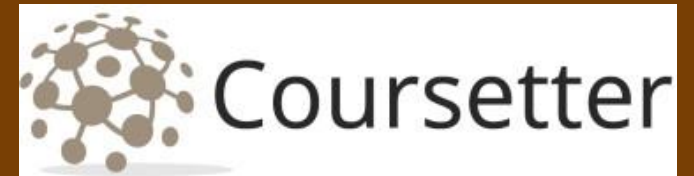


October



2021

Visit www.Coursetter.ca for more info.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				September 30 Develop Critical Thinking Skills	1 <i>Develop Critical Thinking Skills</i>	2
3	4 Problem-Solving and Decision Making	5 <i>Problem-Solving and Decision Making</i>	6 Order Desk and Call Centre Training	7 <i>Order Desk and Call Centre Training</i>	8 <i>Order Desk and Call Centre Training</i>	9
10 <i>Both courses will run simultaneously – please register for one course only.</i>	11 Thanksgiving – No Classes	12 Emotional Intelligence Anger Management	13 Building Self-Esteem and Assertiveness Skills	14 Functional Business Writing Skills	15 <i>Functional Business Writing Skills</i>	16
17	18 Working in a Multigenerational Environment	19 Dealing with Conflict and Confrontation	20 Influence and Persuasion	21 Communication Strategies	22 <i>Communication Strategies</i>	23
24	25 Conducting Effective Performance Reviews	26 <i>Conducting Effective Performance Reviews</i>	27 <i>Conducting Effective Performance Reviews</i>	28 The Fundamentals of Customer Service	29 <i>The Fundamentals of Customer Service</i>	30

November



Coursetter

2021

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Stress Management	2 Inventory Management	3 Fundamentals of Business Management	4 <i>Fundamentals of Business Management</i>	5 <i>Fundamentals of Business Management</i>	6
7 <i>Both courses will run simultaneously – please register for one course only.</i>	8 Human Resources for the Non-HR Manager	9 <i>Human Resources for the Non-HR Manager</i>	10 <i>Human Resources for the Non-HR Manager</i>	11 Remembrance Day – No Classes	12 Building Self Esteem and Assertiveness Skills	13
	14 The Professional Supervisor ----->					
14	15 Overcoming Your Fear of Public Speaking	16 Building Better Teams	17 Cannabis and the Workplace	18 Problem Solving and Decision Making	19 <i>Problem Solving and Decision Making</i>	20
21	22 Skills for the Service Advisor	23 <i>Skills for the Service Advisor</i>	24 Learn Time Management Skills	25 Starting a Small Business	26 <i>Starting a Small Business</i>	27 <i>Both courses will run simultaneously – please register for one course only.</i>
				28 Communication Strategies		
28	29 Managing Across Cultures	30 The Fundamentals of Customer Service	December 1 <i>The Fundamentals of Customer Service</i>	December 2 Develop Critical Thinking Skills	December 3 Develop Critical Thinking Skills	