

March



2021

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| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|---------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|----------|
| | 1 Diversity Training | 2 Working in a Multigenerational Environment | 3 Train the Trainer | 4 <i>Train the Trainer</i> | 5 <i>Train the Trainer</i> | 6 |
| 7 | 8 The Professional Supervisor | 9 <i>The Professional Supervisor</i> | 10 <i>The Professional Supervisor</i> | 11 The Fundamentals of Customer Service | 12 <i>The Fundamentals of Customer Service</i> | 13 |
| 14 | 15 The Principles of Project Management | 16 <i>The Principles of Project Management</i> | 17 <i>The Principles of Project Management</i> | 18 Skills for the Service Advisor | 19 <i>Skills for the Service Advisor</i> | 20 |
| 21 | 22 Business Ethics | 23 <i>Business Ethics</i> | 24 Leadership Essentials: Coaching, Delegating & Motivating | 25 <i>Leadership Essentials: Coaching, Delegating & Motivating</i> | 26 <i>Leadership Essentials: Coaching, Delegating & Motivating</i> | 27 |
| 28 | 29 Change Management | 30 The Fundamentals of Business Management | 31 <i>The Fundamentals of Business Management</i> | April 1 <i>The Fundamentals of Business Management</i> | April 2 Good Friday – No Classes | |

April



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| | | March 30 The Fundamentals of Business Management | March 31 <i>The Fundamentals of Business Management</i> | 1 <i>The Fundamentals of Business Management</i> | 2 <i>Good Friday – No Classes</i> | 3 |
| 4 | 5 <i>Easter Monday – No Classes</i> | 6 Human Resources for the Non-HR Manager | 7 <i>Human Resources for the Non-HR Manager</i> | 8 <i>Human Resources for the Non-HR Manager</i> | 9 Inventory Management | 10 |
| 11 | 12 Functional Business Writing Skills | 13 <i>Functional Business Writing Skills</i> | 14 Logistics and Supply Chain Management | 15 <i>Logistics and Supply Chain Management</i> | 16 Building Self Esteem and Assertiveness Skills | 17 |
| 18 | 19 Communication Strategies | 20 <i>Communication Strategies</i> | 21 Develop Critical Thinking Skills | 22 <i>Develop Critical Thinking Skills</i> | 23 Dealing with Conflict and Confrontation | 24 |
| 25 | 26 Building Stronger Sales Relationships | 27 <i>Building Stronger Sales Relationships</i> | 28 <i>Building Stronger Sales Relationships</i> | 29 The Fundamentals of Customer Service | 30 <i>The Fundamentals of Customer Service</i> | |

May



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| | | | | | | 1 |
| 2 | 3 Business Leadership: Become Management Material | 4 <i>Business Leadership: Become Management Material</i> | 5 <i>Business Leadership: Become Management Material</i> | 6 Starting a Small Business | 7 <i>Starting a Small Business</i> | 8 |
| 9 | 10 Creating a Positive Work Environment | 11 Negotiating for Results | 12 <i>Negotiating for Results</i> | 13 <i>The Fundamentals of Customer Service???</i> | 14 <i>The Fundamentals of Customer Service???</i> | 15 |
| 16 | 17 Working in a Multigenerational Environment | 18 Business Office Etiquette | 19 Learn Time Management Skills | 20 Networking for Success | 21 <i>Networking for Success</i> | 22 |
| 23 | 24 <i>Victoria Day – No Classes</i> | 25 Cannabis and the Workplace | 26 Order Desk and Call Centre Training | 27 <i>Order Desk and Call Centre Training</i> | 28 <i>Order Desk and Call Centre Training</i> | 29 |
| 30 | 31 The Professional Supervisor | June 1 <i>The Professional Supervisor</i> | June 2 <i>The Professional Supervisor</i> | June 3 Purchasing and Procurement for the Beginner | June 4 <i>Purchasing and Procurement for the Beginner</i> | |