (which is often).

And we'll be applying best practices along the way so that the resulting business requirements you specify will conform to industry best practices in this particular area.

Estimated Program Length: 5 hrs.

The Framework (6210EN)

Discovering and Describing Requirements (6211EN)

Development Environments (6212EN)

Quality Assurance (6213EN)

Next Steps (6214EN)

Determining Information Requirements (P5512EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of describing and documenting business information or data needs for your project, regardless of the corporate system development methodology, or technical platform implementation.

For those who are relatively new to data modeling concepts, we have simplified the rules of

normalization and business rules that give you a jump-start on your next project. If you are more experienced in data modeling, you will see the ease of obtaining the object definition, relationships, cardinality and modality from your clients which enable you to build a solid conceptual data model, based on true business needs. Additionally, you'll have the context for data usage for each business process. And we'll be applying best practices along the way so that the resulting requirements you specify will conform to industry best practices and standard deliverables.

Estimated Program Length: 6 hrs.

The Framework (6215EN)

The Steps (6216EN)

Entity Relationship Diagramming (6217EN)

Development Environments (6218EN)

Quality Assurance (6219EN)

Next Steps (6220EN)

Determining Project Objectives (P5508EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of discovering, describing and documenting your client's business objectives.

Establishing high quality objectives is essential to the success of your project. If you don't set specific, measurable, achievable, results oriented and time-bounded objectives, how will you ever determine the success of your project? On the surface, setting project objectives seems to be a straight-forward exercise - one that is often taken for granted, overlooked or simply ignored. Establishing high-quality objectives is an essential component to the success of your project. If you do not set specific, measurable, achievable, results-oriented and time-bounded objectives, how will you know if your project is successful? This course is intended to help you do just this.

Estimated Program Length: 4 hrs.

The Framework (6198EN)

Discovering and Describing Objectives (6199EN)

Constraints, Assumptions, and Dependencies (6200EN)

Building in Quality (6201EN)

Documenting Requirements Meetings (P5515EN)

This is one in a series of courses that focus on the skills and competencies of The Requirements Discovery Process. This course is intended to take the participant through the aspects of capturing and documenting Business Requirements completely, accurately and consistently regardless of your subsequent system development efforts. In fact, the skills that you will learn in this course can be used to capture discussions that are completely unrelated to developing systems.

Whether you are an experienced analyst, or new to the field, at the end of this course you will be able to:

- walk into any requirements meeting and synthesize the information from your subject matter experts and document their true business requirements in the context of how they are needed;
- compose business requirements that are clear, concise, complete and unambiguous that any developer or client and others can understand and use; and
- organize and package the requirements in a deliverable or work product quickly and use it as the source for subsequent development, RFP or build/buy decisions.

Estimated Program Length: 5 hrs.

The Framework (6228EN)

Preparing (6229EN)

Listening (6230EN)

Capturing (6231EN)

Building in Quality (6232EN)

Eliciting Data Warehouse Requirements (P5514EN)

Industry gurus such as Inmon and Kimball have recognized that the models and methods to design a Data Warehouse are unique and different than traditional data modeling practices. However, it is only recently that these best practices have evolved as analysis tools in specifying Data Warehouse requirements.

This course covers the How-To's of performing quality business requirements analysis for data warehousing projects.

- Identify, validate and document your Client's Requirements for a Data Warehouse, Data Mart or Decision Support System with confidence
- Ensure that raw business data harvested from legacy transaction processing systems and other data sources is transformed into powerful Business Intelligence
- Learn the latest practical techniques & best practices for specifying DW systems
- Work directly and interactively with business clients in defining project requirements

Finally, there exists proven and practical techniques - which can be easily applied to your DW projects - to gather and prepare quality specifications for Data Warehouses, Data Marts and Decision Support Systems.

Estimated Program Length: 6 hrs.

The Framework (6222EN)

Identifying Business Objectives (6223EN)

Describing Business Usage Scenarios (6224EN)

Discovering Facts, Measures, and Dimensions (6225EN)

Describing Facts and Dimensions (6226EN)

Building in Quality (6227EN)

Fundamentals of Requirements Elicitation (P5507EN)

This course is a high-level overview of the entire Requirements Elicitation Process. It introduces the learner to all the steps in the process, along with terminology, modeling tools and techniques.

Primarily designed for new business analysts, this course is also ideal for Managers and Business Users who do not need to understand the technical nuances of requirements gathering, but rather, need only a high-level overview of the Best Practice concepts. If you are one of those analysts who will be delving into the nitty-gritty details of business analysis, then understanding these major building blocks is critical.

Imagine being able to walk into any business area and be able to elicit your client' business requirements, completely, accurately & consistently, regardless of the amount of experience you have in that subject area, regardless of the years of IT experience or your education level. Imagine being able to communicate with your clients in business terms and language that they understand and relate to using non-threatening, non-technical techniques. And perhaps most important of all, imagine being able to obtain their agreement that what you are modeling is truly what they want and need, immediately securing their buy-in. That's what this course is all about.

Estimated Program Length: 2 hrs.

The Framework (6191EN)

Objectives (6192EN)

Scope (6193EN)

Business Activities (6194EN)

Functional Requirements (6195EN)

Data Requirements (6196EN)

Putting it all together (6197EN)

Telephone Customer Contact

New Business Development: Cold Calling (P1199EN)

New business development is critical for the ongoing success of any business. Contacting prospective new customers ('prospects') on the phone is one of the most powerful ways to maintain this new business stream. New business development in the form of 'cold calling' prospects is a unique form of telephone sales, requiring and approach and a skill set that are different than typical 'selling' skills. This program examines these areas of difference and guides learners through the creation of a roadmap to successful new customer generation.

An Examination is available with this Program.

Estimated Program Length: 0.75 hrs.

Understanding the Cold Call (6188EN)

A positive attitude is precipitated by a belief in the benefits of cold calling, to the organization, to the customer and to the cold caller. The phenomenon referred as 'call reluctance' is most common in cold calling. Cold calling success hinges in part on making a number of these calls (since there are typically more 'no sales'). This course will help the learner understand the benefits of cold calling and be able to understand and overcome the causes of 'cold call reluctance'.

Preparation for a Cold Call (6189EN)

Combining a positive attitude with practical tools and preparation results in a more 'professional' sounding call and a more effective call. This course examines how to establish an ergonomically organized work area, a strong prioritized prospect list and effective scripting for an opening statement. These are all key elements of preparation that positively influence sales effectiveness. The ability to create effective scripting can have a powerful impact in other areas of the call as well. This course also deals with call scheduling issues and how this represents a personal commitment to cold calling, as well as the value and approach to reviewing customer information to assist in mentally preparing for the call. This course will help the learner understand the benefits of a number of facets of physical and mental call preparation.

Conducting the Cold Call (6190EN)

This course provides a practical guide to understanding the 'tracking' of calls and how to use the resulting numbers to support cold call success. Additionally, techniques are provided for handling the process of the cold call.

Telepro Online - Complete Program (P1032EN)

In order to be effective in today's competitive environment, professional service representatives must develop effective telephone skills. The TelePro® Online Program is essential for anyone who interacts with internal or external customers over the telephone. Skill areas include before the call activities, using the greeting, establishing and maintaining rapport, and effective listening and questioning skills. Difficult customer interactions can be handled more effectively with improved interpersonal skills; communicating through accents, holding and transferring calls, and maintaining positive control of the call are also topics within the program.

An Examination is available with this Program.

Estimated Program Length: 12 hrs.

Before the Call (2461EN)

Service professionals know that how they deliver their message often communicates more than the actual words they choose. The meaning behind your words is influenced by how prepared you are. This preparation is, therefore, critical to your success in the call. This module offers the service representative guidance in preparing to receive or make a telephone call.

Making the Connection (2462EN)

Words and vocal qualities shape your communication to the customer. Vocal qualities, though subtle, can significantly alter the meaning of the words you speak, without you even being aware of it. This module offers thorough explanations, practice and examples to improve your vocal skills in the areas of pitch, inflection, volume, rate of speech and clarity.

Establishing Rapport (2463EN)

The ability to build rapport with the customer is an attitude about the customer that you communicate through your words. Tools such as an effective greeting, a fresh sound or approach, use of the customer's name will create an atmosphere of courtesy and respect toward the customer. In this module, you will learn how to establish rapport every time you connect with customers.

Maintaining Rapport (2464EN)

Once rapport is created with a customer, continued effort is required throughout the telephone call to ensure the connection is maintained. Techniques include use of the greeting, matching the customer's vocabulary, avoiding dead air, being tactful and respectful, and employing a value added close. Use these important techniques to maintain a positive, respectful approach during the telephone call.

Creating a Climate for Rapport (2465EN)

A positive attitude benefits both customers and co-workers. Good rapport within the department creates a positive attitude, and this is transferred to the client. Learn how to use positive wording, avoid hot buttons, and release baggage or leftover negative emotions such as worry, anxiety or concern. As well, the module includes guidelines for teamwork, a vital part of a positive department climate.

Effective Listening (2466EN)

The rules for telephone communication are different than those for face-to-face communication, because all of the non-verbal clues are missing. In this module you will learn effective listening responses, and the valuable tools of real and active listening. Other techniques include avoiding mental drift and call diagramming. Barriers to listening should be identified and removed. Through this module, you can become an expert communicator by using effective listening.

Communicating Through Accents (2467EN)

The cultural mix in most countries and businesses today is diverse, and often service representatives are dealing with people who have different accents; understanding the speaker's message requires a positive attitude, along with some effort and practice. All customers have a right to be listened to and respected. In this module, you will explore effective methods for communicating with people who have accents. Techniques include courtesy, listening habits, active listening, word choices and speaking clearly.

Questioning Skills (2468EN)

Listening and questioning go together. Through effective questioning you can ensure you are listening to information that can help you resolve the customer's issue. This module presents a thorough questioning process that includes appropriate wording, active listening, and open and closed questions.

Holding and Transferring Calls (2469EN)

Occasionally you will be required to put customers on hold or transfer them in order to resolve their issue. The basic techniques described in this module will show the customers that your focus is on helping them. Handle holds and transfers professionally by following the guidelines in this module.

Establishing Control of the Call (2470EN)

Positive control by the representative will allow the call to move smoothly from one phase to the next in logical steps, and will put the customer at ease. Learn how to eliminate habits that lead to loss of control, and identify those that promote confidence.

Regaining Control of the Call (2471EN)

Sometimes customers will try to take over control of the call. Through the careful use of the interjection, connect and redirection phases of the valuable "wedge" technique, the successful service representative can regain control of the call's direction and focus. Appropriate timing, along with using closed and open-ended questions, can put the service representative back in control.

Positive Call Management (2472EN)

Sometimes it is necessary to say "no" to customers, or to give them information they do not want to hear. The customer's requests are not always possible. Learn steps to deal with these difficult situations that will allow you to maintain positive control of the call.

Telepro Online Program - Group One: 'Connecting' with the Customer (P1052EN)

Group 1 modules focus on improving the customer experience by improving the learner's ability to connect with the customer. This program is suitable for all reps as a base program and as the sole program for reps who have minimal need for the more interactive skills of the other modules.

An Examination is available with this Program.

Estimated Program Length: 4 hrs.

Before the Call (2461EN)

Service professionals know that how they deliver their message often communicates more than the actual words they choose. The meaning behind your words is influenced by how prepared you are. This preparation is, therefore, critical to your success in the call. This module offers the service representative guidance in preparing to receive or make a telephone call.

Making the Connection (2462EN)

Words and vocal qualities shape your communication to the customer. Vocal qualities, though subtle, can significantly alter the meaning of the words you speak, without you even being aware of it. This module offers thorough explanations, practice and examples to improve your vocal skills in the areas of pitch, inflection, volume, rate of speech and clarity.

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Maintaining Rapport (2464EN)

Once rapport is created with a customer, continued effort is required throughout the telephone call to ensure the connection is maintained. Techniques include use of the greeting, matching the customer's vocabulary, avoiding dead air, being tactful and respectful, and employing a value added close. Use these important techniques to maintain a positive, respectful approach during the telephone call.

Telepro Online Program - Group Two: Managing the Call (P1053EN)

Group 2 modules focus on those skills necessary for managing the call and are more suitable for those who must use the skills of listening, questioning and controlling the interaction to bring the call to a timely and appropriate response.

An Examination is available with this Program.

Estimated Program Length: 4 hrs.

Effective Listening (2466EN)

The rules for telephone communication are different than those for face-to-face communication, because all of the non-verbal clues are missing. In this module you will learn effective listening responses, and the valuable tools of real and active listening. Other techniques include avoiding mental drift and call diagramming. Barriers to listening should be identified and removed. Through this module, you can become an expert communicator by using effective listening.

Questioning Skills (2468EN)

Listening and questioning go together. Through effective questioning you can ensure you are listening to information that can help you resolve the customer's issue. This module presents a thorough questioning process that includes appropriate wording, active listening, and open and closed questions.

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Sometimes customers will try to take over control of the call. Through the careful use of the interjection, connect and redirection phases of the valuable "wedge" technique, the successful service representative can regain control of the call's direction and focus. Appropriate timing, along with using closed and open-ended questions, can put the service representative back in control.

Telepro Online Program Elective Module 1 - Creating a Climate for Rapport (P1054EN)

Gain the benefits of developing and maintaining a positive attitude within the call center working environment.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Creating a Climate for Rapport (2465EN)

A positive attitude benefits both customers and co-workers. Good rapport within the department creates a positive attitude, and this is transferred to the client. Learn how to use positive wording, avoid hot buttons, and release baggage or leftover negative emotions such as worry, anxiety or concern. As well, the module includes guidelines for teamwork, a vital part of a positive department climate.

Telepro Online Program Elective Module 2 - Communicating Through Accents (P1055EN)

Learn how to listen through accents and speech that are difficult to understand.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Communicating Through Accents (2467EN)

The cultural mix in most countries and businesses today is diverse, and often service representatives are dealing with people who have different accents; understanding the speaker's message requires a positive attitude, along with some effort and practice. All customers have a right to be listened to and respected. In this module, you will explore effective methods for communicating with people who have accents. Techniques include courtesy, listening habits, active listening, word choices and speaking clearly.

Telepro Online Program Elective Module 3 - Holding and Transferring (P1056EN)

Learn how to put customers on hold and make transfers professionally and courteously.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Holding and Transferring Calls (2469EN)

Occasionally you will be required to put customers on hold or transfer them in order to resolve their issue. The basic techniques described in this module will show the customers that your focus is on helping them. Handle holds and transfers professionally by following the guidelines in this module.

Telepro Online Program Elective Module 4 - Positive Call Management (P1057EN)

Handle those difficult calls when saying "no" is required.

An Examination is available with this Program.

Estimated Program Length: 1 hrs.

Positive Call Management (2472EN)

Sometimes it is necessary to say "no" to customers, or to give them information they do not want to hear. The customer's requests are not always possible. Learn steps to deal with these difficult situations that will allow you to maintain positive control of the call.

The Small Business Management Certificate Program (SBMC)

Focus on Business Issues (3 online hours) (P0091EN)

This area covers key business issues: compliance with privacy legislation from the Canadian Institute of Chartered Accountants (CICA), work skills from Vubiz, and international trade from Export Development Canada (EDC) and the Forum for International Trade Training (FITT).

An Examination is available with this Program. Estimated Program Length: 4.5 hrs.

Effective Communication (0250EN)

The ability to communicate effectively is critical to success in the workplace. We spend 80% of our waking hours in some form of communication. At work, the people we communicate with may include managers, colleagues, subordinates, customers, suppliers and the general public, to name a few. Poor communication skills affect workplace relationships and may even prevent us from doing our jobs well. On the other hand, effective communication improves our job performance and enhances our day-to-day contact with others. In this module, we will look at three components of effective communication: listening well, expressing ourselves through talking, and being assertive.

Effective Leadership (0258EN)

In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.

Delegating I (0291EN)

When delegating is successful, everyone wins: you have more time to dedicate to what you need to be doing, and your employees develop new skills as well as self-confidence and a heightened sense of responsibility to the company. In this module, you will learn about the components of

delegating, and ways of delegating successfully.

Delegating II (0292EN)

It has been said that the achievements of an organization are the results of the combined efforts of each individual. If you as a manager have been able to delegate tasks effectively, the results will likely be the successful completion of many projects. As a result, the achievements of the organization will be greater. In Delegating I, we looked at the fundamentals of delegating. In this module, we will give you strategies to delegate effectively, and explore ways to handle delegated tasks that get stalled or that are successfully completed.

A Primer on International Trade (0600EN)

This primer introduces you to the world of international trade. You will learn about the export transaction, the export contracting process and the contract itself. You will learn about risks and how to manage risks inherent in an export transaction.

Primer on Privacy (0663EN)

As of January 1, 2004, all organizations that collect, use or disclose personal information in the course of a commercial activity will be covered by the Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA is Canada's legislative response to the growing tide of public opinion against the misuse of personal information by the private sector. The Act has a broad scope and impacts all types of organizations in the private sector.

Major Topics: The 30-minute e-learning module provides an introduction to privacy definitions and concepts, explains why privacy is an increasingly important concern in Canada and around the world, reviews the purpose and scope of PIPEDA, explains why privacy is an important issue for organizations, and describes the responsibilities of employees.

Additional resources are provided for those who wish to explore the content in more depth. A glossary provides definitions of privacy words and phrases. A self-assessment allows employees to check their understanding of the material covered. A certificate will be awarded to those who pass the exam.

An Introduction to International Trade – Module 1 (0761EN)

There are almost daily reports and testimonials about businesses that have gone global and are enjoying success in foreign markets as a result of their initiative, efforts and perseverance. There are also less glamorous stories of companies that found it painful and expensive to go global or that simply failed in the attempt. There are several reasons that are commonly offered as explanations for such setbacks: lack of information, inadequate preparation, and deficient planning.

This five module online workshop seeks to address these factors as a way of increasing the success rate of our new exporters.

Focus on Management (3 online hours) (P0090EN)

This area covers strategic management brought to you by the Canadian Society of Management Accountants of Canada (CMA)and management of information and operations courtesy of the Canadian Association of Management Consultants (CAMC).

An Examination is available with this Program.

Estimated Program Length: 3 hrs.

Introduction to IT Consulting (0090EN)

The current business environment is characterized by constant change. This is especially true of business technology. It is clear that there is a growing need for organizations to obtain the services of outside experts to assist them in interpreting, implementing and managing information technology. It is also clear that no other discipline in the consulting sphere has to keep up with such a hectic rate of change as the field of IT consulting. This is having a significant impact on the way professional IT consultants are recruited, educated and evaluated. This module will provide an introduction to IT consulting. We will begin with an overview of IT planning and its relation to the organization's overall business strategy. Then we will review how strategy is translated into reality by the IT tactical team. Next we will look at three of the most important current issues in the area

of information technology. And finally, we will survey future trends in technology and IT management. Throughout the module, we will look at the role of the consultant in helping clients apply and manage technology. The material in this module is adapted from a 10-part series on Management Practices in Information Technology developed by the Canadian Association of Management Consultants. The series provides prospective Certified Management Consultants with an in-depth view of IT issues and the IT body of knowledge.

Enabling the Next Generation Enterprise (0170EN)

Today's companies are confronting new market realities that require fundamental changes to the way we create, produce and distribute goods and services. A Next Generation Enterprise (NGE) is a business that has the skills and attributes to succeed in this complex new environment. This module will give you an overview of NGEs and the role that management accountants can play in the development of competitive organizations. Enabling the Next Generation Enterprise is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Implementing Self-Directed Work Teams (0175EN)

Faced with intense global competition in a rapidly changing marketplace, organizations are looking for ways to reduce bureaucracy, increase worker motivation, and encourage continuous improvement. Self-directed work teams (SDWTs) are one of the breakthrough approaches that companies are using to meet the challenges of doing business today. By involving employees in managing their own work, SDWTs can increase motivation and productivity as well as the quality of products and services. This module will introduce the benefits and potential challenges of SDWTs. Implementing Self-Directed Work Teams is one of a series of modules for accounting professionals developed for The Society of Management Accountants of Canada. The series focuses on developing the management skills organizations need to succeed in today's highly competitive business environment.

Introduction to Operations Management (0526EN)

There is a large and rapidly evolving body of knowledge in operations management consulting. This module was developed to provide management consultants with a context for addressing high level operations management issues. Operations management is concerned with the work an organization must do to satisfy its customers. This is the system by which the organization's inputs are transformed into outputs. The issue is to ensure that all required resources are made available at the right time, in the right quantity and the right place so that the work can be accomplished most effectively. This module will provide an introduction to operations management. We will begin with a brief overview of the history of operations management. Then we will review product and process development, followed by logistics management, work management, facilities management and service operations. Together this forms a continuous body of accumulated knowledge important to management consultants. The material in this module is adapted from a 6-part series on Operations Management developed by the Canadian Association of Management Consultants. The series provides prospective Certified Management Consultants with an in-depth view of operations management issues and body of knowledge.

Focus on the Basics (5 online hours) (P0088EN)

These courses cover basic business finance and marketing, brought to you by the Canadian Federation of Independent Business (CFIB), Scotiabank and the Canadian Institute of Chartered Accountants (CICA).

An Examination is available with this Program.

Estimated Program Length: 3.75 hrs.

Understanding Financial Statements (0006EN)

Financial statements provide valuable information that guide business decisions. It is therefore essential that business decision makers have a good understanding of financial statements and their role in guiding decisions. This module presents information about the fundamentals of reading and understanding financial statements. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that

non-financially oriented decision makers should know.

Marketing Basics (0248EN)

We will develop a working definition of marketing. We will illustrate that marketing is simply a process or set of activities whose goals are to provide goods and services to individuals. We will look at the notion of individual needs as the driving force behind marketing. We will also look at the notion that the entire process requires an exchange between individuals, one that focuses on buying and selling of goods and services. We will learn that marketing is a key function in business and an important one, whether in a planned economic system or in a market-driven economic system. We will then take marketing one step further to demonstrate its various areas of specialization, such as social marketing, the marketing of individuals, organizational marketing, and real property marketing.

Managing Your Cash (0801EN)

Managing Your Cash is one module in a five-part series designed to help businesses increase their profits by improving their financial management skills. Cash has been described as the life blood of a business. A business may be profitable, but if it does not generate sufficient cash flow, it will run into financial trouble. In this course you will find out why you should pay attention to your cash flow. You will receive step by step instructions for preparing a cash flow forecast that will help you keep your business healthy.

Financing Your Business (0802EN)

Financing Your Business is one module in a five-part series designed to help businesses increase their profits by improving their financial management skills. Raising the funds they need is one of the biggest challenges faced by business owners. In this course you will find out about the different types of financing available to small business, and the benefits and drawbacks of each. You will learn how to use the Internet to research sources of financing. And you will get useful tips on how to approach lenders and investors.

Focus on the Customer (9 online hours) (P0089EN)

These modules cover marketing and customer service, brought to you by Vubiz and our Strategic Partner, Service Quality Institute (SQI).

An Examination is available with this Program.

Estimated Program Length: 10.5 hrs.

Marketing Opportunities (0249EN)

We will examine three fundamental activities: Identifying opportunities; conducting market research; and understanding consumer behavior. We will take a closer look at the process to seek out attractive opportunities that a corporation, an individual, or a non-profit organization would undertake. Once viable opportunities have been identified, they are then analyzed individually. This analysis is accomplished through market research. Through market research, we can profile our potential customers and segment them into groups. Finally, we will look at the notion of consumer behavior and examine how needs and wants and buying behavior can impact our marketing efforts.

Marketing and Customer Service (0307EN)

This module will be particularly relevant to individuals working in an existing business environment and who want to implement a customer service program. Customer service is a set of activities undertaken by a business whose purpose is to enhance customer satisfaction. Satisfaction is the difference between how a customer expects to be treated and how he or she perceives having been treated. Customer service means all features, acts, and information that augment the customer's ability to realize the potential value of a core product or service. Customer service is more than just the product or service itself; it includes the warranty that comes with it and all of the other niceties that we expect. In designing your products, customer service should be integrated into it at the early stages of its development. In this module, we will specifically extend your knowledge of the Product (or service) function of the marketing mix. We will explore the six key steps in setting up an effective customer service program: Strategy, Leadership, Personnel, Design, Infrastructure, and Evaluation.

The Marketing Mix (0308EN)

The Marketing Mix consists of creating the right balance of product, place or distribution, promotion, and pricing that will end up producing a satisfactory result. We will examine these main processes that make up marketing activity. The opportunity you are pursuing and the needs and characteristics of the individuals you are going to serve will influence your decision in selecting the right mix. Products can be classified into categories and differentiated from one another to make it easier for the consumer to make a buying decision. We will then discuss the various considerations you need to examine in deciding how your product will get to the final consumer. We will also discuss the various methods of communicating to your target audience about what they can buy, where they can buy it, and for how much. Finally, we will look at ways in which prices can be set and the implications of setting the price.

Introduction (with Video) (0575EN)

For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This series examines the difference between customer service and quality service. In this module, you will be provided with an overview of this five module series. You will also be introduced to the program developers.

Understanding Why People Do What They Do (with Video) (0576EN)

For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This module examines the For many businesses today, the only thing which makes them different from their competitors is the level of service they provide. This module examines the difference between customer service and quality service. You are invited to take a new look at yourself and the people you deal with everyday.

Feelings: Customer Care – Part One (0577EN)

In this module, we'll examine aspects of personal growth and the benefits of positive communication. We'll also discuss how the way we feel about ourselves impacts on the quality of service we give.

Understanding the Effects of Positive and Negative Communications (with Video) (0578EN)

Many of our daily encounters are negative, so we're going to learn to focus more on positive encounters and successful events that happen every day. Excellence in quality customer service can only be achieved through practice and hard work. This module is about putting in to practice the topics introduced in Feelings: Customer Care - Part One.

Feelings: Customer Care – Part Two (0579EN)

In this module, we'll discuss the image we project to others and meeting the needs of our customers. We will also look at handling irate or dissatisfied customers.

The Art of Satisfying Customers (with Video) (0580EN)

In this module, we will be concentrating on two other types of quality service: performance and learning. We will also look at some ways of dealing with problem situations and what the concept of quality service can do for us in the long run.

Small Business Management Certificate Program (SBMC) - Overview (P0093EN)

This program was created to provide small and medium-sized businesses easy-to-access online training to enhance and expand their business skills, knowledge and expertise.

There are four knowledge areas of learning, offering 20 online hours of content.

Each area of learning contains an exam. Once you achieve the passing grade of 70% for each of the four exams, you will receive the Small Business Management (SBMC) Certificate.

Estimated Program Length: 1 hrs.

SBMC Program Overview (9440EN)

This module offers the basic concepts of the Small Business Management Certificate program, and

explains the benefits to you and your organization. Don't miss this exciting opportunity!

The Small Exporter Management Certificate Program (SEMC)

An Introduction to Cultural Aspects of International Trade (5 online hours) (P0099EN)

Increase the likelihood of success in international markets by understanding the importance of cultural differences in international trade.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

An Introduction to Cultural Aspects of International Trade – Module 1 (0971EN)

Culture is "a system of values and norms that are shared among a group of people and that when taken together constitute a design for living. By values we mean abstract ideas about what a group believes to be good, right and desirable. Put differently, values are shared assumptions about how things ought to be. By norms we mean the social rules and guidelines that prescribe appropriate behavior in particular situations."

It can be argued that culture has the single most significant impact on global business operations. In fact, in multicultural societies such as Canada, culture also plays an important role in domestic business. Often with cultural issues, it is what we do not know that is critical, since serious cultural mistakes can negatively affect business relationships.

This is the first of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to Cultural Aspects of International Trade – Module 2 (0972EN)

Researching and understanding cultural issues within your target market is critical to cultural awareness and sensitivity. This awareness and sensitivity will allow you to avoid common cultural pitfalls. Issues that tend to require cultural knowledge, sensitivity and protocol include things such as body language, gender, time, history, humor and etiquette.

This is the second of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to Cultural Aspects of International Trade – Module 3 (0973EN)

Without communication in business, all activity comes to a halt. Communication is essential to the marketing process of delivering the appropriate message, the sales process of negotiation and agreement, internal processes such as business meetings and training activities, and the support of products through instructional guides.

Communication is "two way," involving a sender and receiver. It incorporates verbal, non-verbal, written and audio activities. In a domestic environment, effective communication can be a challenge. When we enter foreign markets and communicate across multicultural environments, the communication process becomes even more challenging because of the added difficulties of language and cultural perceptions.

This is the third of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to Cultural Aspects of International Trade – Module 4 (0974EN)

Cross-cultural marketing involves learning how to adapt your company's marketing strategies and communications to the cultural differences in various international markets. By applying cross-cultural marketing techniques, companies can increase their overall international marketing effectiveness. In the areas of market research, strategy development, and planning and

implementation, knowing cultural differences becomes a fundamental basis for everything.

This module looks at the roles that language, education and aesthetics play in marketing products and services in global markets. The international arena presents challenges that marketers do not face in the domestic market. No single marketing strategy will work throughout the world since individual cultural perceptions filter how we perceive and judge messages.

This is the fourth of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to Cultural Aspects of International Trade – Module 5 (0975EN)

We need to develop negotiation skills since we negotiate constantly in one form or another throughout our lives. We negotiate agreements with our spouses and children and at work we negotiate with associates, for clients and also for ourselves in areas of salary, workload and so on.

Negotiating in a multicultural environment is more challenging. Because culture affects everything that people do and think, it has a significant impact on the negotiation process. Of course, different languages also add a challenge to the communication process, which is central to negotiating.

This is the fifth of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to Cultural Aspects of International Trade – Module 6 (0976EN)

We need to build relationships in order to succeed in dealings with others. In international business situations this is complicated by a need to understand and acknowledge the importance that the foreign culture places on interpersonal relationships. For example, in many cultures socializing is an important and valuable part of the business process.

It is also important to remember that ethical behaviour, like culture, is perceived differently around the world.

This is the sixth of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to Cultural Aspects of International Trade – Module 7 (0977EN)

Operating effectively in foreign markets does not occur by accident but rather by attaining the skills discussed in this module. Some skills can be learned through study, while others, such as adaptation skills, are often the result of experience.

The past six modules have demonstrated the challenges of conducting business in a foreign culture. Participants of this program should now be aware of the impact that culture has on global business and be familiar with many of the pitfalls and strategies to improve business success in a foreign market.

What is discussed in this module are the personal attributes or characteristics that are desirable, if not essential, to operating effectively in multicultural environments. All of these characteristics can be learned or developed but may not initially be part of someone's character.

This is the last of seven modules in Going Global: An Introduction to the Cultural Aspects of International Trade.

An Introduction to International Market Research (4 online hours) (P0095EN)

Enhance the potential and reduce the risk of your export venture by conducting thorough market research.

An Examination is available with this Program.

Estimated Program Length: 4 hrs.

An Introduction to International Market Research – Module 1 (0766EN)

The potential success of any new trade opportunity is greatly enhanced by conducting careful

market research. Successfully penetrating foreign markets is only possible if they are thoroughly researched beforehand and if promising business opportunities are identified. Sound business decisions are based on data, market intelligence and information. Research is the key to obtaining them. They are part of the foundation of an export business plan and they will also be the basis of all marketing assumptions. Your efforts in promoting your products and services will be rewarded, if the intended market is properly researched.

This four module workshop will provide you with the basic tools required to perform international trade research and to enjoy success in your export drive.

An Introduction to International Market Research – Module 2 (0767EN)

The potential success of any new trade opportunity is greatly enhanced by conducting careful market research. Successfully penetrating foreign markets is only possible if they are thoroughly researched beforehand and if promising business opportunities are identified. Sound business decisions are based on data, market intelligence and information. Research is the key to obtaining them. They are part of the foundation of an export business plan and they will also be the basis of all marketing assumptions. Your efforts in promoting your products and services will be rewarded, if the intended market is properly researched.

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An Introduction to International Market Research – Module 3 (0768EN)

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An Introduction to International Market Research – Module 4 (0769EN)

The potential success of any new trade opportunity is greatly enhanced by conducting careful market research. Successfully penetrating foreign markets is only possible if they are thoroughly researched beforehand and if promising business opportunities are identified. Sound business decisions are based on data, market intelligence and information. Research is the key to obtaining them. They are part of the foundation of an export business plan and they will also be the basis of all marketing assumptions. Your efforts in promoting your products and services will be rewarded, if the intended market is properly researched.

This four module workshop will provide you with the basic tools required to perform international trade research and to enjoy success in your export drive.

An Introduction to International Marketing (5 online hours) (P0096EN)

Acquire the basic knowledge and skills to develop your international marketing plan.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

An Introduction to International Marketing – Module 1 (0770EN)

The marketing function and related activities in an enterprise, small or large, ensure that an enterprise gets information from its customers, develops and markets the services to satisfy their needs, and gets feedback on their satisfaction levels. Marketing represents the interface between an enterprise and its customers, but it does not operate on its own – it interacts with other functions. For example, marketing, finance, accounting and production determine price levels; marketing and human resources develop customer service policies; and marketing and public relations create and support the image of an enterprise.

This five module workshop introduces you to the role of marketing in the pursuit of international business opportunities. One of the workshop's major benefits is that you will be provided with the basic knowledge and skills to start the development of an international marketing plan – based on the template presented at the end of the workshop.

An Introduction to International Marketing – Module 2 (0822EN)

The marketing function and related activities in an enterprise, small or large, ensure that an enterprise gets information from its customers, develops and markets the services to satisfy their needs, and gets feedback on their satisfaction levels. Marketing represents the interface between an enterprise and its customers, but it does not operate on its own – it interacts with other functions. For example, marketing, finance, accounting and production determine price levels; marketing and human resources develop customer service policies; and marketing and public relations create and support the image of an enterprise.

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An Introduction to International Marketing – Module 3 (0823EN)

The marketing function and related activities in an enterprise, small or large, ensure that an enterprise gets information from its customers, develops and markets the services to satisfy their needs, and gets feedback on their satisfaction levels. Marketing represents the interface between an enterprise and its customers, but it does not operate on its own – it interacts with other functions. For example, marketing, finance, accounting and production determine price levels; marketing and human resources develop customer service policies; and marketing and public relations create and support the image of an enterprise.

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An Introduction to International Marketing – Module 4 (0824EN)

The marketing function and related activities in an enterprise, small or large, ensure that an enterprise gets information from its customers, develops and markets the services to satisfy their needs, and gets feedback on their satisfaction levels. Marketing represents the interface between an enterprise and its customers, but it does not operate on its own – it interacts with other functions. For example, marketing, finance, accounting and production determine price levels; marketing and human resources develop customer service policies; and marketing and public relations create and support the image of an enterprise.

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An Introduction to International Marketing – Module 5 (0825EN)

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An Introduction to International Trade Distribution and Logistics (6 online hours) (P0098EN)

Develop the right logistics and distribution plans for your export venture.

An Examination is available with this Program.

Estimated Program Length: 6 hrs.

An Introduction to International Trade Distribution and Logistics – Module 1 (0831EN)

The rapid and accelerating pace of change that is driving the emergence of a global economy has also affected the physical movement of materials and products, their transformation or production and subsequent delivery to intended consumers or end-users.

This six module workshop focuses on the logistics and distribution of materials and products. It will also cover the subjects of export procedures, order processing and documentation which are of particular interest and importance to small- and medium-sized enterprises (SMEs).

An Introduction to International Trade Distribution and Logistics – Module 2 (0832EN)

The rapid and accelerating pace of change that is driving the emergence of a global economy has also affected the physical movement of materials and products, their transformation or production and subsequent delivery to intended consumers or end-users.

This six module workshop focuses on the logistics and distribution of materials and products. It will also cover the subjects of export procedures, order processing and documentation which are of particular interest and importance to small- and medium-sized enterprises (SMEs).

An Introduction to International Trade Distribution and Logistics – Module 3 (0833EN)

The rapid and accelerating pace of change that is driving the emergence of a global economy has also affected the physical movement of materials and products, their transformation or production and subsequent delivery to intended consumers or end-users.

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An Introduction to International Trade Distribution and Logistics – Module 4 (0848EN)

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An Introduction to International Trade Distribution and Logistics – Module 5 (0849EN)

The rapid and accelerating pace of change that is driving the emergence of a global economy has also affected the physical movement of materials and products, their transformation or production and subsequent delivery to intended consumers or end-users.

This six module workshop focuses on the logistics and distribution of materials and products. It will also cover the subjects of export procedures, order processing and documentation which are of particular interest and importance to small- and medium-sized enterprises (SMEs).

An Introduction to International Trade Distribution and Logistics – Module 6 (0850EN)

The rapid and accelerating pace of change that is driving the emergence of a global economy has also affected the physical movement of materials and products, their transformation or production and subsequent delivery to intended consumers or end-users.

This six module workshop focuses on the logistics and distribution of materials and products. It will also cover the subjects of export procedures, order processing and documentation which are of particular interest and importance to small- and medium-sized enterprises (SMEs).

An Introduction to International Trade Finance (5 online hours) (P0097EN)

Get the financing you need to take your business global.

An Examination is available with this Program.

Estimated Program Length: 5 hrs.

An Introduction to International Trade Finance – Module 1 (0826EN)

There are those who have money and those who need it. Financing is all about bringing the two sides together.

In this era of globalization and e-commerce, financing has become far more sophisticated than this statement would suggest. Some of the deals and projects that require financing have become extremely complex. And financing now makes use of modern technology to assess and process a financing proposal, to control how the funds are used, and to ensure reimbursement to the lenders or investors. Even so, the art of financing is still a matter of risk, return and common sense.

This five module workshop builds on the knowledge base that participants acquired in the first Going Global Workshop, An Introduction to International Trade. Its main objective is to help make it simpler and easier to get the financing needed to take a business global. Secondary objectives of the workshop are to introduce the various types of export financing, risk assessment and mitigation techniques, to suggest how to diversify sources of financing, and to provide tips on how to prepare and to present a winning financing proposal.

An Introduction to International Trade Finance – Module 2 (0827EN)

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An Introduction to International Trade Finance – Module 4 (0829EN)

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An Introduction to International Trade Finance – Module 5 (0830EN)

There are those who have money and those who need it. Financing is all about bringing the two sides together.

In this era of globalization and e-commerce, financing has become far more sophisticated than this statement would suggest. Some of the deals and projects that require financing have become extremely complex. And financing now makes use of modern technology to assess and process a financing proposal, to control how the funds are used, and to ensure reimbursement to the lenders or investors. Even so, the art of financing is still a matter of risk, return and common sense.

This five module workshop builds on the knowledge base that participants acquired in the first Going Global Workshop, An Introduction to International Trade. Its main objective is to help make it simpler and easier to get the financing needed to take a business global. Secondary objectives of the workshop are to introduce the various types of export financing, risk assessment and mitigation techniques, to suggest how to diversify sources of financing, and to provide tips on how to prepare and to present a winning financing proposal.

The Small Exporter Management Certificate Program (SEMC) - Overview (P0094EN)

This program was created to provide small and medium-sized exporters easy-to-access online training to enhance and expand their business skills, knowledge and expertise.

There are five knowledge areas of learning, offering 25 online hours of content.

Each area of learning contains an exam. Once you achieve the passing grade of 70% for each of the five exams, you will receive the Small Exporter Management (SEMC) Certificate.

Estimated Program Length: 1 hrs.

SEMC Program Overview (9480EN)

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