

IBEW English & French Courses

All About Desktop

All About Introduction to PCs - Learning Module
All About Windows XP
All About the Internet
All About Word
All About Excel
All About PowerPoint
All About Outlook
All About Access

MS Office 2003

Excel 2003
Outlook 2003
PowerPoint 2003
Word 2003)

Finance Basics and Financial Statements

Basic Finance
Interpreting Financial Statements
Understanding Financial Statements
Banking, Credit and Money
Basic Business Finance
Personal Finance
Introduction to Financial Statements
Interpreting Financial Statements
Investing 101

Health & Safety Canadian Courses

Workplace Hazardous Materials Information System
Ladder Safety
Office Safety
Personal Protective Equipment
Slips, Trips and Falls
Fall Prevention and Fall Arrest
Electrical Hazards
Lockout/Tagout 1: Electrical Sources of Energy
Lockout/Tagout 2: Other Sources of Energy
First Aid
Safety in Bloodborne Pathogens for Employees
Safety in Driving
Safety in Fire Prevention
Back Safety

All About Supervisory Skills

Conflict Management
Communicating Cross Culturally
Delegation
Meeting Effectiveness
Strategies for Meeting Goals
Individual Productivity Enhancement

Individual Leadership Power
Quality Management Refresher
Project Management: Getting Ready
Project Management: The Basics
Project Management: Goals and Stakeholders
Problem Solving in the Workplace
Problem Solving: The 5 Steps
Work Process Basics
Telephone Techniques
Business Writing: Reports and Proposals
Business Writing: Preparation
Communicating at Work
Communicating Negative Messages
Business Writing: Being Effective
Enhancing Your Speaking Skills
Communicating Interpersonally
Communicating Non Verbally
Report Organization and Presentation
Communicating Persuasively
Communicating Proactively
Communicating Reactively
Communicating as a Team
Business Writing: Letters and E-mails

Small Business

Entrepreneurs Are Made and Not Born
A Lone Wolf is a Dead Wolf
Opportunities, Opportunities
New Ventures - Getting It Right
It's All About People
Examination

All About Business Skills

Reaching Personal Goals
Using Leadership Basics
Managing Work and Family
Communication Basics
Sales: The Basics
Acting Effectively on a Team
Developing Strong Customer Relationships
Sales: Closing
Doing Performance Reviews
Intervening in Conflict
Developing A Strong Leadership Team
Sales: Team Effectiveness
Handling Difficult Customers
Handling Violence in the Workplace
Delegating
Developing A Strategic Plan
Discharging an Employee
Employee Disciplining
Basic Finance for Non-Financial Managers

Business Intercultural Etiquette
Internet Basics
Job Candidate Interviewing
Skills for Job Candidates While Interviewing
Running Effective Meetings
Running Effective Teams
Running A Virtual Office
Change Management
Project Management
Stress Management
Sales: Cold Calls
Employee Motivation
Negotiating Skills For The Professional
Presentation Skills
Delivering Effective Feedback
Sales Qualifying Prospects
Identifying and Avoiding Burnout
Identifying and Managing Anger
Employee Performance Recognition
Establishing Performance Goals and Expectations
Team Problem Solving
Being a Successful Supervisor
Sales: Telephone Skills
Time Management
Understanding Contracts and Their Use
Valuing Diversity

All About Sales Skills

Employee Time Management
Individual Priority Management
Customer Loyalty Improvement
Individual Listening Skills
Individual Anger Management
Individual Goal Setting
Customer Support
Individual Goal Personalization
Individual Goals and Challenges
Individual Goal Contract
Customer Support Online

All About HR/Legal

Implementation of 360 Degree Feedback
Overview of 360 Degree Feedback
Performance Appraisal Basics
Developing Your Career Path
Managing Your Career Path
Networking Your Career Path
Mentoring for Improved Performance
Developing Brand You
Skills for Interviewing
Negotiating and Starting Right
ADR Negotiations

ADR Commercial Arbitration
ADR Labor and Employment Arbitration
ADR Mediation
ADR Summary Jury Trial and Mini-Trial
Effective Approaches to Employee Discipline
Developing Diverse Teams
Litigation and Dispute Resolution
Employee Discipline
The Family and Medical Leave Act (Revised 2009)
Settling Disputes Using ADR
Ethics for Managers
Employee Ethics

Sexual Harassment

Understanding Sexual Harassment Legislation
Defining Sexual Harassment
Strategies for Preventing Sexual Harassment
Sexual Harassment Training for Supervisors

Petite Entreprise

On ne vient pas au monde entrepreneur on le devient
Un loup solitaire est un loup mort
Opportunités, opportunités
Nouvelles entreprises – Bien faire les choses
Les gens d'abord
Examination

Thème de la communication

La correspondance commerciale : Comment la réussir
Communiquer en équipe
Communiquer des messages négatifs
Aptitudes à l'écoute personnelles
La communication non verbale
Accroître vos aptitudes oratoires
Organisation et présentation des rapports
Compétences en présentation
L'étiquette du courriel

Thème du développement des ressources humaines

L'embauche, la gestion et le licenciement
Un leadership efficace
La gestion du changement
La gestion de conflit
La délégation
Les compétences nécessaires à l'entrevue
Fournir une rétroaction efficace
Faire les évaluations du rendement
Établissement des objectifs de rendement et attentes
Motivation des employés
Stratégies pour atteindre les objectifs
Vue d'ensemble du 360 Degree Feedback
Encadrer pour un meilleur rendement

Développer votre profil « Brand You »
Diriger efficacement les réunions
La gestion de votre parcours de carrière
Éléments fondamentaux de la finance des Affaires
Gérer des équipes efficaces
Faire une entrevue d'embauche de candidat
Reconnaissance du rendement des employés
Les 5 étapes dans la résolution des problèmes
Le pouvoir du leadership personnel
Le feed-back efficace sur le rendement
Établir de bonnes relations avec les clients
L'éthique chez les employés
Identifier et éviter l'épuisement
Être un brillant superviseur

Santé et sécurité

Les risques électriques
Les systèmes de protection contre les chutes et les dispositifs antichutes
Les échelles – en toute sécurité
Le verrouillage et l'étiquetage 1: Les sources d'énergie électrique
Le verrouillage et l'étiquetage 2: Les autres sources d'énergie
La sécurité au bureau
L'équipement de protection individuelle
Glisser, trébucher et chuter
Le système SIMDUT