

September



Coursetter

2022

Visit www.Coursetter.ca for more info.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	August 29	August 30	August 31	1	2	3
Both courses will run simultaneously – Please register for one course only.	The Fundamentals of Customer Service	<i>The Fundamentals of Customer Service</i>	The Professional Supervisor	<i>The Professional Supervisor</i>	<i>The Professional Supervisor</i>	
	Change Management					
4	5	6	7	8	9	10
	Labour Day – No Classes	Stress Management	Business Leadership: Become Management Material	<i>Business Leadership: Become Management Material</i>	<i>Business Leadership: Become Management Material</i>	Both courses will run simultaneously – Please register for one course only.
			Human Resources Training for the Non-HR Manager			
11	12	13	14	15	16	17
Both courses will run simultaneously – Please register for one course only.	Skills for the Administrative Assistant	<i>Skills for the Administrative Assistant</i>	Fundamentals of Business Management	<i>Fundamentals of Business Management</i>	<i>Fundamentals of Business Management</i>	
	Building Better Teams					
18	19	20	21	22	23	24
	Starting a Small Business	<i>Starting a Small Business</i>	Working in a Multigenerational Environment	The Fundamentals of Customer Service	<i>The Fundamentals of Customer Service</i>	
25	26	27	28	29	30	
	Communication Strategies	<i>Communication Strategies</i>	Crisis Management	<i>Crisis Management</i>	Emotional Intelligence	

October



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						1
2 <i>Both courses will run simultaneously – Please register for one course only.</i>	3 The Professional Supervisor Diversity Training	4 <i>The Professional Supervisor</i>	5 <i>The Professional Supervisor</i>	6 Business Ethics	7 <i>Business Ethics</i>	8
9	10 Thanksgiving Day – No Classes	11 Harassment in the Workplace	12 <i>Harassment in the Workplace</i>	13 Skills for the Administrative Assistant - FULL	14 <i>Skills for the Administrative Assistant - FULL</i>	15
16	17 Dealing with Conflict and Confrontation	18 Creativity in the Workplace	19 Leadership Essentials: Coaching, Delegating and Motivating	20 <i>Leadership Essentials: Coaching, Delegating and Motivating</i>	21 <i>Leadership Essentials: Coaching, Delegating and Motivating</i>	22
23 <i>Both courses will run simultaneously – Please register for one course only.</i>	24 Building Stronger Sales Relationships Anger Management	25 <i>Building Stronger Sales Relationships</i>	26 <i>Building Stronger Sales Relationships</i>	27 Skills for the Service Advisor	28 <i>Skills for the Service Advisor</i>	29
30	31 The Fundamentals of Customer Service	November 1 <i>The Fundamentals of Customer Service</i>	November 2 Order Desk and Call Centre Training	November 3 <i>Order Desk and Call Centre Training</i>	November 4 <i>Order Desk and Call Centre Training</i>	

November



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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	October 31 The Fundamentals of Customer Service	1 <i>The Fundamentals of Customer Service</i>	2 Order Desk and Call Centre Training	3 <i>Order Desk and Call Centre Training</i>	4 <i>Order Desk and Call Centre Training</i>	5
6	7 Building Self Esteem and Assertiveness Skills	8 Logistics and Supply Chain Management	9 <i>Logistics and Supply Chain Management</i>	10 Inventory Management	11 Remembrance Day – No Classes	12
13	14 Human Resources Training for the Non-HR Manager	15 <i>Human Resources Training for the Non-HR Manager</i>	16 <i>Human Resources Training for the Non-HR Manager</i>	17 Communication Strategies	18 <i>Communication Strategies</i>	19
20	21 Develop Critical Thinking Skills	22 <i>Develop Critical Thinking Skills</i>	23 Business Leadership: Become Management Material	24 <i>Business Leadership: Become Management Material</i>	25 <i>Business Leadership: Become Management Material</i>	26
27	28 Networking for Success	29 <i>Networking for Success</i>	30 Fundamentals of Business Management	December 1 <i>Fundamentals of Business Management</i>	December 2 <i>Fundamentals of Business Management</i>	