

aim
HIGH
achieve
MORE



Change is constant in today's business environment and lifelong learning is critical to keeping abreast of those changes. Our professional development courses and programs will keep you up-to-date with the newest trends and best practices you need to achieve success and satisfy your professional development goals.

Professional Development Classes

Basics of Editing

Do you need to produce professional documents that are error-free and well-written? This class will introduce you to a five-tiered editing system that will save you time and money and ensure you send a clear, polished message.

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Thu., March 18 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Tamara Reynish.

Collaborative Problem Solving for Engineers/Architects/Project Managers

When working on contracts, diverse roles are required of project managers, engineers and architects. You will focus on what is required to ensure projects run effectively and efficiently. It will include learning about open communication; active listening and collaborative problem-solving which are important tools for ensuring contracts run smoothly and successfully. This course can be used as a credit towards your annual professional development criteria

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Fri., April 9 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Andy Butt.

Board Governance 101

Being an effective board member is more than just showing up for meetings. The process starts before you join the board and continues for the duration of your tenure and succession. Join Jennifer to learn more about the roles, functions and duties of board members, as well as communications, etiquette, and responsibility of board members—both individually and collectively. Knowing what it takes to be a valuable member of your board of directors will ensure organizational success.

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Fri., March 5 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Jennifer Newbury.

Privacy **New!**

There is an increased awareness regarding the importance of privacy in both private and public sectors. This course will provide an overview of access and privacy laws, principles and applications with an emphasis on privacy. By the end of the course, you will have a better understanding of how privacy is an issue of importance to us all; the obligations of employees in both the public- and private-sector along with simple steps that can be taken to protect records handled in the workplace, as well as the rights of individuals and employees in the protection of personal information.

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Fri., March 19 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Carman Carroll.



Professional Development

Introduction to Fund-raising **New!**

This introductory course is designed to provide an overview of fund-raising topics. The emphasis is on the grounding of fund-raising in philanthropy; the principles and strategic issues of fund-raising in non-profit organizations and the role of the development professional in fund-raising. Participants develop a general understanding of annual fund and major gift methodologies, working with volunteer boards and developing career planning strategies.

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Mon., March 29 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Jennifer O'Neill.

International Negotiation: Negotiating Across Cultures **New!**

The ability to adapt your negotiating skills to the international market is crucial. Differences between countries and cultures around the world can often impact the outcome of negotiations if the negotiator is not suitably prepared. This course will provide you with a greater knowledge and confidence of negotiating across cultures and is designed for those who are required to negotiate within or on behalf of their organization, business or with customers and suppliers.

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Fri., April 16 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Cristina Fabretto.

Business Networking **New!**

A practical how-to seminar in building your networking skills for social gatherings, receptions and business events. Topics will include introducing yourself, starting conversations with complete strangers, perfecting small talk, exiting conversations gracefully, networking techniques, tips for remembering the names of your new acquaintances and proper business card etiquette.

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Mon., March 29 (1 class), 9 a.m. – 4 p.m. \$199 (lunch included). Facilitator: Michelle Snow

Six Sigma **New!**

Six Sigma Green Belt training will provide you with enhanced problem-solving skills, utilizing the DMAIC (Define, Measure, Analyze, Improve and Control) model. Six Sigma Green Belt training is a proven way to maximize employee performance as trained team members within their function-specific

area of the organization. Organizational benefits of Six Sigma include financial savings, improved quality of product or service as perceived by the customer (internal and external), development of staff skills and world class quality control recognition.

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Wed., Feb. 10 – March 10, 7 – 10 p.m. plus Sat., March 20 and 27, 1 – 4 p.m. (7 classes), \$329.
Facilitator: Dr. Hasnain Rizvi.

Meeting Minutes **New!**

Learn how to record minutes accurately while maintaining a balance between brevity and sufficient data so that readers are well-informed but not overloaded with information. Topics include: listening skills while recording, understanding quorum and parliamentary procedure, what happens after the meeting, creating a useful agenda, teleconferencing issues and much more!

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Mon., Feb. 22 (1 class), 9 a.m. – noon. \$79.
Facilitators: Carman Carroll and Gail Gosse.

Payroll Compliance Legislation

This course is a requirement of the Payroll Compliance Practitioner program, sponsored by the Canadian Payroll Association. See Professional Designation Programs.

This course provides an overview of payroll-related legislation, including the Canada Pension Plan, the Employment Insurance Act, the Income Tax Act, employment standards legislation and Workers' Compensation Acts, as well as tools to find and apply information and communicate effectively with stakeholders.

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Tue., Feb. 2 – April 27 (13 classes plus exam on May 4), 7 – 10 p.m. \$349. Facilitator: Debbie Slaney.

Payroll Fundamentals 1

This course is a requirement of the Payroll Compliance Practitioner program, sponsored by the Canadian Payroll Association. See Professional Designation Programs. The prerequisite for this course is Payroll Compliance Legislation.

This course is the second requirement in the CPA's new certification. Upon completion of Payroll Fundamentals 1, you will be able to:

- calculate regular individual pay;
- calculate non-regular individual pay;

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Professional Development

- calculate termination payments;
- complete a record of employment (ROE);
- communicate all aspects of individual pay requirements to various stakeholders.

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Thu., Feb. 4 – April 29 (13 classes plus exam on May 6), 7 – 10 p.m. \$349. Facilitator: Rowena Kelloway.

Risk Financing - ARM 56

This course may qualify as credit towards the Fellow Chartered Insurance Professional (FCIP) designation and the Canadian Risk Management (CRM) designation.

Risk financing includes the selection, implementation and monitoring of risk financing techniques. Topics include insurance as a risk financing technique; financing property; risk retention including use of captives; risk/cost allocation; finite and integrated risk plans and capital market products for risk financing

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Thu., Jan. 28 – April 22 (13 classes), 7 – 10 p.m. \$495 (text extra). Facilitator: Darrell Swain.

Basic Accounting, Level 1

This course is also a core requirement of the Certificate in Bookkeeping (see Professional Development Certificates).

Acquire the accounting concepts and procedures you need to make informed operating decisions. Having that knowledge not only helps you manage your business, it balances your reliance on someone else's assessment of your company's financial condition. Among the topics you'll cover are balance sheets, income statements, ledger transactions, trial balances and closing entries.

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Tue., Jan. 26 – Feb. 16, 7 – 10 p.m. plus Sat., Jan. 30, 9 a.m. – 4 p.m. (5 classes). \$179 (text extra).
Facilitator: Rob Ryan.

Basic Accounting, Level 2

This course is also a core requirement of the Certificate in Bookkeeping (see Professional Development Certificates). The prerequisite for this course is Basic Accounting, Level, 1 or equivalent.

With a basic understanding of accounting principles and procedures, you're now equipped to take a pen-

etrating look at detailed financial statements; how to read them; the reporting conventions they follow and what they tell you and other stakeholders about your business.

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Tue., March 2 – 23, 7 – 10 p.m. plus Sat., Feb. 27, 9 a.m. – 4 p.m. (5 classes). \$179 (text extra).
Facilitator: Rob Ryan.

Introduction to Payroll Concepts

This course is also a core requirement of the Certificate in Bookkeeping (see Professional Development Certificates).

A must-do course for setting up and maintaining a reliable payroll system for new and existing businesses. Topics include the employer/employee relationship, types of remuneration, hours-of-work legislation, payroll deductions, employee termination, government remittances and year-end requirements.

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Fri., March 5 (1 class), 9 a.m. – 4 p.m. \$169 (text extra). Facilitator: Rob Ryan.

Basic Grammar

This course may also serve as a core requirement of the Certificate in Business Writing, or as an elective for the Certificate in Leadership and the Advanced Certificate in Workplace Communications (see Professional Development Certificates).

What is a comma splice? What is the appropriate use of a semi-colon? How do you correct a run-on sentence? Refresh your grammatical skills and learn the mechanics of writing. By the end of the course, you'll be better able to express yourself accurately and effectively.

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Mon., Feb. 8 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Tamara Reynish.

Business Writing Fundamentals

This course may also serve as a core requirement of the Certificate in Business Writing (see Professional Development Certificates). The course, Basic Grammar, is recommended.

Being able to communicate effectively in writing is a critical business skill. Through exercises and discussion, you'll learn what's required to be an effec-

Professional Development

tive writer including knowing your audience and the importance of being concise. You'll also look at the basic standards for appropriate e-mail communications, the elements of routine report writing and garner tips for writing for diverse cultures.

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Tue./Wed., March 30/ 31 (2 classes), 9 a.m. – 4 p.m.
\$215. Facilitator: Doreen Whalen.

Technical Report Writing

This course may also serve as a core requirement of the Certificate in Business Writing (see Professional Development Certificates).

Having sound technical report writing skills is a valuable asset given the impact reports have in effecting change and/or informing decisions. Under the guidance and encouragement of a skilled TR writer, you'll learn to craft reports that respect the value of concision, have a clear focus and demonstrate an effective use of visual elements.

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Scheduled for Spring 2010.

Developing a Proposal

This course may also serve as an elective for the Certificate in Business Writing (see Professional Development Certificates).

Producing a strong, winning proposal requires that you understand the sponsor's goals and objectives so that your proposition will intersect their needs. From there you'll move to tailoring a response, including conducting the necessary research. You'll finish by packaging and presenting a document that will be both compelling and true to purpose.

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Wed. March 10, 9 a.m. – 4 p.m. and Thu. March 11,
9 a.m. – noon (1.5 classes), \$199. Facilitator: David
Yetman.

Basic Public Relations Writing

This course may also serve as an elective for the Certificate in Business Writing (see Professional Development Certificates).

Take a public relations concept from drawing board to finished product. Along the way you'll be introduced to the basics of writing public relations messages for a variety of situations and audiences.

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Scheduled for Spring 2010.

Writing for the Web

This course may also serve as an elective for the Certificate in Business Writing (see Professional Development Certificates).

How people process web content should determine how you present ideas and information on your website. So it's important that you understand and employ concepts like chunking, bulleting, linking and cutting text. They are important strategies that will help you communicate your web content effectively and keep people coming back to your site.

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Scheduled for Spring 2010.

Diversity Awareness

This course may also serve as a requirement of the Certificate in Human Resource Administration (see Professional Development Certificates).

Elevate your awareness of your approach to cultural diversity through the application of the Intercultural Development Inventory (IDI) tool, supplemented by group feedback and the exploration of guidelines for managing the nuances of cross-cultural communication. The workshop will be of particular value to administrative staff, educators, employers and other professionals working with diverse cultures.

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Tue., Feb. 23 (1 half-day class), 9 a.m. – noon. \$79
(includes IDI computerized feedback). Facilitator:
Sonja Knutson. **Note:** Individualized feedback
(about 1 hour per person) can be arranged for a later
date at a cost of \$25 per person.

Understanding the Workplace: Generation Gap Communication

This course may also serve as a requirement of the Certificate in Human Resource Administration (see Professional Development Certificates).

For the first time in history, four generations are working together, side by side: traditionalists, baby boomers, Generation Xers and millennials. Each generation brings to the workplace varying beliefs, values and attitudes, hence the potential for generational clashes. Learn about the various profiles of generational demographics within today's workplace, and use that knowledge in training them, motivating them, in resolving conflicts and in creating new sets of shared values.

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Wed., Feb. 10 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Don Crickard.

One of our customers said it best: "The day you stop learning, is the day you stop living."



Professional Development

Coaching for Peak Performance

This course may also serve as a requirement of the Certificate in Human Resource Administration or as an elective for the Certificate in Team Effectiveness (see Professional Development Certificates).

Do you know the four most effective coaching styles and when to apply them? Whether you work in a formalized coaching capacity or want to improve your ability to support other members of your team as a peer coach. This seminar will introduce you to the four coaching styles and help you determine which one is best for you. This skill is invaluable in supporting the developmental needs of all employees, from the inexperienced worker to the seasoned professional.

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Mon., March 22 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator Craig Matthews.

Respectful Workplaces

This course may also serve as a requirement of the Certificate in Human Resource Administration (see Professional Development Certificates).

A respectful work environment creates a healthy atmosphere for everyone involved. This one-day workshop will take you through exercises that will inform you as to what a respectful work environment is, and how to maintain that environment. Topics will include classifications of behaviour, respectful workplace barriers, workplace harassment issues, and necessary steps to create a respectful work environment.

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Fri., Feb. 26 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Andy Butt.

Hiring for Retention

This course may also serve as a requirement of the Certificate in Human Resource Administration (see Professional Development Certificates).

Handled strategically, recruitment and retention can contribute significantly to your company's operational and financial success. Join a recruitment and retention specialist for a rewarding look at what it takes to hire the right people and keep them! You'll learn how to develop and implement strategic recruitment plans and how to bring them to life through effective advertising and interview techniques. You'll then learn how to keep those valuable assets in place through the implementation of appropriate support structures and the development

of a succession plan.

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Tue., April 6 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Alex Twells.

Successful Performance Appraisals

This course may also serve as a requirement of the Certificate in Human Resource Administration (see Professional Development Certificates).

Develop the skills you need to administer a successful appraisal experience! Performance appraisal can be a rewarding and enriching experience for companies and employees. Learn to identify common mistakes often made in conducting performance appraisals, and find out what you can do to avoid those mistakes. You'll experience and practice techniques for transferring skills from the classification description to the performance review.

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Tue., March 9 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Alex Twells.

Knowledge Transfer

This course may also serve as a requirement of the Certificate in Human Resource Administration (see Professional Development Certificates).

There is an increased awareness regarding the importance of knowledge transfer within today's interconnected global economy. Effective knowledge transfer demands elements of effective communication, organizational knowledge and is a key component to successful human resource management. You will learn what knowledge transfer is, how to manage knowledge transfer, as well as evaluating potential barriers and strategies within your workplace that will allow you to apply and explore the context of knowledge—your organization's most valuable intangible asset.

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Wed., March 24, 9 a.m. – 4 p.m. and Thu., March 25, 9 a.m. – noon (1.5 classes). \$199. Facilitator: David Yetman.

Effective Leadership

This course may also serve as a core requirement of the Certificate in Leadership or as an elective for the Certificate in Team Effectiveness (see Professional Development Certificates).

Leadership is about helping others to realize their potential and, perhaps, to go beyond. It can be demonstrated by individuals at all levels of an or-



Professional Development

ganization. Discussions will focus on what it takes to be a leader – managing change, providing strategic thinking, setting direction, coaching, motivating, maximizing organizational performance and leading in difficult times.

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Fri., April 9 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Ted Lomond.

Project Management

This course may also serve as a core requirement of the Certificate in Leadership or as an elective for the Advanced Certificate in Workplace Communications (see Professional Development Certificates).

Project success depends on the effectiveness of how it is managed. In this class you'll be introduced to the principles and practices of effective project management including: setting goals, assigning priorities to tasks, considering budgetary constraints, assessing performance at critical stages in the project, dealing with unanticipated situations and meeting deadlines.

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Mon./Tue., March 1 and 2 (2 classes), 9 a.m. – 4 p.m. \$229. Facilitator: Ted Lomond.

Time Management: Getting the Most Out of Your Day

This course may also serve as a core requirement of the Certificate in Leadership or as an elective for the Advanced Certificate in Workplace Communications (see Professional Development Certificates).

Not enough time in your day? In reality, you have more time than you think. Find out how to set realistic objectives then learn how to prioritize them, to work through others, to develop short- and long-term plans and to deal with time wasters.

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Tue., March 16 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Don Crickard.

High-Impact Presentation Skills

This course may also serve as an elective for the Certificate in Leadership or as a requirement for the Advanced Certificate in Workplace Communications (see Professional Development Certificates).

An "everything-you-need-to-know" workshop for delivering a solid presentation with clarity and confidence. You'll learn how to organize your thoughts and information, build credibility, prepare eye-catching visuals and present with power.

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Mon., Feb. 15 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Don Crickard.

Stepping Up To Supervisor

This course may also serve as an elective for the Certificate in Leadership (see Professional Development Certificates).

Making the transition from working beside fellow employees to supervising them can be both exciting and challenging. It's a different working relationship requiring a different set of skills. This class will focus on the skills required to function in a supervisory role.

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Wed., Jan. 27 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Ted Lomond.

Communicating with Difficult People

This course may also serve as an elective for the Certificate in Leadership and for the Certificate in Team Effectiveness (see Professional Development Certificates).

Difficult personalities are a fact of life. We encounter them in the workplace as well as in our personal lives. Knowing how to communicate with difficult people is key to living and working with them. You'll learn the nature of conflict and its consequences for the people involved, gain insights into personality types, explore conflict management styles and implementation, examine the communications process and the importance of active listening skills.

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Mon./Tue., April 12/13 (2 classes), 9 a.m. – 4 p.m. \$215. Facilitator: Don Crickard.

Professional Development

A Day of Self-discovery

This course may also serve as a core requirement of the Certificate in Team Effectiveness (see Professional Development Certificates).

The workplace demands that all employees become effective and productive team members. Yet, how many of us know or take the time to discover what unique strengths and capabilities each of us bring to the team table? Discover your strengths through the lens of personality, thinking intentions, emotional intelligence and conflict management style.

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Mon., Feb. 8 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Craig Matthews.

Towards Optimum Teamwork

This course may also serve as a core requirement of the Certificate in Team Effectiveness (see Professional Development Certificates).

Outstanding business performance thrives on the interaction and synergy of highly functioning teams. How do you get everyone focused on “job done”? By managing your own working style as well as those of your other team members, and by fostering more productive personnel interactions and relationships, the mechanics of which are covered in this information-packed, one-day course.

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Fri., March 26 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Craig Matthews.

Change Management

This course may also serve as an elective for the Certificate in Team Effectiveness and as a requirement for the Certificate in Workplace Communications (see Professional Development Certificates).

Change is constant and the need for workplace change has never been greater. This class covers understanding resistance, stages of the change cycle, overcoming mistrust and miscommunication, change as an opportunity and moving from powerlessness to empowerment.

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Mon., March 1 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Alex Twells.

Conflict Resolution

This course may also serve as an elective for the Certificate in Team Effectiveness and as a requirement for the Certificate in Workplace Communications and the Certificate in Workplace Disputes Communication (see Professional Development Certificates).

Become familiar with the dynamics of conflict and develop tools and techniques that will help you respond to conflict positively. This seminar will help you identify your own conflict management style as well as when to apply other conflict styles to meet the demands of various situations.

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Tue./Wed., March 2/3 (2 classes), 9 a.m. – 4 p.m. \$215.
Facilitator: Craig Matthews.

Customer Service: Keep Your Customers Coming Back

This course may also serve as a requirement for the Certificate in Workplace Communications (see Professional Development Certificates).

Delivering exceptional customer service is essential in today's competitive business world. You will be introduced to the basics of providing customer service. You will discover what customers expect and you will examine ways that you can contribute in a positive manner to your customers' experience to ensure that they will return again and again.

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Thu., Jan. 28 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Don Crickard.

Stress Management

This course may also serve as a requirement for the Certificate in Workplace Communications (see Professional Development Certificates).

Learning how to manage stress has positive impacts both professionally and personally. In this course, you will explore: how to recognize your stressors and your reactions to them; how to change your negative behaviours associated with stress; how to evaluate your lifestyle and learn how to better care for yourself. These skills will help you manage your stress and contribute to your personal effectiveness.

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Fri., Feb. 19 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Carolyn Hapgood.

Professional Development

Communication at Work

This course may also serve as a requirement for the Certificate in Workplace Communications and the Certificate in Workplace Disputes Communication (see Professional Development Certificates).

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Scheduled for Spring 2010.

Workplace Etiquette

This course may also serve as a requirement for the Advanced Certificate in Workplace Communications (see Professional Development Certificates). Projecting a professional image is critical in the business world. This interactive session will give you the skills to build and strengthen business relationships. Topics include the fundamentals of courtesy and respect, introductions, networking, business attire, business social events, meetings, managing your digital identity and professional image.

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Tue., Feb. 9 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Michelle Snow.

Mediation, Level 1

This course may also serve as a requirement for the Certificate in Workplace Disputes Communication (see Professional Development Certificates). The course, Conflict Resolution, is recommended.

When conflict resolution fails, disputes can be resolved through mediation. This workshop will provide you with the essentials of mediation including a model to enable you to practice language skills and other techniques needed by a mediator.

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Mon./Tue., March 22/23 (2 classes), 9 a.m. – 4 p.m.
\$209. Facilitator: Tamara Reynish.

Mediation, Level 2

This course may also serve as a requirement for the Certificate in Workplace Disputes Communication (see Professional Development Certificates). The course, Mediation, Level 1, is recommended.

Alternative dispute resolution can sometimes require an in-depth approach. This class features the development and use of mediation techniques that stem from a basic working knowledge of the mediation model. Become familiar with detailed facets of this dispute resolution method through role playing, the function of the parties and mediating with multiple disputants.

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Wed., April 7 (1 class), 9 a.m. – 4 p.m. \$169.
Facilitator: Tamara Reynish.