### SUPERVISORS AND MANAGERS

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<td>Human Resources Training: Training HR for the Non HR Manager</td>
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<td>Team Building: Developing High Performance Teams</td>
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<td>Inventory Management: The Nuts and Bolts</td>
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<td>Managing Across Cultures</td>
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<td>Workplace Health and Safety: The Supervisor’s Role and Responsibilities</td>
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<td>Women Leadership: Owning Your Strengths and Skills</td>
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<td>Coaching and Mentoring</td>
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<td>Becoming a Progressive Employer</td>
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Problem Solving and Decision Making
Building Better Teams
Hiring for Success: Behavioural Interviewing Techniques
Orientation Handbook: Getting Employees Off to a Good Start
Creating a Top Notch Talent Management Program
Stress Management
Conflict Resolution: Getting Along in the Workplace
Dispute Resolution: Mediation through Peer Review
Generation Gap: Closing the Generation Gap in the Workplace
Accounting Skills for the New Supervisor
Public Relations (PR)
Onboarding - The Essential Rules for a Successful Onboarding Program
Successfully Managing Change
Business Succession Planning: Developing and Maintaining a Succession Plan
Anger Management: Understanding Anger
Performance Management: Managing Employee Performance
Conducting Effective Performance Reviews
Appreciative Inquiry
Customer Service Training: Managing Customer Service
Employee Recognition: Appreciating Your Workforce
Transgender Employees: Creating an Inclusive Work Community
MASTERING THE INTERVIEW

- Customer Service: Critical Elements of Customer Service
- Creating a Dynamite Job Portfolio
- Getting Your Job Search Started
- Critical Thinking
- NLP: An Introduction to Neuro Linguistic Programming
- NLP (Neuro Linguistic Programming): Tools For Real Life
- Self Leadership
- Creative Thinking And Innovation
- Managing Pressure and Maintaining Balance
- Networking for Success
- Public Speaking: Presentation Survival School
- Influence and Persuasion Skills
- Active Listening
- Working Smarter: Using Technology to your Advantage
- Time Management: Get Organized for Peak Performance

BUSINESS ETIQUETTE: GAINING THAT EXTRA EDGE

- Research Skills
- Writing Reports and Proposals
- Advanced Writing Skills
- Business Writing That Works
- Getting Stuff Done: Personal Development Boot Camp
- Emotional Intelligence
- Conducting Accurate Internet Research
- Developing Your Executive Presence
- Creating Winning Proposals in a two-day course
- Building Self Esteem and Assertiveness Skills
- Communication Strategies
- Skills for the Administrative Assistant
- The Minute Taker’s Workshop
- Conquering Your Fear of Speaking in Public

PERSONAL DEVELOPMENT

- Business Etiquette: Gaining that Extra Edge
- Research Skills
- Writing Reports and Proposals
- Advanced Writing Skills
- Business Writing That Works
- Getting Stuff Done: Personal Development Boot Camp
- Emotional Intelligence
- Conducting Accurate Internet Research
- Developing Your Executive Presence
- Creating Winning Proposals in a two-day course
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SELECT COURSES

- Goal Setting
- Personal Branding
- Project Planning: All You Need to Know for project management
- Project Management: All You Need to Know
- Workplace Success: Eight Key Skills You’ll Need
- Conflict Resolution: Dealing with Difficult People
- Dealing with the Media: Creating a positive working relationship
- Honing and Delivering Your Message
- Identifying and Combating Fake News
- Fostering Innovation
- Becoming a Better Learner
## WORKPLACE ESSENTIALS

- Strategic Planning
- Business Ethics For The Office
- Workplace Diversity Training: Celebrating Diversity in the Workplace
- Safety in the Workplace
- Workplace Harassment: What It is and What to Do About It
- Workplace Violence: How to Manage Anger and Violence in the Workplace
- Lean Process Improvement
- Employee Accountability
- Balanced Scorecard Basics
- Bullying in the Workplace
- Disability Awareness: Working with People with Disabilities
- Workplace Ergonomics - Injury Prevention Through Ergonomics
- Crisis Management
- Business Process Management
- Knowledge Management
- Process Improvement with Gap Analysis
- Creating a Workplace Wellness Program
- Developing a High Reliability Organization
- Encouraging Sustainability and Social Responsibility in Business
- Purchasing and Procurement Basics
- Continuous Improvement with Lean
- Environmental Sustainability: A Practical Approach to Greening Your Organization
- An Environmental Audit Primer
- Planning for Workplace Safety
- Developing a Safety Procedures Manual
- Creating a Positive Work Environment
- Creating Successful Staff Retreats
- Six Sigma: Entering the Dojo
- Beyond Workplace Politics
- English as a Second Language: A Workplace Communications Primer
- Digital Citizenship: Conducting Yourself in a Digital World
- Code of Conduct: Setting the Tone for Your Workplace
- Being a Team Player
- Digital Transformation
- GDPR Readiness: Creating a Data Privacy Plan
- Collaboration
- GDPR Readiness: Getting The Message Out
- Mobbing in the Workplace

## TRAIN THE TRAINER

- Advanced Skills for the Practical Trainer
- Developing Your Training Program
- Facilitation Skills
- Survival Skills for the New Trainer
- The Practical Trainer
- Using Activities to Make Training Fun
- Making Training Stick
- Training with Visual Storytelling
- Developing a Training Needs Analysis
- Measuring Training Results
- Developing a Lunch and Learn Program
### OFFICE 365

- Microsoft Office 365 Part 1
- Microsoft Office 365 Part 2
- Microsoft Outlook 2016 Part One
- Microsoft Excel 2016 Part One
- Microsoft PowerPoint 2016 Part One
- Microsoft OneNote 2016
- Microsoft Word 2016 Part One
- Microsoft Access 2016 Part One
- Microsoft Project 2016 - Part One
- Microsoft Visio 2016: Part One

### Microsoft SharePoint 2016 For Site Owners

- Microsoft SharePoint 2016 Part Two
- Microsoft Outlook 2016 Part Two
- Microsoft PowerPoint 2016 Part Two
- Microsoft Project 2016 – Part Two
- Microsoft Access 2016 Part Two
- Microsoft Visio 2016 Part Two
- Microsoft Excel 2016 PowerPivot

### Microsoft Excel 2016 Part Three

- Microsoft Excel 2016 Part Three
- Microsoft SharePoint 2016 For Site Owners
- Microsoft SharePoint 2016 For Site Owners
- Microsoft SharePoint 2016 For Administrators
- Microsoft Outlook 2016 Part Two
- Microsoft Excel 2016 and VBA
- Microsoft Outlook Online

### OFFICE 2016

- Microsoft Word 2016 Part One
- Microsoft Word 2016 Part Two
- Microsoft Word 2016 Part Three
- Microsoft Excel 2016 Part One
- Microsoft Excel 2016 Part Two
- Microsoft Excel 2016 Part Three
- Microsoft PowerPoint 2016 Part One
- Microsoft PowerPoint 2016 Part Two
- Microsoft PowerPoint 2016 Part Three

### Microsoft Access 2016 Part

- Microsoft Access 2016 Part One
- Microsoft Access 2016 Part Two
- Microsoft Excel 2016 PowerPivot
- Microsoft Excel 2016 and VBA
- Microsoft Word 2016 Part Two
- Microsoft Project 2016 – Part Two
- Microsoft Visio 2016 Part Two
- Microsoft Publisher 2016

### Microsoft SharePoint 2016 For Users

- Microsoft SharePoint 2016 For Users
- Microsoft SharePoint 2016 For Users
- Microsoft SharePoint 2016 For Users
- Microsoft SharePoint 2016 For Users
- Microsoft Project 2016 - Part One
- Microsoft Project 2016 - Part One
- Microsoft Visio 2016: Part One

### Microsoft Publisher 2016

- Microsoft Publisher 2016
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### Microsoft Sway

- Microsoft Sway
- Power BI
- Microsoft Teams
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### Microsoft Skype for Business 2016

- Microsoft Skype for Business 2016
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- Microsoft Skype for Business 2016
COMPUTER FUNDAMENTALS

- Computer Basics Expert
- Computer Basics Advanced
- Computer Basics Intermediate
- Computer Basics Foundation
- Adobe Acrobat Pro XI Part One
- Microsoft Windows 10 Part One
- Microsoft Windows 10 Part Two
- Microsoft Windows 10: Transition from Microsoft Windows 8.1
- Microsoft Windows 10: Navigating the new Windows Environment
- Slack for Business
- Google G Suite Create
- Google G Suite Connect
- Introduction to HTML and CSS Coding
- Introduction to HTML and CSS Coding Part 2
- Online Tools for Small Business