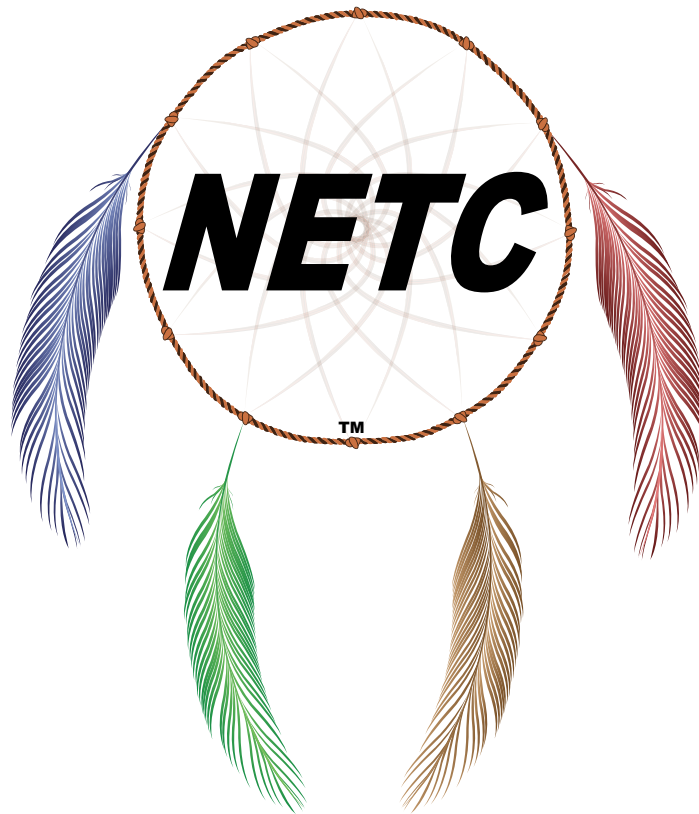# Native Education &Training College

Online Certificate Courses

90 Division Street North Bay, ON P1B 8Z4

Toll Free: 1.800.267.2577
Fax: 705.497.7839

www.nativetc.com

NATIVE EDUCATION & TRAINING COLLEGE

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NETC Overview

NETC is now a provider of customizable training materials and e-learning content, enabling clients to deliver high quality and engaging training material to their staff or students using proven materials that can be edited and localized to suit any training situation or audience. Our easy-to-use, yet powerful virtual campus learning management system enables us to enjoy the confidence of knowing we are delivering relevant content to our clients while helping them avoid the extremely costly and time-consuming process of using traditional training methods.

Mission Statement

To provide Aboriginal Communities and Organizations with online learning courses throughout North America while encouraging, edifying, enabling, equipping and educating our students to complete their life-long learning goals.

Contact and Program Information

Larry Stewart ~ Programs & Services: larry@nativetc.com
Waylon Stewart ~ Online Facilitator: waylon@nativetc.com
Toll Free: 1.800.267.2577 ~ Local Number & Text: 705.494.4700 ~ Fax: 705.497.7839
Website: www.nativetc.com ~ Student Academic Support: 1.855.830.1147
Admission Requirements: Mature Student, 19 years of age.
Program Type: Certificate Courses
Program Duration: 1 Semester
Grading Systems: Our passing grade is 70 %

Course Pricing

Any 1 Course	Any 3 Courses	Any 7 Courses	Any 25 Courses	Any 52 Courses	Any 100 Courses	All 350 Courses
$385.00	$1150.00	$1650.00	$2549.00	$3499.00	$4949.00	$5949.00

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Access 2010-2013 – Basic - Intermediate – Advanced

If you are familiar with previous versions of Access, there are a large number of new features and a completely new interface in Access 2007. If you have never used Access before, don't worry – you will quickly become very familiar with these commands as time goes on!

Accounting Skills for the New Supervisor – Audio Course

Many of us aren't thrilled to hear terms like depreciation, cash flow, or budgets, but in order to succeed in business as a supervisor, accounting skills are essential. While they may seem daunting, or like they're in another language altogether, don't worry! Mastering financial terminology, and learning all of the accounting skills necessary for new supervisors isn't as hard as it sounds, and has been made that much easier with NETC's *Accounting Skills for New Supervisors* eLearning courseware.

Created specifically with new supervisors in mind, *Accounting Skills for New Supervisors* teaches students the art of finance and financial management from the ground up. Students learn key financial terms, their role in the company finances, where to find rules and regulations for their area and industry, how to read various types of financial reports, along with much, much more. Budgets, computer skills, and determining risks are all covered. NETC's eLearning courseware enables students to learn their accounting skills through independent study, taking advantage of the latest in mobile learning technology to make studying even easier. E-learning can also be used with NETC's classroom-based courseware as part of a blended e-learning solution to further enrich your learning experience!

Active Listening – Audio Course

Active listening encompasses listening to others, responding to the content and the feelings presented, and encouraging conversation through probing and questioning. You can enhance your active listening skills by understanding what a positive listening attitude looks like, knowing the basics of neuro linguistic programming, and being able to evaluate and respond to a variety of situations**.**

Advanced Project Management

The Advanced Project Management eLearning course is fully customizable, which means organizational trainers can include information about the specific projects assigned to their students. Learners will enjoy the interactive learning format, as well as the detailed and informative content. As students progress through the self-paced investigation of project management strategies, they will be challenged by the "Making Connections" exercises that provide them with an opportunity to practice their new skills. Our NETC eLearning team has considered the usability of this product to be extremely important throughout its creation and development. Instructors and students alike will enjoy the ease of moving through the course with our slide-by-slide design and useful table of contents navigation. Advanced Project Management is included as part of our Supervisors and Managers collection and it has been a favorite among trainers. We encourage you to experience the quality of this web-based version by choosing to fill out our customer information form. Once you've expressed your interest, our customer service representatives will give you access to the Advanced Project Management course. You can review the product free of charge and see for yourself how NETC eLearning products can be part of your organizational training plan. We believe this course is essential for anyone involved in project management or team leadership.

Advanced Skills for the Practical Trainer Audio Course

Your organizational training plan will be complete with the Advanced Skills for the Practical Trainer. This NETC eLearning title is an essential part of our Train-the-Trainer series of courses. Students are introduced to a thorough investigation of training and instructional strategies, while discovering foundational adult learning concepts and theories. Our web-based products have been designed to provide instructors with the ability to completely customize all of the course components; including readings, examples, activities, case studies as well as our "Making Connections" exercises. We've considered the importance of offering students individualized and relevant training, and our Advanced Skills for the Practical Trainer course demonstrates these instructional values. If you are interested in any of our eLearning titles, we can provide you with access to a free demo. Our web-based SoftSkills courses are effective and affordable; allowing business professionals to learn interesting and practical information related to their jobs. Filling out your customer information will indicate to our team that you want to take the opportunity to discover the course for yourself. Trying out this interactive and customizable eLearning course will demonstrate to you the quality of our product, and the advantages it will bring to your organizational training goals.

Advanced Writing Skills – Audio Course

NETC's Advanced Writing Skills eLearning course provides professional learners with unique and

challenging exercises. Throughout the course, students are given the opportunity to practice their writing skills after every lesson. Furthermore, instructors will be pleased with the customizability features of our online course design. They can individualize the training for their students, and provide organizational-relevant examples of writing the student will be performing. No matter their level of experience, students of Advanced Writing Skills will benefit from the variety of writing activities included throughout the course. Our online training materials have been created in response to the needs of trainers; to provide their students with positive learning experiences they can apply to their work activities. We will be pleased to offer a free demo of Advanced Writing Skills when you complete our customer information form. Organizational instructors of any industry can deliver effective and relevant training when they choose NETC eLearning courses. We encourage you to try the course for free, to see how your professional students will benefit from the interactive and engaging design of this SoftSkills title. Our customer service representatives will be enthused to provide you with more information about our new web-based products when you sign-up for the trial offer.

Anger Management: Understanding Anger – Audio Course

This NETC eLearning title is included in our comprehensive Human Resources collection. The Anger Management course has been part of our SoftSkills Courseware product line, and trainers have thanked us many times for its customizable design! All of NETC's web-based courses have been created with the needs of instructors and students in mind. Students of Anger Management will learn information relevant to their organization's policies and programs, while enjoying an interactive, self-paced study. When instructors choose to customize the "Making Connections" exercises in each eLearning course, they are taking advantage of their ability to further engage their learners with real situations they will experience in their job. Considering the benefits of personalized learning, we know organizational trainers will appreciate the ease of customizing the Anger Management course to align with their organizational training plan. Human resources professionals are given the challenging task of planning violence response plans for the protection and safety of their employees. We encourage you to see for yourself the excellent learning value of this title, by choosing to try out a free demo. Once you've been provided online access, you can review the topics that your students will investigate. Keep in mind however, that instructors can easily change the length of the readings, the order of the sessions, and the exercises and activities in the course. As well, you will gain an idea of the "look and feel" of our

online course design, which we're very excited to demonstrate to our customers. Please take the opportunity to evaluate our product by filling out our simple customer contact form. Our customer service representatives will assist you as you begin your free trial of the web-based Anger Management course.

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Balanced Scorecard Basics – Audio Course

The balanced scorecard has had a lot of press over the past two decades, and no wonder! Since its appearance in a Harvard Business Review in 1990, over half of Fortune 1000 companies have implemented the balanced scorecard, to great benefit. According to Bain & Company, its satisfaction is almost four out of five, placing it in their top ten list of management tools. But just what is a balanced scorecard, and how do you start building one?

NETC one-day balanced scorecard courseware will provide an excellent starting point for anyone who wants to understand and create a balanced scorecard. We provide students with a high-level overview of the balanced scorecard and its core components, including strategy, mission, vision, and values statements; tactical action plans; and strategy maps. Students have the option of distance learning through NETC dynamic and interactive eLearning web resource and self-study guide. For instructors, NETC balanced scorecard course is completely customizable, and can be integrated with the eLearning material to create a stimulating a blended e-learning experience!

Basic Business Management-Boot Camp for Business Owners

Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future. The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply. This course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.

Basic Internet Marketing – Audio Course

Whether learners are just getting started in marketing, or they are seasoned marketers just getting started with Internet marketing, they will

all take a lot away from this course. Sessions include popular strategies for Internet marketing, leveraging the existing marketing plan and extending it for the Internet, creating influence and deliberately transferring that knowledge to their business, SEO techniques, pay per click advertising, and e-mail marketing campaigns. Students can complete this entire course online, or you can also offer it as a blended e-learning where instructor led training is also incorporated. You`ll get everything you need to get students actively learning, including a self-study guide, quick reference materials, supplementary reading, and more!

Body Language –Reading Body Language as a Sales Tool – Audio Course

Are you able to use your body language to full advantage? There are many kinds of non-verbal messages that you can send with your body to help people understand you and want to listen to you. There are messages that make people want to move away from you in a hurry. This course will cover all of the things that make up our body's message. You will learn about personal space, managing your facial expressions and eye messages, speaking with your hands and legs, monitoring your posture, dressing for success, and shaking hands the right way. We also cover some ways to create and strengthen relationships with neuro-linguistic programming techniques. Let's get started!

Branding – Creating & Managing Your Corporate Brand – Audio Course

Your brand is the vehicle that brings your product or service into the lives of your customers, and into their hearts. It reflects the soul of your product, and delivers a promise you can live up to. Branding encompasses the entire process of creating, managing, and evaluating your brand. Although a strong brand requires time, money, and careful consideration, it can lead to business growth, customer loyalty, and builds relationships with people, meaning branding is one of the most important investments you can make.

Budgets and Managing Money Audio Course

The Budgets and Managing Money course is part of our Supervisors and Managers eLearning collection. As with all of NETC's online training materials, this title is fully customizable to suit the particular needs of professional students. Interactive training features, informative content, and challenging activities are some of the benefits you can offer to your students taking Budgets and Managing Money. In order to make the course material relevant to the experiences of students, instructors can take advantage of the customizable course design. Every aspect of NETC's eLearning courses can be changed, rearranged, and adjusted to provide students with realistic, financial problems they will face in their workplace. As well, organizational instructors will be pleased to offer their professional learners self-guided training they can complete anytime and anyplace. Throughout the development stages of our Budgets and Managing Money eLearning course, we've kept the needs of our customers in mind. We've created a high-quality training product that provides excellent learning value for students, and affordability for organizations with strict training budgets. By choosing to sign-up for a free demo of this course, you can experience our product for yourself. We encourage you to review this Supervisors and Managers title, to consider the advantages of offering your students a flexible and comprehensive learning option. To access a free trial of the Budgets and Managing Money eLearning product, simply provide your contact information and our customer service representatives will respond to your request for more information. As you will see when you've gained access to your demo, our web-based SoftSkills courses are easy to use, affordable, engaging, and interesting.

Building a Brand on Social Media

This one-day branding training package is an essential addition to your Internet marketing and social media course offerings. We've designed an interactive program that will teach participants how to build, implement, review, and revise a social media branding strategy. Topics include key strategy elements, hot social media platforms, brand-focused messages, and social media guidelines. Download a sample today and see how easy your next social media branding workshop can be.

Building a Consulting Business

Business consulting is one of the fastest growing industries around the world. You can offer participants a great start to building their own consulting business with this one-day training package. We've designed a comprehensive program that covers everything from developing a business plan to the nuts and bolts of a consulting business (such as rate sheets, contracts, networking skills, and sales and marketing strategies). Participants will leave the course with a head start on building their business. This customizable training package includes everything you need, including an instructor's guide, student materials, and PowerPoint slides. We even offer this course as eLearning for students on the go. Check out a sample today!

Building Better Teams – Audio Course

The Building Better Teams eLearning course is part of NETC professional, Human Resources collection. This title has all of the customizability advantages

trainers expect in their pre-written training materials. As students progress through the course, they will be challenged by the realistic "Making Connections" case scenarios and exercises focusing on team development strategies. Our eLearning writing team has created our SoftSkills courses with an instructional tone; to guide individual learners through the various topics of team building. As well, NETC eLearning technology designers have tested our product to ensure fast and easy access to all course components; which means precious time saved for instructors and students. Our sales representatives are excited to offer a superior web-based training product, and they are prepared to answer any questions you have about our SoftSkills courses. We've created an online, customer contact form to provide you with an opportunity to experience a free demo of Building Better Teams. We encourage you to see for yourself how NETC eLearning courses can be a valuable addition to your organizational training plan. Signing up for this free demo allows you to evaluate the quality of our eLearning products, while experiencing the excellent customer service we provide at NETC.

Building Relationships for Success in Sales

If your trainees are in the business of sales, then they are in the business of building relationships. In this course, participants will discover that the business of all sales professionals is making friends and building relationships, no matter how big the company or the type of market.This one-day training course will help you teach participants:

- The benefits of developing a support network of connections.

- How building relationships can help you develop a solid business base.

- How to apply communication techniques to build a contact network.

- The key elements of strong working relationship, how to employ these elements in their working relationships, and more.

NETC's Building Relationships for Success in Sales courseware is easily customizable, or ready to deliver as is. Your single purchase provides you the ability to brand the training materials, make changes to suit the needs of your students, and to print on demand with no limits or hidden costs. Order our courseware today, and you're ready to deliver training tomorrow!

Building Your Self Esteem and Assertiveness Skills – Audio Course

Our Building Self Esteem and Assertiveness Skills title is included as part of our Career Development eLearning collection. Organizational instructors will appreciate the ease of customizing the course

content, to reflect the actual lived experiences of their students. We've recognized the importance of providing learners with information relevant to their job activities and responsibilities. In each SoftSkills course, our writers have included challenging exercises entitled "Making Connections." As well, our online courses are accessible from mobile devices; so learners can train on their own time, at a pace that suits their needs. At NETC, we are extremely excited about our new eLearning products and we hope you take the opportunity to sign-up for a free demo. Choosing to review a sample of Building Self Esteem and Assertiveness skills can give you an indication of the learning value you can offer your students. We encourage you to complete our customer information form to receive access to a free sample of the course. As you evaluate our web-based product, you can begin to imagine how this effective and affordable training product can be part of your employee education plan. Our customer service representatives are prepared to guide you through the various features of course, once you've filled out your contact information.

Bullying in the Workplace – Audio Course

Do you know someone who's been repeatedly harassed at the office? Have you been feeling isolated or confused at work because of the way someone's been treating you? Is there someone who's been treating a coworker so badly that the person is thinking of quitting, forced out of their job because they feel they have no other option? Bullying at work can sometimes seem impossible to manage because of how many forms it can take, but there are solutions to stop bullying!

NETC's bullying courseware includes both bullying prevention training, and how to stop bullying if it's already started. We've included lessons about how much bullying costs businesses afflicted by employee bullying; an exploration of the forms bullying takes in the workplace; and a personal action plan to assist users in creating their own anti-bullying policy in the workplace. Bullying in the Workplace is a comprehensive bullying curriculum for anyone looking for immediate, applicable solutions for their company.

NETC's eLearning training material can be used independently, or in combination with NETC's instructor-led courseware as part of a a blended e-learning environment.

Business Contact Manager 2010 – Basis – Intermediate – Advanced

Our one-level Microsoft Business Contact Manager 2010 training courseware and accompanying material includes all the information that students need to hit the ground running with this business management application.

Section One is all about getting started. First, installation and setup methods are covered. Then, an overview of the interface (with a focus on the new ribbon features and the Navigation Pane) is provided. Next, participants will learn about the Welcome Center, dashboards, and gadgets.

Section Two gets into working with the various objects provided in Business Contact Manager. Accounts, business contacts, opportunities, leads, business projects, project tasks, stores, and vendors are all covered in depth.

Section Three moves into some of Business Contact Manager's more advanced tasks and objects. First, object-related tasks such as bulk editing, user assignment, categorization, and follow-up flags are discussed. Then, business history (including phone logs and notes) and communication history will be covered. Next up is the sales pipeline, made up of sales stages and activities and lead scoring criteria. Finally, students will be introduced to the Products and Services dialog.

Section Four covers Business Contact Manager's marketing tools. Participants will learn all about call lists, mass e-mail campaigns, direct mail (print) campaigns, and mail merge.

Section Five will teach students ways to customize Business Contact Manager. To start, they will learn how to customize lists. Then, they will learn how to customize business contacts, accounts, and contact cards. Finally, they will receive an introduction to custom forms.

Section Six wraps up the course with information on reports. Tools for managing databases and importing and exporting information are also covered.

By the end of this in-depth Microsoft Business Contact Manager 2010 course, students will be ready to use this program to manage their business more effectively than ever. All courseware training materials are completely customizable.

Business Ethics for the Office – Audio Course

Employees may not know how to judge what factors they should consider in order to make an ethical decision. To clarify organizational value codes and standards of ethics, instructors can use the customizable feature of our eLearning Business Ethics course. Every business has specific regulations related to their employee and customer relations. Through flexible and informative training, your learners can identify methods for determining what counts as a morally correct decision. System of values and beliefs are extremely personal; however, students need to know how to make professional decisions based on the ethical standards of their business. You can view our

Business Ethics for the Office eLearning course by choosing to provide us with your customer information. We believe that organizational trainers can gain a true sense of the quality of our products when they are able to experience the course themselves. Gaining access to a free demo of this eLearning title will enable you to decide how your training plan can be successfully implemented using self-guided, online training. We suggest you try out a sample of Business Ethics in the Office by completing our demo form. Our customer representatives will be able to help you establish your training plan to develop a code of ethics for your business organization.

Business Etiquette: Gaining That Extra Edge – Audio Course

Proper business etiquette is about more than knowing which fork to use at your next lunch meeting. When you know how to make the most of awkward social situations, avoid making mistakes, and are concerned with presenting yourself well, you gain an extra edge that can be the difference between being a respected professional and holding yourself back.

Business Etiquette: Gaining that Extra Edge is an eLearning Course that teaches users proper business etiquette to help build their confidence and ability. Students begin by learning how to network, from shaking hands to business card etiquette, and how to feel comfortable in formal situations. Small talk, name recall, making a polished first impression, business e-mail etiquette, and more etiquette techniques are all included to help students maintain a professional, solid impression.

With eLearning, users can study their business etiquette class material online using NETC's customizable web platform. Trainers conducting business etiquette workshops should also consider combining their business etiquette training with eLearning for a fully customizable, a blended e-learning environment. When you know your etiquette, you can stop worrying about making mistakes, and start enjoying what you're doing.

Business Leadership: Becoming Management Material

Great leaders should have the skills to promote confidence and a positive attitude in all of their team members. Our Business Leadership eLearning course provides learners with creative activities and exercises designed to incorporate their knowledge in their own workplace. Instructors are encouraged to customize the readings and exercises to more closely align their students' training experience with the day-to-day realities of their workplace. Our online training materials have been created with the needs of instructors and students in mind; and our team is pleased to offer a high-quality eLearning

product that offers both flexibility and affordability. Providing opportunities for your top-performers to enhance their leadership skills is a pro-active way to promote organizational growth. We realize that purchasing organizational training materials is a challenge, and we encourage you to complete a demo form to gain access to this course. Take the opportunity to review Business Leadership: Becoming Management Material, to judge for yourself the exceptional quality and learning value we offer in our eLearning products.

Business Process Managment

If your participants are looking for a comprehensive courseware program on business process management, they will love this two-day training course. We've designed a program based on the six steps of the business process life cycle (create, design, model, execute, monitor, and optimize). We've also included information on process improvement tools like Lean and Six Sigma. This instructor-led business process management package includes numerous training materials, including an instructor's guide, assessments, activities, PowerPoint slides, and so much more. You can even combine it with our business process management eLearning course to offer a rich, blended e-learning solution.

Business Succession Planning: Developing and Maintaining a Succession Plan – Audio Course

In order for your business to succeed in the long-term, it's important to anticipate change that will happen in the future and be prepared for it. With high levels of worker mobility, having the right people ready to take over positions that need to be filled is more important than ever. Don't wait until it's too late: be ready for changes by having a business succession plan in place that accounts for the long-term, and ensures the best talent remains part of your company to drive it forward.

Effective succession planning requires leadership development, proactivity, quantifiably measurable plans, and must have high-level support. NETC's Business Succession Planning eLearning course teaches students all of this, and more. At the end of this course, students will be able to develop their own unique business continuity plan and succession management strategy. Students not only learn the keys to developing succession plans, but also how to maintain a succession plan and evaluate their results. With eLearning, students have the added benefit of distance learning and independent study using NETC's self-study guide and Business Succession Planning training. Trainers can also combine NETC's classroom courseware in a blended e-learning solution that enhances their instruction material, expanding the classroom and giving their students even more great learning opportunities. Plan for your company's success with Business Succession Planning!

Business Writing That Works - Audio Course

Instructors are choosing NETC Business Writing That Works eLearning course to give their students a challenging and interactive training experience. With our fully customizable course design, organizational trainers are able to incorporate specific examples of writing tasks their students will be performing in their job position. Students of this Career Development eLearning selection will be excited to improve their business writing skills; especially when their training experience is positive and relevant to their job. NETC online SoftSkills courses feature pre and post-course assessments, as well as challenging writing exercises and activities to provide students with plenty of opportunity to practice their new skills. As students progress through Business Writing That Works, they will benefit from the instructional tone our writers have created for their individualized study. NETC eLearning development team has created a user-friendly product that combines quality and affordability, and we hope you try out a free demo. . Organizational instructors need to offer their professional students with effective and flexible training options, and we are prepared to meet this challenge. Business Writing That Works can be accessed by students anytime, and anyplace. We encourage you to take the opportunity to review a free demo of this title, by filling out our customer information form. Taking advantage of evaluating a sample of this online course will give you an impression of the type of quality and customer service you'll receive when you view any of NETC products.

Body Language: Reading Body Language as a Sales Tool

Are you able to use your body language to full advantage? There are many kinds of non-verbal messages that you can send with your body to help people understand you and want to listen to you. There are also messages that make people want to move away from you in a hurry. This course will cover all of the things that make up our body's message. You will learn about personal space, managing your facial expressions and eye messages, speaking with your hands and legs, monitoring your posture, dressing for success, and shaking hands the right way. We will also cover some ways to create and strengthen relationships with neuro-linguistic programming techniques.

E-learning allows you to study at your own pace on any mobile device. You can also create completely a blended e-learning opportunities by combining your

eLearning with NETC's classroom training materials. Your potential for learning is practically unlimited when you use independent and distance learning opportunities to give you an edge in the workplace.

Basic Business Management

If you are in the business of teaching business owners about running their own business, this rich and detailed course is just what you need! This course includes how to set up the business (Sole proprietorship? Corporation? Joint venture?); basic finance, accounting, and budgeting; operations management; how to expand the team by finding the right people for the right positions; marketing; sales; and more.

Designed with mobile learners in mind, this courseware is available for any web based platform, and can be offered as a blended e-learning where instructor led components can also be included. We've thought of everything, including a self-study guide, quick reference materials, supplementary reading list, and more!

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Call Center Training: Sales and Customer Service Training for Call Center Agents – Audio Course

In a survey conducted in 2008, managers of call centers identified poor training as one of the number one issues encountered by their call center agents. CCAs often have to hit the ground running, while requiring a blend of sales and administration skills to do their job efficiently. Are you a CCA who has often felt the same way? Don't let a lack of call center training undermine your performance!

This eLearning course from NETC includes all the call center training material necessary for students to succeed in their role as a CCA. Sales and Customer Service Training for Call Center Agents teaches students the nuances of body language and verbal skills that are essential for telephone conversations, how to be comfortable saying no and delivering bad news, and how to deliver meaningful messages. Students also learn vocal techniques that will enhance their speech and communication, stress management, effective negotiation skills that build relationships with customers rather than shutting them down, the art of closing a sale, and more! NETC's eLearning CCA training is web-based, so students can study independently, and set their own pace. Trainers can also combine their classroom material with eLearning in an exciting a blended e-learning solution!

Change Management: Change and How to Deal With It – Audio Course

Change affects everyone differently. There's no right or wrong way to react to change, but it's also important to realize that it's an essential element of the world and to know how to cope with change when it happens. Dealing with change in the workplace can be especially difficult, especially when an organization's efficiency depends on everyone dealing with change in the most effective way possible. That's a lot of people who need to be on board!

NETC's Change Management training teaches users strategies for dealing with change, including how various people react to transitions, the keys to implementing change in the workplace, and techniques to manage the stress that large changes can cause. Students learn how to develop resiliency and focus on the positive aspects of change, and how to get people on board and embracing change in the workplace rather than fear it. With eLearning, students can study independently using NETC's web-based training material, including a unique self-study guide and recommendations for change management books so students can continue their change management training no matter where they are. Trainers should also consider presenting their classroom training with eLearning in a blended e-learning solution that combines their change management workshop with the advantages of mobile and distance learning.

Coaching & Mentoring

Coaching and Mentoring are essential skills for workplace supervisors and leaders. Coaching and Mentoring trainers will illustrate how coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that includes being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefits everyone. This one day training course will help trainers teach participants:

How coaching can be used to develop a team.

The coaching and mentoring skills that help improve individual performance.

The behaviors and practices of an effective coach.

How to recognize employees' strengths and give them the feedback they need to succeed.

How to identify employee problems and ways that they can work to correct them.

Start developing strong, effective coaches and mentors today. Your single courseware purchase allows you to print–on-demand, customize training materials to meet your needs and the nuances of

a particular group of learners, with the confidence of industry tested, content rich materials at your fingertips.

Communications for Small Business Owners

Often times, small business owners are thrust into a situation in which they must become competent in a diverse range of skills. Key among these are business communication skills. This customizable, comprehensive training materials package covers everything that small business owners need to know about getting their message out there. This two-day course includes information on developing and conveying an effective message through a variety of channels, including traditional media and social media.

Communication Strategies – Audio Course

Doors and opportunities are always open to strong communicators. Understanding how we communicate with other people affects them is key to communicating effectively, and improving your communication skills not only makes it easier to get along in the workplace, but easier to enhance your performance and relate to other people.

NETC's Communication Strategies courseware teaches students how to develop key communication skills, and how they contribute to success. Participants learn how to ask questions that provide meaningful answers, how to apply active listening techniques in order to hear the meaning of a message, and what sort of non-verbal messages they send in order to get ahead in difficult situations. Communication skills exercises include learning how to remember names, and helping students see the effect their communication skills have on other people to better communication in the workplace. Communication Strategies is available in NETC's unique eLearning platform, which includes a unique communications self-study guide for students who prefer to study independently and pace themselves, or can be used in combination with NETC's instructor-led training material in a blended e-learning environment.

Conducting Effective Performance Reviews

Conducting performance appraisals with your staff should be part of your plan for employee growth and development. Your employees need to realize their role in the process as being important to the overall success of their organization. Both managers and their staff need to view PAs as a tool for promoting the benefits of a learning organization. Performance appraisals are a useful communication strategy that will result in productivity and commitment from your staff. In this course, we prepare students for introducing a performance management plan in their organization. Part of this plan includes the activity of conducting performance appraisals. Students' training in this course will serve as a foundation for creating a welcoming environment; in which employees and top-level management can openly communicate.

Conference and Event Management Audio Course

If you've ever been to a conference, then you can imagine how much planning has to be done prior to an event for it to go as smoothly as possible. Do you know how to draft an agenda, secure sponsorship, and market your event? What happens if you go over budget, and who's on hand the day of the event to handle any last-minute emergencies? NETC's event management training material makes it easy to teach all of this and more.

With customizable courseware and thoroughly researched, up-to-date content on the best planning methods and techniques, it's never been simpler to teach students how to create memorable events. In this two day workshop, students will learn how to appreciate the fine details of planning, budgeting basics, venue and food selection, how to coordinate volunteers and committee members, how to create a conference report, and more. Whether they're planning a meeting, conference, or party, events will turn into a breeze with the right skills! Trainers gain access to a customizable instructor's guide, student manual, PowerPoint presentation, and more, all of which can easily be combined with eLearning in a blended e-learning environment that enables students to work through the material independently, or in combination with classroom instruction.

Conflict Resolution: Dealing with Difficult People – Audio Course

Anyone engaged in building professional relationships is aware of the damper that conflict can have on employee performance and productivity. Effectively communicating your organization's performance expectations requires instructors to customize their students' learning experiences. Offering continued education that is relevant to the daily experiences of students is the foundational ingredient for any business developing a practical, conflict resolution training plan. Defining your future business goals and pursuits can help your team establish a common vision, and improve inter-group communication. By choosing to gain access to our free demo, you can assess the quality of the online, Conflict Resolution Getting Along in the Workplace course. We encourage you to take advantage of this risk-free offer, to see for yourself how this NETC eLearning title could be a valuable addition to your organizational training program. Completing a customer information form will indicate to our service representatives that you are

interested in offering your students a flexible and interactive training experience.

Conflict Resolution: Getting Along in the Workplace

Conflict resolution is a valuable skill that can help you build relationships at work and at home. You will start this course by defining what conflict is and exploring various types of conflict. You'll also learn about spontaneous and reflective behavior and you'll use the Johari window to look at your behavior. Next, you'll learn about the stages of conflict and various types of outcomes (including win/win). You'll also have a chance to explore your personal conflict resolution style. To round things out, you'll learn basic communication skills that can help you resolve conflict, including active listening, paraphrasing, asking questions, and body language. You'll also learn about facilitating and coaching others through conflict.

Designed with mobile learners in mind, this courseware is available for any web-based platform, and can be offered as a blended e-learning where instructor-led components can also be included. We've thought of everything, including a self-study guide, quick-reference materials, supplementary reading list, and more!

Conquering Your Fear of Speaking in Public – Audio Course

Business organizations will benefit from having skilled public speakers. Whether presentations, meetings, or sales conversations are the settings for speaking publically, talented communicators are assets to any group. Developing communication skills and building confidence to promote positive presentation experiences is part of conquering fears of public speaking. In this course, students learn effective methods for eliminating the stress of public speaking. The exercises have been written specifically to allow learners to relate their knowledge to their professional position.

Creating a Dynamite Job Portfolio – Audio Course

The main objective of developing a job portfolio is to effectively present your skills so employers can immediately recognize the value that you can bring to their team. You should consider your portfolio as a marketing tool, as well as your resume and cover letters. Compiling your portfolio is a challenging task, but in the end it is extremely useful and easy to maintain. In this course, students are given information about the essential components of a job portfolio. They are taught the value of presenting themselves as a complete package to an employer by using a well-organized and thoughtful portfolio.

Creating a Google Ad-Words Campaign –

Audio Course

Google AdWords training materials are designed for teaching small business owners basic techniques for setting up and understanding how to work with Google AdWords and pay per click (PPC) advertising. In this one day training course, participants will learn how Google AdWords work, what PPC means, the importance of correctly setting an AdWords budget, how to select keywords and set up ad groups, how to design a compelling ad, and how to make adjustments to increase success. Participants can immediately apply what they learned and get started with their own AdWords campaign.

Creating a Top-Notch Talent Management Program

Trainers will help workplace leaders and human resources specialists learn the value of Creating a Top-Notch Talent Management Program in this important two day training course. Leaders will learn why having the right people in place at the right time is a key component of growth, success, and even stability to an organization. This training courseware will help them to have the right people ready, and to create a program that helps people to learn and thrive in their organization. Participants will learn what is required to manage high potential employees, how to apply multifaceted aspects of talent management in their organizations, to recognize and foster talent, and to explain the principles of competency-based management

Creating a Workplace Wellness Program – Audio Course

Trainers working with organizations and individuals in need of a workplace wellness program will reap tremendous rewards in this two-day course. Whether they have realized a dip in employee engagement, or an increase in health and benefit costs (both signs of less than optimal health for the workforce), they will see the impact that intervention can have on a range of conditions when the workplace wellness program focusses on elements that workers want, and that the leadership can support. Sessions include how to establish a workplace wellness committee, conducting a needs analysis, engaging the leadership and meeting employee needs, selecting program elements, implementation, measurement, reporting, and more.

Creative Thinking and Innovation

It's not uncommon to hear people claim that they aren't creative. The reality is that most of us simply don't recognize the ways that we're being creative on a daily basis. Whether it's stretching a tight budget at work or deciding who to invite to a project launch, there is a great deal of creativity involved in achieving success in business. Boosting

creativity and innovation takes practice, and honing creative skills is a process.This two-day training course will teach participants how to:

- Recognize their own creativity

- Develop their own creative environment

- Explain the importance of creativity and innovation in business

- Apply problem-solving steps and tools

- Use individual and group techniques to help generate creative ideas

- Implement creative ideas

Crisis Management – Audio Course

How many safety plans do you have at work? One? Five? Seven? This course will help students to learn how to bring those plans together in one safe place in their crisis management plan. This course provides crisis management essentials including conducting a thorough audit, setting up a crisis management team, providing training, setting up an emergency operation center, and more. Students will complete realistic exercises to reinforce concepts and get them reflecting on their role as they work through the material.

E-learning allows you to study at your own pace on any mobile device. You can also create complete a blended e-learning opportunities by combining your eLearning with NETC's classroom training materials. Your potential for learning is practically unlimited when you use independent and distance learning opportunities to give your people the training that they need.

Critical Thinking

Although having a routine is a good way to stay productive and make the most of your time, it can be easy to let your thought patterns slip into a routine that does the opposite. Thinking critically rather than automatically brings new energy to your arguments, your research, and opens the door to new ways of living and working!

With NETC's one-day Critical Thinking course, students learn how to develop critical thinking skills. They will learn how to identify critical thinking styles, build and analyze arguments, use analytical thought systems and creative thinking techniques, and be able to prepare and present powerful arguments that will instill new life into their attitude and routine. Available in eLearning, critical thinking workshops become interactive, flexible web-based courses students can use to study independently while using NETC's unique self-study guide. For instructors, training critical thinking has never been easier! NETC's courseware comes with

completely customizable training material, and can be combined with eLearning to create a blended e-learning solution to get your students thinking critically while working creatively.

CRM: An Introduction to Customer Relationship Management

These days, it can be difficult to compete for your customer's attention when every other company in the market is doing the same thing. On top of that, customers often expect, and are used to, receiving incentives for their brand loyalty, whether it's a free sample, being able to trade in points they've collected, or being given discounted services. How can you build strong customer relationships and keep their attention? The answer to maintaining client relationships may not be simple, but it's worthwhile! CRM, or Customer Relationship Management, creates effective customer relations between your company and your existing customers, and NETC makes it easy!

With NETC's CRM: An Introduction to Customer Relationship Management, students learn how to analyze the different components of a CRM plan, develop a checklist for readiness and success with their customer relationship management strategy, and learn how CRM creates value for organizations and customers. CRM theory, varieties, the difference between in-house creation and using an Application Service Provider, and ways to get around the largest, most common roadblocks to successful CRM implementation are all covered in this eLearning course! Students learn what they need for a successful client management, and how to do it. Using NETC's web-based eLearning platform, students are free to study on their own, while trainers can combine online CRM training with classroom instruction in a blended e-learning solution.

Customer Service Training Audio Course

The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization. Your employees need to know the various skills and techniques to improve their customer relations experiences. The relationships that business organizations build with their internal and external customers are essential for success. To remain competitive in any industry, the employees of successful companies need to be able to provide excellent customer service. In this course, students are presented with an opportunity to explore their responsibilities within their role as a customer service manager. Customer service training allows students to practice essential communication skills to effectively deal with the challenges they encounter with their customers.

Customer Service Training Course Managing Customer Service – Audio Course

The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization. This one-day workshop courseware will provide participants with an opportunity to explore their responsibilities within their role as a customer service agent. As participants discuss the various skills and techniques, they will draw from their own personal and varied experiences to share elements of reward and challenge. Consider this training workshop as a re-energizing time to build and expand from where they are now.

Highlights of what participants will learn:

- Identify ways to establish links between excellence in customer service and their business practices and policies;

- Develop the skills and practices that are essential elements of a customer service focused manager;

- Recognize what employees are looking for to be truly engaged;

- Recognize who the customers are and what they are looking for;

- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

Corporate Branding Training Material

Corporate Branding Training Materials are designed for training organizations how to create and manage their corporate brand. Teach your employees and managers verbal communication, how to build trust with customers, plan ideal answers, and improve active listening skills and more!

Coaching - A Leadership Skill

How do you want to insert yourself into an organization? How will you demonstrate your value to your team? Providing effective coaching for your co-workers as they deal with change and conflict can drastically improve productivity, and workplace morale. As a coach, you have an opportunity to demonstrate your commitment to learning, building relationships, and resolving problems with your fellow team members. In this course, students learn how to guide, support, and coach their fellow employees. Knowing how and when to coach is an essential skill that can benefit your personal growth, and your ability to deal with challenges in the business environment.

Customer Service Training: Critical Elements of Customer Service

The best customer service skills are things you do for people, rather than to them. Improving customer service skills takes practice, and study, so we can serve our customers with professionalism and enthusiasm NETC's customer service training teaches users the critical elements of customer service. Users learn how to meet the needs of their customers, internal and external, by turning customer service into a philosophy, integrating a focus on service into their organization, and improving their customer service skills. The importance of empathy, managing difficult customers, telephone techniques, assertiveness skills, and all of the most important elements of customer service are all taught in this web-based eLearning course.

Customer Service Training: Critical Elements of Customer Service is customizable, self-paced customer service training. Students learn steps to improve their customer service skills using a self-study guide and learning material based on the top customer care techniques today. Trainers can also combine their classroom training with eLearning, a blended e-learning solution that offers even more flexibility and learning opportunities for those who want to make the most of their customer service training program.

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Delegation -The Art of Delegating Effectively – Audio Course

In your supervisory or management role, you are expected to be responsible for the activities of your team, as well as be accountable for the work that is produced. This challenging, yet satisfying situation requires you to demonstrate excellent delegation skills. Making efforts to effectively communicate the responsibilities and expectations of a delegated project is essential for the success of your entire team. In this course, students explore the art delegation; including when to delegate and whom to delegate to. They will learn valuable techniques for developing a shared responsibility model to reduce their own workload, while developing their employees' abilities to work independently.

Developing Your Training Program – Audio Course

Any professional training program you develop must meet your organization's objectives, as well as develop the skills and fill the knowledge gaps of your learners. Business managers need their trainers to be well informed of the best strategies for designing and implementing a successful

training program. This requires that the content and structure of workplace training courses is relevant to the experiences of students, as well being engaging and interesting. In this course, students are asked to consider how a training program would further the objectives of their organization. They are provided with information about the essential elements of an organizational training program, and the importance of customizing their students' learning experiences.

Disability Awareness Working with People – Audio Course

Is designed to help train employees and organizations how to break down stereotypes and see the advantage of working with people with disabilities. Train your staff on the misconceptions and realities, accessibility, encouraging diversity by hiring and much more!

Diversity Training-Celebrating Diversity in the Workplace

Diversity training can help to eliminate communication barriers, while boosting your team's confidence and self-awareness. Our gender, our sexual orientation, our religion, our ethnic background, and our disabilities come together to form our identities. Managers of successful organizations have embraced the concept of individualism; the differences that exist between every employee. Diversity training has become an essential ingredient of business management. In this course, organizational managers are provided with information about celebrating diversity in their workplace. Now more than ever, managers need to imagine a workplace environment as a diverse collection of individuals proud of whom they are.

Dynamite Sales Presentations – Audio Course

Research in business etiquette has shown that when you first meet someone, the first twelve steps you take are critical in forming a perfect first impression. A good sales presentation begins when you enter the room, and the best sales presentation methods take into account not only what you're bringing to sell, but how you present with it. You're not just presenting what you're selling – you're presenting yourself! NETC's one-day course on professional presentation skills teaches participants the components of an effective sales presentation, from start to finish! Users learn how to identify and create the key elements of a quality proposal; the tips and tricks of editing business writing; how to perfect their first impression so their audience sees their best professional self; and how to create a professional presentation, including a template and guidelines for creating a sample sales presentation for constructive evaluation. The instructor-led material includes customizable classroom training

material, and can be combined with NETC's eLearning website to form an interactive blended e-learning solution.

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Effective Planning and Scheduling

No matter what kind of business venture you undertake, it's important to build that venture on solid foundations. Detailed, accurate planning and scheduling is what makes a project's vision become a reality, making planning and scheduling training a key part of any business good management training program. If you're daunted by the thought of starting something new because of how much has to get done, don't worry! NETC's **Effecting Planning and Scheduling** eLearning course makes projects manageable and simple from start to finish.

NETC's Effecting Planning and Scheduling courseware teaches students everything they need to know about creating, updating, and monitoring a viable project schedule. Students begin by learning the foundational terms and concepts involved in project management training, and move on to learn how to use the Program Evaluation and Review Technique (PERT) to create estimates, plan for risks, and more! Students are also given examples and resources that enable them to exercise their newly-learned project planning program. Available for students via NETC's self-paced, web-based eLearning platform, students are free to work at their own rate. Trainers can also combine NETC's eLearning with classroom-based planning training in a creative blended e-learning solution to get even more from your planning and scheduling toolkit.

Emotional Intelligence Audio Course

Intelligence will take you far in life, and a commitment to learning emotional intelligence, or EQ, will take you even further! Emotional intelligence training is an essential aspect of workplace success. Intelligence will land you the job, but EQ determines how far you go with it. Best of all, like all skill sets, emotional intelligence can be learned.

NETC's Emotional Intelligence eLearning course provides students with the tools they need to develop their emotional intelligence in measurable ways. Using assessments, examples, and NETC's self-study guide, students learn how to define emotional intelligence, how to apply the EI Blueprint, and learn how to best manage emotions in themselves and others in the workplace. Emotional Intelligence is available in NETC's eLearning format, which enables students to learn independently and work through the material at

their own pace. E-learning can also be used in combination with NETC's classroom material to create an enriched blended e-learning environment.

Employee Accountability – Audio Course

Wouldn't it be nice if everyone was comfortable being accountable for their results, whether they're good or bad, at an individual level or the corporate? Unfortunately, it's almost never that simple. Managers can spend more time babysitting than managing, and this is especially true when it's a matter of holding staff accountable for their results. And, although real employee accountability cannot be forced, you can give your employees the tools they need to reach their full potential!

NETC's Employee Accountability eLearning course teaches not only the importance of creating staff accountability, but also the fundamental elements needed to build an accountable, successful organization. Using the latest in mobile technology and distance learning, students learn how to develop workplace accountability by building their goal-setting, feedback, and delegation skills. Accountability must exist at every level of an organization, which is why NETC's accountability training also teaches users how to be personally accountable, in addition to teaching accountability at the corporate level.

Employee Accountability includes a self-study guide, pre- and post-course assessments, activities, and examples to help teach users how to build trusting relationships and motivate worker accountability. Students can use this self-paced, web-based course to study independently, no matter where they are, and trainers can combine eLearning with their classroom courseware in a blended e-learning solution.

Employee Dispute Resolution – Audio Course

Peer mediation is a unique conflict resolution process that provides employees with a fair, unbiased procedure to solve workplace disagreements. The peer review process gives employees the opportunity to question the decisions of others by means of a formalized procedure. This strategy allows leaders in business organizations to resolve disagreements between employees in an objective and efficient manner. In this course, students learn the fundamental elements of integrating a peer review dispute resolution procedure in their organization, and when it should be implemented. The evaluation of a problematic conflict can often be solved by engaging other employees in the team, or specific panel of coworkers.

Entrepreneurship 101

Business consulting is one of the fastest growing industries around the world. You can offer participants a great start to building their own consulting business with this one-day training package. We've designed a comprehensive program that covers everything from developing a business plan to the nuts and bolts of a consulting business (such as rate sheets, contracts, networking skills, and sales and marketing strategies). Participants will leave the course with a head start on building their business.

This customizable training package includes everything you need, including an instructor's guide, student materials, and PowerPoint slides. We even offer this course as eLearning for students on the go. Check out a sample today!

Excel 2010-2013 - Basic - Intermediate Advanced

Our customizable courseware and training material for Office Excel 2010-2013 has been professionally designed to provide instructors and students with the best resource available for learning how to use the program. Interacting with Office Excel 2010 can be a very intimidating task. Learners can quickly become overwhelmed with the thousands of possibilities for organizing information. As well, transforming data into a workbook can be a critical step to streamlining business practices, and users need to know how to do it correctly.

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First Aid

In most facilities, not a day goes by without some type of injury occurring. It can be as serious as a chemical burn, or as minor as a small cut. Any injury can be painful and affect an employee's work performance as well as their life off the job. This kit shows employees that knowing basic first aid can often limit the severity of any type of injury, or even prevent a death.

Fall Protection

This comprehensive Fall Protection course is an effective and interactive way to keep you and your employees up-to-date with Fall Protection training requirements. Considered a "full course", this course can also be used for "refresher training". A training certificate is issued and *emailed* to the Account Supervisor upon completion.

Facilitation Skills – Audio Course

With our eLearning Facilitation Skills course, instructors can support their students with engaging and relevant content as they progress through self-guided training. Our team has designed our eLearning products to be fully customizable and

user-friendly for both students and instructors. We present learners with an inclusive study of facilitation skills to use in a professional business environment. NETC web-based training has been created to go beyond our customers' expectations; to provide them with contemporary facilitation strategies, in an challenging and interactive course. You can view our Facilitation Skills course to evaluate the quality of our product by choosing to sign-up for a free, course demo. Gaining access to our online courses is simple; and so is persuading your students to try-out the variety of learning tools included in its design. When you review this title included in our Train the Trainer Bundle, you will see why it is a great option for students who want to enjoy the freedom of learning effective facilitation skills training; anytime, anyplace.

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Generation Gap - Closing the Generation Gap in the Workplace – Audio Course

Business leaders need to be aware of the history and reality of the generation gap that exists in today's workforce. Exploring the problems, solutions, and strategies to help overcome issues of the generation gap is part of the responsibility of organizational managers. Closing the generation gap in your workplace requires your employees to recognize the particularities of each other, in order to find common ground. As a manager it is your job to facilitate the development process of creating an effective group of people, despite the differences in their ages and experiences. In this course, students explore problems, solutions, and strategies to help overcome issues of the generation gap. In order to eliminate boundaries that have developed in their team due to age related issues, it is essential to consider how the generation gap came to be.

Getting Your Job Search Started – Audio Course

While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. Whether you are already in the midst of a job search or just beginning to think about it, you need to determine what your skills-set is made up of, the kind of work that is important and realistic to include in your job search, and how to get started. In this course, students learn that self-awareness activities are important for gaining information about themselves they may not have known. Understanding one's core values is paramount to determining true desires and ultimately finding work that is meaningful and rewarding.

Getting Stuff Done: Personal Development Bootcamp

There is a lot more that goes into personal efficiency training than just time management. Personal efficiency means having a system in place to handle whatever life throws at you, being able to balance your work and your personal life, and being able to achieve your personal best. More than just a to-do list or a new calendar app, personal development training requires long-term commitment to really reap the rewards. While it's a huge undertaking, it's also one where the results are completely worth it!

NETC's Getting Stuff Done: Personal Development Boot Camp is a two-day training course that will whip you back into shape so you can stay on top! Students learn how to get over the myth of multitasking, explore how long-term goals affect short-term efficiency, study Pareto's 80/20 Rule and learn how it should affect planning, and more! In addition to learning how to boot themselves into gear, students learn the best ways to organize their office, computer files, and how routines can simplify life. There's no one best way to start working at your best, and everyone's personal development will take a slightly different route, but NETC provides all of the most effective techniques to help make your personal productivity plan perfect. On top of that, eLearning means you can study on your own and work through the material at your own pace so that development blended e-learning training doesn't mean disrupting your workflow even more. Trainers can even combine eLearning with their workshops to create a solution that works for everyone!

Getting Your Job Search Started – Audio Course

Getting Your Job Search Started is the perfect course for trainers and job coaches who help active job seekers develop their skills and kick off their job search. While looking for work is fun for some people, finding a new job can be a daunting, frustrating task for others. This one day training course teaches job seekers to understanding make the most of their local labor market, and to be ready to accept a job offer.

Participants will develop essential skills:

• Develop an understanding for the types of work available to them and where to find more information.
• Recognize the differences and benefits available through career coaches, counselors, and mentors.
• Learn different approaches to job searching, such as networking and tapping into the job market.

Getting Your Job Search Started courseware training materials include a full suite of tools including

a pre-assignment, pre and post assessments, quick reference guide, and more. They are easily customizable, and print on demand. Get started on helping your students find that great job today!

Giving Effective Feedback

Giving effective feedback is a challenge for many workplace leaders, despite the knowledge that people want feedback on how they are doing. This course provides a definitive look at the necessity of formal and informal feedback, frameworks for formal and informal feedback, essential communication skills, and six characteristics to effective feedback. Role plays are also included to make the training more meaningful and practical for learners. E-Learning facilitates self-paced learning on any mobile device. This courseware includes interactive opportunities for participants to answer questions, consider other points of view, and go back to re-read sections. Trainers can also create blended e-learning opportunities by combining eLearning with NETC's classroom training materials

Goal Setting – Audio Course

Pick up a book on life planning, career development, or success and you are likely to read about successful people who achieved their dreams because they were focused on what was important. They set goals and went after the things that they wanted.

This course will show you how to set goals and achieve them. We will start by outlining your values and your personal vision statement. Then, we will look at the ultimate long-term plan: the bucket list. Next, we will learn how to set specific goals using the SPIRIT acronym and goal setting worksheets. Finally, you will receive some tools to help you on your way, including motivation techniques, support system ideas, and strategies for dealing with setbacks.

eLearning allows you to study at your own pace on any mobile device. You can also create complete blended e-learning opportunities by combining your eLearning with NETC's classroom training materials. Your potential for learning is practically unlimited when you use independent and distance learning opportunities to give you an edge in the workplace.

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Health & Safety

Under the new Occupational Health and Safety Awareness and Training regulations of the Ontario Occupational Health and Safety Act (OHSA), which comes into force on July 1, 2014, all employers in Ontario must ensure that their Workers complete a basic health and safety awareness training program. This course meets this requirement.

Hiring for Success - Behavioral Interviewing Techniques

Hiring people is easy, but are you hiring the right people? This detailed course will teach you everything you need to be able to say YES! to that question. To start, you'll learn basic skills, such as using open and closed questions, designing different types of interviewing questions, and listening actively. You'll also learn about the different facets of the recruitment and selection process, cost analysis, job descriptions, advertising successfully, screening resumes, checking references, and so much more!

Designed with mobile learners in mind, this courseware is available for any web based platform. It can also be offered as blended e-learning with instructor led components. We've thought of everything, including a self-study guide, quick reference materials, supplementary reading, and more!

Human Resources Training HR for the Non-HR Manager

Your human resources leaders need the expertise to deal with the many employee relationship issues they face, and to make decisions that are both effective and legal. Knowing the best practices for human resource management requires business leaders to establish plans for interviews, disciplinary processes, as well as know the specifics of the compensation and benefits they offer their employees. Human resource management should be a top priority for business organizations, to help establish positive employee relations. In this course, students are introduced to the challenges of the hiring process as well as techniques for performing a skills inventory of their staff. They are provided with information about the key elements of employee orientation.

(I)

Influence and Persuasion

If your students need to learn the power of persuasion and how to get the hang of it without becoming manipulative, this course is ideal. Rich with information on preparing for persuasive conversations, how to monitor and use body language, establishing rapport, structuring a presentation, and more, this course will give them a foundation in creating a persuasive argument. They will also learn the essentials of neuro linguistic programming techniques to help with extending their influence.

Designed with mobile learners in mind, this courseware is available for any web based platform. It can also be offered as blended e-learning, where instructor led components can also be included. We've thought of everything, including a self-study guide, quick reference materials, supplementary reading, and more!

InfoPath 2010 – 2013 - Basic - Intermediate – Advanced

Our Microsoft Office InfoPath 2010 Intermediate training materials courseware includes all the information students need to create a form with data connections and advanced control types.

Section One focuses on InfoPath's file-level tools. Information on using Windows Explorer within InfoPath Designer, file management tools, form views, form options, and user roles are all covered.

Section Two covers how to link a form to a data source. First, XML schemas are explained. Then, resource files, web service links, SharePoint data, databases, and XML files are discussed. The final part of the section covers how to manage data connections, use the Fields task pane, work with data bindings, change control properties and types, and manage fields.

Section Three gets into creating advanced form parts. Template parts, object controls, repeating controls, master/detail controls, and choice groups are all covered.

Section Four discusses how to add non-control objects to a form. First, pictures and Clip Art are discussed, including commands on the Picture Tools - Format tab and the Format Picture dialog. The remainder of the section focuses on adding alternative text, creating hyperlinks, inserting horizontal lines, and inserting symbols and special characters.

Intermediate Project Management

Intermediate project management techniques are used by organizational leaders and supervisors who are responsible for carrying out the objectives of a particular project. Project managers need to be aware of planning tools to aid in the successful completion of their goals. Coordinating a team effort requires confidence and knowledge of best practices for task management. Project managers need to prepare and organize their employees for achieving success in their pursuits. In this course, students are guided to learn effective communication strategies for managing a project team.

Intrapreneurship

The workplace can always benefit from intrapreneurs and their innovative ideas. Give your students a firm grasp on intrapreneurship and ways to embrace the process in their organizations with this one-day training workshop from NETC. At the end of this course, your students will understand the importance of intrapreneurship, know how to identify intrapreneurs and assess their strengths, how to develop and gain support for ideas, and much more. Each NETC course is fully customizable and complete with all the tools a trainer needs. The course includes an instructor guide, student manual, PowerPoint slides, quick reference guide, an advertorial and plenty more. Download a free sample today!

Introduction to Neuro Linguistic Programming – Audio Course

NLP – An Introduction to Neuro Linguistic Programming is a one day introductory training workshop that trainers can facilitate to a variety of groups including workplaces, associations, community groups and more. This training course demonstrates the way that our brains, thoughts, and behaviors are at the core of everything that we do every day, even when we are not aware of it.

Participants will develop the following skills:

• Define neuro linguistic programming (NLP) and its key terms
• Describe the key presuppositions of NLP
• Describe the five senses as seen by NLP
• Identify states of mind and modes of thinking using predicates and visual cues
• Develop and refine response strategies for any situation
• Use hypnotic language and positive commands to get results

All of NETC's SoftSkills courseware include interactive training materials specifically created to engage the interest and learning needs of adult learners. Trainers have access to a suite of customizable tools including an instructor's guide, student workbook, pre-formatted slides, quick reference guide, and more are included to offer a rich learning experience. Pay now and download the entire courseware package so you can deliver it at your convenience, or look at this course as part of a bundle to make the most of your learning library.

Inventory Management – The Nuts & Bolts

Establishing a specialized inventory control program is a pro-active way to meet the demands of your customers. Your warehouse or stockroom needs to be considered as an essential component of business operations. Sustainable business practices include the development of an effective program of controls over the merchandise, goods and services of the firm.

In this course, we direct our instruction to warehouse or stockroom managers; the person in charge of the movement and management of inventory. Students learn practical methods for taking control of their merchandise.

(J) **...Courses Coming Soon**

(K)

Kick-starting Your Business with Crowdsourcing

Smart entrepreneurs and business professionals are doing more with less using crowdsourcing. This one-day training package covers all the essentials of the major types of crowdsourcing: microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding. Participants will learn about each type of crowdsourcing as well as the general crowdsourcing process, the most popular crowdsourcing platforms, and ways to engage the crowd. This crowdsourcing training package includes an instructor's guide with trainer's tips, activities, icebreakers, and much more. Supporting materials, such as PowerPoint slides, student manual, quick reference guide, and handouts, are also included. Each component is fully customizable, too! Check out a sample today.

Knowledge Management

The utility of knowledge management helps employees to bridge gaps in an organization with the knowledge that they already possess, and to get businesses performing at the next level. Knowledge management as a process includes leveraging the individual and collective brain power of a business. This is achieved by applying theory fueled by proven tips, techniques, and processes. Courseware trainers will:

- Differentiate between explicit and tacit knowledge

- Identify various knowledge management theoretical models

- Explain how a properly implemented knowledge management program can improve efficiency

- Describe the steps for deploying a new knowledge management program within an organization

- Identify the required components for implementing a knowledge management framework within an organization

Knowledge management is an essential component of organizational growth and sustainability. Order this training courseware today and start teaching it right away! The Knowledge Management course materials are customizable, print-on-demand, and available for a one-time purchase, with no hidden fees or renewals.

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Leadership Skills for SupervisorsCommunication, Coaching & Conflict

Supervision of your fellow co-workers is a complex activity and important responsibility. You interact with floor employees, management, and other supervisors in your own and other departments. Your ability to provide coaching and support affects individual employees, and your entire organizational team. Every supervisor must respond to constant challenges and competing demands inherent in their role. An effective leader is organized and adaptable, as well as a skilled communicator, coach, and observer. In this course, students are encouraged to define the obligations of their supervisorial role in their organization. They are also given information about effective time management strategies to improve the productivity of their entire team.

Lean Process Improvement

Since their initial development three hundred years ago, Lean process principles have come a long way, evolving from a simple concept into a wide range of practices used by the best in the business. The companies that are successful with Lean efforts are those who incorporate it into their everyday culture, meaning that Lean process training requires a holistic, comprehensive approach—exactly what NETC's Lean Process Improvement course eLearning offers!

NETC's Lean Process Improvement training teaches students all they need to know about Lean principles. Users become familiar with Lean and its various frameworks, the Toyota Production System and the TPS house, the Kano model, and much more, until they're prepared to return to their organization ready to incorporate Lean into their workplace culture. Armed with ideas, tools, and processes that eliminate waste and improve workflow, students trained with Lean improvement courseware can continuously improve their organization. Available in NETC's flexible eLearning format, students work independently and at their own pace to get the most out of their course, while trainers can combine eLearning with NETC's classroom-led courseware as part of a blended

e-learning solution that makes Lean principles even more accessible than ever before. Learn to be Lean and work like some of the best!

Logistics and Supply Chain Management
In the United States, supply chain and logistic activities account for 8.5% of the country's GDP. That translates to $1.33 trillion - a huge expense for businesses and a huge market for companies that service the supply chain sector. Give your training audience the edge in supply chain management with this two-day course. We've designed an interactive, engaging program that covers everything from supply chain basics to cutting-edge trends. Participants will walk away from the course ready to optimize their organization's supply chain and give them a competitive advantage in today's fast-moving marketplace. These supply chain management training materials include everything you need to market, prepare for, and deliver a great course. We also offer this course as eLearning for students on the go.

Making Training Stick
A professional trainer is only as good as the lesson they leave with their students. If the lesson doesn't stick then the trainer has missed the mark. There are many types of learners and several types of methods to make sure the learners retain what they have been taught. It's up to the trainer to blend the two fields of thought to present a course that is effective and that stays with the learners. This course helps trainers do just that. All NETC training materials are fully customizable. Each package comes complete with an instructor guide, student manual, PowerPoint slides, quick reference guide, and much more.

Managing Across Cultures
We're pleased to add this one-day cross-cultural management program to our course offerings, and we think you'll love it too. We've designed an engaging program that includes information on key management skills (such as team building, conflict resolution, and talent building) with a cultural spin. As with all NETC SoftSkills courses, this package of customizable training materials includes a detailed instructor's guide, student manual, handouts, a quick reference guide, PowerPoint slides, marketing advertorial, course outline, and more. We also offer this course as eLearning.

Managing Difficult Conversations – Audio Course
As people's expectations for getting their own way get higher and higher, perhaps you feel like you are dealing with more difficult conversations that you would like. We're here to help! With this eCourse you'll get all the tools and strategies you need to manage those difficult conversations. You'll decide whether the conversation is worth pursuing, how to create a safe zone for speaking, the value of suspending your frame of reference, as well as a step-by-step process to make those conversations more palatable. Consider combining eLearning with blended e-learning for a well-rounded professional development course that appeals to your mobile learners and offers solid value that can be applied instantly.

Managing the Virtual Workplace
The International Data Corporation estimates that by 2015, about 37% of the workforce will be mobile. Make sure you're on top of the virtual workplace trend with this one-day training course. These comprehensive, customizable materials cover everything you need to know about developing, managing, and evaluating the virtual workplace. Topics include building a virtual workplace strategy, managing telework, building virtual teams, using technology, leading virtual meetings, and overcoming cultural barriers. This virtual workplace training package includes everything that you need to put on a fantastic course. Instructor's guide, student materials, PowerPoint slides, marketing materials... it's all here! Check out a sample today and see how NETC training materials can put you ahead of the curve.

Marketing for Small Businesses
Marketing for small businesses means understanding your environment, consumers, and how a small company can position themselves even in the most competitive marketplaces. Our two-day Marketing for Small Businesses courseware includes step-by-step lessons on understanding the marketing cycle, how people buy, strategies to implement on small budgets, and how to build a presence in the marketplace using traditional, Internet and Social Media marketing. The resources in this course give small business owners, entrepreneurs, and start-ups with everything they need to set up a marketing plan. NETC's softskills courseware provide trainers with print on demand, instant access to a full suite of materials including instructor and student guides, slides, assessments, a quick reference guide, and more.

Marketing and Sales
Your sales and marketing efforts are foundational for improving your customer relationships by demonstrating credibility through their actions, and quality through their product presentations. Professional business leaders need to know how to develop their company's image while building their

bottom line through effective, low–cost marketing strategies to improve their sales. In this course, students are taught how to identify trends in their market, as well as make timely decisions for marketing their company and products. They are provided instruction for how to work with a small marketing budget that requires creative tactics to achieve their organizational goals.

Marketing with Social Media – Audio Course

Our Marketing with Social Media course is an excellent offering for eLearning! Join us to learn about making social media an integral part of your overall marketing strategy. You'll have the opportunity to review what your business does with social media already, work on a social media plan, and learn how the 5 P's of marketing relate to your social media plan. You will also explore social media utilization guidelines for your workplace, expanding your digital presence, selecting a social media team, and doing damage control. You'll even learn how to apply your efforts to Facebook, LinkedIn, and Twitter.

Designed with mobile learners in mind, this courseware is available for any web based platform, and can also be offered as blended e-learning where instructor led components can also be included. We've thought of everything, including a self-study guide, quick reference materials, supplementary reading, and more!

Microsoft Office, Excel, Outlook, Word, Windinos 7 and 8, etc...

Mastering the Interview – Audio Course

The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. Preparing for an interview means anticipating the types of questions that will be asked, to impress your interviewers with thoughtful responses. It is critical to demonstrate confidence in your skills and ability during an interview to improve your chances for success. In this course, students learn the most effective techniques to master their job interviews. Their training will provide them with a competitive advantage over other candidates.

Meeting Management -The Art of Making Meetings Work – Audio Course

Meeting management strategies serve the purpose of obtaining positive outcomes from group discussions. There are many factors which should be considered before you hold a meeting in your workplace. Meeting management is about planning an agenda that will give you the best results from your time. As a group leader you must commit to making the process and content of your meetings purposeful and productive. In this course, students

investigate techniques for solving problems, brainstorming, and sharing information at your meetings. Members who are involved in a team need to know the art of making meetings work.

Motivation Training - Motivating Your Workforce

It is sometimes difficult to achieve a balance between your responsibilities as a supervisor to ensure productivity, and your need to effectively motivate your employees. Learning strategies for setting goals, designing attractive job positions, and establishing an organizational value system are all elements of motivational training. Employees who feel they are valued and recognized for their work are motivated, responsible, and productive. In this course, students gain a comprehensive tool-belt of motivational theories and practices. They will investigate how to motivate their employees to develop new skills, set and reach goals, as well as inspire others.

Negotiating for Results – Audio Course

Negotiation training prepares organizational leaders to perform their ultimate goals; to reach an agreement of sale with a customer, to agree on a particular point of salary with an employee, or even win a legal dispute. Presenting a positive impression and developing a good rapport with a negotiating party can increase the likelihood that the negotiation process will be productive, and in favor of their organization. There are essential steps managers must take if they want to experience success throughout the stages of the negotiation process. In this course, students learn about the essential characteristics and attributes that every aspiring negotiator must master. There are many preparations that need to be made before ever stepping into a negotiating arena.

Networking for Success – Audio Course

Business grows and influence expands when people learn that giving is the first rule of networking, and following up is the second one. In this two-day interactive course, trainers deliver the most effective techniques for business networkers that are available today. Whether they want to network in person at small or big events, or they are figuring out how to make the most of connections and relationships via platforms like LinkedIn and Twitter, this course also offers sessions on business card etiquette, growing relationships, mastering small talk and conversation, a discussion of introverts and extroverts, and more.

Neuro Linguistic Programming: NLP: Introduction to Neuro Linguistic Programming

Neuro linguistic programming, or NLP for short, teaches users how identify the ingredients for success. It's the study of how we think, how that thinking structures our experiences, and how we can reshape our thoughts to get better results in what we do based on how we do it. By changing how we approach the world, we can create real change within it!

NETC's Introduction to Neuro Linguistic Programming courseware teaches users how NLP can work for them, whether it's for day-to-day life or more specific business skills, from sales to management. By increasing their self-awareness, students learn how to bring their unconscious thoughts to the surface to create real choice in their lives, and how to create personal connections with those around them. Users learn how to develop and refine their response strategies to make the most of any situation, how to ask the right questions in order to get what they need, and how to engage their audience using enriched, sensory-based language. NETC's one-day NLP course is ideal for students who want to study at their own pace: it includes a comprehensive self-study guide and access to NETC's eLearning website, which instructors can also use in combination with NETC's classroom-based material to transform their training into blended e-learning!

Neuro Linguistic Programming: NLP: Tools for Real Life – Audio Course

Neuro linguistic programming trains users to bring their unconscious to the surface so they can have real choice in the world, and be able to create the outcomes they desire. Knowing how to interact with the world is the first step in being able to respond conscientiously, but training in NLP requires practice! For users with a grasp of NLP's basic principles, NETC's NLP Tools for Real Life takes your understanding to the next level by providing you with hands-on experience with NLP techniques. Our one-day NLP training course includes sessions on how to develop a deeper rapport with others; an NLP anchoring tutorial; the techniques used to achieve inner congruency; basic self-hypnosis techniques; and how to present, interpret, and analyze information to maximize retention and understanding. Applicable in areas of business, sales training, coaching, and day-to-day life, a professional equipped with the NLP toolkit is ready to succeed wherever they go, whatever they do!

NETC's eLearning training courseware is perfect for students who want to study at their own pace, in the comfort of their own setting while they refine their NLP techniques. It includes a unique self-study guide, a quick reference guide for handy tips, and access to NETC's eLearning website. Trainers can also use Velosft's eLearning website in addition to the classroom-led training material available to create an interactive blended e-learning environment, helpful for students and trainers both!

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Onboarding: The Essential Rules of a Successful Onboarding Program – Audio Course

Did you know that most employees leave within their first eighteen months of starting at a new business? Having an employee onboarding program helps improve employee retention rates: onboarding programs can make employees 58% more likely to stay with an organization past their first five years! NETC's onboarding training courseware teaches users the difference between orientation and onboarding, and how to get the most from their employee onboarding program. Users learn how to outline their vision; how to customize their employee onboarding program to meet their personal business needs; and learn how to evaluate an employee's progress through their onboarding program.

NETC's onboarding courseware includes completely customizable training material for instructors looking to provide a comprehensive overview of the best executive and new hire onboarding practices. It can be used with NETC's self-study guide and eLearning web environment, which lets students work independently, or as part of a blended e-learning environment that combines instructor-led material in the classroom with the eLearning website. Don't wait! Experience the benefits of employee onboarding and learn how to start onboarding new hires today.

OneNote 2007 – 2013 - Basic - Intermediate – Advanced

Our Microsoft Office OneNote 2010 Foundation training courseware includes all the information students need to create a basic notebook.

Section One focuses on what Microsoft OneNote is, how to manage notebooks, how to create a basic notebook, and how to get help in the program.

Section Two is all about understanding and customizing the OneNote interface. Topics include an overview of interface components, a list of keyboard shortcuts, information on using and customizing the Quick Access toolbar, and information on customizing the ribbon itself.

Section Three delves deeper into the ribbon

interface. In order to help participants get familiar with the interface, an overview of each command tab's features is provided.

Section Four will get into creating a basic notebook. First, editing and selection tools (such as drag and drop, copy and paste, and the panning hand) are covered. Then, text formatting tools are discussed.

Section Five focuses on the notebook itself. First, participants will learn how to create a new notebook, page, section, or section group. Then,participants will explore how to manage unfiled notes and work with pages and sub-pages. Finally, we will cover how to work with sections and section groups.

Section Six includes information on searching through a notebook, using layouts and views, using docked mode, working with side notes, and printing and e-mailing notebook elements. As always, NETC training materials and courseware is completely customizable to suit the needs of the trainer.

Orientation Handbook - Getting Employees Off to the Right Start – Audio Course

Keeping a talented and committed employee within your business requires a pro-active effort; a well-developed employee orientation program. Organizational managers need to realize that skilled workers are hard to find; let alone to keep. Instructors using NETC's eLearning products are able to advantage of the customizability feature that allows them to make changes the course content. Every organization has specific methods for introducing employees to their team. Your students will be engaged by your efforts to make their training relevant to the actualities of their job experiences. Managing the perceptions of your potential employees depends on your ability to maintain high standards of professionalism, and best practices among your staff. At NETC, we deliver excellence in customer service, and we encourage you to put our products to the test. Choosing to complete a demo form will allow you access to the Hiring for Success eLearning course. You can decide for yourself how our investigation in developing an employee orientation program can lead your business organization to experience great success in employee retention. By deciding to sample our online course, you can evaluate how NETC's soft skills courses can meet your organizational training needs.

Outlook 2010 – 2013 - Basic - Intermediate – Advanced

Our one-level Upgrading to Outlook 2010 courseware training materials package will help students who are familiar with earlier versions of Outlook upgrade to the 2010 edition.

Section One is all about getting started. To begin, the new features of the application and the interface are covered. Then, students will learn how to customize the ribbon interface and the Quick Access toolbar.

Section Two starts with Outlook's streamlined printing tools. Then, viewing tools, conversation view, and Quick Steps are discussed.

Section Three explores mailbox management tools. To start, participants will learn how to use and customize the Favorites list and search folders. Then, the improved search tools will be covered. Finally, mailbox cleanup tools will be discussed.

Section Four discusses new and improved calendar tools. Calendar basics (including contextual tabs), the Daily Task list, calendar views (including new Schedule view), sharing and publishing a calendar, and scheduling meetings, are all covered.

Section Five wraps up the course with information on the Trust Center, new text messaging features, and the new Outlook Social Connector.

By the end of this Upgrading to Outlook 2010 training courseware package, students will be able to make the most of Microsoft Outlook 2010's new features.

Overcoming Objections to Nail the Sale

Is it still possible to close a sale when your prospective buyer has just raised an objection? Yes! Whether they are concerned about pricing, features, or whether the product will really be right for them, there's no need to deal with rejection in sales when an objection is raised when you know how to overcome sales objections and can work with your client's concerns. Objections aren't the end of a sale – they're another opportunity for you to present solutions to set your client's mind at ease.

NETC's sales training and management course, Overcoming Objections to Nail the Sale, teaches users how to deal with sales objections so they can move on to closing the sale. Users learn about the most common objections in sales, develop appropriate responses when their prospective buyer throws them for a curve, and learn how to overcome objections by disarming them with proven sales rebuttals to get the sale back on track. Users will also learn closing tips for sales and how to recognize when a client is ready to buy. NETC's eLearning environment allows users to study their training material at their own pace, and can be combined with NETC's instructor-led, classroom-based courseware as part of a blended e-learning solution to take advantage of the benefits of both independent and instructor-led training.

Performance Management Managing Employee Performance

How do you create a professional environment that encourages people to go beyond their best? Top level managers and supervisors in business organizations are realizing the importance of developing trust relationships with their team members. Implementing a Shared Management Model within your organization is one strategy to promote high performance from your employees. In this course, students will learn strategies to manage the performance of their employees within a professional, business organization. Performance Management training teaches students new strategies to encourage positive changes in their employees' productivity; while inspiring them to use their talents for the benefit of the company.

Personal Brand: Maximizing Personal Impact

With the attention that is paid to corporate brands and career development, individuals also need to know how to contribute to the brand and how to make their own mark. In this course, students will complete a brand assessment. They will also learn about dressing for success, business etiquette, being credible, living their brand, being focused, building confidence, and more. Courseware for eLearning appeals to mobile and distance learners and can be used with your own LMS. You can also offer blended e-learning for students who prefer a mix of classroom and independent options.

PowerPoint 2010 – 2013 - Basic - Intermediate – Advanced

Have to teach a course to students or deliver training to employees on Microsoft Office PowerPoint 2010? Not sure where to begin or what to talk about? Don't have the time to create a complete course? We have what you need with our courseware. It's used in over 150 countries around the world everyday to help people pull off presentations and courses that are packed with easy-to-understand and informative lessons. We've done all the work for you, really! By having everything already done for you all you have to do is read the training material and customize it to your liking, could it be any easier?

So, what do you get when you purchase our courseware for PowerPoint 2010? Everything you'll need to make your course a success!

- An exercise book

- Instructor's guide for the course

- Lesson plans

- PowerPoint slides

- Quick Reference Guides

- Self-study guide

- Student Manual covering the same material as the instructor's guide without the activities

Some of the material covered in this training course are topics such as customizing the PowerPoint 2010 interface, creating a presentation, and advanced text tools.

Problem Solving and Decision Making

There are many ways to solve a problem, just like there are many ways to come to a decision. But what is the "best solution" or "best decision"? When determining a plan that provides the best possible solution to a particular problem, the best course of action is to consciously direct your thinking toward each step in the problem-solving process. In this course, students explore the meaning of problem solving and decision making. They gain information about different types of decisions, the difference between facts and information, and common decision making traps.

Project 2010 – 2013 – Basic - Intermediate – Advanced

Our Microsoft Project 2010 Intermediate training courseware and material includes all the information that you need on advanced data analysis and reporting tools.

Section One focuses on file management tools, including using Windows Explorer, saving files in various formats, protecting files with passwords, managing file properties, and working with templates. An overview of advanced task and resource views, as well as tables, is also included.

Section Two covers task management tools. Participants will learn about the new Timeline view, using task indicators, working with task calendars, using Change Highlighting, running the Task Inspector, linking tasks, and updating work completed on a project.

Section Three focuses on resources. Participants will explore the work-units-duration equation and how it effects resource scheduling. Participants will also learn about creating a resource, modifying its properties, and creating and modifying resource assignments. Working with various types of calendars and using the different resource views will also be covered.

Section Four will continue our exploration of resource management tools. We will discuss the Assign Resources dialog, the Replace Resources

dialog, the Team Planner, and the Resource Leveling dialog. We will also cover various ways to manually identify and resolve resource conflicts.

Section Five focuses on tools to monitor a project. Baselines, interim plans, the critical path, and progress lines will all be covered. All courseware training materials are completely customizable.

Project Management Fundamentals
Whether your team is preparing to develop a new product, or they are designing an organizational program, they will identify their efforts as a specific project. A project must have short and long-term goals, defined timelines, and clear objectives in order to create a common vision among your team members. Identifying the foundational elements of your project is essential for its successful completion. In this session, students learn introductory terms and concepts involved in project management training. Gaining new skills to manage projects and teams allows for the continued growth and success of an organization.

Project Management Training – Understanding Project Management – Audio Course
Project managers are responsible for overseeing all aspects of a determined project. They need to be able to understand the project from an overall perspective. There is basic information that is needed to establish the process of the project; which includes components such as a starting and closing date, as well as identifying milestones along the way. In this course, students learn important elements of project management; including setting priorities to controlling expenses and reporting results. They will be prepared to cope with the unexpected and challenging risks associated with project management.

Prospecting Leads like a Pro – Audio Course
The importance of prospecting for salespeople who want to be successful cannot be understated! Prospecting is what keeps a professional salesperson's career in motion. It keeps their pipeline full, helps them generate more leads, and ensures they will attract new business. The sales closed a few months from now will be the result of successful prospecting today! NETC's eLearning prospecting training is about more than just sales: it's specifically about meeting, developing, and doing business with new clients. Students learn the importance of expanding their client base; how to use a prospecting system to their advantage; how to identify target markets; and how to develop, refine, and perfect the art of cold calling. NETC's courseware also teaches students about the 80/20 principle in sales, and how to qualify their sales

leads to ensure they get to who they need to speak with! Prospecting is never a wasted effort when it's done right.

Prospecting for Leads Like a Pro is a self-paced web-based course that lets students study their lead generation training on their mobile devices, from the comfort of their home, or the office. Its rich content is fully customizable for trainers, who can combine it with NETC's classroom-led prospecting for leads training in a blended e-learning package to deliver even more dynamic training to their students!

Public Relations Boot Camp
This two-day introductory training course in Public Relations is ideal for students with little to no PR experience, whether they are in entry-level or leadership roles. With your great training skills, they'll learn what they need to know about strategic versus tactical PR, managing the media relationship, selecting the right spokesperson, creating valuable media kits, writing engaging press releases, and even communications during a crisis.

We've included courseware training materials that trainers really need, including a detailed instructor's guide, lots of interactive activities, pre- and post-assessments, student guide, preformatted PowerPoint slides, and more. If your students are looking for a blended e-learning opportunity that they can access on their mobile devices, we've got that too!

Public Speaking: Speaking Under Pressure
Are you a new speaker who wants to know how to improve your public speaking skills? With NETC's web-based, self-taught eLearning course on speaking under pressure, you'll be able to think on your feet and speak with confidence when making a presentation, fielding difficult questions, or presenting complex information quickly.

Speaking Under Pressure teaches students quick and easy public speaking skills that work whether they have one minute or one week to prepare, how to handle difficult questions, overcome nervousness, and use presentation techniques that establish credibility and get the audience on their side. Users will enjoy working through dynamic, online public speaking exercises and activities designed specifically to help them improve their skills when speaking under pressure!

eLearning is a customizable, flexible learning experience. Trainers can combine their public speaking training in the classroom with eLearning to create a blended e-learning solution, combining the best of both worlds.

Public Speaking Survival School: Presentation Survival School – Audio Course

Have you ever seen a presentation that went so well, it looked like it required almost no effort at all to pull off? The best presentations are those that look like they're the easiest and they invariably only get that way after a lot of hard work! Public speaking and presentations training will help make sure your next presentation is a powerful one.

NETC's Public Speaking: Presentation Survival School will help improve your presentation and public speaking skills, from start to finish. Users will learn various presentation preparation techniques, including how to organize information and display it as visual cues; how to establish rapport with their audience, reduce their nervousness and overcome their anxiety, and how to use their own personal strengths to their advantage when presenting. Communication skills, from tone of voice to body language, and how to make the most of your meeting are also included.

With eLearning, students are free to study at their own pace using NETC's unique self-study guide and web-based learning material. Trainers can even combine their customizable classroom instruction with eLearning, giving students a blended e-learning experience that gives them even more opportunities to master their material and public presentation skills.

Project 2010 – 2013 - Basic - Intermediate – Advanced

Our Microsoft Project 2010 Intermediate training courseware and material includes all the information that you need on advanced data analysis and reporting tools.

Section One focuses on file management tools, including using Windows Explorer, saving files in various formats, protecting files with passwords, managing file properties, and working with templates. An overview of advanced task and resource views, as well as tables, is also included.

Section Two covers task management tools. Participants will learn about the new Timeline view, using task indicators, working with task calendars, using Change Highlighting, running the Task Inspector, linking tasks, and updating work completed on a project.

Section Three focuses on resources. Participants will explore the work-units-duration equation and how it effects resource scheduling. Participants will also learn about creating a resource, modifying its properties, and creating and modifying resource assignments. Working with various types of calendars and using the different resource views

will also be covered.

Section Four will continue our exploration of resource management tools. We will discuss the Assign Resources dialog, the Replace Resources dialog, the Team Planner, and the Resource Leveling dialog. We will also cover various ways to manually identify and resolve resource conflicts.

Section Five focuses on tools to monitor a project. Baselines, interim plans, the critical path, and progress lines will all be covered. All courseware training materials are completely customizable.

Publisher 2010 – 2013 Basic - Intermediate – Advanced

Our one-level Upgrading to Publisher 2010 training courseware will help students who are familiar with earlier versions of Publisher upgrade to the 2010 edition. It will also allow students who are familiar with Office 2010, but who have not used Publisher, to gain a basic understanding of the program.

Section One is all about getting started. To begin, the new features of the application and the interface are covered. Then, students will learn how to customize the ribbon interface and the Quick Access toolbar.

Sections Two and Three provide in-depth information on each of Publisher's standard tabs, as well as a brief look at each contextual tab.

Section Four covers new publication features. The first half of the section focuses on creating and modifying templates. Then, picture-formatting tools and typography tools are covered. To wrap up the section, participants will learn about the re-designed print features as well as native PDF and XPS support. Section Five wraps up the course with a look at Building Blocks, which includes page parts, calendars, borders, accents, and advertisements.

By the end of this Upgrading to Publisher 2010 training course, students will be able to hit the ground running with this popular desktop publishing program. As always, all NETC training materials are fully customizable.

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Quick Books

Are you ready to learn additional skills? If you understand the program foundations, it makes sense to learn more skills. It will improve your efficiency. Are you an instructor? Are you sure that your students to improve their skills? Instructors all over the world have been using our pre-written, customizable training material courseware since

1998. There is a lot to learn. Here are just a few of the topics and lessons covered in this courseware:

- Payroll Summary by Employee
- Using Weekly Timesheets
- Tracking Time with Outlook
- Time Tracking Reports
- Rebuilding Data
- Creating a User
- Creating an Accountant's Copy
- Creating an Asset Account
- Viewing the Tax Code List
- Paying Estimated Income Taxes
- Entering Income Details
- Backing Up Your Plan

And many more topics ….

Research Skills – Audio Course
Finding reliable information on any topic is the starting point of creating a compelling, accurate piece of writing. Whether it's an academic paper or business report, being able to find information you can count on and use effectively is the key to a successful project. It may seem silly to talk about research skills nowadays, when we have Internet search engines that can seemingly give us all the information we need for our reported and projects. However, we still need to know how to tell good information from the bad, and make the most of the variety of sources available to us.

Risk Management – Audio Course
While you may know intuitively that your business is at risk of significant loss, a corporate risk management system can help you strategize and identify the best risk management policies and procedures available to you. Strategic risk management provides real benefits and savings to all companies, and learning risk management has never been easier than with NETC's straightforward courseware!

Students will learn how to describe the COSO ERM risk management framework, the ISO 31000 risk management standard, establish their risk management context, design and complete business risk assessments. They'll know how to determine appropriate responses and learn how to

report, monitor, and evaluate their own personal risk management project. Don't let unforeseen risks catch you unprepared! NETC's Risk Management courseware is perfect for students who want to learn business risk management solutions independently and study at their own rate. Trainers can also combine their eLearning material with risk management classes as part of a blended e-learning solution that carries their training beyond the classroom and takes advantage of the latest in mobile learning technology.

Safety in the Workplace
Workplace accidents and injuries are detrimental to for every person within an organization. Instructors of workplace safety training will be pleased to offer their students customized content, to address the specific safety issues in their workplace. We've created our Safety in the Workplace online course to meet the needs of professional learners; to offer flexibility in their continued education efforts. As well, the interactive features and interesting "Making Connections" exercises will engage and challenge your students. Developing a plan to establish a safety culture in your organization requires your employees to receive training in the best practices for designing safety policies and programs. By signing-up to access a free demo you can experience how our Safety in the Workplace course delivers the information your students need to be successful. Choosing to sample this online course is simple, and we hope you take the opportunity to evaluate the quality of our eLearning products.

Self-Leadership
Self-leadership is about being totally responsible for our own outcomes rather than taking direction from external sources all the time. This course teaches the elements of self-leadership built on four pillars. Topics include setting a direction for life, life-long learning, managing change, taking charge of our behavior, increasing optimism, and leveraging physical and emotional health to maximize self-leadership.

Designed with mobile learners in mind, this courseware is available for any web based platform. It can also be offered as blended e-learning where instructor-led components can also be included. Our programs are comprehensive, including a self-study guide, quick reference materials, supplementary reading, and more!

Selling Smarter
In an industry that's fast-paced, competitive, and

rapidly changing, the power of creative selling cannot be understated. Knowing how to stand out and how to build strong, reciprocal relationships with your customers is the key to success in today's sales environment. But what does it mean to be able to sell better than the competition? What are the strategies for selling that lead to success, and how can you make them work for you? An important part of any successful sales strategy is knowing the difference between working hard, and working smart to make the most of what you do.

NETC's sales course on selling smarter includes the top tips for selling and sales techniques that have been proven effective by some of the leading salespeople in the industry. Students learn how to explain and apply concepts of customer-focused selling, learn which approach will work best for them to get the most of their work, examine productivity techniques to maximize their use of time, and identify ways to network and find clients without wasting anyone's time. Selling Smarter includes a self-study guide, a quick reference guide, and sales training material through NETC's eLearning web environment, enabling students to learn independently and work at their own pace. Instructors can combine NETC's classroom-led training material with the eLearning website to provide a blended e-learning solution to students that takes advantage of trainer-led sessions and independent studying styles.

SharePoint Designer 2010 - 2013 – Basic - Intermediate – Advanced
Our Microsoft SharePoint Designer 2010 Intermediate courseware includes all the information students need to create and manage many different types of SharePoint content.

Section One focuses on integrating external data with a SharePoint site, including managing data sources and creating XML, SOAP, and REST connections.

Section Two is all about creating various types of interactive SharePoint pages. Complete coverage of web parts, web part zones, and web part pages is included.

Section Three shows students how to use Cascading Style Sheets and styles in a SharePoint page to ensure a consistent design. Information on the Tag Properties and CSS Properties panes is also included.

Section Four covers how to create new sites and sub-sites. Information on web parts, web part zones, and web part pages, is also included.

Section Five delves into lists and libraries. Everything from basic management tasks to advanced content types is covered in this comprehensive section.

Section Six is all about workflows. Participants will begin by learning how to create a basic workflow with steps, conditions, and actions. Advanced workflow options, including Visio integration, are then discussed. Finally, methods for saving, testing, and publishing workflows are covered.

SharePoint Server 2010 - 2013 – Basic - Intermediate – Advanced
Find yourself assigned to the role of SharePoint member and site owner? Lots of questions? Well here's the answer to all your questions. With our courseware training material on Microsoft Office SharePoint Server 2007 you'll learn the basics of how SharePoint can be used as an effective way to collaborate with your organization. Why would you spend countless hours trying to prepare for a course, when we've done all the work for you!

Skills for the Administrative Assistant – Audio Course
Being an administrative assistant is an often challenging, but highly rewarding position that demands a lot of different skill sets and abilities. Whether you're a new administrative assistant who wants to learn how to be your best, professional self, or an experienced assistant who wants to refresh your office assistant skills, administrator assistant training will keep you at your best.

This administrative assistant course teaches students the importance of professionalism and how to maintain professional standards; how to self-manage to become more efficient and effective; ways to improve their communication skills, including listening, questioning, and being more assertive without being aggressive; and how to improve their ability to manage conflict and deal with difficult people. With all of these skills and more, administrative assistants will be able to work to the best of their abilities, and encourage the best from those they work with.

NETC's Skills for the Administrative Assistant eLearning course is a web-based class, so users can learn from the office using the latest in distance learning technology. All content is fully customizable, and trainers can also combine their classroom-led instruction with eLearning for a blended e-learning solution that opens up even more learning opportunities.

Stress Management – Audio Course
Stress in the workplace can cause a major drop in the quality of your product and customer service. It is ideal to know the tactics that help prevent stress from interfering with success. How well do you work under a lot of stress? Whether or not a person works good or bad while stressed out, it is

not a good psychological mind-set to be in; this can cause a margin of error and a slope in the end result damaging the quality of any projects that the person has been working on.

In this course, participants will learn what is necessary to be able to deal with stress and stressful situations much more fluently. Please take a look for yourself and Download a free sample of our courseware.

Survival Skills for the New Trainer – Audio Course

When presenting a workshop, you are often facing a group of strangers that are going to form a quick impression of your competency, and the value of the information you offer. When a trainer walks into the classroom, he or she must present an image that is confident and professional. To succeed as a trainer, you need a large of inventory of skills to deliver the required learning experience. You need to understand adult learning principles to help students reach their educational goals. In this course, students investigate how to help others develop their personal skills, using active and participatory training methods. They review essential communication skills, such as questioning and active listening skills. As well, they are provided instruction about developing a planning guide to help organize successful, training presentations.

Sales Training: Building Relationships for Success in Sales

Building Relationships for Success in Sales is a cornerstone title included in our Sales and Marketing training series. This eLearning title allows instructors to fully customize the content of the course, to provide their students with information relevant to their organizational sales approach. Professional sales students of any expertise can benefit from the lessons in Sales Training; as it reviews both traditional and contemporary customer relationship theories. Our eLearning development team has made exceptional efforts to create a high-quality, online training product. Building Relationships for Success in Sales provides students with a positive training experience that addresses critical issues in customer relationship management. We respect the difficult decisions that instructors and organizational leaders have to make about their training budgets. NETC eLearning SoftSkills courses are an effective and affordable choice for providing professional students informative and self-paced continued education. We encourage you to try out a free demo of Building Relationships for Success in Sales; to assess the value of our product. Providing us with your customer contact information will indicate your interest in our free demo offer, and our sales representatives will provide you with

more information about our eLearning product line. Signing up to access a trial version of this course will give you an idea of the exceptional quality of NETC's web-based titles.

Strategic Planning

Strategic planning requires a thoughtful approach in order to develop a plan that is meaningful and achievable. This strategic planning course includes sessions about defining the company values, developing the vision, and describing the mission. Then learners will learn how to complete SWOT analyses properly, set goals, assign accountabilities, solve problems, make decisions, manage change, and more. Designed with mobile learners in mind, this courseware is available for any web based device, and can also be offered as blended e-learning, where instructor-led components can also be incorporated. We also include a self-study guide, supplementary reading list, and more!

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Team Building: Developing High Performance Teams

Studies have shown that employees in a professional environment work and learn more successfully in teams. Organizational leaders have recognized the importance of developing high-performance teams for completing projects and creating effective programs. Instructors of Team Building: Building High Performance Teams can strategically adapt the lessons and information in the course, to increase the relevancy of the content for their students. NETC is pleased to offer our customers with high-quality and affordable eLearning products. The activities and exercises in this title have been designed to prompt students to practically apply their new knowledge to realistic, team building scenarios. This web-based course is perfect for team leaders wanting to develop their own skills, as well as influence the success of those around them. To meet the challenges of today's marketplace and business environment, supervisors and managers need to develop high performance teams. There many benefits of organizing your employees in teams, and you can discover them by choosing to submit a request for a free trial offer. We encourage you to take advantage of the opportunity to sample our Team Development course, and evaluate for yourself the quality we offer in our variety of soft skills eLearning products.

Telemarketing

Telemarketing: Using the Telephone as a Sales Tool reflects our reality today, where everyone who sells seems to be on the phone for at least part of the day. This one day training workshop

helps participants learn how to make dramatic improvements in their results by sharpening their communication skills, developing trust and respect with customers and colleagues, warming up their sales approach, making positive impressions, learning negotiation strategies to improve sales results, and the use of scripting.

The ABC's of Supervising Others

Transitioning from a regular employee status to a supervisory role puts forth changes and challenges that need to be addressed. Being able to effectively instruct others, while retaining positive relationships are essential abilities of professional supervisors. Supervising others requires excellent communication and conflict resolution skills. In this course, students get the answers they need to help them overcome the supervisory problems they'll encounter in their first weeks on the job. Supervising others isn't easy; but with the challenges come rewards.

The Minute Taker's Workshop – Audio Course

The ability to find documentation of an important discussion that took place at a specific point in time might be a difficult task if you don't have anyone filling the role of a minute taker. Organizational leaders are recognizing the benefits of having skilled employee's record important and often confidential information. Minute taker's need to have exceptionally well-developed active listening skills, as well as a positive and enthusiastic attitude. In this course, we teach students the critical activities of a skilled minute taker. They also learn the best techniques for producing minutes that include all the essential information needed to gain an accurate representation of their organizational events.

The Practical Trainer – Audio Course

Knowing how to apply the principles of adult learning is fundamental to success as a trainer. You must know the needs of your learners, and present your material to them in an interesting and engaging format. Trainers need to know how to maintain control of their participatory group, as well as know how to maximize each individual's learning opportunity. The very best trainers provide an energized and supportive learning climate,that accounts for the variety of experiences and capabilities of their students. In this course, students investigate how practical skills and knowledge are required to succeed as a trainer. They study the four basic steps of learning, and how they are incorporated into the learning process.

The Professional Supervisor – Audio Course

The role of a professional supervisor demands increased responsibility and authority. Transitioning into this role is challenging, and supervisors need to be prepared for the problems they'll encounter along the way. There are key skills that can be learned to successfully adjust into a management position, and they can be practically implemented in their work. In this course, students are made aware of their roles and responsibilities as a new supervisor. They learn effective communication skills and delegation techniques to help establish their leadership role with their new team.

Time Management: Get Organized for Peak Performance – Audio Course

No one can really manage time, but we can all become better at managing ourselves. Everyone works differently, however, which means that everyone's time management system is going to be different if it's going to be effective for them. There may be no one guide for time management that will work for everyone, but there are effective time management techniques that can be made to work for you! NETC's Time Management: Get Organized for Peak Performance teaches the best time management tools for today's hectic lives. Students learn effective time management techniques to get themselves organized and operate at peak efficiency, including the importance of goal setting, how to delegate well, and how to take control of things that can throw off workplace productivity, and more! Don't let time take control of you any longer: nail your deadlines, get ahead, and improve your time management, starting now. NETC's Time Management courseware makes learning ways to improve your time management skills accessible and easy through NETC's eLearning website. Students can use the NETC's web-based material to study independently and work through the material at their own pace, while instructors can combine eLearning with classroom-led training material to create a blended e-learning environment.

Tough Topics: Talking to Employees about Personal Hygiene

It's possible for people to become used to dealing with tough topics over time. After all, the more you practice, the better you become! There are, however, situations that are easier to handle than others. Dealing with an employee who is always late can seem like a walk in the park compared to having to discuss poor personal hygiene, whether it's someone's body odor, their latest tattoo, or their bad breath. Discussing employee hygiene can be one of the most challenging activities a manager needs to do, but NETC's Tough Topics: Talking to Employees about Personal Hygiene teaches a framework that makes it easy to deal with

uncomfortable conversations.

Tough Topics: Talking to Employees about Personal Hygiene teaches students how to use their organization's resources to help them deal with hygiene issues, and how to overcome the barriers employees put up when discussing staff hygiene. Available through NETC's eLearning website, students can study at their own pace and work independently through this web-based courseware. Students learn how to encourage personal hygiene in the workplace, including managing body odor, piercings and visible tattoos in the workplace, bad hair days, poor clothing choices, and incontinence. NETC's eLearning courseware is fully customizable for instructors, and can be combined with classroom-based training for instructors who want to deliver a dynamic,blended e-learning package.

Talent Management: Creating a Top-Notch Talent Management Program

We may recognize that people are an organization's most important asset, and that we do better business when employees are engaged, motivated, and talented, but how do we make the most of that? How can human resource staff, supervisors, and managers ensure that the right people are ready, and where they need to be? If you're looking for answers to all these questions and more, NETC has provided the answers!

NETC's course on corporate talent management teaches participants what talent management means, and what it accomplishes for an organization. Essential elements of succession planning, creating talent management plans, and advice on how to build employee engagement prepare students and aid them in creating a stellar talent management program for their workplace.

NETC's Talent Management courseware is offered through the eLearning website for students who want to learn independently and study talent management on their own, using a unique self-study guide and web-based content. E-learning can also be used in 6combination with NETC's classroom-based training materials as part of a blended e-learning package.

Team Building: Developing High Performance Teams Studies have shown that employees in a professional environment work and learn more successfully in teams. Organizational leaders have recognized the importance of developing high-performance teams for completing projects and creating effective programs. Instructors of Team Building: Building High Performance Teams can strategically adapt the lessons and information in the course, to increase the relevancy of the content for their students. NETC is pleased to offer our customers with high-quality and affordable

eLearning products. The activities and exercises in this title have been designed to prompt students to practically apply their new knowledge to realistic, team building scenarios. This web-based course is perfect for team leaders wanting to develop their own skills, as well as influence the success of those around them. To meet the challenges of today's marketplace and business environment, supervisors and managers need to develop high performance teams. There many benefits of organizing your employees in teams, and you can discover them by choosing to submit a request for a free trial offer. We encourage you to take advantage of the opportunity to sample our Team Development course, and evaluate for yourself the quality we offer in our variety of soft skills eLearning products.

Telemarketing: Using the Telephone as a Sales Tool

Almost every salesperson today is on the phone at some point during their selling, but picking up the phone and making those calls can be a daunting task, especially if you don't like talking on the telephone, or are certain that it will be a waste of time. But with the right telemarketing strategy, all calls become productive calls! What if you could place a call, get past the gate keeper, and speak directly to the company decision maker? That's the essence of telephone sales training, whether you do your selling, or are trying to get your foot in the door to book an appointment. With effective telephone skills, students who take NETC's telemarketing course learn how to build trust and respect with their customers and colleagues, how to warm up their sales approach and improve their cold calling, and learn effective negotiation strategies to help strengthen their sales on the phone. Tired of feeling like phone calls are a waste of time? NETC's Telemarketing: Using the Telephone as a Sales Tool courseware will turn your phone into one of the most important tools in your sales kit!

NETC's eLearning telemarketing training course teaches all of the best techniques for telemarketing in a web-based format that is easy for students to use. Students can learn independently through the eLearning website, and set their own pace to meet the needs of their schedule. Instructors should also consider using NETC's eLearning platform in combination with NETC's classroom-led material, which offers a flexible, blended e-learning format to enhance their training and make the most of their telemarketing training manual!

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Untitled Courses Available...Please call 1.800.267.2577

Using Activities to Make Training Fun – Audio Course

Activities such as icebreakers and energizers add more than fun to a training session. They introduce the participants to each other and the course objectives, and they can reinforce the key concepts and theories of the course.

Skilled trainers use a variety of methods to energize participants, while using the opportunity to introduce people to ideas and each other. In this course, students learn how to effectively use activities in their training to reinforce the lessons they've presented. They are given a comprehensive list of possible training activities, and recommendations for successfully implementing them.

Visio 2010 – Basic - Intermediate – Advanced

Microsoft Office Visio 2010 is the newest version of Microsoft's diagramming application. Whether you're using Visio for the first time, or have been using it for years, this introductory training courseware will help you make the most of Visio's exciting features.

Highlights of the training course include a complete review of the new ribbon-based interface, plus a complete walkthrough of creating your own ribbon tabs. We will also explore how to set up a new diagram, creating a basic diagram, using the new Auto Connect feature, and accessing Visio's many templates and sample diagrams. All courseware training materials are completely customizable, to suit the trainer's content and brand needs.

WHMIS

This WHMIS course is an effective and interactive way to keep you and your employees up-to-date with WHMIS training requirements. This course meets the needs of both first time and refresher training. A training certificate is issued and *emailed* to the Account Supervisor upon completion.

Word 2010 – 2013 – Basic - Intermediate – Advanced

Everyone can benefit from Microsoft Word 2010 training. Proper use of the program will increase efficiency. Understanding – and using – the powerful functionality of Word are necessary skills. Do you have the ability and time to prepare a training course to adequately teach the necessary topics? Our Microsoft Office Word Foundations 2010 courseware and training material allows instructors the opportunity to train students with ease. This training material is fully customizable. You have the power to change it – should you choose – to make it appropriate for your audience and ensure that it is understandable. We make it simple for you to make it simple for your students.

You will get training material that was prepared to accurately and successfully engage students in a learning environment with practical applications to ensure students are "work ready". NETC is reputable in understanding the client's needs and ensure that student's expectations are met.Your time management can be spent in the classroom, with students, aside from the prep work. Lesson plans, self-study guide, instructors and student manual, along with other resources that are teaching aids to stimulate students beyond the classroom.

Working Smarter Using Technology to Your Advantage – Audio Coure

Your organization can gain a significant, competitive advantage by integrating modern technology into their operations. Scheduling meetings with clients, knowledge-sharing between personnel, and accessing important information becomes immediately easier by deciding to use technology to your advantage. There is an endless list of professional activities that can be improved by using technology to your advantage. In this course, students learn both the positive aspects of using technology in the workplace, and the risks associated with changing operational procedures. They learn methods for successfully introducing technology into their organizational environment.

Workplace Ergonomics – Audio Course

In this self-paced, web-based course, you will learn how to identify ergonomic hazards, assess their impact on your workforce, develop solutions to resolve those hazards, and evaluate your ergonomic efforts. We'll share practical, useful ideas for the main areas of ergonomic trouble. You'll also learn where to find ergonomic regulations for your region and guidelines for your industry.

Workplace Violence: How to Manage Anger and Violence in the Workplace

Successful business organizations are realizing the importance of preventing their employees from becoming victims of workplace violence. This eLearning course provides an in-depth study of strategies to eliminate anger and violence in the workplace. Students are able to practically apply

the information about developing a workplace violence policy, through our challenging "Making Connections" exercises. Our courses have been designed to offer instructors the ability to customize the content of the course, to present their learners information about their current practices to manager violence in their organization. We believe our eLearning courses give students an exceptional training experience, and we encourage you to test our product. Choosing to fill out our demo form will allow you to see for yourself the excellent quality of our online training materials. The NETC eLearning team created the Violence in the Workplace course to prepare students for implementing a policy for managing a non-violence program in their organization. If you choose to gain access to a demo, our customer service representatives will guide you through an easy process to experience the interactivity and flexibility of this eLearning selection.

Workplace Harassment - What it is and what to do About It – Audio Course
Successful business organizations are investing in workplace harassment training for their entire workforce. Instructors can take advantage of the customizability of our eLearning courses to include specific, harassment policy information related to their organization. As well, professional learners interested in workplace harassment prevention strategies will enjoy the flexibility and interactivity of this online training choice. The advantages of workplace harassment training includes better communication throughout your office. It is your role as a business leader to create an environment that allows your employees to work alongside each other without hostility; without experiencing harassment. We encourage you to experience the quality of our eLearning products by reviewing a free demo of this course. By submitting your request to our customer service representatives, you can gain access to the Workplace Harassment title. We believe you will be extremely satisfied with our eLearning course design and content when you take the opportunity to try a free sample.

Workplace Wellness – Audio Course
Trainers working with organizations and individuals in need of a workplace wellness program will reap tremendous rewards in this two-day course. Whether they have realized a dip in employee engagement, or an increase in health and benefit costs (both signs of less than optimal health for the workforce), they will see the impact that intervention can have on a range of conditions when the workplace wellness program focusses on elements that workers want, and that the leadership can support. Sessions include how to establish a workplace wellness committee, conducting a needs analysis, engaging the

leadership and meeting employee needs, selecting program elements, implementation, measurement, reporting, and more. This courseware includes all the training materials that are needed when you deliver engaging classroom based training: pre-formatted PowerPoint slides, a comprehensive instructor guide, student workbook, assessments, and more.

Writing Reports and Proposals – Audio Course
Writing reports and proposals is an important task for any business organization. There are ways to impress readers with well-organized and professionally written documents. Writers need to know the fundamental qualities of good writing, as well as the steps to building effective reports and proposals. In this course, students learn how to enhance the quality of their writing by practicing new techniques. They will gain respect for the proper development of sentences and paragraphs, and knowledge of the conventions of language usage.

Writing a Business Plan – Audio Course
This two-day comprehensive business plan writing courseware package is ideal for business owners with little to no business plan writing experience, and for business owners looking to grow their business. When participants complete the courseware program, they will have everything they need to write a compelling, complete, business plan that they can confidently use to support their business growth. With our training materials and your guidance, they'll learn everything they need, including how to describe their USP, perform research, examine the marketplace, create a marketing plan, develop financial projections, and present a compelling, living business plan package. Training materials include tools that trainers love, including a detailed instructor's guide with training tips and activities, assessments, student manual, PowerPoint slides, and more. If your students are looking for a blended e-learning opportunity that they can access on their mobile devices, we've got that too!

Writing for the Web
Participants who are just starting to write for the web, and even those who have been doing it for some time, will learn practical techniques and useful tips to help them create great content for websites and blogs. This course focuses on the need to create concise writing that is easy for readers to scan, includes hyperlinks, and focuses on persuasion rather than any need to sell directly. This SCORM-compliant eLearning program works on almost any Internet ready device, and can also be offered as blended e-learning. We include a self-study guide, quick reference materials, and

supplementary reading list with this essential course for web writers.

Windows 7 – Basic - Intermediate – Advanced

Whether your students are beginner Windows users, or if you are instructing a group of computer experts, the Windows 7 Courseware has been designed to engage all learners. This courseware title includes all of the information they need to maximize their performance with Windows 7. Separating this course title into four distinct learning levels, our writers have produced the best resource available for Windows 7 instructors.

Your role as an instructor is challenging, especially when you must meet the needs of different groups of students with varying degrees of experience using Windows 7. This courseware title includes foundational, advanced, intermediate and expert components. This exceptional courseware title allows you to provide instruction to a wide range of learners.

Our courseware for Windows 7 begins with the basics, and moves instructors and students through a step-by-step process, to the most difficult and complex aspects of the operating system. Our Windows 7 courseware offers you flexibility in your training plan, and prepares you with professionally designed lesson plans and review questions. Our courseware for this computer title is equivalent to four course titles.

Windows 8 – Basic - Intermediate – Advanced

If you're looking for ways to become more productive with Windows 8, then have a look at this intermediate-level Windows 8 training materials courseware.

Section One will show you how to customize your Start screen. Topics include managing tiles, modifying the appearance of the Start screen itself, and creating advanced passwords. You'll also learn how to customize the Lock screen.

Section Two explores how to have fun in Windows 8. You'll learn how to use the Music, Video, Camera, and Games apps. We'll also cover how to use the Windows Media Player desktop application.

Section Three takes an in-depth look at three basic Windows 8 desktop applications: Internet Explorer, Calculator, and Paint.

Section Four covers the Windows 8 word processing applications: WordPad, Notepad, and Windows Journal.

Section Five covers Windows Fax and Scan, Sticky Notes, Snipping Tool, Sound Recorder, and XPS Viewer.

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