

Microsoft Training

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| • Word 2016 Essentials | 1.5 - 2.5 Hours |
| • Excel 2016 Essentials | 4 - 8 Hours |
| • Excel 2016 Expert | 4 - 6 Hours |
| • PowerPoint 2016 Essentials | 4 - 6 Hours |
| • Access 2016 Essentials | 4 - 6 Hours |
| • Word 2016 Expert | 3 - 5 Hours |

Supervisor and Management Positions

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| • Supervising Others | 4 - 6 Hours |
| • Servant Leadership | 1.5 - 2.5 Hours |
| • Motivating Your Sales Team | 4 - 6 Hours |
| • Manager Management | 1.5 - 2.5 Hours |
| • Leadership and Influence | 1.5 - 2.5 Hours |
| • Managerial | 27 - 35 Hours |
| ○ Knowledge Management | |
| ○ Virtual Team Building and Management | |
| ○ Time Management | |
| ○ Team building for Managers | |
| ○ Talent Management | |
| ○ Supply chain management | |
| ○ Stress Management | |
| ○ Project Management | |
| ○ Risk Assessment and Management | |
| ○ Performance Management | |
| ○ Office Politics for Managers | |
| ○ Middle Manager | |
| ○ Crisis Management | |
| ○ Change Management | |
| • Entrepreneurship | 1.5 - 2.5 Hours |
| • Delivering Constructive Criticism | 1.5 - 2.5 Hours |
| • Coaching And Mentoring | 3 - 6 Hours |
| ○ Coaching and Mentoring | |
| ○ Coaching Salespeople | |
| • Business Course | 7 - 12 Hours |
| ○ Business Acumen | |
| ○ Business Ethics | |
| ○ Business Etiquette | |
| ○ Business Succession Planning | |
| ○ Business Writing | |
| • Be a Likeable boss | 1.5 - 2.5 Hours |
| • Office Health and Safety | 1.5 - 2.5 Hours |

Workplace Essentials

• Health and Safety in the workplace	1.5 - 2.5 Hours
• Virtual Team Building	1.5 - 2.5 Hours
• Respect in the Workplace	1.5 - 3 Hours
• Presentation Skills	1.5 - 2.5 Hours
• Universal Safety Practices	1.5 - 2.5 Hours
• Train The Trainer	1.5 - 2.5 Hours
• The Cloud and Business	1.5 - 2.5 Hours
• Telework and Telecommuting	1.5 - 2.5 Hours
• Telephone Etiquette	1.5 - 2.5 Hours
• Teamwork and Team Building	1.5 - 2.5 Hours
• Team Building Through Chemistry	1.5 - 2.5 Hours
• Taking Initiative	1.5 - 2.5 Hours
• Social Media in the Workplace	1.5 - 2.5 Hours
• Safety in the Workplace	1.5 - 2.5 Hours
• Proposal Writing	1.5 - 2.5 Hours
• Personal Branding	1.5 - 2.5 Hours
• Organizational Skills Workshop	1.5 - 2.5 Hours
• MLearning	1.5 - 2.5 Hours
• Media and Public Relations	1.5 - 2.5 Hours
• Measuring Results from Training	1.5 - 2.5 Hours
• Civility in the Workplace	3 - 6 Hours
• Call Centre	1.5 - 2.5 Hours
• Appreciative Inquiry	1.5 - 2.5 Hours
• Adult Learner	3 - 5 Hours
○ Adult Learner Physical Skills	
○ Adult Learner Mental Skills	
• High Performance in and outside the workplace	3 - 5 Hours
○ High Performance Teams - Remote Workforce	
○ High Performance Teams - Inside the Company	
• Handling a Difficult Customer	2 - 4 Hours
• Facilitation Skills	1.5 - 2.5 Hours
• Corporate Employees	8 - 14 Hours
○ Employee Motivation	
○ Employee Onboarding	
○ Employee Recognition	
○ Employee Recruitment	
○ Employee Termination Processes	
• Corporate Developing	6.5 - 10 Hours
○ Developing a Lunch and Learn	
○ Developing Corporate Behaviour	
○ Developing Creativity	
○ Developing new Managers	
• Health and Wellness at Work	1.5 - 2.5 Hours

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| • Event Planning | 1.5 - 2.5 Hours |
| • Digital Citizenship | 1.5 - 2.5 Hours |
| • Cyber Security | 1.5 - 2.5 Hours |

Sales and Marketing

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| • Prospecting and Lead Generation | 1.5 - 2.5 Hours |
| • Overcoming Sales Objections | 1.5 - 2.5 Hours |
| • How to sell (Sales) | 13 - 18 Hours |
| ○ In Person Sales | |
| ○ Top 10 Sales Secrets | |
| ○ Sales Fundamentals | |
| ○ Negotiation Skills | |
| ○ Networking (Outside the Company) | |
| ○ Networking Within The Company | |
| ○ Overcoming Sales Objections | |
| ○ Presentation Skills | |
| • Customer Service | 4.5 - 7.5 Hours |
| ○ Contact Centre Training | |
| ○ Customer Service | |
| ○ Customer Support | |
| • Marketing | 7 - 10 Hours |
| ○ Marketing Basics | |
| ○ Internet Marketing Fundamentals | |
| ○ Social Media Marketing | |
| ○ Multi Level Marketing | |

Administrative Skills

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| • Executive and Personal Assistants | 1.5 - 2.5 Hours |
| • Communication Strategies | 1.5 - 2.5 Hours |
| • Archiving and Records Management | 1.5 - 2.5 Hours |
| • Administration Skills | 3 - 5 Hours |
| ○ Administrative Office Procedures | |
| ○ Administrative Support | |
| • Basic Bookkeeping | 2 - 3.5 Hours |

Human Resources

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| • Human Resource Management | 1.5 - 2.5 Hours |
| • Contract Management | 1.5 - 2.5 Hours |
| • Conflict and Crises Resolution | 3 - 5 Hours |
| ○ Conflict Resolution | |
| ○ Crises Resolution | |
| • Conducting Annual Employee Reviews | 1.5 - 2.5 Hours |

Career Development

• Critical Thinker	1.5 - 2.5 Hours
• Workplace Harassment, Diversity and Violence	4.5 - 7.5 Hours
○ Workplace Diversity	
○ Workplace Harassment	
○ Workplace Violence	
• Creating a Great Webinar	1.5 - 2.5 Hours
• Work-Life Balance	1.5 - 2.5 Hours
• Social Learning	1.5 - 2.5 Hours
• Social Intelligence	1.5 - 2.5 Hours
• Self-Leadership	1.5 - 2.5 Hours
• Public Speaking	1.5 - 2.5 Hours
• Personal Productivity	1.5 - 2.5 Hours
• Improving Self Awareness	1.5 - 2.5 Hours
• Improving Mindfulness	1.5 - 2.5 Hours
• Hiring Strategies	1.5 - 2.5 Hours
• Goal Setting and Getting Things Done	1.5 - 2.5 Hours
• Managing Personal Finances	1.5 - 2.5 Hours
• Life Coaching Essentials	1.5 - 2.5 Hours
• Job Search Skills	1.5 - 2.5 Hours
• Interpersonal Skills	1.5 - 2.5 Hours
• Increasing Your Happiness	4.5 - 6.5 Hours
• Generation Gaps	4.5 - 6.5 Hours
• Diversity and Inclusion	1.5 - 2.5 Hours
• Change Management	1.5 - 2.5 Hours
• Body Language	1.5 - 2.5 Hours
• Attention Management	1.5 - 2.5 Hours
• Assertiveness and Self Confidence	1.5 - 2.5 Hours
• Anger Management	1.5 - 2.5 Hours
• Managing Workplace Anxiety	1.5 - 2.5 Hours
• Emotional Intelligence	1.5 - 2.5 Hours