



# ***Native Education & Training College Of***

***Business, Healthcare, Human  
Service & Technology***



***Professional Development Certificate Courses for  
Capacity Building Online, Community Based, and  
at the NETC Campus Monthly***

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## NETC

*The Native Education & Training College of Business, Healthcare, Human Service & Technology is a non-profit post-secondary Ontario private career college, registered and approved by MTCU/PCC Branch. This venue will provide individuals, Indigenous Communities and Organizations with Professional Development Capacity Building certificate courses online, community based for small groups and at the North Bay Campus monthly.*

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# *Professional Development Workshop Courses for Capacity Building*

## ***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 flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you're going to succeed in business, particularly as a manager. This course will help you get started in the accounting world.*

## ***Acrobat XI Pro: Basic – Intermediate–Advanced***

## ***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***

*In this course, you will focus on two areas of advanced project management. The first area is advanced project management techniques, such as communication plans and status meetings. The second area is general management skills, such as building a winning team and rewarding team members.*

## ***Advanced Skills for the Practical Trainer Audio Course***

*Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting! This course will teach you advanced skills that can help you take your training programs to the next level. We recommend that you complete *The Practical Trainer* before beginning this course.*

## ***Advanced Writing Skills – Audio Course***

*This course is designed for good writers who are ready to learn the nuances of letters, business cases, proposals, and reports. Therefore, we recommend that you complete *Business Writing That Works* before beginning this course.*

## ***Anger Management: Understanding Anger – Audio Course***

*This course will help you identify how anger is affecting you. You will also learn about the anger process, trigger thoughts, behavior types, and coping strategies.*

## ***Appreciative Inquiry***

*In this course you will learn about the appreciative inquiry process. To begin, you'll explore its fundamental principles and the 4-D model. You'll also get a hands-on look at the appreciative inquiry interview guide and start considering how this powerful tool could make a difference in your organization*

## **Balanced Scorecard Basics – Audio Course**

*You will begin this course by learning what the balanced scorecard is and what types of organizations it is most useful for. Then, you will review some sample scorecards, strategy maps, and tactical action plans. You will also learn how to develop your organization's mission, vision, and values (which form the basis for the balanced scorecard); a project vision statement; plans to implement the scorecard; and balanced scorecard teams.*

## **Basic Business Management-Boot Camp for Business Owners**

*This course will give you all the skills that you need as a new business owner. You'll learn how to develop your organizational chart, manage operations, speak knowledgeably about finance, hire the right people, build your brand, market your product online and offline, complete a strategic plan and a succession plan, and build your customer base. You'll also learn the basics of leadership and tips for taking your business to the next level.*

## **Basic Internet Marketing – Audio Course**

*In this course, you will learn how to market online, where your target market is, and identify what results you should get. You will also learn about search engine optimization, e-mail campaigns, pay per click advertising, and more.*

## **Beyond Workplace Politics: Using Social and Emotional Competencies**

*Upon completing this course, you will have developed the skills that will allow you to cope with workplace politics which crop up in every workplace where there is more than one person. You will learn exactly what workplace politics are and then delve into learning lessons from social and emotional intelligence. The course takes you along through a look at self-awareness, self-management and into social awareness. Your learning journey continues with consideration of good relationship skills, responsible decision*

*making and wraps up with a chance for you to create your own workplace philosophy.*

## **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.*

## **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**

*To start this course, you will review the fundamentals of finance (including basic terms, generally accepted accounting principles, and financial roles in an organization). Then, you will learn about different types of budgets and a six-step budgeting process. You will also learn how to monitor budgets, perform basic ratio analysis, and compare investment opportunities.*



## ***Building a Brand on Social Media***

*In this course you will look at various social media platforms and how they can be melded into your business to promote your brand. Along the way you will learn how to decide who your audience is, how to handle negative feedback as well as how to develop a complete social media plan.*

## ***Building a Consulting Business***

*This course will guide you along your journey to starting your own consulting business. It will take a look at important components such as business plans and marketing plans while touching on networking and important documents you need to consider.*

## ***Building an Online Business***

*This course will lead you from your idea to your online business. It will take a look at important components such as business plans and marketing while touching upon payments, online marketplaces, and much more. With those topics covered you will have the skills to become an online entrepreneur.*

## ***Building Better Teams – Audio Course***

*In this course, you will learn how to evaluate your team player type, explore ways to build an effective team, and identify things that you can do to become a good team player.*

## ***Building Relationships for Success in Sales***

*This course will teach you how to leverage customer-focused selling, identify what influences relationships, expand your communication skills, manage your body language, develop a professional handshake, and grow your network.*

## ***Building Your Self Esteem and Assertiveness Skills – Audio Course***

*Ayn Rand once said, “The man who does not value himself, cannot value anything or anyone.” This course will give you some techniques that*

*can dramatically change how you feel about yourself and how you approach the world.*

## ***Bullying in the Workplace – Audio Course***

*In this course, you will learn what bullying is and what it can cost an organization. You will also learn how to protect yourself from bullying, what to do if you are bullied, and what to do if you witness bullying.*

## ***Business Contact Manager 2010 – Basis – Intermediate – Advanced***

*This course will get into managing BCM data. Students will learn how to create and manage accounts, business contacts, opportunities, opportunities, business projects, and project tasks. Communication history and linking is also covered.*

## ***Business Ethics for the Office – Audio Course***

*In this course you will learn what the terms ethics, morals, and values mean. Then, you will learn about several different ethical frameworks, including Kohlberg’s six stages, philosophical approaches, personal values, and codes of ethics. You will also learn how to avoid ethical dilemmas, make ethical decisions, handle common ethical dilemmas, and recover from mistakes.*

## ***Business Etiquette: Gaining That Extra Edge – Audio Course***

*In this course, you’ll learn all about business etiquette. First, you will learn tips for meeting new people, which includes a good handshake, knowing how to handle business cards, making small talk, remembering names, and crafting a good first impression. Then, you’ll learn how to dress for success, dine with confidence, and present yourself well on the phone and via e-mail.*

## ***Business Leadership: Becoming Management Material***

*At its core, leadership means setting goals, lighting a path, and persuading others to follow. This course will show you how leaders can get their message out in a way that inspires, make*

*the most of their limited time, and build roads to precious resources.*

## ***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***

*This course will teach you how to develop and maintain a succession plan with the SUCCESS model, which includes developing a system, identifying resources, creating risk assessments, developing action plans, implementing those plans, and evaluating the results.*

## ***Business Writing That Works – Audio Course***

*This course will teach you the four Cs of writing: clear, concise, complete, and correct. You will also learn some of the fundamentals of good writing, including word agreement, active and passive voice, sentence construction, punctuation, and spelling. Finally, you will have a chance to apply these skills to real-life situations, such as writing e-mails, memos, and letters.*

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

*In this course, you will learn how to present yourself appropriately on the telephone. You will also learn tips for saying no, giving bad news, selling on the phone, overcoming objections, dealing with difficult customers, taking messages,*

*and managing voice mail. We will also share a basic telephone script that you can customize.*

## ***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.*

## ***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*

## ***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*

## ***Code of Conduct: Setting the Tone for Your Workplace***

*Over the duration of this course, you will learn the whys and what's of a workplace code of conduct. You learn why they are needed, who they apply to, how to develop and implement one, and how to train employees on it.*

## ***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.*

## ***Conducting Accurate Internet Research***

*This course is going to provide you with the skills you will need to get the most of an Internet search. You will learn where to look for information, how to find it, and the types of information that you can, and cannot, find online. It looks at the surface web and then takes you further in your searching skills to the deep web.*

## ***Conducting Effective Performance Reviews***

*This in-depth course will cover the entire performance management process, various types of performance reviews, goal setting, feedback strategies, coaching tips, techniques for handling performance problems, and ways to maintain performance.*

## ***Conference and Event Management Audio Course***

*In this course, you will learn all the essentials of event planning, including setting objectives,*

*budgeting, using committees, advertising, choosing a venue, selecting a menu, developing takeaway items, gathering feedback for the plan, hosting the event, and evaluating how it all went.*

## ***Conflict Resolution: Dealing with Difficult People – Audio Course***

*In this course, you will learn the benefits of conflict, techniques for getting to the heart of the matter, anger and stress management tips, and ways to improve your own attitude. You'll also learn a practical three-step model that will help you resolve conflict in a positive manner.*

## ***Conflict Resolution: Getting Along in the Workplace***

*In this course, you will learn what conflict is all about. You will also learn about different types of conflict, stages of conflict, helping others through conflict, and creating win/win solutions. As a bonus, you will also learn supporting skills, such as communication, active listening, and body language.*

## ***Continuous Improvement with Lean***

*In this course, you will learn about developing continuous improvement strategies in the workplace using Lean methodology. The course focuses on the Identify Plan Execute Review cycle and wraps up with an in-depth case study to help you practice what you have learned.*

## ***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 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***

*In this course, you will identify ways to develop your creative side and build a creative environment. You'll also learn a basic problem-solving process, individual creative thinking tools (such as the RAP model, shoe swap technique, mind mapping, metaphors, and toys), and team-based creative thinking tools (such as brainstorming, brainwriting, role storming, the stepladder technique, and slip writing).*

## ***Creating a Positive Work Environment***

*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.*

## ***Creating Successful Staff Retreats***

*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 Winning Webinars: Getting Your Message Out***

*This course is going to teach you to understand what webinars are and why they are important. You will also learn best practices for implementation and development of webinars. You are going to learn the appropriate structure and platform for your webinar and also how to outline a webinar.*

## ***Critical Thinking***

*In this course, you'll learn what critical thinking is all about, what characteristics a critical thinker has, and what skills you may want to work on. Then, you'll work your way through a seven-step critical thinking model. Supporting skills, such as asking good questions, applying common sense, and thinking creatively, are also covered.*

## ***Crisis Management – Audio Course***

*To begin this course, you will learn how to put the right people in place with a crisis management team and appropriate training. Then, you will learn how to identify and assess crisis risks, develop a response process, and gather appropriate resources. You will also learn how to respond to, document, and investigate crises, establish an emergency operations center, create a continuity plan, and recover from a crisis.*

## ***CRM: An Introduction to Customer Relationship Management***

*This course will teach you how to make a decision about the need for CRM, the benefits of CRM, and how to coordinate the base requirements for a CRM undertaking.*

## ***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***

*In this course you will learn about the six critical elements of customer service. You will also learn about Paul Hersey and Ken Blanchard's Situational Leadership II model, servant leadership, and the five practices in James Kouzes and Barry Posner's The Leadership Challenge.*

## ***Customer Service Training: Critical Elements of Customer Service***

*This course is all about the critical elements of customer service: a customer service focus that is defined within, and given life by, your organization. In order to be successful, this focus must be reinforced every day, measured, and improved upon.*

## ***Conversational Leadership***

*In this course, you will learn about the fundamental elements of meaningful conversations, the four-I model of organizational conversation, the conversational leadership framework, and the World Caf model. All of these tools will help you become a conversational leader and build stronger teams in your workplace.*

## ***Delegation -The Art of Delegating Effectively – Audio Course***

*This course will teach you how delegation can make you more successful, ways that you can delegate, techniques for giving instructions, how to monitor delegation results, and how to give good feedback. You will also learn an eight-step delegation process that you can customize for any situation.*

## ***Developing a High Reliability Organization***

*You will learn what constitutes a High Reliability Organization (HRO), the principles behind high reliability and take a look at a real-life disaster that could have benefitted from those principles.*

## ***Developing Your Training Program – Audio Course***

*You will start this course by considering what training is, when it is necessary, and what other options are out there. Then, you will learn the ICE method for identifying needs, a seven-step model for instructional design, and tips for building an engaging program. Next, you will walk through the steps of program design, including setting learning objectives, identifying evaluation strategies, choosing learning methodologies, finding content, creating energizers, using assessment tools, developing supporting materials, and testing the program. You will also receive tips on creating a proposal for a training program and building rapport with company sponsors.*

## ***Developing a Training Needs Analysis***

*This course covers all the essential elements of a training needs analysis. The first step is using the ICE method to isolate problems, consult with stakeholders, and evaluate your options. Then, you can bring all of the information together into a training needs analysis that will convince readers to take action.*

## ***Developing Your Executive Presence***

*This course is going to provide you with the boost you might need to get the most out of your interpersonal skills as you develop yourself into an executive with presence that will be the marvel of your coworkers and others you meet. It will help you consider the first impressions you make on others, your interpersonal skills, your speaking and listening skills, plus sharpens your leadership skills.*

## ***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.*

## ***Digital Citizenship: Conducting Yourself in a Digital World***

*You will be presented with the concept that, just as in the real world we have certain rights, responsibilities, and standards of behavior as citizens, this is true in the digital world as well. This will be supported by looking at the similarities between the two worlds. Your understanding of what digital citizenship entails will be increased by examining its three principles, each of which is comprised of three elements. You will be counselled on how to practice good citizenship using each of the elements. The course finishes up with giving you exercises designed to reinforce the principles.*

## ***Disability Awareness Working with People – Audio Course***

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

## ***Diversity Training-Celebrating Diversity in the Workplace***

*In this course, you will learn what diversity means and what some of its related terms are. You'll also consider how your world has changed and how stereotypes impact people. Then, you'll learn how to use the four cornerstones of diversity and the STOP technique to encourage a diverse workplace. You will also learn how to manage for diversity and deal with discrimination issues.*

## ***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.*

## ***E-Commerce Management***

*This course will give you the skills to develop, design, test and successfully run your e-commerce business. It looks at important components such as business plans and marketing while touching upon payment methods, software solutions, security and fraud awareness, and much more. With those topics covered you will have the skills to take your e-commerce business to the next level.*

## ***Effective Planning and Scheduling***

*This course will teach you how to use a variety of planning and scheduling tools, including the work breakdown structure, network diagrams, program evaluation and review technique (PERT), and Gantt charts. You will also learn how to properly estimate time, schedule resources, identify task dependencies, manage risks, communicate your schedule, and keep the schedule updated.*

## ***Emotional Intelligence Audio Course***

*This course will introduce you to the history of emotional intelligence and what it's all about. You'll explore the most popular theories, including the EI blueprint, Martin Seligman's*

*ABCs of optimism, the VALUE and SOLER techniques, Ekman's seven basic emotions, and Plutchik's wheel. You'll also explore your personal values and vision statement to help guide you in your emotional intelligence development.*

## ***Employee Accountability – Audio Course***

*You will begin this course by exploring what accountability is all about, while examining recent events that have caused people to look at accountability more closely. Then, you'll learn ways to build accountability and ownership in your organization and make yourself more accountable. Supporting skills, like goal setting, feedback, and delegation, are also covered.*

## ***Employee Dispute Resolution – Audio Course***

*In this course you will learn about the peer review process, which includes a statement being filed, gathering evidence, creating the peer review panel, conducting the peer review hearing, and making a decision.*

## ***Employee Recognition: Appreciating Your Workforce***

*Here you are going to learn just what an employee recognition program is all about. You're going to consider who falls under the definition of an employee and then decide why you should provide recognition for them. You will also look at the types of recognition programs, how to lay the foundation for one, and then how to actually build, implement, and follow up on a program in your office.*

## ***Encouraging Sustainability and Social Responsibility in Business***

*This course will introduce you to the basics of sustainability and corporate social responsibility using ISO 26000 guidelines as a framework. These principles include organizational governance and ethics, operating practices, human rights and labor practices, environmental awareness and sustainability, consumer issues, and community involvement.*



## ***English as a Second Language: A Workplace Communications Primer***

*This is an opportunity to review and enhance your proficiency in listening, speaking, reading and writing. You will find that being aware of cultural and workplace influences will help keep them from creating barriers to communication. Practical information on selecting the right words, and combining them effectively to get your message across, will improve your verbal and written communication. Specific advice on email, videoconferencing, proposals, and selling your ideas will further improve your communication skills.*

## ***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.*

## ***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.*

## ***Environmental Sustainability: A Practical Approach to Greening Your Organization***

*Here you will learn how to draft an Environmental Management System that can be applied to your organization. Along the way you will understand the term greenwashing and how to avoid it. You will know the six key performance indicator areas as defined by the Eco-*

*Management and Audit Scheme and will be able to determine Environmental Impacts and Aspects within an organization then how to set objectives and targets for significant impacts.*

## ***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.*

## ***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.*

## ***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.*

## ***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.*

### **Generation Gap – Closing the Generation Gap in the Workplace – Audio Course**

*During this course you will consider whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. You will learn about the various types of generations and how human resource practices can bridge the gap.*

### **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**

*In this course you will learn how to manage change, identify your values and skills, consider your vocation, find jobs, network, and set goals. Then, you should be ready to start the search for your dream job.*

### **Getting Stuff Done: Personal Development Bootcamp**

*To start this course, you'll explore what personal efficiency is all about, as well as useful attitudes and skills that you might want to develop. Then, you'll outline your vision statement, dreams, and goals. Next, you'll learn about the 80/20 system, what characteristics your organizational system should have, how to design a functional workspace, and techniques for organizing your daily to-do items. You'll also learn how to set up and maintain information management systems (both physical and virtual), prioritize tasks,*

*create routines, and tackle procrastination. Finally, you'll learn how to get organized at home.*

### **Giving Effective Feedback**

*In this course, you will learn about the essential elements of feedback, important communication techniques, and a framework for informal and formal feedback. You'll also learn some tips for receiving feedback.*

### **Global Business Strategies**

*This course provides an overview of the various factors that a business must consider before going global. Students will also begin considering how they can expand their business to the global marketplace using a variety of planning techniques. We strongly recommend that participants complete our Entrepreneurship 101 and Basic Business Management programs before taking this course.*

### **Goal Setting – Audio Course**

*In this course, you will create your personal vision, identify your values, and make a bucket list. From there, you'll create goals with SPIRIT, set up support systems, learn how to deal with setbacks, and identify ways to get started on your journey right now.*

### **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.*

### **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***

*This course will take you through the hiring process from start to finish, including cost analysis, position profiles, finding candidates, screening resumes, testing candidates, interviewing (including different types of questions), evaluating responses, and reference checks. You will also learn about some of the problems commonly encountered in the hiring process and how to overcome them.*

### ***Human Resources Training HR for the Non-HR Manager***

*This course will introduce you to basic human resource functions, including hiring, orientation, training, performance management, diversity, privacy, and disciplinary issues.*

### ***Influence and Persuasion***

*In this course, you will learn how to speak persuasively, communicate with confidence, build rapport, develop a strong presentation, and leverage storytelling. You'll also receive an introduction to basic neuro linguistic programming techniques.*

### ***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.*

### ***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 need. 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 E-Mail Marketing***

*In this course, you will receive an in-depth introduction to e-mail marketing. Once you have completed this course, you will be ready to plan, create, and deliver e-mail marketing campaigns that build relationships with customers and get results.*

### ***Introduction to Neuro Linguistic Programming – Audio Course***

*This introductory course will teach the basics of neuro-linguistic programming (NLP). You'll learn about key terms, the NLP presuppositions, the NLP senses, eye cues, enriched language, clean questions, and hypnotic language.*

### ***Inventory Management – The Nuts & Bolts***

*In this course, you will learn about all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.*

### ***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.

### **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, macro-work, crowd voting, crowd contests, crowd wisdom, 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**

In this course, you will learn what knowledge is, what knowledge management is, how tacit and explicit knowledge are different, and the business benefits that knowledge management can bring. Then, you will learn about the knowledge management mix (which includes people, technology, and process) as well as a four-step process for building your knowledge management framework. You will also learn about four knowledge management models: Bukowitz and Williams KM Process Framework, Gamble and Blackwells knowledge management matrix, Bothas process model, and Nonaka and Takeuchi's spiral model. Implementation aspects, such as knowledge management teams, post-mortem plans, KMBOKs, Chief Knowledge Officers, and pilot programs, are covered as well.

### **Leadership Skills for Supervisors Communication, Coaching & Conflict**

In this course, you will learn about coaching models, conflict resolution techniques, and ways to communicate with your employees. You will also complete Velsofts signature leadership assessment to help you identify how to connect with others. As a bonus, you will receive an introduction to some important leadership theories, including the Situational Leadership II model and servant leadership.

### **Lean Process Improvement**

This course will teach you the foundations of Lean through the Toyota precepts and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). Then, you will learn about tools to perform continuous improvement in your organization, including 5S, 5W-2H, PDSA, DMAIC, Kaizen, Genchi Genbutsu, and Lean data mapping methods.

### **Logistics and Supply Chain Management**

In this course you will learn about supply chains and logistics, various integration models, supply chain flows, who is who in a supply chain, as well as drivers and ways to optimize them. You will also gain an insight on other crucial points such as aligning your business and supply chain strategies, how to get the most out of your data, how to troubleshoot any problems that crop up and ways to develop your supply chain.

### **Making Training Stick**

In this course, you'll learn ways to help make your training workshops stickier so that the learners will retain the material better. You will familiarize yourself with strategies that can help learning to stick with the audience in an effective and meaningful way. You will learn how to keep learners focused and motivated to absorb material. Also, you will learn ways to develop an effective training style, using appropriate training aids and techniques.

## ***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***

*This course will give you an eight-step process for a difficult conversation, as well as some things to consider when deciding to have the conversation (such as your desired outcome, the time and place, and how to stay safe). You'll also learn how to speak persuasively, ask good questions, and listen actively.*

## ***Managing Pressure and Maintaining Balance (Audio)***

*This course will teach you about the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. You will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.*

## ***Managing the Virtual Workplace***

*This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.*

## ***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.*

## ***Marijuana and the Workplace: Issues, Impacts and Responsibilities***

*In this course, you are going to learn about marijuana, its effects on the individual, and the potential impact in the workplace. You will consider medical marijuana, the rights and obligations of employees and employers, and the intervention process as you deal proactively by having a comprehensive drug and alcohol policy.*

## ***Marketing for Small Businesses***

*This course will teach you how marketing is different for small businesses, elements of a successful marketing message, what the marketing cycle looks like, how to build a marketing plan with the five Ps, how to market with social media, and how to create a marketing budget. You will also explore over 100 strategies and consider which ones are right for your small business.*

## ***Marketing and Sales***

*In this course, you will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.*

## ***Marketing with Social Media – Audio Course***

*In this course, you will learn how to develop a social media marketing plan as a part of an overall marketing strategy, determine who should be on your team, and choose how you will measure what is taking place. In addition, you will learn about blogging, explore some of the major social media sites (such as LinkedIn, Twitter, and Facebook), and look at how specialty*

sites and social media management tools can take your social media marketing to the next level.

### **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.*

### **Measuring Training Results**

*In this course, you will learn how to measure training results using Donald Kirkpatrick's four-level evaluation model. You will also learn about essential tools and techniques, including cost-benefit analysis and return on investment.*

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

*In this course you will learn how to prepare for meetings, develop agendas, lead a meeting, differentiate between process and content, use facilitation skills in a meeting, and manage difficult participants.*

### **Microsoft Office, Excel, Outlook, Word, Windows 7, 8, 10**

### **Motivation Training – Motivating Your Workforce**

*To start this course, you will learn about some basic motivation theories. You will also learn about setting goals, identifying values, and ways to create a motivational climate.*

### **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**

*In this course you will learn about the different types of negotiation, characteristics of a successful negotiator, and building win-win solutions. You will also learn about the four phases of negotiation: preparation, exchanging information, bargaining, and closing.*

### **Neuro Linguistic Programming: NLP: Introduction to Neuro Linguistic Programming**

*This introductory course will teach the basics of neuro-linguistic programming (NLP). You'll learn about key terms, the NLP presuppositions, the NLP senses, eye cues, enriched language, clean questions, and hypnotic language.*

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

*This course will teach you about anchoring, establishing congruence, developing rapport, creating outcomes, interpreting and presenting information efficiently, and self-hypnosis. for students and trainers both!*

### **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.*

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

*This course will explore the benefits of a well-executed on-boarding program, show you how to design an on-boarding framework, give you ways to customize the program for different audiences (including managers and executives) and demonstrate how to measure results from the program.*

### ***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. 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***

*In this course you will learn why a new hire orientation is so important. You will also learn about the four components of employee commitment, and the commitment curve. Finally, you will learn how to develop a successful orientation and training programs.*

### ***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.*

### ***Overcoming Objections to Nail the Sale***

*In this course, you will learn how to overcome objections, identify buying signals, and close the sale. You will also learn supporting skills, like building credibility, being observant, and communicating well.*

### ***Performance Management Managing Employee Performance***

*In this course, you will learn about the Shared Management Model, which helps the manager transfer motivation and responsibility for results to the employee. This course will cover all three phases of the model: preparing the employee for the job, motivating them to do it, and evaluating their performance.*

### ***Personal Brand: Maximizing Personal Impact***

*In this course, you'll learn what a brand is and how you can leverage it to make a personal impact. You'll define, design, and plan the interior elements of your brand (such as your confidence level and approach to others) as well as the exterior elements (such as how you dress and act). You'll also learn supporting skills, such as setting goals, communicating effectively, building your credibility, managing difficult conversations, influencing others, and speaking in public.*

### ***Planning for Workplace Safety***

*This course gives you the tools to create a workplace safety plan that covers all the bases you need to begin to build a safe work environment. You will learn many topics including the basics of a safety policy along with the introduction of a safety plan and how to develop a communications plan. You will learn how to decide upon training solutions for common accidents/incidents and learn of the importance and structure of incident response plans. Also, the course covers 6S inspections, checklists, plus the value of an appendix for the safety plan.*

### ***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.*

## ***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.*

## ***Process Improvement with Gap Analysis***

*You will learn how to embrace Process Improvement with Gap Analysis during this course which provides you with the knowledge of what gap analysis is, examples, templates, and the guidance to implement an analysis in your situation.*

## ***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.*

## ***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: All You Need to Know***

*Upon completion of this course you will have developed valuable new skills that will allow you to competently manage a project. You will come away from this course knowing about project management basics and how to be a project planner. You will learn about the project life cycle and project planning documents. You’ll learn about communications and how to deal changes and project tracking and also how to conduct status meetings. The course wraps up with a look at closing your project.*

## ***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.*

## ***Project Planning: All You Need to Know***

*Once you complete this course you will have learned several valuable new skills that will allow you to properly plan for a project. You will come away from this course knowing about project management basics and how to be a project planner. You will learn about the Work Breakdown Structure, how to prepare a basic schedule and all about Resource Breakdown Structures. You will conclude this course by learning about project planning worksheets.*

## ***Prospecting Leads like a Pro – Audio Course***

*This course will teach you how to identify your target market, use a prospect dashboard, and set goals. You will also learn how to find prospects*

*through networking, trade shows, lost accounts, and cold calls.*

### **Public Relations Boot Camp**

*In this course, you will learn how to determine the type of information required in a particular situation, ways to approach PR strategically, how to create compelling releases, and techniques for managing media relations.*

### **Public Speaking: Speaking Under Pressure**

*This course will take you through preparing an effective presentation. Topics include planning your speech, identifying your audience, connecting with the listener, developing key themes and sentences, structuring your ideas, and managing nervousness and body language. You'll focus on short responses and learn ways to expand a basic presentation.*

### **Public Speaking: Presentation Survival School – Audio Course**

*This course will teach you how to manage your thoughts, body language, nervousness, and speech patterns to present yourself professionally. You'll learn how to present at meetings, use the five-S pattern to prepare a good presentation, and punch up your presentation with visual aids. As a bonus, you'll complete our signature personality assessment to help you identify your strengths and weaknesses as a speaker.*

### **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. 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.*

### **Purchasing and Procurement Basics**

*In this course, you will learn the basics of purchasing and procurement. You'll receive an introduction to the supply chain, the purchasing cycle, and basic purchasing tools. You'll also learn about the competitive bidding process, how to manage supplier performance, risk management techniques, and ways to build relationships.*

### **Research Skills – Audio Course**

*In this course you will learn basic research skills, such as reading, memory recall, and note-taking. You will also learn how to create different kinds of outlines for different stages of your project, and how to move from the outline to writing, editing, and polishing. As well, you'll learn how to find information using the library's Dewey Decimal System, journals, and the Internet.*

### **Risk Management – Audio Course**

*In this course, you will learn about the seven R's and four T's that traditionally represent the key activities of risk management. This will give you a framework that you can customize for a single project, a department, or an entire company.*

### **Safety in the Workplace**

*This course will teach you how to create a safety culture in your organization by developing a safety committee, identifying and resolving hazards, taking proactive safety measures, developing a safety plan, and reviewing your safety program. You will also learn how to respond to, document, and investigate safety incidents.*

### **Self-Leadership**

*In this course, you will explore the four pillars of self-leadership: knowing who you are, knowing what you do, knowing what you need to learn, and using what you know.*

### **Selling Smarter**

*In this course, you will learn why consultative and customer-focused selling are so important. You'll also learn about the sales cycle, setting*



*goals, ways to increase your average sale, and where to find new clients.*

### **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.*

### **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!*

### **Six Sigma - Entering the Dojo Certificate Course**

*Once you complete Six Sigma: Entering the Dojo your skills in this practical area of business improvement will be prepped and practiced enough to apply them in the real world. You are going to learn about the basics of Six Sigma and about various improvement tools. You will follow that up with a look at management tools for generating ideas. A look at continuous improvement is next on the agenda and the course concludes with a consideration of customer relationships.*

### **Skills for the Administrative Assistant – Audio Course**

*In this course you'll learn about the elements of a professional attitude, including dressing appropriately, developing a positive outlook, being assertive, and communicating well. You'll also learn some fundamental skills for administrative assistants, such as writing letters, managing your time, saying no, working with others, and dealing with stress. All of these tools will help you achieve your goals and help the people that you support achieve their goals, too.*

### **Skype for Business: Basic – Intermediate – Advanced**

### **Slack for Business**

### **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**

*This course will teach you some different ways to look at stress, ways to take care of yourself to reduce the stress that you feel, and coping techniques. You will also learn some time management and organizational tips to help you work smarter.*

### **Strategic Planning**

*A good strategic plan describes what the owners want the business to do and how to get there. This course will help you identify all the pieces of a strategic plan and how to put them together to create something meaningful.*

### **Survival Skills for the New Trainer – Audio Course**

*In this course, you will learn the basic skills that every trainer must have. This includes dressing appropriately, being assertive, being genuine, communicating well, connecting with people, handling difficult participants, and a desire to learn. At the end of the course, you'll review a list of do's and don'ts and consider your next steps.*

## ***Talent Management: Creating a Top-Notch Talent Management Program***

*In this course, you will learn about the various aspects of talent management, including performance management, succession planning, talent management programs, employee development strategies, and employee engagement plans.*

## ***Team Building: Developing High Performance Teams***

*After you complete this course, you will understand how to apply the TORI model, Tuckman and Jenses five stages of team development, and Glenn Parkers 12 characteristics of effective teams to develop high-performance teams. You will also complete the Velsort team player type assessment to help you identify how you behave in a team and how you can connect with others.*

## ***The ABC's of Supervising Others***

*This course will help you overcome many of the problems that you will encounter as a workplace leader. Topics include transitioning to a supervisory role, attitudes to cultivate, setting goals, personal productivity, communication skills, feedback techniques, conflict resolution, managing difficult conversations, and establishing credibility.*

## ***The Minute Taker's Workshop – Audio Course***

*You'll begin this course by learning what a minute-taker does and what skills they should have. Then, you'll learn about different styles of minutes, what to record, how to prepare minutes, and how to keep a minute book.*

## ***The Practical Trainer – Audio Course***

*In this course, you will learn what makes a successful trainer and a successful training program. You will also learn about adult learning principles, the learning process, Kolb's experiential learning cycle, and learning styles. You'll even complete an assessment to help you identify your training preferences. Then, you will learn how to apply the learning cycle to assess*

*needs, develop a program outline, choose training methods, design learning sequences, add some fun and games, and launch the program. You will also learn tips for delivering your program and managing difficult participants.*

## ***The Professional Supervisor – Audio Course***

*In this course you will learn how to plan effectively, build a high-performing team, motivate employees, provide effective feedback, delegate, and manage conflict. You will also receive an introduction to several leadership theories, including John Adair's action-centered leadership model, Paul Hersey and Ken Blanchard's Situational Leadership II model, and our signature leadership assessment.*

## ***Telemarketing: Using the Telephone as a Sales Tool***

*In this course, you will learn how to communicate effectively over the telephone, develop your personal telemarketing script, and close a sale. You'll also learn how telemarketing can add to your sales strategy.*

## ***Time Management: Get Organized for Peak Performance – Audio Course***

*In this course, you will learn how to organize your workflow and office space, use your planner effectively, and delegate some of your work to other people.*

## ***Tough Topics: Talking to Employees about Personal Hygiene***

*This course has two major themes. First, we'll give you a customizable framework for having tough conversations. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath.*

## ***Training with Visual Storytelling***

*In this course, you will learn how to use storytelling to engage the hearts and minds of your audience. We'll cover the essential elements of a successful story as well as a variety of storyboarding and graphic design tools. After you*

*complete this course, you'll be ready to create engaging, compelling training sessions that inspire your students.*

### ***Trade Shows: Getting the Most Out of Your Trade Show Experience***

*You are going to learn about people who attend trade shows and how to interact with them. You are also going to learn about the importance of pre-show promotion and then follow up afterwards. These topics will be explored in great depth as they get broken down into areas such as creating good opening lines and good conversations, targeted promotional giveaways, booth behavior, and prospecting activities*

### ***Transgender Employees: Creating an Inclusive Work Community***

### ***Untitled & Specialty Courses Available...Please call 1.800.267.2577***

### ***Using Activities to Make Training Fun – Audio Course***

*In this course you will explore different types of games, including icebreakers, energizers, simulations, and case studies. You will also learn how to get buy-in, deal with reluctant participants, troubleshoot games, and create your own games. To top things off, we will give you four activities that you can customize and re-use in your own training sessions.*

### ***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.*

### ***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.*

### ***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.*

### ***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.*

### ***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.*

### ***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**

In this course, you will learn a nine-stage plan to help organizations prevent violence. You will also learn how to respond to violent incidents, manage anger, and implement design and hiring practices that will keep employees safe.

### **Workplace Success: Seven Key Skills You'll Need**

Upon completing this course, you are going to know approaches to be an effective team member, how it feels to experience change and ways to be flexible in times of change and to approach problem solving. You will also identify tips to giving and receiving feedback, learn ways to recognize self-confident behaviors in the workplace and learn a three-step process to building self-confidence.

### **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**

To begin this course, you will consider the benefits of workplace wellness programs. Then, you will learn how to create a wellness committee, outline a wellness program, gather support for it, perform appropriate research (including a needs analysis), design an appropriate package, and get buy-in for it. You will also learn how to implement the wellness program, evaluate how it is doing, and present the results in a tangible manner.

### **Workplace Health and Safety: The Supervisor's Role and Responsibilities**

At the end of this course you are going to be able to understand the employers and supervisor's responsibilities for workplace health and safety and you will also learn about, and understand, the three rights of workers. You will learn about Health and Safety Committees, employee orientation checklists, health and safety training for employees, and the importance of communicating health and safety information.

### **Women and Leadership: Owning Your Strengths and Skills**

At the end of this course you will understand a brief history and evolution of women and leadership. You will recognize leadership

*barriers, how to handle them, and use them to create benefits. You will know about social and emotional intelligence, and self-awareness. You will be able to develop a basic vision and brand for your leadership and understand essential leadership skills. You will also examine decision making and create a workplace philosophy statement and action plan.*

### ***Working with the Media: Creating a Positive Working Relationship***

*You are going to have a good grasp of the interview process when you are done of this course, from the perspective of a regular citizen or as a professional spokesperson. In addition to speaking to the media, you're going to learn how to pass your message along via a press release or media package. Libel and slander will come under consideration as well as various types of media outlets and the concept of a professional relationship with the media versus a personal one.*

### ***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***

*In this course you will learn the essential steps for creating a business plan, including creating a first draft; identifying the audience; gathering information; researching; describing product plans; marketing, sales, and accounting terms.*

### ***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.*

# Native Education Training College of Business, Healthcare, Human Service, and Technology

147 McIntyre Street, Unit #101  
North Bay, ON P1B 2Y5  
Phone: 705.494.4700  
Toll Free: 1.800.267.2577

## Registration Form

*Tuition Fee Per Academic Year: \$3,825.00 + Application Fee: \$100.00 + Textbook Fee: \$975.00 + Postal Fee: \$49.00*

***Total: \$4,949.00***

Given Name: \_\_\_\_\_ Family Name: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Gender: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

First Nations / Aboriginal Organization:

Name of Program/Course/Workshop:

### Employment & Academic Background

Current Job Title/Position:

*Please Include a copy of your Transcript*

Online Mature Student Test Required: ☐

High School Attended:

Highest Grade Completed:

College or University Attended:

Diploma ☐

Degree ☐

Trade ☐

*Please Check One*







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