Coursetter

COURSE CATALOGUE

SET COURSE FOR SUCCESS

![Coursetter logo]

ABOUT
US

Coursetter is an Edmonton-based professional development company that is focused on its clients' success. We create and deliver the most reliable and valid training programs and resources to help equip anyone for success.

Our 30 years of experience have helped us deliver projects that were on time and on budget. We have the expertise, knowledge and means to take on any project, any size, any complexity, any place in Canada. Clients come back to us because we produce unparalleled work quality.

We believe that training does not need to be boring nor time intensive. All our courses are either one-day, two-days, or three-days in length and we use case studies, TED videos and, other exercises to make the content relatable and engaging for each participant.

Courses are vetted through industry subject matter experts and are sourced in each Student Manual.

You can learn more about we have to offer at **www.Coursetter.ca.**

COMMON
INQUIRES

LOCATION

Coursetter Can Offer On-Site Or Training Outside Of The Office On An Argeed Upon Location.
We Can Also Offer Live, Remote Training Through Zoom.

PRICING

Our Customized Training Programs Are Designed To Cater To The Unique Goals And Preferences Of Each
Individual. We Offer A Range Of Pricing Options To Accommodate Different Needs And Budgets, Ensuring
That Every Customer Can Find A Program That Fits Their Requirements.

PARICIPANTS RECEIVE

• Student Manual
• Quick Reference Guide
• Certificate Of Achievement
• Live, Interactive , And Engaging Training In A Small Class Setting

COURSE CALNEDAR

We Offer A Variety Of Courses Each Month. Course Calendars Can Be Viewed And
Downloaded On Our Website At Www.COURSETTER.CA

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OUR
COURSES

Accounting Skills for New Managers

Anger Management

Bridging the Generation Gap

Building Better Teams

Building Self-Esteem and Assertiveness Skills

Building Stronger Sales Relationships

Business Ethics

Business Leadership: Become Management Material

Business Office Etiquette

Cannabis and the Workplace

Change Management

Collaboration

Communication Strategies

Conducting Effective Performance Reviews

Create a Successful On-Boarding Program

Creating a Positive Work Environment

Creativity in the Workplace

Crisis Management

Dealing with Conflict and Confrontation

Develop Critical Thinking Skills

Diversity Training

Emotional Intelligence

Facilitation Skills

Functional Business Writing Skills

Fundamentals of Business Management

Harassment in the Workplace

Human Resources Training for the Non-HR Manager

Influence and Persuasion

Inventory Management

Leadership Essentials: Coaching, Delegating, and Motivating

Learn Time Management Skills

Logistics and Supply Chain Management

Managing Across Cultures

Negotiating for Results

Networking for Success

Order Desk and Call Centre Training

Overcoming Your Fear of Public Speaking

Principles of Project Management

Problem-Solving and Decision Making

Public Relations

Purchasing and Procurement for the Beginner

Risk Management

Skills for the Administrative Assistant

Skills for the Service Advisor

Starting a Small Business

Strategic Planning

Stress Management

The Fundamentals of Customer Service

The Professional Supervisor

Train the Trainer

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ACCOUNTING SKILLS FOR NEW MANAGERS

2 - Days

Understanding business finances is crucial in order to become an effective manager. Those who are not aware of basic accounting principles can be lost when trying to read or create a budget for their business. This training course comes with customizable training materials and makes financing accessible and easily understood for anyone who wants to learn how to manage their role in the company's accounting structure.

Topics include:

• The art of finance and financial management

• Various types of financial reports, including income statements, balance sheets, cash flow statements, and statements of retained earnings

• Cash and accrual accounting

• Debits and credits

• Identifying and analyzing important financial data

• Making financial decisions

• Reading annual reports

• Plus more...

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ANGER MANAGEMENT

1 - Day

Anger is a completely normal, usually healthy, human emotion, but it can get out of control and turn destructive. It can lead to problems at work, in our personal relationships, and in the overall quality of life. Anger can also make you feel as though you are at the mercy of an unpredictable and powerful emotion. Managing anger productively is important and those who can manage their anger are much more successful. This one-day workshop is designed to help give you and your organization that edge.

Topics include:

• Recognizing how anger affects your body, your mind, and your behaviour
• Using the five-step method to break old patterns and replace them with a model for assertive anger
• Creating an anger log to identify what triggers your anger
• Controlling your own emotions when faced with other peoples' anger
• Helping other people safely manage their repressed or expressed anger safely
• Communicating with others in a constructive and assertive manner

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BRIDGING THE GENERATION GAP

1 - Day

The business environment has changed, and it is the first time in history that there are five generations in the working world. Understanding what drives other generations is the first step toward bridging this generational divide in the workplace.

This course explores 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. We will explore problems, solutions, and strategies to help overcome issues of the generation gap.

Topics include:

• Identify where the generation gap issue surfaces, and the impact it has on the modern workforce
• Describe and apply language that is specific to each generation
• Evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap
• Explore organization strategies that overcome gap issues
• Plus more...

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BUILDING BETTER TEAMS

1 - Day

Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.

With teams at the core of corporate strategy, an organization's success can depend on how well team members operate together. How are their problem-solving skills? Is the team enthusiastic and motivated to do its best? Do they work well together?

Topics include:

- The value of working as a team
- Ways to develop team norms, ground rules, and team contracts
- How to identify their team player style and how to use it with their own team
- Techniques for building team trust
- The stages of team development and how to help a team move through them
- The critical role communication skills will play in building and maintaining a team atmosphere
- Ways that team members can be involved and grow in a team setting

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BUILDING SELF-ESTEEM AND ASSERTIVENESS SKILLS

1 - Day

Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting.

In this one-day workshop, participants will discover techniques that can dramatically change how they feel about themselves and how they approach the world to get the things that they want.

Topics include:

• Recognizing that you have worth and are worthy of happiness
• Developing techniques for eliminating unhealthy thought patterns by replacing them with supportive patterns
• Turning negative thoughts into positive thoughts
• Making requests so that you get what you want
• Setting goals that reflect your dreams and desires and reinforce healthy patterns

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BUILDING STRONGER SALES RELATIONSHIPS

3 - Days

Productive salespeople people will attribute their success to building relationships with their clients rather than just selling a product or service. This three-day course offers participants the opportunity to discover that the business of all sales professionals is making friends and building relationships, no matter the size of the company or the type of market.

Topics include:

• The benefits of creating a stronger relationship with clients
• How building connections can help develop a stable business base
• How to successfully apply communication strategies to build a sales network
• How to overcome objections
• Creating dynamic sales presentations
• Work through the benefits of customer relationships on a company's bottom line

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BUSINESS ETHICS

1 - Day

What makes a decision ethical? This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools and techniques that you can use when you're faced with an ethical decision.

Topics include:

• Understand the difference between ethics and morals
• Understand the value of ethics
• Identify some of your values and moral principles
• Be familiar with some philosophical approaches to ethical decisions
• Identify some ways to improve ethics in your office
• Know what is required to start developing an office code of ethics
• Know some ways to avoid ethical dilemmas
• Learn some tools to help you make better decisions
• Be familiar with some common ethical dilemmas

BUSINESS LEADERSHIP: BECOME MANAGEMENT MATERIAL

3 - Days

The saying that leaders are born and not made may be true on some level, but this course challenges and revolutionizes that theory. This course engages new and influential leaders in the functions of a business manager. Lessons are designed with a balance of theory and practical application to ensure learning is relevant.

Topics include:

• Becoming an effective part of an organization

• Understanding the important roles of leaders

• Utilizing systems thinking to progress leadership skills

• Effective leadership practices – including change, performance, and people management

• Learning and understanding when to lead and when to manage

• Plus more…

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BUSINESS OFFICE ETIQUETTE

1 - Day

Navigating the modern office requires more than technical skills; it demands an understanding of professional behavior, effective communication, and cultural sensitivity.

In this course, you'll learn the essentials of workplace etiquette, including proper dress codes, communication best practices, time management, and maintaining respectful interactions. Whether you're a seasoned professional or new to the corporate world, these insights will enhance your ability to collaborate, build relationships, and foster a positive work environment.

Topics include:

• Network effectively, including making introductions, shaking hands, and using business cards appropriately
• Dress appropriately for every business occasion
• Feel comfortable when dining in business and formal situations
• Feel more confident about your business communication in every situation
• Develop that extra edge to establishes trust and credibility

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CANNABIS AND THE WORKPLACE

1 - Day

Managing medical marijuana in the workplace is complex and requires specialized knowledge of medical cannabis use, workplace policy, and case law. This information will ensure you have the tools to mitigate risk in your organization.

This course includes: an introduction to cannabis and the potential impact on the workplace, intervention strategies, and designing and launching a drug and alcohol policy.

Topics include:

• What is marijuana/cannabis?

• The general health effects of using cannabis

• Issues an employer should consider if cannabis is used for medical purposes

• Responsibilities of employees and employers

• Plus more...

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CHANGE MANAGEMENT

1 - Day

In today's fast-paced and competitive business environment, change is a constant and it will not manage itself. Businesses should take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors.

In this workshop, you will learn how to manage and cope with change and how to help those around you.

Topics include:

• What is change?

• The change cycle

• How do people respond to change?

• Dealing with resistance

• Learn how to adapt to change

• Recognizing and Managing Stress

• Strategies on how to deal with anger

•Plus more...

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COLLABORATION

1 - Day

Collaboration is a skill that is utilized with one or more people to produce or create a result or shared goal. Everyone in the group has a shared vision or outcome. The group not only has to work together, they must think together, and the product comes from group effort.

Collaborators are equal partners. Do we know what it takes to achieve successful collaboration with colleagues? What are the importance and benefits of collaboration in the workplace and how can employers create a collaborative environment and reward employees for collaborative efforts?

Topics include:

- Understand the definition of collaboration
- Distinguish collaborative qualities individuals often possess
- Know and understand what it takes to work collaboratively with your colleagues
- Discover the difference between collaboration, cooperation and teamwork
- Know what a collaborative environment looks like
- Be aware of obstacles to collaboration
- Develop strategies to improve a collaborative work environment
- Share tips for employers to reward collaboration

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COMMUNICATION STRATEGIES

2 - Days

Effective communication skills are fundamental for anyone who wishes to improve their professional and personal relationships. The objective of this course shows participants how their communication skills can affect others while helping to improve their communication skills so that they may find success in the office and beyond.

Topics include:

- Common communication problems
- Acquiring skills to ask pertinent questions
- How non-verbal messages communications can have an impact
- Demonstrating active-listening and empathetic skills to others
- How to handle difficult situations
- Dealing with situations assertively but without aggression

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CONDUCTING EFFECTIVE PERFORMANCE REVIEWS

3 - Days

Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the outcomes of the meeting should be known to the employee and supervisor before the meeting takes place.

Setting goals and objectives will give both leaders and employees a focus and is one of the key aspects of meeting company objectives. Leaders must also learn how to give positive and constructive feedback so that employees can grow and develop.

Topics include:

• To recognize the importance of having a performance review process for employees
• How to work with employees to set performance standards and goals
• Skills in observing, giving feedback, listening, and asking questions
• An effective interview process and the opportunity to practice the process in a supportive atmosphere
• How to make the performance review legally defensible

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CREATE A SUCESSFUL ONBOARDING PROGRAM

2 - Days

Did you know that most employees decide to leave a job within their first 18 months with an organization? When an employee does leave, it usually costs about three times their salary to replace them.

You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that will guide the employee through their first months with the company. This workshop will explore the benefits of onboarding, show you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program.

Topics include:

• Define onboarding and describe how it is different from orientation
• List the factors that contribute to a successful onboarding program
• Build a team to create an onboarding program
• Design a framework for an onboarding program that includes program setup, various types of training, games, progress tracking, and follow-up
• Plus more...

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CREATING A POSITIVE WORK ENVIRONMENT

1 - Day

A positive work environment is important for the productivity of a company, but it is also important to us personally. Our emotional and physical health can be improved by working in a positive work environment. As an employee or a leader within a company, you have a responsibility to create and maintain a positive work environment. Even if this is not a company-wide reality, you can seek to provide this type of environment for your department.

Topics include:

• Recognize what a positive workplace looks like
• Know and understand the key elements necessary to create and maintain a positive work environment
• Understand as an employee and employer what you can do to personally create and maintain a positive work environment
• Learn and practice various methods to deal with workplace problems
• Discover your personal strengths and weaknesses in working cooperatively
• Plus more...

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CREATIVITY IN THE WORKPLACE

1 - Day

Creative thinking in the workplace is in demand. We live in a competitive society and creativity improves productivity, teamwork, and innovation.
But how do we tap into our creativity when corporations and organizations require or expect it?
Creativity is a skill that can be learnt. Workplace employers and the workplace environment can assist and promote a creative corporate culture.

Topics include:

• Define creativity and dispel myths surrounding creativity.
• Learn ways to develop their creativity.
• Distinguish the importance and benefits of creativity in the workplace
• Recognize what a creative workplace looks like
• Foster creativity in the workplace
• Use various brainstorming techniques

CRISIS MANAGEMENT

2 - Days

Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work overtime. One solid plan will help you to prevent, respond, and recover from all crises. This course will help you ensure your organization is ready to manage any kind of crisis.

Topics include:

• Assign people to an appropriate crisis team role

• Conduct a crisis audit

• Establish the means for business continuity

• Determine how to manage incidents

• Help teams recover from a crisis

• Apply the crisis management process

• Plus more...

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DEALING WITH CONFLICT AND CONFRONTATION

1 - Day

It is inevitable that we will run into a situation where the other person is difficult, stubborn or even indecent. Despite one's best efforts, it may be difficult to approach the situation in a calm and collected manner. In this one-day workshop, we demonstrate how to deal with an emotional situation and how to turn the confrontation to an amicable resolution for both parties.

Topics include:

• The opportunity to practice effective skills and strategies when faced with a difficult person or group
• Exploring the various types of conflict and conflict styles
• Educating participants on how to recognize how their own attitudes may impact others
• Meditation and coping strategies to help deal with one's own anger

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DEVELOP CRITICAL THINKING SKILLS

1 - Day

In today's society, we are bombarded with messages to believe in various ideas, support causes, and lead our lives in a particular way. How do you separate the truth from the falsehoods?
The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.

Topics include:

• Work through the critical thinking process to build or analyze arguments

• Develop and evaluate explanations

• Improve key critical thinking skills, including active listening and questioning

• Use analytical thought systems and creative thinking techniques

• Prepare and present powerful arguments

• Plus more…

Coursetter

DIVERSITY TRAINING

1 - Day

The workplace is a diverse collection of individuals who are proud of their gender, sexual orientation, religion, ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team. This workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

Topics include:

• Describe what diversity and its related terms mean.
• Explain how changes in the world have affected you and your view.
• Identify your stereotypes.
• Use terms that are politically correct and avoid those that are not.
• Avoid the pitfalls related to diversity.
• Use a technique for dealing with inappropriate behavior.
• Develop a management style to encourage diversity.
• Take action if you or one of your employees feels discriminated against.

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EMOTIONAL INTELLIGENCE

1 - Day

For leaders looking to connect and motivate their team, it's crucial that they learn about emotional intelligence.

Emotional intelligence is the ability to identify and manage one's own emotions and the emotions of others and it is a pivotal factor in personal and professional success. Some psychologists believe that emotional intelligence is a better predictor of career success than an impressive résumé or a high IQ.

Topics include:

• History of emotional intelligence
• Recognize how our emotional health and physical health are related
• Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
• Understand the different emotions and how to manage them
• Validate emotions in others

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FACILITATION SKILLS

2 - Days

Facilitation skills are essential for fostering collaboration, guiding productive discussions, and enabling groups to achieve their goals effectively. This course is designed to equip participants with the tools and techniques needed to lead engaging and outcome-driven meetings, workshops, and team activities. Through interactive learning, you will explore strategies to manage group dynamics, encourage diverse perspectives, and maintain focus in challenging situations. Whether you're a manager, educator, community leader, or team member, this course will empower you to create inclusive environments that inspire participation, drive consensus, and achieve impactful results.

Topics include:

• Distinguish facilitation from instruction and training
• Identify the competencies linked to effective small group facilitation
• Understand the difference between content and process
• Identify the stages of team development and ways to help teams through each stage
• Use common process tools to make meetings easier and more productive

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FUNCTIONAL BUSINESS WRITING SKILLS

2 - Days

Although we live in a technological world, technology is still not a viable substitute for developed writing skills. Industry professionals will recognize weak writing, and many people need some assistance when improving their writing in a business setting. This course focuses on concrete solutions and shares the necessary tools writers need to advance their writing skills.

Topics include:

• The value of well-written communication
• Keeping it clear and concise - how to write and proofread your work
• Learning to apply these writing skills in real-world situations
• Paragraph structure, tone, and syntax details
• Formatting emails, letters, and memos for various professional settings

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FUNDAMENTALS OF BUSINESS MANAGEMENT

3 - Days

This business management skills program is for individuals who wish to get ahead within their organization and people starting up their own business. This course focuses on a bit of everything that a business needs to become successful. In addition, you will learn about different business structures, who is managing and who is leading, how to create a brand and the value of a strategic plan.

Topics include:

• Apply the best methods for creating, leading, and managing their own business
• Establish an organizational framework through operations, finance, and leadership
• Set up an effective and efficient system for hiring, retaining, and succession planning
• Start researching and designing their strategic plan
• Describe the essential elements of marketing, sales, and their company brand
• Apply financial and accounting terms correctly

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HARASSMENT IN THE WORKPLACE

2 - Days

Workplace harassment undermines professional environments, damages morale, and disrupts productivity. This course is designed to empower employees and leaders by providing a clear understanding of what constitutes workplace harassment, how to identify it, and the steps to prevent and address it effectively. Through engaging content and practical scenarios, participants will learn how to foster a culture of respect, inclusivity, and accountability, ensuring a safe and supportive workplace for everyone.

Topics include:

- Explaining acceptable workplace behaviour
- Assisting in creating a harassment policy
- Stating some ways to prevent harassment and understand what role they can play
- Demonstrating some ways to protect themselves from harassment
- Understanding the complaint process, from the complaint to the reply, to mediation or investigation, to a solution
- Helping the workplace return to normal after a harassment incident

HUMAN RESOURCES TRAINING FOR THE NON-HR MANAGER

3 - Days

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

Topics include:

• Identify current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions
• Write job specifications and identify core competencies
• Apply methods of finding, selecting, and keeping the best people using behavioural description interviewing techniques
• Get new employees off to a good start
• Understand compensation benefits

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INFLUENCE AND PERSUASION

1 - Day

Today's organizational environments require you to get results by working effectively with others. Exceptional persuasion and influencing skills enable you to do this successfully, regardless of your position.

In this workshop, you will gain insights into the nature of influence and your own influence style that will equip you with the knowledge you need to build credibility with others. You'll learn to craft compelling messages that will allow you to connect emotionally to your stakeholders and enable you to negotiate with greater success.

Topics include:

• Make decisions about using persuasion versus manipulation

• Apply the concepts of pushing and pulling when influencing others

• Use different techniques for getting persuasive conversations and presentations underway

• Make a persuasive presentation by using the 5 S's

• Apply storytelling techniques to extend the influence

• Leverage concepts of neuro-linguistic programming in everyday influence and persuasion

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INVENTORY MANAGEMENT

1 - Day

The Inventory Management training course is designed for people working with warehouse or stockroom managers and who are responsible for what comes in and goes out of the company. This course shows individuals how to lead an efficiently-operated and cost-effective inventory process, with enough products available for sale and a sufficient amount of stockpiled products.

Topics include:

- Understand terms that are frequently used in warehouse management
- Identify the goals and objectives of inventory management and measure your process against these goals
- Calculate safety stock, reorder points, and order quantities
- Evaluate inventory management systems
- Identify the parts of the inventory cycle
- Better maintain inventory accuracy

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LEADERSHIP ESSENTIALS: COACHING, DELEGATING, AND MOTIVATING

3 - Days

Effective leadership is the cornerstone of team success, and this course equips leaders with the essential skills to inspire and empower their teams. Participants will explore the core principles of coaching, mentoring, delegating, and motivating, learning how to unlock potential, build trust, and drive performance. Through practical strategies and interactive exercises, this course provides the tools to cultivate strong relationships, foster growth, and create a positive, results-oriented workplace culture. Whether you're a seasoned leader or new to the role, this course will elevate your leadership capabilities.

Topics include:

• What does effective coaching, delegating, and motivating look like?

• Learn how to create a climate that embraces all three skills

• Identify and assess employees who need coaching and motivating

• Learn what to delegate and what not to delegate and how to delegate those things well

• Take control of factors that can derail your workplace productivity

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LEARN TIME MANAGEMENT SKILLS

1 - Day

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done.

In this workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

Topics include:

• Effectively organize yourself and your workspace
• Learning different techniques on how to prioritize your workload
• Identifying the right things to be doing and develop plans for doing them
• Learning what to delegate and what not to delegate and how to delegate those things well
• Taking control of factors that can derail your workplace productivity

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LOGISTICS AND SUPPLY CHAIN MANAGEMENT

2 - Days

The supply chain is a crucial part of any business' success. Optimizing the flow of products and services as they are planned, sourced, made, delivered, and returned can give your business an extra competitive edge.

This course will introduce you to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking your supply chain to the next level.

Topics include:

• The basic supply chain structure

• Supply chain drivers

• Aligning your supply chain with business strategy

• Managing supply chain risks

• Tracking and evaluating supply chain data

• Troubleshooting supply chain problems

• Sharing supply chain activities

• Sustainable supply chain strategies

• Applying lean techniques to the supply chain

• The future of supply chain management

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MANAGING ACROSS CULTURES

1 - Day

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.

Topics include:

- Define what culture is and how it shapes the workplace
- Identify how stereotypes shape our perception
- Develop useful cross-cultural attitudes
- Communicate effectively across cultures
- Effectively manage employees from different cultures
- Help teams overcome cross-cultural and virtual barriers
- Promote acceptance and awareness in your organization to help create a multicultural environment

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NEGOTIATING FOR RESULTS

2 - Days

Negotiating is about resolving differences and people who can master the process of negotiation find that they can save time and money and develop a higher degree of satisfaction with outcomes at home and at work. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Topics include:

• How often we all negotiate and the benefits of good negotiation skills

• The importance of preparing for the negotiation process, regardless of the circumstances

• The various negotiation styles and their advantages and disadvantages

• Strategies for dealing with tough or unfair tactics

• Skills in developing alternatives and recognizing options

• Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA

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NETWORKING FOR SUCCESS

2 - Days

Before the digital age, workers would build a network of working relationships to improve their careers. Today, networking is even more important for expanding one's business or career options. In this course, we explore the most effective platforms and techniques for business networkers. Whether people want to network in person at big or small events, or they are trying to figure out how to make the most out of digital platforms like LinkedIn, this course explores the most effective ways of networking!

Topics include:

• Introduce themselves in a meaningful, memorable way, even if they have never worked on an elevator pitch before
• Be goal focused about networking so that they can make the most of events that they attend
• Apply the concept of give first and be helpful as part of a system of reciprocity
• Use strategy and systems in order to network effectively
• Leverage the availability and usefulness of the Internet, including LinkedIn

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ORDER DESK AND CALL CENTRE TRAINING

3 - Days

Either manning a service desk or on the phone, businesses need well trained employees who can get through to their customers and provide superior service. This three-day inclusive training course helps anyone learn to make the most of their profession, including understanding the best ways to listen and be heard. All phone or face-to-face interactions have some elements of sales or customer service skills, which are explored in detail throughout this hands-on course.

Topics include:

- Subtleties of body language and verbal skills
- Verbal communication traits such as pitch, tempo, and tone
- Questioning and listening skills
- How to effectively say "no" and deliver bad news
- Implementing effective negotiating skills
- The need to create and deliver meaningful messages
- The value of personalizing interactions and developing relationships
- Various methods for managing stress

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OVERCOMING YOUR FEAR OF PUBLIC SPEAKING

1 - Day

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

Topics include:

• Speak with more confidence in one-on-one conversations
• Feel more confident speaking socially or small groups such as meetings
• Practice developing these skills in a safe and supportive setting
• Plus more...

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PRINCIPLES OF PROJECT MANAGEMENT

3 - Days

Project management is a vital skill for turning ideas into successful outcomes, and this beginner course provides a solid foundation to get started. Designed for those new to the field, the course introduces key concepts, tools, and techniques for planning, executing, and completing projects effectively. Participants will learn how to set clear objectives, manage resources, monitor progress, and communicate with stakeholders. By the end of the course, you'll have the confidence and knowledge to manage small projects and contribute effectively to larger ones, setting the stage for future success in project management.

Topics include:

• Understand what is meant by a project.

• Recognize what steps must be taken to complete projects on time and on budget.

• Sell ideas and make presentations.

• Use simple techniques and tools for planning and tracking a project.

• Use methods for keeping the team focused and motivated.

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PROBLEM-SOLVING AND DECISION MAKING

2 - Days

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions.

The key rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier.

Topics include:

• Apply problem solving steps and tools

• Analyze information to clearly describe problems

• Identify appropriate solutions

• Think creatively and be a contributing member of a problem-solving team

• Select the best approach for making decisions

• Create a plan for implementing, evaluating, and following up on decisions

• Avoid common decision-making mistakes

Coursetter

PUBLIC RELATIONS

2 - Days

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed. In this course, leaders will learn how to determine the type of information required, approach PR strategically, create compelling releases, and manage their media relations.

Topics include:

• Apply the different purposes to strategic vs. tactical PR

• Design a PR strategy

• Develop strong relationships with reporters and journalists

• Take their communication skills to a higher level

• Plus more...

Coursetter

PURCHASING AND PROCUREMENT FOR THE BEGINNER

2 - Days

Purchasing and procurement extends past getting the products and services that an organization needs at the right time and the right price. This field has evolved to include strategic relationship building, supply chain management, and communication with stakeholders to continually improve processes and results.

Topics include:

- The value of procurement
- The five rights of purchasing
- Checklist for supplier evaluation
- The purchasing cycle
- Managing competitive bidding with RFPs and RFQs
- Techniques for successful negotiation
- Risk management
- Agile procurement
- The role of cross-functional teams in purchasing and procurement

Coursetter

RISK MANAGEMENT

1 - Day

Risk management has long been a key part of project management, and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings.

The risk management framework provided in this workshop is flexible enough for any organization. You can apply it to a single project or a department or use it as a basis for an enterprise-wide risk management program.

Topics include:

• Define risk and risk management

• Establish a risk management context

• Describe the 7 R's and 4 T's that form the framework of risk management activities

• Design and complete a basic risk assessment

• Determine the appropriate response to risks and create a plan for those responses

• Describe the key components of reporting, monitoring, and evaluation of a risk management program

SKILLS FOR THE ADMINISTRATIVE ASSISTANT

2 - Days

Administrative assistants are the backbone of any organization, ensuring operations run smoothly and efficiently. This course is designed to provide aspiring and current administrative professionals with the skills and knowledge to excel in their roles. Participants will learn essential techniques for organization, communication, time management, and problem-solving, as well as proficiency in key office technologies and tools. Whether you're starting your career or looking to enhance your expertise, this course will prepare you to confidently support teams, manage priorities, and contribute to organizational success.

Topics include:

• Understand the importance of professional presence on the job.

• Learn how to self-manage to become more effective and efficient.

• Improve your communications skills, including listening, questioning, and being more assertive.

• Increase your effectiveness in recognizing and managing conflict and dealing with difficult people.

SKILLS FOR THE SERVICE ADVISOR

2 - Days

Service advisors play a critical role in delivering exceptional customer experiences while bridging the gap between clients and technical teams. This course is tailored to equip aspiring and current service advisors with the skills needed to excel in customer service, communication, and sales. Participants will learn how to effectively identify customer needs, provide clear explanations of services, manage expectations, and build long-term trust. With a focus on professionalism, problem-solving, and upselling techniques, this course prepares you to thrive in a fast-paced, customer-centric environment.

Topics include:

• Understanding the roles and responsibilities of a service advisor

• Understand the legal obligations for the position

• Demonstrating a customer service approach

• Understanding how your own behavior affects the behavior of others

• Demonstrating confidence and skill as a problem solver

• Providing accurate repair estimates

• Plus more…

Coursetter

STARTING A SMALL BUSINESS

2 - Days

Starting a small business is an exciting journey that requires preparation, knowledge, and strategic planning. This course is designed to guide aspiring entrepreneurs through the essential steps of launching and managing a successful business. From developing a solid business plan and understanding finances to marketing strategies and navigating legal requirements, participants will gain practical insights and tools to turn their ideas into reality. Whether you're exploring a side hustle or building a full-time venture, this course provides the foundation to start strong and grow with confidence.

Topics include:

• Research and analyze the individual components needed for a business plan

• Learn about the traits of an entrepreneur

• Explain the purpose and future of your business in easy to understand terms

• Examine where to look for financing

• Clarify the steps needed to get your business off the ground

Coursetter

STRATEGIC PLANNING

2 - Days

If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there is the challenge of bringing these principles to life in a meaningful way that people can relate to. This course will help you describe what you want to do and get people where you want to go.

Topics include:

• Identify the values that support their company
• Define the vision for their company
• Write a mission statement that explains what the company's purpose is
• Complete meaningful SWOT analysis
• Apply tools and techniques to create a strategic plan that directs the organization from the executive to the front line
• Implement, evaluate, and review a strategic plan
• Identify how related tools, such as the strategy map and balanced scorecard, can help them develop a strategic plan

Coursetter

STRESS MANAGEMENT

1 - Day

People today are experiencing job burnout and stress in epidemic proportions. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This workshop explores the causes of such stress and suggests general and specific stress management strategies that people can use every day.

Topics include:

• Understanding that stress is an unavoidable part of everybody's life
• Recognize the symptoms that tell you when you have chronic stress overload
• Changing the situations and actions that can be changed
• How to deal better with situations and actions that can't be changed
• Creating an action plan for work, home, and play to help reduce and manage stress

Coursetter

THE FUNDAMENTALS OF CUSTOMER SERVICE

2 - Days

The Fundamentals of Customer Service course has been developed with the help of organizations that consistently exceed exemplary customer service. This workshop is focused on managing customer expectations and dealing with challenging service situations. The Fundamentals of Customer Service course will outdo the competition and show how a company can be loyal to their customers.

Topics include:

- Exhibiting true customer service within all aspects of a business
- Recognizing how your own behaviour affects other peoples' behaviour
- Showing confidence and skill as a critical problem solver
- Utilizing techniques on how to deal with difficult customers
- Choosing to make the correct choices that will provide superior service

Coursetter

THE PROFESSIONAL SUPERVISOR

3 - Days

Supervisors play a pivotal role in bridging the gap between management and frontline teams, ensuring goals are met while fostering a productive work environment. This course is designed to equip new and aspiring supervisors with the skills and knowledge to lead effectively. Participants will explore key areas such as communication, team building, conflict resolution, performance management, and decision-making. Through practical tools and strategies, this course prepares you to confidently handle the challenges of supervision, inspire your team, and drive organizational success.

Topics include:

• Clarify the scope and nature of a supervisory position

• Learn some ways to deal with the challenges of the role

• Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization

• Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.

• Develop strategies for motivating your team, giving feedback, and resolving conflict.
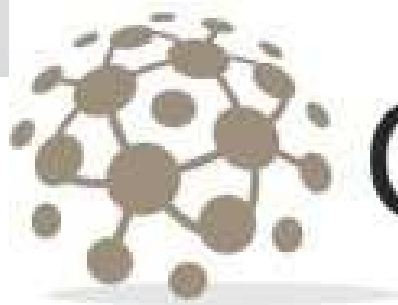
Coursetter

TRAIN THE TRAINER

3 - Days

Empowering others through effective training is both a skill and an art, and this course is designed to help you master it. The Train-the-Trainer course equips participants with the tools and techniques to design, deliver, and evaluate impactful training sessions. You'll learn how to engage diverse audiences, adapt your approach to different learning styles, and create an environment that fosters growth and development. Whether you're new to training or looking to refine your skills, this course will prepare you to confidently lead sessions that leave a lasting impression.

Topics include:

• Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles.
• Know how to write objectives and evaluate whether these objectives have been met at the end of a training session.
• Develop an effective training style, using appropriate training aids and techniques.
• Conduct a short group training session that incorporates these training concepts.

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SET COURSE FOR SUCCESS