

Native Education & Training College



Online Learning Diploma Programs

Continuing Education Certificate Courses

Workshops...

for

Aboriginal Organizations, Community Employees / Members

90 Division Street North Bay, ON P1B 8Z4

Toll Free: 1.800.267.2577 – 705.494.4700

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www.nativetc.com

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Online Learning Management Links for Login's

<https://nativeeducationtrainingcollege.2leap.com/>

<https://netcstudents.znanja.com/lms/portal>

NETC Overview

The Native Education & Training College is a non-profit post-secondary college. Our focus is to enhance and upgrade the skills of those employed by Aboriginal Communities from chief and council to the band office janitor. Our diploma programs and continuing education certificate courses are delivered by online and distance learning, coupled with on the job training. Workshops are also available for small groups in your community. Online academic libraries covering all disciplines are now available. Pre-loaded Online (LMS) Learning Management Systems are available to communities to host their own learning portal with continuous intake.

Mission Statement

To provide Aboriginal Communities and Organizations with skills development training diploma programs/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

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Toll Free: 1.800.267.2577 ~ Phone & Text: 705.494.4700 ~ Fax: 705.497.7839

Website: www.nativetc.com ~ Student Tech Support: 1.855.830.1147

Admission Requirements: Mature Student, 19 years of age.

Program Type: Diploma

Program Duration: 3 Semesters

Grading Systems: Our passing grade is 70 %

Transferring Student Credits and Transcripts: Accepted

Re-application fee to complete your expired program: \$100.00

Student Application Fee: \$100.00

Textbook Fee: \$975.00

Postal Fee: \$49.00

Tuition Fee: \$3,825.00

➤ **Total Tuition Fee Per Academic Year: \$4,949.00**

Call Today... 1.800.267.2577

Three Semester Programs

School of Health Sciences



Addictions Worker

<http://nativetc.com/website/education/diploma-programs/addictions-worker/>

Addictions and mental health issues affect a growing number of Canadians each year. Students will learn the necessary skills to provide support, understand behaviors and provide treatment. Using theory and firsthand experience, graduates will have a full understanding of how mental health and addiction problems affect different populations. In this program, you will learn to deliver responsive, culturally relevant, client-centered assessment and treatment to diverse individuals and groups. You will acquire the knowledge, skills and abilities required by front-line workers and supervisors to deliver effective addictions and mental health services while promoting empowerment, self-determination and optimum quality of life to individuals with addictions and mental health issues.

Community Health Representative (CHR)

<http://nativetc.com/website/education/diploma-programs/community-health-representative/>

The Community Health Representative (CHR) is responsible for participating in the delivery of high standard Community Health, treatment and surveillance programs in order to provide quality health prevention and treatment in the community. As a member of the Health Care Team, he/she is also responsible for liaising between patients, families, the community and health care providers to ensure patients and families understand their conditions and treatment, and are receiving appropriate care. The incumbent will also educate and monitor the community for general health, and in epidemics and emergencies. This program is designed to provide participants with the skills and knowledge they need to effectively manage health care service, and act as a community health representative and advocate.

Community Service Worker

<http://nativetc.com/website/community-service-worker-diploma-program/>

The NETC's four (4) Semester Community Service Worker (CSW) diploma program gives you the knowledge, practical skills and confidence needed to create, implement and oversee a variety of social and community-based programs. You will develop skills in client assessment, proper referral procedure, monitoring clients' treatments and evaluating treatment effectiveness to help change people's lives for the better. Students in the Community Service Worker Program will take part in three practicum sessions to apply their learning incorporating 1000 hours of theory and practical activities and 336 hours of practicum for a total of 1336 hours.

Community Health Promotion

<http://nativetc.com/website/community-health-promotion/>

The Community Health Promotion (CHP) employee is responsible for participating in the delivery of community health promotion and prevention of educational resources. To provide quality health promotion, prevention and healthy lifestyles in the community. As a member of the Health Care Team, he/she is also responsible for liaising between patients, families, community and health care providers to ensure community members understand their lifestyle, and are receiving appropriate care and health education. The incumbent will also educate, promote and monitor the community for general health, trends and lifestyles. This program is designed to provide participants with the skills and knowledge they need to effectively deliver health care promotion, prevention services, and act as a community healthcare promoter, educator and advocate. Students will have four (4) semesters to complete their program requirements.

Diabetes Worker

<http://nativetc.com/website/education/diploma-programs/diabetes-worker/>

As of 2008, there are 2.8 million Canadians diagnosed with Diabetes. Making diabetes education available to your First Nation is essential to the wellbeing of your community members. As a Diabetes Worker, part of your job is to increase the knowledge of other health professionals and providers in the community who are involved with the care of people with diabetes, ensuring continuity and quality of diabetes care for the client. Students graduate with the knowledge and practical skills necessary to assist in the development and deliverance of relevant and essential diabetes services at the community level. Diabetes Workers are knowledgeable about, and understand that indigenous laws, protocols, languages and holistic teachings are integral to the survival of healthy individuals, families and communities, and must be respected and promoted at all times. The Diabetes Worker applies culture standards and indigenous knowledge in the performance of their duties when working with indigenous individuals, families, communities and Elders. On completion of the program, students may write the exam with the Canadian Diabetes Association for the designation Certified Diabetes Educator. There are additional requirements in becoming recognized as a Diabetes Educator through the Canadian Diabetes Educator Certification Board. View more information [here](#).

Disability Support Worker

<http://nativetc.com/website/education/diploma-programs/disability-support-worker/>

If you are interested in making a difference in the lives of individuals with developmental disabilities, consider NETC's Disability Support Worker Program. This 3-Semester program of study you will be provided with the knowledge and skills required to support people with developmental disabilities to live in dignity, participate and share in all aspects of life. Students will learn strategies for providing support in ways that are respectful of the dignity and individuality of each person with whom they work. Police Records Check Documentation: Successful completion of field placement is a requirement for graduation from the Developmental Services Worker program. Agencies that provide placement opportunities may require you to have a clear Police Records Check for Service with the Vulnerable Sector (PRCSVS). Your acceptance for placement is at the discretion of the agency. If you register in the program without a clear PRCSVS and as a result are unable to participate in placement, you will not be able to graduate. Field Placement Eligibility: To be eligible for placement, one requirement is that you must submit proof of a PRCSVS, which will be retained on your departmental file and used only for purposes related to your placement. You will be required to disclose the contents of the PRCSVS, including all notations, to the placement agencies. Community employees /students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Health Services Management

<http://nativetc.com/website/education/diploma-programs/health-services-manager/>

If you are an experienced health care professional and would like to pursue a management position, or if you are already in management and would like to expand your skills and knowledge, the health care management certificates can help you to further your career. Students will learn practical management skills and gain knowledge in areas such as health care law, health information systems, budget and financial planning, human resources, labor relations, change management, and more. This program enables individuals to contribute to the advancement of First Nations health management and provides opportunities to achieve their peak professional growth. Community employees /students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Home Care Worker

<http://nativetc.com/website/education/diploma-programs/community-home-maker/>

Start toward a rewarding new career as a Home Care Worker with the Native Education & Training College. Train at home in your spare time, using proven learning methods perfected by NETC, an innovative leader in online training courses. Here is your chance to get into a fast-growing career field while enjoying interesting, meaningful work as a member of the health care team.

Medical Administrative Assistant

<http://nativetc.com/website/education/diploma-programs/medical-administrative-assistant/>

The Medical Administrative Assistant program prepares graduates to work in fast-paced and challenging health services settings. This 52-week Diploma Program helps students learn the real-world administrative skills essential to working in the health care office. Courses include: professional behavior and interpersonal skills, billing and coding, electronic health records and management of finances. Community employees /students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Mental Health Worker

<http://nativetc.com/website/education/diploma-programs/mental-health-worker/>

This 3-Semester Mental Health Worker program has been designed to give students the knowledge, skills and attitudes required to be effective counselors in a variety of mental health and addictions services. This program includes online CPR C training (adult, infant and child). Upon completion of the Mental Health Worker program the student will have a clear understanding and ability to assist clients living with mental health and addictions. They will be able to provide education and guidance on the description of different mental health disorders, complications, risk factors, signs and symptoms. Community employees /students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Personal Support Worker (PSW)

<http://nativetc.com/website/education/diploma-programs/personal-support-worker/>

The Personal Support Worker (PSW) program prepares graduates to provide supportive care to individuals across the lifespan including clients experiencing cognitive impairment, physical disability and mental health challenges, by assisting them with their activities of daily living. Graduates may find entry-level employment in a variety of care settings including community, retirement homes, long-term care homes and hospitals.

School of Business



Administrative Assistant

<http://nativetc.com/website/education/diploma-programs/administrative-assistant/>

This program is an introduction to office administration and combines complete and accurate coverage of the basic skills needed to perform effectively as an administrative assistant in today's fast-changing work environment with a broader focus on important issues such as professionalism, time management, and making progress in one's chosen career.

Executive Assistant

<http://nativetc.com/website/education/diploma-programs/executive-assistant/>

Our Executive Assistant diploma program will open doors for you from within your First Nation Community as an executive assistant, working directly for the chief and or council and for the community. Are you an Administrative Assistant ready to enhance your career? Do you want to improve your skills, and handle more responsibility with confidence? Take the next step to become an Executive Assistant. This diploma program will build your confidence and improve your professional skills in order to provide administrative support to the community's professional teams.

Finance & Accounting Clerk

<http://nativetc.com/website/education/diploma-programs/finance-clerk/>

Many individuals trained in Accounting use their expertise as a stepping-stone for positions at the senior management level, while others prefer to use their skills to work part-time, or to work from home preparing tax returns for individuals and business. The Native Education and Training College will help to prepare you for a rewarding career in Accounting. Our Finance & Accounting Clerk Program will provide you with the basic and intermediate principles and theory required to enter the field, as well as the training in specialized areas needed for advancement into supervisory positions within the accounting profession.

Human Resource Assistant

<http://nativetc.com/website/education/diploma-programs/human-resources-assistant/>

Are you serious about meeting the challenges of working in human resources? Are you interested in making a strategic contribution in your first nation organization? Then you need this program. Acquire theoretical and practical knowledge and the skills required to become a successful practitioner of Human Resources in the areas of recruitment, training, performance management, compensation, health and safety, labor relations, and business management. This program introduces students and to all of the human resources technical areas including the role of human resources within. This three-semester program is current and comprehensive and engaging. Students / Employees have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Motel & Restaurant Management

<http://nativetc.com/website/education/diploma-programs/motel-restaurant-worker-manager/>

In our Hotel and Restaurant Management Program, the focus will be on the practical aspects of hospitality service. The program has been designed so that students develop and acquire the skills and knowledge necessary to enter the workforce in their community and to perform their roles at the front desk, restaurant and in key management functions. Students will be instructed in customer service, hotel services, and menu planning and design. They will also be provided with an introduction to managerial concepts including accounting, marketing, law and human resource and the four functions of management. Graduates will have a good understanding of the front and back operations of a restaurant, hotel, resort and lodge and the basic managerial skills necessary to coordinate the day-to-day operation. Employees / Students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Receptionist

<http://nativetc.com/website/education/diploma-programs/receptionist/>

NETC's Receptionist Diploma Program fully prepares graduates to work in a busy office environment. This program will give student's an in-depth knowledge of all business procedures; from maintaining correspondence and data files to arranging appointments, answering inquiries, correspondence and more. Employees / Students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Small Business & Entrepreneurship

<http://nativetc.com/website/education/diploma-programs/small-business-entrepreneurship/>

Graduates of the Small Business & Entrepreneurship diploma program carry out a variety of business functions within their small business settings. They will have demonstrated a practical understanding of key principles and practices necessary for success in the field of business. Graduates are prepared to work in individual settings and contribute to self-paced projects with practical presentation and research skills. Graduates use a range of fundamental knowledge and skills in areas such as finance, accounting, human resources, operations management, marketing, sales, and information and communication technology. In addition, these graduates use their functional knowledge in many areas of an organization to achieve strategies within cross-functional settings. Students and employees have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

School of Training & Education



Adult Educator/Trainer

<http://nativetc.com/website/education/diploma-programs/adult-educator-trainer/>

This program focuses on the principals of teaching and learning in adult training and education. Designed by professional educators, this program aims to provide trainers and adult educators with an opportunity to enhance their abilities to deliver education and training services consistent with the demands of adult student learners. Participants will acquire an enhanced understanding of self, theoretical and practical skills necessary to effectively teach adults, current curriculum development and evaluation techniques, knowledge of the private & public college systems, organizational structure, and a basic set of research skills.

Classroom Educational Assistant

<http://nativetc.com/website/education/diploma-programs/classroom-educational-assistant/>

The Educational Assistant diploma program prepares graduates for a rewarding career supporting student success in the classroom. In this program, you will learn how to work with diverse students in an inclusive environment and understand how to help them to succeed in school. As an Educational Assistant, you will be working in pre-school, Head Start and Grades Kindergarten -12 within a school, but with the qualifications that extend to job opportunities in specialized settings outside of schools. The outstanding students in this program are flexible

thinkers who are creative and caring, and believe that every child can succeed. You interact well with others and can work collaboratively and independently while able to take direction from your colleagues. You are a good communicator. You listen, speak and write well. The most important quality however, is a genuine love of learning and a positive attitude to motivate and inspire students as you guide them to be the very best they can be! The First Nations beliefs, culture and language are an integral part of the courses offered and within this lays a need to also remain current and relevant to new changes that could impact the community. Community

Employment & Training Coordinator Management

<http://nativetc.com/website/education/diploma-programs/employment-training-co-ordinator-manager/>

Our Employment and Training Program gives you the practical skills you need to contribute as a training coordinator in a first nation organization, company or government agency. The role of the employment and training coordinator has grown steadily in importance. Hands-on learning techniques are used to teach the skills required in actual job situations. The activities you undertake in this program will help prepare you for a career in today's human resources field. This Employment and Training Coordinator diploma program will enhance your marketability and give you the relevant professional skills and knowledge that employers in today's marketplace are looking for. The program gives you the opportunity to acquire a comprehensive background in the functions of Human Resources from both theoretical and practical perspectives, including employment law, recruitment and selection, training and development, reward systems and compensation. The focus of the program is on applied, relevant and current learning. Employees / Students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Post-Secondary Counselor

<http://nativetc.com/website/education/diploma-programs/post-secondary-counsellor/>

Post-Secondary Counsellors are vital to the education department and your community. They may have three primary job functions, research and develop relationships with a broad range of post-secondary institutions, private career colleges and training centers, focusing specifically on college academic education and training programs, work with students to develop their post-secondary plan and help them find the best possible fit, and coordinate with advisory, department heads and other staff as necessary to help organize an effective post-secondary strategy for the student.

Education Director Management

<http://nativetc.com/website/education/diploma-programs/education-director/>

In his three-semester diploma program, we look at educational administration, concepts and practices. The Administration and **Supervision specialization is designed for managers /educators interested in gaining knowledge and expertise in the area of school administration.** The program curriculum is focused on educational administration, management, and the role of the director, manager, principal, community relations, and supervision of personnel. Graduates of the program seek professional opportunities as education managers and directors. Employees / Students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Teacher Professional Development

<http://nativetc.com/website/education/diploma-programs/teacher-professional-development/>

To maintain their standards of excellence, teachers need to be continually and actively engaged in their own learning throughout their career. The NETC is committed to supporting teachers in this pursuit. Are you a teacher looking to expand your knowledge and skills while sharing promising practices with others? The Teacher Professional Development Program is a learning opportunity for experienced classroom teachers. This program prepares teacher candidates and in-service teachers to understanding how digital technologies can be integrated into teaching practices to enhance student learning. Emphasis is placed on 21st century skills and competencies such as teaching students with special needs in inclusive settings, networking, critical thinking, and media literacy. Teachers have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

School of Human and Community Service



Early Childhood Education

<http://nativetc.com/website/education/diploma-programs/early-child-educator-worker/>

Learn the fundamentals to foster personal, social, cognitive, and physical development. You will gain valuable practical skills during your fieldwork placements. You will learn current knowledge and research as well as established theories and philosophies. The program encompasses all aspects of child care, including an awareness of children with special needs.

Firefighter

<http://nativetc.com/website/education/diploma-programs/fire-fighter/>

The firefighter program is designed for community members at a volunteer level. Participants in this course will gain the knowledge, skills and basis techniques required as a basic community firefighter. Students/ community employees will learn apparatus operations, safety devices and features of firefighting vehicles and equipment. All safety certificate and upgrades for dangerous goods, OHSA and WHMIS are part of this course.

Healing & Wellness Counselor

<http://nativetc.com/website/education/diploma-programs/healing-and-wellness-counselor-program/>

Community Healing & Wellness Counselor's use their skills to assist individuals to identify, understand, and overcome personal problems or achieve personal objectives. In qualifying for a rewarding future as a counselor, the student will have the opportunity to learn from the theory how people think about problems, how to modify their behavior, and how to change their attitudes or their ways of experiencing life. The touchstones for beginning counsellors is to begin thinking about how to choose to fit counseling into a personal life view, how to relate to other people, and how to value process, and outcome. The course will also incorporate an Aboriginal cultural component. Employees / students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Membership Clerk

<http://nativetc.com/website/education/diploma-programs/membership-clerk-administrator/>

The Membership Administrator oversees the Indian Registry program in accordance with First Nation policy and procedures and the Indian Act. Graduates will learn to assist Band Members in registering various reportable events including births, deaths, marriages and process status cards and provide application forms for registration. Graduates who are employed and considering this program should be aware that they would need to enjoy working with people, and have fair problem solving skills. This program fully prepares graduates to be successful in this field. Employees / students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Pastoral Ministries (Pentecostal)

<http://nativetc.com/website/education/diploma-programs/pastoral-pentecostal-ministries-diploma-program/>

Participants enrolling in this three-semester diploma program will meet the 12 educational requirements for recognition of ministries credentials through the Independent Assemblies of God Canada. Each course will consist of: Video Lectures – the lectures will range from 30 minutes to 70 minutes each. We estimate the student will need to set aside 2 to 3 hours per week in order to view class lectures and keep up with the recommended timetable. Reading – while each course differs we estimate students will need to set aside 1 to 3 hours per week for reading assignments. Previews / Quizzes / Exams – we estimate that the viewing of previews or taking quizzes and the taking of exams will require 1 to 2 hours per week. This will vary week to week.

Recreation Therapy

<http://nativetc.com/website/recreation-therapy/>

Our Recreation Therapy program prepares you to work within recreation, health, or social service delivery systems serving individuals with illness or disabilities. You will acquire the skills to complete client assessments, develop and evaluate group and individualized programs, and use a variety of facilitative techniques to assist individuals to participate in meaningful recreational activities that will enhance health, improve functional ability, and increase quality of life. The program is based on a firm belief of the inherent benefits of play, recreation and leisure to all individuals. You will learn to adapt recreation activities so individuals with a variety of disabling conditions can participate and to use recreation as a therapeutic tool to improve/restore health and wellness.

Social Development Worker

<http://nativetc.com/website/education/diploma-programs/social-development-worker/>

The Social Development Worker program provides you with the knowledge and skills required to make a meaningful contribution in the human service field. You will be challenged to examine your own beliefs and values, develop interpersonal communication skills and promote social justice, human dignity and equity. Your success in this program will be measured by both your ability to grow and change and your academic performance. Your studies will include: interviewing; counselling and relationship-building capabilities; effective membership and leadership in group settings; working with families; the creation and maintenance of helping relationships; and practice in such specialized areas as case management, community development and social policy. Employees / students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Social Services Administrator

<http://nativetc.com/website/education/diploma-programs/social-services-worker-manager/>

This program focuses on developing skills in administering public, private or non-profit community organizations. Students will gain knowledge of community development methods and will learn strategies for relationship building, community outreach and community leadership. Participants will have the opportunity to enhance their understanding of community-based social policy and public administration, and gain perspectives on social, cultural and political issues. Employee / students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Social Services Worker

<http://nativetc.com/website/education/diploma-programs/social-services-worker/>

Our program is designed to prepare aboriginal students or those with strong ties to aboriginal communities to work with First Nations people to enhance their self-reliance both on and off reserves. Students will gain knowledge of community development methods and will learn strategies for relationship building, community outreach and community leadership. Human resources, financial management, project management, entrepreneurship in social enterprises, principles of management as well as business development and fundraising will also be addressed. Participants will have the opportunity to enhance their understanding of community-based social policy and public administration, and gain perspectives on social, cultural and political issues. Employees /students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Tourism & Travel

<http://nativetc.com/website/education/diploma-programs/community-tourism-and-travel/>

Graduates of our Tourism and Travel program may be employed in a wide range of settings and under a variety of job titles in the Tourism Industry. While many of these positions require specific knowledge or a higher level of a skill, it is clear that a cluster of common skills, knowledge, and attitudes essential to all entry-level employees in the Tourism Industry, have been identified. Participants of this program will learn effective interpersonal skills, strong sales abilities, capacity for accurate work, and the ability to research and communicate product knowledge. The industry makes extensive use of computerized reservation systems for which graduates need in-depth preparation, and finally, graduates need to have a realistic view of the industry and its expectations of entry-level personnel. Thus, it is unlikely that graduates could be appropriately prepared without some opportunity to gain and reflect on practical experience during their time in the program.

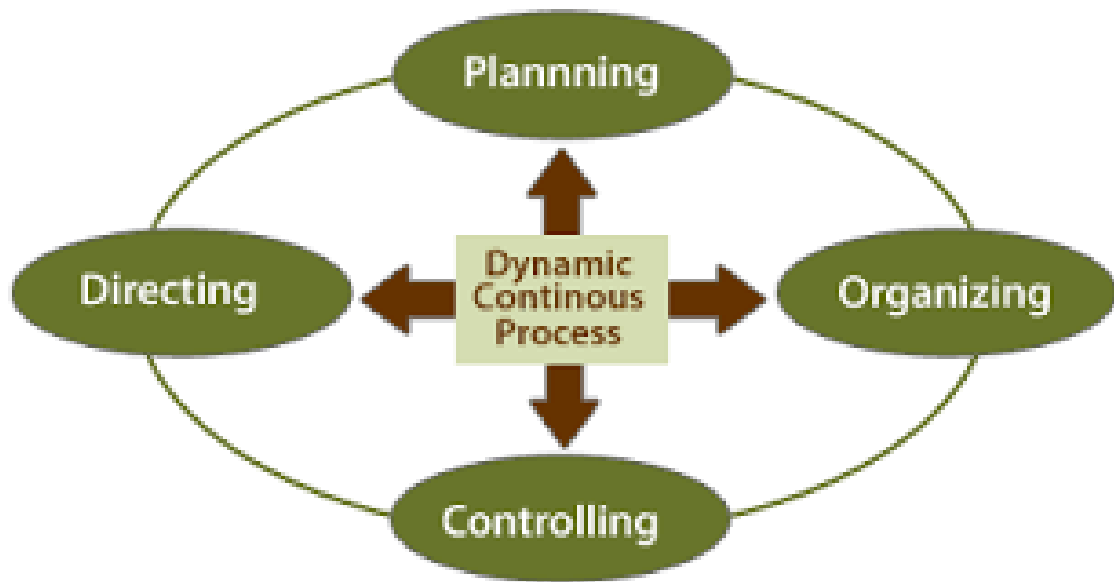
Youth Worker

<http://nativetc.com/website/education/diploma-programs/youth-worker-diploma/>

A career as a youth worker can be mentally draining and difficult, but it is also one of the most rewarding jobs. You see firsthand how your help leads to better lives. There are thousands of children and youth each year who could benefit from the support of a professional in this field. Our youth worker diploma programs provide students with the knowledge and experience needed to make a positive impact on those who need it. This program is designed to prepare the

motivated and mature individual for a career working with a wide range of troubled youth. The youth worker is educated to recognize and address the social and emotional needs of children and adolescents and is also concerned with the total individual, his or her family, education and rehabilitation. A strength-based philosophy committed to creating competence in youth is the cornerstone of the program curriculum. Employees / students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

School of Management



(Band) Community Operations Management

<http://nativetc.com/website/education/diploma-programs/band-operations-manager/>

This three-semester diploma program in management operations provides graduates with the knowledge and skills necessary to help administer the delivery of all Band programs and services in order to ensure that the needs of Band Members are met in a reasonable, effective and efficient manner. Current managers and candidates who are employed and considering this program should be aware that they would need to enjoy working with people, and have good problem solving skills. To be successful in this field they will need to acquire human relations and interpersonal skills, and will learn to work under pressure when responding to executive team and community members and many other situations and crisis. Graduates who meet these learning outcomes have the skills and flexibility to apply their knowledge in a variety of levels and First Nation management positions in the Aboriginal sector, community service, and First Nation government organizations.

Business Administration & Management

<http://nativetc.com/website/education/diploma-programs/business-admin-and-management/>

The Business Administration and Management (BAM) program is designed for students whose goals include business management, self-employment, entrepreneurial ventures, or a variety of different careers. This program helps develop skills as a management generalist, offering maximum flexibility in career choices. Students gain an understanding of the theory and skills needed for the practical applications of modern management techniques used in a variety of sectors such as government, training and consulting, human resources, and small business ventures as well as multi-national organizations.

Chief and Community (Band) Councilor Management

<http://nativetc.com/website/education/diploma-programs/chief-band-councilors-management-training/>

Experienced or newly elected chief and councilors will look at public administration and its current trends in contemporary business issues. The Management component will build upon the multi-stream understanding that effective management involves balancing a broad set of criteria, ranging from community enhancement and ecological sustainability to meaningful work and financial viability. Throughout this program, captivating experiences and stories from actual managers and leading organizations demonstrate managers making a difference. We have also included number modules that will help with the day-to-day challenges one might face. The program will consist of reading and writing assignments, coupled with online activities including: discussion questions, PowerPoint lectures, and practical case studies.

Community Economic Development and Management

<http://nativetc.com/website/education/diploma-programs/community-economic-development-manager/>

The Community Economic Development diploma program blends the strengths of two management perspectives. This management program establishes a strong traditional management foundation while addressing the issues that today's millennial students will face in their future careers. Your First Nation supports and enhances business in the community, and is always looking for ways to improve communication with the business sector. The Economic Development Officer works directly with clients, site selectors and consultants to help facilitate business development and the site selection process. The Economic Development Officer program provides skills and competencies to help the community businesses grow and prosper in your economic development position and career. Let us be your first point of contact for business development and career advancement. Students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Child Daycare Center Management

<http://nativetc.com/website/education/diploma-programs/child-daycare-centre-manager/>

This program will help you train for a rewarding future in child day care management. Our child day care management program has all the latest information to prepare you to manage a daycare facility. You will have the opportunity to learn about children and their development, financing and budgeting, staffing, licensing and certification, equipment, and more. Even students who have already completed their early childhood education (ECE) requirements enroll in our Child Day Care Management program in order to complement their expertise in working with children with learning how to own or operate a daycare center. This program is available by distance learning, on-the-job-training and for small groups in your community.

Finance Management

<http://nativetc.com/website/education/diploma-programs/finance-manager/>

This advanced accounting program will be essential to your First Nation Community. Our Finance Management Diploma Program is an extension of the Finance & Accounting Clerk program. It is designed for those students who wish to continue their accounting studies into more advanced areas of financial accounting and finance. Employees / Students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Health Services Management

<http://nativetc.com/website/education/diploma-programs/health-services-manager/>

If you are an experienced health care professional and would like to pursue a management position, or if you are already in management and would like to expand your skills and knowledge, the health care management certificates can help you to further your career. Students will learn practical management skills and gain knowledge in areas such as health care law, health information systems, budget and financial planning, human resources, labor relations, change management, and more. This program enables individuals to contribute to the advancement of First Nations health management and provides opportunities to achieve their peak professional growth. Community employees /students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Housing Management

<http://nativetc.com/website/education/diploma-programs/housing-manager/>

This Diploma Program will train housing managers so they can do their work more efficiently and effectively. It will enable First Nations housing managers to assist communities to benefit from affordable, healthy, high quality, and well-maintained housing. The program provides learners with the opportunity to develop management skills through a combination of theory and practical application. The interactive approach to learning new skills encourages participants to test new ideas, fine tune relevant skills and share experiences and expertise with other housing managers in a supportive learning environment. The program is intended to provide training to housing managers who work with on-reserve housing programs, or those who may do this work in the future. It will also benefit others involved in First Nations governance or administration. Employees / Students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Human Resource Management

<http://nativetc.com/website/education/diploma-programs/human-resources-management/>

This comprehensive Human Resources Management diploma program covers all the key functions in this diverse field, including employment law, labor relations, training and development, pension and benefit plans, occupational health and safety, compensation, recruitment and selection. The expertise, knowledge and management skills you acquire here can be applied to any organization. This program prepares you to work in all areas of human resources. Core concepts are studied in an online setting. In three semesters you will gain the knowledge, skills and experience to become a highly marketable human resources manager. Employees / Students have four (4) semesters to complete their program requirements, starting from the date of their first course.

Lands & Resources Management

<http://nativetc.com/website/education/diploma-programs/lands-resources-manager/>

The Lands and Resources Management Program is a uniquely designed Diploma Program that is focused on providing a broad range of topic areas specific to the management of lands and resources on Federal Reserve lands. Participants will examine basic environmental, legal and economic aspects of land and resource management in Aboriginal communities. The program also provides students with the opportunity to increase skill levels in communications, computers, time management, leadership, research and project management. Students/ Employees have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Office Management

<http://nativetc.com/website/education/diploma-programs/office-manager/>

This 52-week Diploma Program prepares students for positions as supervisors, office managers, and administrative or executive assistants. Students participate in online discussion groups, activities, projects, and Internet research. They are encouraged to draw on their own experiences to help relate theory to practical work situations. During the program, students learn a range of invaluable skills. They develop confidence in organizational management, leadership and supervision. They practice written and oral business communication, and learn how to prepare and deliver a variety of creative, powerful presentations. They also learn how to effectively plan a business event. Students are introduced to human resource management, and cover topics such as human rights legislation, recruitment, training, and performance appraisals. They also learn interpersonal communication, negotiating skills, and conflict resolution. Employees / Students are provided with an introduction to office systems and essential computer skills. Topics such as designing office systems, social and ethical issues involving computers, privacy and security, and maintaining effective records management are explored.

Youth Recreation Management

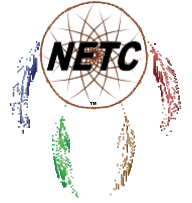
<http://nativetc.com/website/education/diploma-programs/youth-recreation-manager/>

This three-semester diploma program is designed to provide recreation service practitioners with the opportunity to acquire specialized skills, knowledge and attitudes related to youth and essential youth services. As a graduate of the youth recreation management program, employment opportunities would exist in many agencies, including: your first nation communities, municipalities, youth centers, non-profit agencies, group homes and private industry. Students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.



NATIVE EDUCATION & TRAINING COLLEGE

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Toll Free: 1.800.267.2577 - Fax: 705. 497.7839
www.nativetc.com



Registration Form

Name:

Address:

Telephone ()

Email:

Date of Birth

Mail () Female ()

First Nation / Aboriginal Organization:

Diploma Program or Certificate Courses Name:

Semester 1, 2, 3, 4

Telephone ()

Email:

Date of Birth:

Male []

Female []

First Nation Organization:

Program Name:

Email: Diploma [] Semester 1, 2, 3, 4

Certificate: 1 Semester ()

Tuition Fee Per Academic Year: \$3,825.00~Application Fee~\$100.00~Textbook Fee~\$975.00

Postal Fee: \$49.00 = Total: \$4,949.00

Program Duration: Start Date:

End Date:

Employment and Academic Background:

Current Job Title / Position:

Please include a copy of your resume.

Post-Secondary Education:

College or University Attended:

Diploma [] or Degree [] Trade []

Technology Training:

High School: Location:

Last Grade Completed:

Students Signature: _____ Date: _____

Accepted By: _____ Date: _____

School of Trades & Technology



Apprenticeship Training

<http://nativetc.com/website/education/apprenticeship-training/>

An apprenticeship offers you an opportunity to learn a highly skilled trade through practical job experience and in-school training. Apprenticeship Training is available for through the NETC with monthly start dates; program durations are 3 to 7 years with (3) three in-school sessions. Participants will start with a 52-week pre-apprenticeship program; during this time, they will be registered as a 1st year journeyman and placed with a licensed trades company for the duration of the apprenticeship.

To name a few apprenticeship programs offered at NETC

- [General Carpenter](#)
- [Electrician](#)
- [Plumber](#)
- [Native Residential Construction Worker](#)
- [Heavy Equipment Operator](#)
- [Water and Waste Water Technician](#)

All of our Apprenticeship programs are delivered in partnership the [Ontario Trades College](#).

Call today for further information at 1.800.267.2577.

Trades in Ontario

To view Training Standards [click here](#).

To view Trade Names and Codes [click here](#).

Construction Worker

<http://nativetc.com/website/education/diploma-programs/construction-worker/>

This program is designed to provide the basic skills needed for entry-level work on a residential or industrial construction site. Students will develop skills in construction academics, site safety, the use of hand tools and the basics of the construction industry. Participants will have an opportunity to explore and develop a good understanding of the work involved in several trades such as carpentry, electrical, plumbing, drywall, and roofing. Employees / students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Electrical Techniques

<http://nativetc.com/website/electrical-techniques/>

This program provides students with the theoretical knowledge to perform most basic electrical techniques. At the completion of the program, students are ready to apply for work as an Electrician's helper or apprentice. Students and community employees have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. Graduates of this program are well prepared to enter directly into an apprenticeship, or other employment in the electrical field.

Environmental Technician

<http://nativetc.com/website/education/diploma-programs/environmental-technician-diploma-program/>

Environmental protection is a cross disciplinary element of the growing environment industry, which requires knowledge of the present state of the environment combined with techniques for preventing, minimizing, or recovering from environmental stresses. Determining the state of the environment is a science-based occupation, requiring the ability to obtain samples and measure or analyze them using chemical, biological or instrumental techniques. Dealing with environmental stresses requires knowledge of pollution prevention, control and remediation techniques along with the management framework within which these are applied.

Facilities Building Maintenance Technician

<http://nativetc.com/website/education/diploma-programs/facilities-building-maintenance-technician/>

This program offers online theory and hands-on practical training. It is designed for trades people who are interested in general building and facilities maintenance systems. Employees and students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. A Facilities Building Maintenance Technician is responsible for the maintenance, inspection and repair of the inside, outside and exterior areas around large buildings and complexes (including the roof), as well as the various systems within the facility, including ventilating, humidifier and air conditioning, water and water treatment, heating and electrical systems. A Facilities Technician checks and inspects fire safety equipment and performs grounds maintenance as well as maintenance around the inside, outside and exterior of smaller sized apartment buildings. A Facilities Technician monitors and operates electrical and plumbing systems and inspects and verifies emergency power, fire suppression and sprinkler systems, in addition to the above duties.

General Carpentry

<http://nativetc.com/website/general-carpentry/>

This program provides theoretical knowledge of the carpenter trade and practical skills to complement apprentice on-the-job training. Students and employees have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. Carpenters are employed in all aspects of the building industry, in new construction, renovation and maintenance of structures and buildings. Employers include private contractors, institutions and industries, with job opportunities ranging from heavy concrete formwork to fine interior finish work.

Heavy Equipment Operator

<http://nativetc.com/website/education/diploma-programs/heavy-equipment-operator/>

In this 52-week program you will learn about the operation and preventative maintenance of heavy construction equipment. You'll develop the theoretical skills you need to use bulldozers, skid-steer loaders, tractor loader backhoes, hydraulic excavators, rock trucks and various other construction site equipment. What you will learn will focus on the essentials to help you master your operating skills. Employees and students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. Heavy equipment operators (HEO) not only work on regular construction building jobs, but also on infrastructure projects (roads, bridges, and ports, otherwise called non-building construction), and in mining and timber operations. A trained and experienced equipment operator provides necessary skills for any project that requires moving and transporting heavy materials, or that demands any kind of earthmoving.

IT & Computer Systems Technician

<http://nativetc.com/website/education/diploma-programs/it-information-technology-computer-technician/>

If you are getting ready for a career as an entry-level information technology (IT) professional or personal computer (PC) service technician, this course is the first step in your preparation. The course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job. In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. Employees and students have fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. Graduates of our Information Technology & Computer Systems Technician Program have honed their abilities, acquiring the expertise to support the use of computers and networks in many facets of our daily lives. As such, graduates are able to work individually or as part of a team to implement and maintain information technology solutions that correspond to the day-to-day requirements of individuals and organizations. From repairing desktop computers to maintaining network components, graduates work in a broad range of employment settings in a variety of sectors in both large and small organizations.

Plumbing Techniques

<http://nativetc.com/website/plumbing-techniques/>

This program provides students with the theoretical knowledge to perform most basic plumbing techniques. Students will be exposed to topics including health and safety, reading of drawings, applied math, communications, plumbing code, plumbing theory, practical application and installation practices. Plumbing Techniques focuses on residential, commercial and industrial applications in the plumbing industry. Employees and students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. Graduates may find employment as an apprentice in the plumbing field and also possess technical knowledge to pursue employment in commercial and/or residential plumbing sales and service.

Public Works Construction Worker

<http://nativetc.com/website/education/diploma-programs/public-works-construction-technician/>

This 52-week Diploma Program, offered online, provides public works professionals with the specialized knowledge to make tangible differences in their organizations and in the quality of life of their communities. This diploma program is conveniently delivered in an online format, meaning you can earn your diploma and complete all coursework from your own home with minimal disruption to your personal or professional life. Employees and students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. Public Works Construction Technicians perform a variety of general labor duties, typically

in a municipal, local government or First Nation setting. Therefore, it is important for workers to know the role and purpose of local government and relevant provincial, federal and First Nations regulations and legislation governing their work. Workers in this field are expected to work independently and as part of a team and communicate effectively with co-workers, supervisors and the general public.

Public Works Management

<http://nativetc.com/website/education/diploma-programs/public-works-manager/>

This course of study is ideal for public works professionals looking to assume positions of greater responsibility. The concentration, offered through our online diploma program, provides public works professionals with the specialized knowledge to make tangible differences in their organizations and in the quality of life of their communities. This diploma program is conveniently delivered in an online format, meaning you can earn your diploma and complete all coursework from your own home with minimal disruption to your personal or professional life. As writing and comprehension skills are fundamental to any supervisory or leadership position, the program begins by ensuring that students have a reasonable capability in this area. Employees and students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course.

Water & Waste Water Technician

<http://nativetc.com/website/education/diploma-programs/water-wastewater-technician/>

This program covers all topics of drinking water treatment: source water quality, conventional treatment processes and chemicals, membrane treatment, finished water quality, and drinking water regulations. Participants will study specific treatment processes in detail. This course also examines common operating problems and suggests solutions to ensure water quality. During the first semester participants will be introduced to the complex functions of water treatment plants. This program explains all the major unit processes from pre-treatment and filtration through disinfection and fluoridation. Employees and students have a total of fifty-two (52) weeks to complete their program requirements, starting from the date of their first course. The Water and

Waste Water Technician is responsible for of the water plant in order to ensure that residents have safe and clean water in accordance with federal, territorial and municipal legislation, policies and standards. Reporting to the Public Works Foreman, the Water and Waste Water

Technician maintains the water plant. This includes maintaining the water and sewer treatment plant and facilities. The delivery of safe and clean water is vital to the safety and health of the community. Failure to provide adequate services will jeopardize the health of the community.

Failure to meet federal, territorial and municipal legislation and water quality standards will significantly jeopardize the health and well-being of residents and may result in liability for the municipality. Failure to deal with residents and the public in a courteous and respectful manner will lead to complaints concerning municipal services

Online Video Libraries



Video Libraries are available online 24/7 and on-site to meet your individual, department and community's needs. We offer daily start dates. Libraries may be set-up and delivered in in your community for small groups to meet your training needs. Call today at 1.800.267.2577.

Online Academic Video Libraries

Business Education in Video Business Education in Video features executive interviews, corporate training video, case studies, how to features and documentary films that focus on all aspects of the global business environment. Emphasizing video as a tool to support an educator's many classroom needs and a student's many research and project needs, we offer easily-streamed clips, many of which range from two to 10 minutes. We focus on currency of content, high relevancy to business education and business as a global reality for all firms, small to large. Subjects covered include Globalization, Operations & Logistics, Management, Marketing, Finance, Strategy, Entrepreneurship, Macroeconomics, Microeconomics, International Business, Negotiations, Ethics, Cross-cultural communication, Technology, and much more. <http://search.alexanderstreet.com/busv>

Counseling and Therapy in Video Counseling and Therapy in Video provides faculty and students with a first-hand look at the realities of working with clients and the challenges associated with putting theoretical concepts into practice. These collections provide a thorough grounding in dozens of therapeutic methods and diagnoses, insight into the human condition, and training in skills such as reflection and empathy while working with specific populations such as veterans and teens. <http://search.alexanderstreet.com/ctiv>

Education in Video Education in Video provides resources for both new and experienced teacher's tools to increase their knowledge and skills and for education faculty to link abstract theories of education to real-world students and classrooms. <http://search.alexanderstreet.com/ediv>

Environmental Studies in Video will contain 500 hours of film covering all realms of environmental studies, particularly ethics, policy, economics, law, sociology, planning, and environmental science. The collection addresses specific topics including alternative energy, pollution control, eco-design, sustainability, farming and agriculture, the food industry, LEED certification, waste issues, and climate change. <http://search.alexanderstreet.com/envv>

Nursing Education in Video for Assistants, Health Care Providers, Homecare Workers, PSW's Diabetes Workers, and Community Health Representatives. Nursing Assistant Education in Video gives students and faculty access to Medcom-Trainex's highly-focused training program on the fundamentals of nursing assistance. <http://search.alexanderstreet.com/naev>

Academic Video Online: Premium Academic Video Online: Premium is the most comprehensive video subscription available to libraries. It delivers more than 62,000 video titles spanning the wide range of subject areas including anthropology, business, counseling, film, health, history, music, and more. More than 17,000 titles are exclusive to Alexander Street, all with a predictable annual cost. The massive breadth of content in Academic Video Online: Premium makes it a useful resource for all types of patrons, giving libraries a high return on investment. http://alexanderstreet.com/products/academic-video-online-premium?utm_source=corpsite&utm_campaign=AVON&utm_medium=homePageDecember2016

Anthropology Video Online - Alexander Street builds and curates comprehensive, multimedia resources for the study of anthropology, including the largest collection of ethnographic videos and previously unpublished archival field materials. Content is presented on a multimedia platform that reflects the integrated methods of field research, through linking and cross-search ability of text, audiovisual and archival primary sources.

Humanities in Video - Discover rare and previously unpublished American History content. Deep dive into the Plymouth Rock landing, westward expansion, the Civil War, women's suffrage, the Great Depression, World War II, the Civil Rights Movement, the Space Race, the Gay Rights Movement, the Iraq War, and more. You'll uncover the inspiring voices of Native Americans, African Americans, women, and other traditionally underrepresented groups in American History.

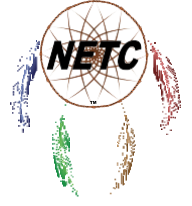


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www.nativetc.com



Registration Form

Name:

Address:

Telephone ()

Email:

Date of Birth

Mail () Female ()

First Nation / Aboriginal Organization:

Diploma Program or Certificate Courses Name:

Semester 1, 2, 3, 4

Telephone ()

Email:

Date of Birth:

Male []

Female [] First Nation Organization:

Program Name:

Email:

Diploma [] Semester 1, 2, 3

Certificate: 1 Semester ()

Tuition Fee Per Academic Year: \$3,825.00~Application Fee~\$100.00~Textbook Fee~\$975.00

Postal Fee: \$49.00 = Total: \$4,949.00

Program Duration:

Start Date:

End Date:

Employment and Academic Background:

Current Job Title / Position:

Please include a copy of your resume.

Post-Secondary Education:

College or University Attended:

Diploma [] or Degree [] Trade []

Technology Training:

High School: Location:

Last Grade Completed:

Students Signature: _____ Date: _____

Accepted By: _____ Date: _____

Continuing Education Certificate Courses



General Course Information

Credential Earned: Certificate

Delivery: Online

Course Length: 16 weeks

Course Availability: Open with Daily Start Dates

Price: \$485.00 Per Course

NETC's certificate course has been developed in partnership with local agencies, business, professional associations and industry and offer current, relevant training employers look for. All of our certificates can be taken online or can be delivered on-site in your community. NETC's e-learning training material can be used independently, or in combination with NETC's instructor-led courseware as part of a blended e-learning environment.

Access 2010-2013-2016 – 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 Soft Skills 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 Soft Skills 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 Soft Skills 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.

B

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 Soft Skills 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 Soft Skills 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 Soft Skills 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 Soft Skills 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.

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 Management

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 Soft Skills 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!

C

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 benefit 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 publicly, 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.

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.

Creating Successful Staff Retreats Certificate Course

This course fills a vital role in the training field, it encourages an open mind and broader acceptance of a sometimes reviled or overlooked activity – the staff retreat. You will learn here how to lay the foundations of a successful retreat, how to develop components for that retreat and put it into place. Then you will learn how to run the retreat itself, and as the final steps how to evaluate and follow up on your retreat.

Creating Winning Proposals Certificate Course

Funding greases the wheels of many organizations and allows them to follow their mandates and mission statements, whatever they may be. Proposals are the basic tools to access these funds, but these documents don't write themselves. There are steps and requirements that must be followed to increase your chances of success. This course gives you an overview of the funding proposal process and the skills to create a proposal that stands a very good chance of being accepted.

Creating a Positive Work Environment Certificate Course

This course takes an in-depth look at an important topic that is sometimes overlooked – creating a positive environment in the workplace. It is the responsibility of everyone at work to make it the best atmosphere they can, from the executive in the corner office to the newest employee in the mailroom. You will be introduced to this topic here and will be guided through the steps and skills to make your place of work a positive, encouraging place to be.

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.

D

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!

Developing Lunch & Learn

This course looks at a sometimes-misunderstood feature of the workplace landscape – the Lunch and Learn. This course takes you on a journey that begins with what exactly the definition and aim of a Lunch and Learn program is and then onto the next logical question of why have one. So, then once you've answered that question to your satisfaction, you will consider how to start and promote one. You will learn how to administer the program and develop one of your own by looking at critical elements and presentation skills. It all wraps up neatly with a look at evaluating your presentation. Good luck on your journey.

Developing a Safety Procedures Manual Certificate Course

This course shows you how to develop a safety procedures manual by using a variety of tools and techniques. You are going to learn a series of skills for use in developing a manual, including how to flowchart and gather information then take that information and craft an actual procedure. You will also encounter further skills using other methods to build procedures.

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.

E 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!

An Environment Audit Prime

This course will guide you and your organization on the path to being environmentally responsible. Following upon NETC's Environmental Sustainability course, this course expands upon that with the notion of an environmental audit. You are exposed to the different types of audits, how to create a checklist, deal with noncompliance's, and how to wrap up an audit with a closing meeting.

Excel 2010-2013-2016 – 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.

F

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.

G

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.

General Arts & Science

This program is a flexible program that provides students with access to a wide variety of postsecondary options. While exploring different areas of study such as community services, business, health sciences, and technology and working toward a college certificate or diploma, students earn credits that may be transferred to other college programs or university. The program focuses on developing enhanced skills in communication, critical thinking and computer literacy to build a solid foundation for future studies and career success.

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: 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.

Greening Your Organization Certificate Course

Each day in the news it's common to hear of stories regarding the environment and how we must do our part to preserve it, whether as individuals or organizations. This course offers plenty of know-how to organizations that are looking to manage their environmental impact in the world. It provides a solid footing for creating an Environmental Management System and following up with that.

H 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 NETC's Soft Skills 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

Job Readiness Skills

NETC has designed this Job Readiness Skills program to meet the industry's demands for skilled workers. This program is offered to Aboriginal men, youth and women who require assistance entering and/or re-entering the work force. Our Job Readiness Skills program encourages and supports participants to increase their skill level in the following areas: introductory construction craft skills, personal life management skills, employment skills, and communication skills. This course prepares students for entry-level jobs by providing them with practical knowledge and safe work habits that are designed to prepare a person for Canada's construction industry.

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.

L

Leadership Skills for Supervisors Communication, 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 supervisory 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.

M 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 Soft Skills 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 soft skills 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, Windows 7, 8, 10

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.

N

Native Studies Introduction to...

This introductory course surveys the traditions, cultures, histories and contemporary issues facing Canada's First Nations. The course covers such themes as European intrusion, colonial administration and policies, residential schooling, the Indian Act, key historical treaties, and self-determination. Additionally, the course covers Native arts and literature, and the contemporary quest for social justice and equality in modern Canadian society.

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 NETC'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!

O

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 2010-2013-2016 – 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.

P

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.

Planning for Workplace Safety Certificate Course

This course will show you how a safety plan provides a system of policies, procedures and practices to help prevent accidents/incidents, gives workers the knowledge to help them create a safe working environment and outlines a consistent methodology for the company's approach to Health and Safety. It is one of the more important safety documents that a company can produce.

PowerPoint 2010-2013-2016 – 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 every day 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 affects 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.

Q 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

R

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.

S

Safety in the Workplace

Work-place 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.

Security Guard Training

NETC is pleased to offer online security guard training based on Ontario guidelines and provides a comprehensive program that prepares employees to create safe and secure environments while effectively serving employers, clients and the public. This course meets the requirements set by the Ministry of Community Safety and Correctional Services for basic security guard training. Focus on the security industry, use of force theory, communication, emergency first aid and the laws and legislation that impact security guards and security operations.

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.

Six Sigma - Entering the Dojo Certificate Course

Six Sigma is a set of qualitative and quantitative quality tools that can help a business improve its processes. The efficiency built into the business processes brings about improved profits, confidence and quality. Ultimately this effort is there to ensure customer satisfaction. The term Six Sigma comes from statistics to indicate that the process outputs fall within three standard deviations from the center (expected value) giving a range of six standard deviations (or 6 sigma- 6σ). As a result in terms of individual outputs it means you would have 3.4 defects per million items. This course is designed to introduce students to basic concepts of Six Sigma particularly in continuous process improvement. Various quality tools used in process improvements will be explored as well as the importance of customer relationships. Courses in Lean, quality and teams will provide knowledge on the other aspects of how Six Sigma works. It is a predecessor to studies in Six Sigma Yellow, Green and Black Belt.

Social Selling for Small Business Certificate Course

If you want to position your business as an industry leader, or just build up leads for potential sales, you must have a strong presence on social media – it can't be overlooked. Social media is where a large percentage of customers spend a great deal of their online time, whether it's looking for information or deals. If you are there, and positioned correctly on multiple platforms it will speak well for your business. This course will show you how to use social selling via social media to the best benefit.

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 Soft Skills 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!

Surface Miner

The online Surface Miner Training Program is designed in compliance with MSHA Part 46 regulations. Our courses will help miners learn safety and protective measures when working in mines. The MSHA requires all miners and other contractors who work at surface mines to abide by the rules of Mine Safety and Health Administration (MSHA) Part 46 and take a mine safety training course.

T

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 combination 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!

U

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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.

V

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.

W

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 – 2016 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 Course

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 include 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.

Workplace Safety

We offer several training courses that meet regulations across Canada. Certificates are available immediately upon completion.

- [WHMIS 2015 Training Online](#)
- [OHSA Training Online](#)
- [Fall Protection Online Course](#)
- [Transportation of Dangerous Goods Online Course](#)

- [Confined Spaces Awareness Online Course](#)
- [Office Ergonomics Online Course](#)
- [Workplace Violence Harassment Online Course](#)
- [Standard First Aid – CPR](#)

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 and 10 – 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 8/10-word processing applications: WordPad, Notepad, and Windows Journal.

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

X... Courses Coming Soon

Y...Courses Coming Soon

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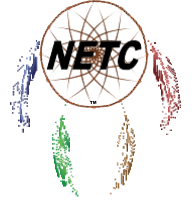


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Semester 1, 2, 3, 4

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Diploma [] or Degree [] Trade []

Technology Training:

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Last Grade Completed:

Students Signature: _____ Date: _____

Accepted By: _____

Date: _____

Workshop Titles Online and for Community Based for Small Groups



Online Workshop Titles - Length: 90 Minutes Each Online – Fee \$99.00 Each

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- **10 Soft Skills You Need** - The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop. With our 10 Soft Skills, You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.
- **Administrative Office Procedures** - Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly. With our Administrative Office Procedures workshop, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.
- **Anger Management** - Welcome to the Anger Management workshop. Benjamin Franklin once said, "In this world, nothing can be said to be certain, except death and taxes." We would like to add a third item to his list: anger. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. This workshop will help teach participants how to identify their anger triggers and what to do when they're angry.
- **Appreciative Inquiry** - Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning people will be directed to move in a positive direction. Recognizing the strengths and values of what works as opposed to what's wrong will transform the individuals and

thus transform the organization. Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events? Think about it.

- **Assertiveness & Self-Confidence** - Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning people will be directed to move in a positive direction. Recognizing the strengths and values of what works as opposed to what's wrong will transform the individuals and thus transform the organization. Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events? Think about it.
- **Attention Management** - A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and overall be more productive. Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.
- **Basic Bookkeeping** - Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers. Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!
- **Being A Likeable Boss** – Avoiding micromanagement, delegating tasks properly, and celebrating successes are all ways to increase your high regard and trust for your team, but trust is a two-way street. An effective leader is one whom the followers will trust implicitly. Trust, like respect, does not come automatically. Some people may be naturally inclined to trust people, but the degree of trust you need to lead effectively must be earned. You can't always get into the head of another person. Even if this were possible, understanding what motivates another person can be so complex that even that person is unaware of her or his motivations. However, to a certain degree, the essence of leadership is getting others to do what you need

them to do, as if it were their original motives themselves. While you may not be able to specifically identify another person's motives, there is a good rule of thumb that was developed by Kenneth Burke called dramatism.

- **Body Language Basics** - Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications. Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important than what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.
- **Budgets & Financial Reports** - Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion. The Budgets And Financial Reports workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.
- **Business Acumen** - Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants will increase their financial literacy and improve their business sense. Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.
- **Business Ethics Skills** - A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives. A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

- **Business Etiquette** - This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where: You met someone important and had no idea what to say or do? You spilled soup all over yourself at an important business event? You showed up at an important meeting under or overdressed? Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation

- **Business Succession Planning** – The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. It is essential to the long-term survival of a company. Every company should have a form of succession planning in its portfolio as it is not the expected absences that can cripple a company, but the unexpected ones. Whether it is preparing someone to take over a position of leadership in a corporation, or the sole proprietor of a small business. Business Succession Planning will teach you the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition is just as important as picking the right person for the job.

- **Business Writing** - Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace. The Business Writing workshop will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

- **Call Center Training** - Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers. Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

- **Change Management** – Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop. The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

- **Civility In The Workplace** - While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line. To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility In The Workplace are countless and will pay off immensely in every aspect of your job.

- Coaching & Mentoring

- Collaborative Business Writing

- Communication Strategies

- Conducting Annual Employee Reviews

- Conflict Resolution

- Contract Management

- Creating a Great Webinar

- Creative Problem Solving

- Critical Thinking

- Customer Service

- Delivering Constructive Criticism
- Developing a Lunch and Learn
- Developing Corporate Behavior
- Developing Creativity
- Developing New Managers
- Digital Citizenship
- Emotional Intelligence
- Employee Motivation
- Employee Onboarding
- Employee Recognition
- Employee Recruitment
- Employee Termination Processes
- Entrepreneurship
- Event Planning
- Executive and Personal Assistants
- Facilitation Skills
- Generation Gaps
- Goal Setting and Getting Things Done
- Handling a Difficult Customer
- Health and Wellness at Work

- High Performance Teams Inside the Company
- High Performance Teams Remote Workforce
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- Human Resource Management
- Improving Mindfulness
- Improving Self-Awareness
- Increasing Your Happiness
- Internet Marketing Fundamentals
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- Job Search Skills
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- Lean Process And Six Sigma
- Life Coaching Essentials
- Manager Management
- Managing Personal Finances
- Managing Workplace Anxiety
- Marketing Basics
- Measuring Results From Training
- Media And Public Relations

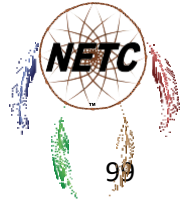
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- Middle Manager
- Millennial Onboarding
- M-Learning Essentials
- Motivating Your Sales Team
- Multi-Level Marketing
- Negotiation Skills
- Networking Outside the Company
- Networking Within the Company
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- Organizational Skills
- Overcoming Sales Objections
- Performance Management
- Personal Branding
- Personal Productivity
- Presentation Skills
- Project Management
- Proposal Writing
- Prospecting and Lead Generation
- Public Speaking

- Risk Assessment and Management
- Safety In The Workplace
- Sales Fundamentals
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- Supervising Others
- Supply Chain Management
- Talent Management
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- Telephone Etiquette
- Telework And Telecommuting
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- Trade Show Staff Training
- Train-The-Trainer
- Virtual Team Building And Management
- Women in Leadership

- Work-Life Balance
- Workplace Diversity
- Workplace Harassment
- Workplace Violence



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Program Name:

Email:

Diploma [] Semester 1, 2, 3,4

Certificate: 1 Semester ()

Tuition Fee Per Academic Year: \$3,825.00~Application Fee~\$100.00~Textbook Fee~\$975.00
Postal Fee: \$49.00 = Total: \$4,949.00

Program Duration:

Start Date:

End Date:

Employment and Academic Background:

Current Job Title / Position:

Please include a copy of your resume.

Post-Secondary Education:

College or University Attended:

Diploma [] or Degree [] Trade []

Technology Training:

High School: Location:

Last Grade Completed:

Students Signature: _____ Date: _____

Accepted By: _____ Date: _____