



**NISICHAWAYASIHK CREE NATION**  
**HUMAN RESOURCE**  
**DEVELOPMENT AUTHORITY**

# Active Learning Centre

## COURSE CATALOG

# Administrative and Organization Skills

Learn essential administrative office procedures and skills that will help in administrative support roles.

## COURSE TITLE

### **Administrative Office Procedures**

Learn essential administrative office procedures.

### **Administrative Support**

Enhance your skills in administrative support roles.

### **Archiving and Records Management**

Manage records and archives effectively.

### **Attention Management**

Improve your ability to manage attention and focus.

### **Basic Bookkeeping**

Learn basic bookkeeping principles.

### **Developing Corporate Behavior**

Cultivate desired corporate behaviors within your organization.

### **Knowledge Management**

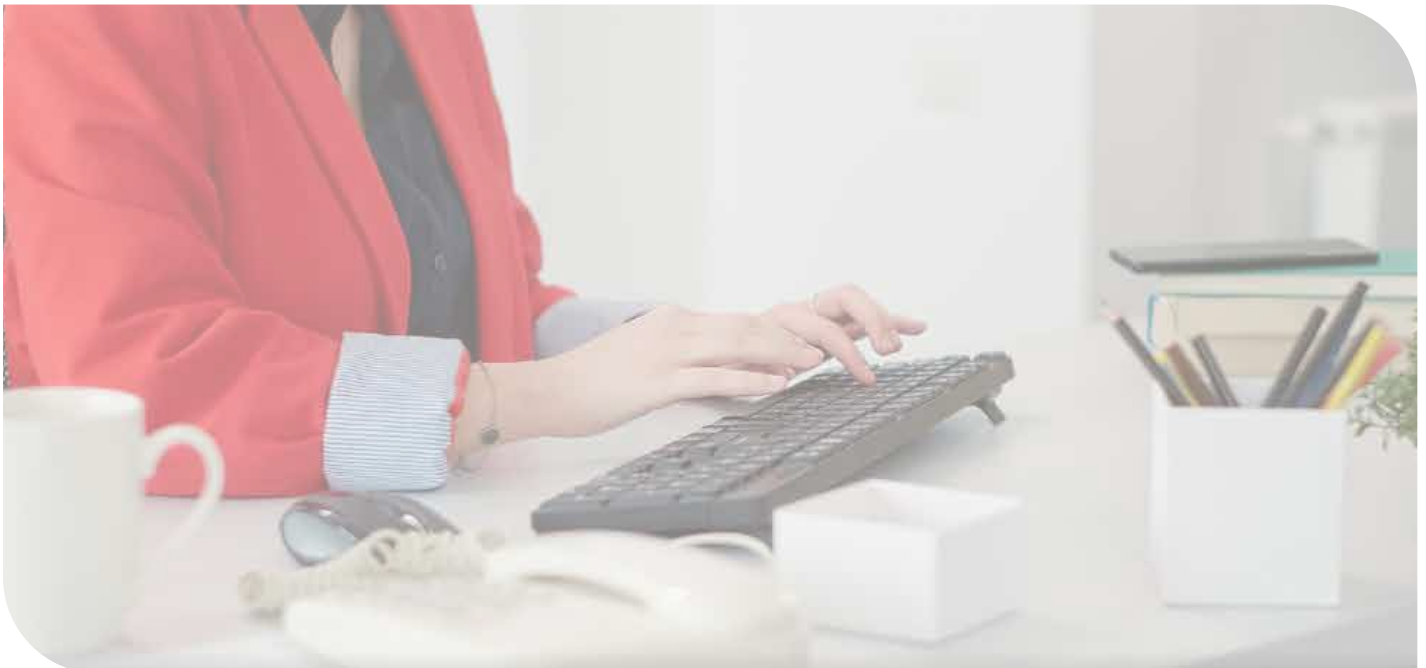
Learn effective knowledge management strategies.

### **Organizational Skills**

Develop strong organizational skills.

### **Time Management**

Enhance your time management abilities.



# Building a Business Case

**This course focuses on developing the skills and knowledge necessary to build a compelling business case for various stakeholders. Students will learn to identify and evaluate business opportunities, conduct market analysis, perform financial projections, and create a comprehensive business plan.**

## COURSE TITLE

### 1. Concept Evaluation: Identifying Opportunities

Discover how to identify opportunities to grow or change your business strategy. Identifying opportunities is a tremendous skill for any employee or manager, allowing learners to become true contributors to their organization.

### 2. Concept Evaluation: Finding Support

Finding and utilizing support while building a business case is key to success. Learn how to identify potential supporters and how to engage your support team.

### 3. Concept Evaluation: Making Decisions

Deciding to move forward on a business case can be one of the most daunting parts of the process. This course will help you evaluate your idea and come to a conclusion.

### 4. Gathering Data: Costs and Benefits

Learn strategies for identifying costs and benefits while building a business case for your new idea or initiative.

### 5. Gathering Data: Identifying and Addressing Risks

Discover the four types of risks associated with a new business idea or concept. A careful evaluation of risk is essential to any business case proposal.

### 6. Gathering Data: Understanding Financial Matters

Understanding ROI and other financial metrics is an essential part of building your business case. This course will guide you through ROI basics, while giving you other figures to consider as you gather data.

### 7. Gathering Data: SWOT Analysis

Building a successful business case depends on understanding how your idea or initiative fits into the current company status. By conducting a SWOT analysis, you'll not only discover how to market your idea to decision-makers – but you might just find an opportunity to refine the concept itself.

### 8. Telling the Story: Writing a Proposal

Now that you've gathered all of your data, it's time to write your business case proposal. In this course, you'll learn the sections that should be included as well as some important writing advice.

### 9. Telling the Story: The Art of Persuasion

Persuasion is a fine art, something that accomplished salespeople have perfected over the years. In this course, you'll learn how to sell– without nagging or manipulation.

### 10. Telling the Story: Presentation

Presenting a new idea to others can be a terrifying proposition. Let the course guide you through the basics, calming your nerves and preparing you to lead a successful business case proposal meeting.

### 11. Telling the Story: After Approval

Once you've won approval for your business case idea, you can start the implementation process. This course will guide you through implementation steps and help you develop ways to cope with resistance.

# Business Basics

The Business Basics curriculum encompasses a wide array of topics including problem-solving techniques, decision-making frameworks, and creative problem-solving strategies.

## COURSE TITLE

### 1. How to Know What You Don't Know: Getting Up to Speed

Donald Rumsfeld once said "There are known knowns. These are things we know that we know. There are known unknowns. That is to say, there are things that we know we don't know. But there are also unknown unknowns. These are things we don't know we don't know." That's what this program is about, finding out what we don't know, so we can learn it, get up to speed, and do our jobs better.

### 2. Respect: How to be Liked

Being liked at work makes you more productive, more engaged, and happier in your workplace. It allows your team to function more smoothly. So how do you get people to like you? Believe it or not, there's a professional way to make yourself likeable, and that's what this program is all about.

### 3. How to Know What You Don't Know: Identifying Blind Spots

An unknown unknown in business is typically referred to as a blind spot. This program discusses how to uncover these blind spots to improve your personal business performance.

### 5. Respect: How to be Respected

Respect is something that's gained, earned, and deserved. It's not something that's automatically given. In this program we're going to look at some qualities and behaviors that will help you earn respect at work.

### 6. Respect: How to Work with Someone You Dislike

We're all different. We have diverse backgrounds, skills, and experiences, and sometimes those differences create conflict. Disliking someone doesn't mean they're a bad person. In fact, some of the best ideas are results of a difference of opinion. This program will give you some guidance on how to work with someone you don't like and still get the job done.

## Business Attire Basics for Men and Women:

### Black Tie Attire and Black Tie Optional Attire

Have you received an invitation that calls for black tie or black tie optional attire and you don't know what that means exactly? Don't fret! We're here to help! We took this information straight from the etiquette gurus at the Emily Post® Institute. Some people may never attend this type of formal work-related function, but you might in your personal life, so these tips may come in handy.

### Business Casual Attire, Formal Attire, Casual Attire, and Semi-Formal/Cocktail Attire

Are you unsure about what these attires represent? Your appearance plays a critical role in how others perceive you at work, so knowing the different types of dress isn't just about proper etiquette, it's an essential part of doing good business.

# Business Basics

## **Business Travel: Before Leaving**

There are a lot of things to do to prepare for business travel. This program is going to help you check some of those items off your list.

## **Business Travel**

Travel is an important part of doing business. In this first program, we'll review some basic guidelines.

## **Business Travel: Hotel, Motel, Holiday Inn**

When you are staying at a hotel, you are still representing your company. With that in mind, we have some hotel etiquette tips to follow.

## **Business Travel: I've Got a Plane to Catch**

Airports are stressful. The best advice we have is to control what you can, plan for what you can't, and laugh when things go badly. In this course, we'll discuss the best ways to quickly and easily get to your plane.

## **Business Travel: International Business Travel**

International travel is complicated. You have to deal with the language barrier, the jet lag, foreign customs, and exotic cuisine. Here's some advice to help remove some of the stress of international travel.

## **Business Travel: My Bags are Packed**

The goal of this program is to encourage you to only bring a carry-on for business travel. We talk about why this is so important and give you tips on how to do it successfully.

## **Business Travel: Safe Travels**

Part of preparing for any trip is planning for your safety. This course gives you tips on how to stay safe while traveling.





# Business Basics

## **Business Travel: Staying Healthy**

Travel interrupts your sleep habits, your eating habits and your workout routine. In this program, we're going to address some of those issues and look at ways to reduce the toll that travel takes on your body.

## **Business Travel: Technology Security**

If you plan to travel internationally with your laptop, tablet, or smartphone, then you need to understand how privacy and surveillance works while you are abroad.

## **Business Travel: There's an App for That**

Travel apps have made travel and travel arrangements so much easier. In this program, we'll list some of our favorites.

## **Focusing Your Perspective: 01. Locus of Control**

Looking at your own successes and failures, what do you attribute those to? Your own actions? Or things that are outside of your control, like your boss's decisions, the economy, or just random chance or luck? This is known as your locus of control, and it has an enormous impact on your life. In this course, we'll discuss the origin of this idea and the two components that make up your locus of control.

## **Focusing Your Perspective: 02. The Circles of Control**

In our previous program, we talked about how we view and respond to what happens to us through our locus of control and how understanding that can help us shift our perspective. In this course, we'll dive into a more pragmatic way to look at how our lives are affected by outside events, and how we can affect those same events. Using circles of control, we can visualize our own impact on what's happening in our lives.

## **How to Deal with Workplace Changes: How to Avoid Getting Laid Off**

If you're watching this, there's probably a high likelihood that job security is important to you. Companies cut jobs for many reasons, and companies approach layoffs in many different ways. By watching this course, we're not saying there's a sure-fire way to avoid a layoff entirely. However, there are things you can do to make yourself more invaluable to your team and your company. That's what we'll cover in this program. We'll talk about getting recognized, staying flexible, having a positive attitude, and more.

## **How to Deal with Workplace Changes: When a Coworker Leaves**

Losing a coworker is tough, especially when you've bonded and become friends. When the decision to leave was not theirs, it makes it even more difficult. Maybe you're not sure where to put your loyalty. Maybe you're unsure of your own job security. Maybe you experience survivor's guilt if you avoided a layoff. There can be a lot of emotions involved, so let's talk about how to manage those feelings. In this course, we'll discuss the importance of acknowledging your feelings, getting back into a routine, and offering resources to your former coworker. We'll also go over gossip and how to avoid it, and what to do when someone new is hired.

## **How to Work a Room: After the Event**

You've attended the event. You've mingled. You avoided the hot wings. You met Marty's close-talker wife who didn't avoid the hot wings. You're done, right? Not quite. After all of the preparation and thought you've put into attending this event, you need to close it out with some follow-up. In this last program, we'll talk about what you need to do to leave a lasting impression on the connections you've met and talked with, and how to best continue those relationships.

## **How to Work a Room: Attending an Event**

You're at a business function. Did you know that there's a proper way to wear a name tag? Or that there is appropriate etiquette to shaking someone's hand? What's the best way to naturally join a group of people already having a conversation? The event is serving buffalo wings. Do you eat them? We'll answer these questions and many more as we go over what to do and what NOT to do when attending a networking or business event.

# Business Basics

## **How to Work a Room: Preparing for an Event**

Successfully attending a business event doesn't mean just showing up. In most cases, there's a reason why you're there and a goal that needs to be accomplished. Maybe you're attending a corporate function and need to make face time with potential clients. Or perhaps you're going to a networking event to meet relevant professionals in your industry. Maybe it's an educational seminar or community gathering. Whatever the case, these types of situations require interacting enthusiastically with other attendees. This comes naturally to some, and not at all to others. The aim of this program is to help you project a professional image for you and your organization, while getting the most value out of your event.

## **Managing Negativity**

Negativity is toxic. Everybody gets caught up in some type of workplace negativity from time to time. The trick is that, as a manager, it's up to us to stop negativity from impacting productivity and morale. It's up to us to make sure negativity is harnessed.

## **This vs. That: Assertive vs. Aggressive**

Some situations call for you to be assertive. And some people are better at being assertive than others. Have you ever hesitated out of fear that your assertiveness will come across as aggression? In this program, we'll take a look at how you can be assertive without being perceived as aggressive.

## **This vs. That: Compromise vs. Cave**

Are you a pushover? When someone asks you for something, do you just give in and move on to the next thing? Do you feel like there are times when you cave before you really should, rather than focusing on a compromise? In this program, we'll discuss when it's wise to concede, and when and how you should come up with a mutually beneficial compromise.

## **This vs. That: Concise vs. Curt**

This probably happens more in written word versus the spoken word, but it can happen in either instance. You receive a quick communication from your boss or coworker and think, "Wow, that was rude." Because we are forced to interpret the mood and meaning of the message without the aid of body language, tone of voice, or facial expression, things are often miscommunicated. So in this course, we teach on how to send messages that are short, yet still sweet.

## **This vs. That: Confident vs. Conceited**

There's a fine line between presenting yourself in a confident way and coming across as being conceited. In this program, we'll go over some different ways to convey confidence, and we'll also discuss some arrogant behaviors to avoid.

## **This vs. That: Finished vs. Flawless**

You have a deadline, but in order to meet it, you would have to skimp on quality. Do you do it to meet your deadline? Or would you miss your deadline and turn in a high-quality project? Time versus quality is something we have all struggled with, but there's no alliteration in that title, so let's talk about work that's flawless versus work that's finished.

## **This vs. That: Persistent vs. Pestering**

You've likely been in a situation where you're waiting on something from someone else to complete your own task. You may casually check in for a status update. Meanwhile, your boss is asking you when it's going to be done, but you can't say because you don't know when the other person will get it to you, and you don't want to throw them under the bus. This course is all about what to do in this situation and finding the right balance between being persistent and being a downright pest.

## **This vs. That: Reserved vs. Rude**

Sometimes reserved people get a bad rap. Their lack of boisterousness gives them the reputation of being rude or snobby, when in fact, they're perfectly nice people who are often misread. Truly rude people do exist, and there is no room for rudeness in the workplace. Yes, it's not always sunshine and rainbows, and being cheerful isn't always possible, but employees should always be courteous and respectful. In this program, we'll discuss the difference between someone who is reserved and someone who is rude, and why rudeness at work is unacceptable.

# Business Math

**Business Math introduces the key mathematics of business and finance. Business topics include introductory mathematics, payroll, taxes, interest, pricing and statistics.**

## COURSE TITLE

### **Introduction to Math: Adding and Subtracting**

Addition and subtraction are the most commonly used math operations in our daily lives, so it's important to understand how to perform them. In this course, we're going to go over common terms, as well as how to do basic addition and subtraction.

### **Introduction to Math: Choosing the Right Operation**

Once you've finished with school, most of the math problems you encounter will likely come in the form of word problems. In word problems, you're not told explicitly how to solve them. Instead, you have to use the clues given to you in the words that make up the problem itself. In this program, we'll learn what sort of words to look for to help you choose the right operation to successfully solve the problem.

### **Introduction to Math: Estimation Basics**

On a daily basis, you may come across many times when you don't need an exact number to a mathematical equation. When you're mentally calculating a grocery bill so you don't go over budget, or when you're rounding a tip for your server at a restaurant, what you're doing is called estimating. In this course, we'll take a look at how to estimate and when you might need it in business.

### **Introduction to Math: Fighting the Fear**

If you took math in high school or college, you probably reached a point where you thought, "When am I ever going to use this?" Well, in the business world, you might be surprised by how often you do use math. If you didn't enjoy math back in school, and especially if you struggled with it, this may seem intimidating. In this course, we're going to help with that. We'll discuss how math is important in business and discuss strategies for overcoming your fears.

### **Introduction to Math: Finding Averages**

When we talk about finding averages, we're usually talking about one of three different values: mean, median, or mode. We use these averages to find out what's normal, so we can make predictions about what's going to happen again or compare what's happening now to what's happened in the past. In this program, we're going to talk about what the three types are, as well as how and why to calculate each one of them.

### **Introduction to Math: Inequalities**

In this program, we're going to discuss inequalities and comparing numbers in terms of being greater than or less than one another.

### **Introduction to Math: Multiplying and Dividing**

Did you ever have to memorize times tables in elementary school? If so, you may or may not be a huge fan of multiplication and division. But the truth is, it's a quick way to add groups of numbers together or to separate a group into even subgroups. In this program, we'll learn the terms used to talk about multiplication and division, as well as strategies to help you master equations.

### **Introduction to Math: Positive and Negative Numbers**

In this program, we're going to discuss what positive and negative numbers are and how they're used, so you can get more comfortable with both the concept and practical applications.



# Business Math

## **Introduction to Math: Understanding Decimals**

If you've taken our course on fractions, you already understand what happens when an equation doesn't end with a whole number. In this program, we're going to talk about an alternative to fractions called decimals. By the end of our lesson, you'll know what they are and how to use them.

## **Introduction to Math: Understanding Fractions**

In math, we often deal in whole numbers. But what happens when things don't end up quite even? What do we do with a remainder in division? Perhaps more importantly, how do we split up that extra slice of pizza? In this course, we'll talk about how to do just that, with a type of number called a fraction. First, we'll define the parts of a fraction, and then we'll talk about how we can use them.

## **Introduction to Math: Understanding Percentages**

Fractions and decimals are both ways to express parts of a whole. In this program, we'll talk about one more way: percentages. By the time we've finished today, you'll know what percentages are and how to use them.

## **Introduction to Math: Understanding the Metric System**

In the United States, we typically use the English or Imperial system of measurement for everyday purposes, but in most other countries around the world, the metric system of measurement is the standard. Because of this, the metric system is being used more and more often here in the States, so it's vital that you understand it and know how to use it. In this program, we'll go over basic vocabulary and definitions, as well as some common conversions between the Imperial and metric systems.

## **Job Offer Math: Benefits by the Numbers**

When you look at your pay stub, your eyes likely go directly to the amount that ends up in your checking account, followed by the amount you pay in taxes, followed by any deductions related to healthcare, insurance, or investment plans. But there's one amount that's missing from the net pay or even the gross pay listed, and that's the value of your employer benefits. In this course, we're going to take you through several common employee benefits and the dollar amount attached.

## **Job Offer Math: Cost of Living Comparisons**

If you've ever taken a good look at your budget, you probably know how much money you need to make in order to afford the life you have. But if you're entering a new geographic market, or even thinking about it, it's important to understand that your salary may translate to a very different way of life compared to what you're used to. In this course, we discuss the best way to determine the average cost of living for wherever you end up.

## **Job Offer Math: Medical Insurance Basics**

There's no doubt about it, health insurance can be complicated. This course is designed to help you better understand the basics of health insurance. We'll go over key terms, different kinds of insurance, and some points of consideration when looking at different plans.

## **Job Offer Math: Understanding a Job Offer**

Not all job offers are created equal. There are many factors to consider when determining whether a job offer is fiscally appropriate for your life. In this course, we'll go over the main components that comprise the total compensation package, in other words, what you'll be getting in exchange for your time and expertise. We'll also go over some other non-compensation elements that go into evaluating a job offer.

## **Specialized Math: Calculating Production Costs**

For businesses that sell products, knowing how to calculate the cost associated with creating those products is a vital part of understanding how to reduce costs and maximize profits. Here we'll cover the two kinds of production costs: fixed costs and variable costs. Then we'll use that information to calculate unit costs and do a break-even analysis.

# Business Math

## **Specialized Math: Compound vs. Simple Interest**

Whether you're saving money or paying down a loan, understanding interest is a vital part of making informed financial decisions. In this program, you can learn how to calculate both simple and compound interest, so you're prepared for both scenarios.

## **Specialized Math: Determining Pricing**

Figuring out what to charge for your products is one of the most important parts of running a successful business. If your price is too high, your sales will suffer. If you underprice your products, you won't earn as much money as you should, and you'll sacrifice potential for growth. In this program, you will learn effective strategies for pricing your products.

## **Specialized Math: Interest Rates**

If you've ever had a savings account or taken out a mortgage to buy a home, you're probably familiar with the term "interest." In this program, we're going to discuss interest and interest rates. We'll cover how interest rates are determined, and how they can impact the economy.

## **Specialized Math: Inventory Basics**

When it comes to running a business, one of the most important tasks is inventory management. Here, you'll learn the components of managing inventory and some strategies for carrying them out.

## **Specialized Math: Mark-ups and Mark-downs**

In the world of marketing, one of the most important skills is understanding mark-ups and mark-downs. These two factors help determine potential for profits and drive potential sales. After watching this course, you'll understand how to calculate mark-ups and mark-downs to maximize profits.

## **Specialized Math: Net vs Gross**

Whether we're talking about our paychecks or how much a business makes in profit, there's often a difference between the initial amount made and what we get to keep. In this program, you'll learn the difference between gross and net, and what it means when it comes to employee paychecks, as well as business income.

## **Specialized Math: Payroll Basics**

For many employees, one of the major motivations for showing up to work is getting paid. The responsibility of making sure everyone gets paid on time and the correct amounts is called payroll. In this course, we'll discuss the basics of payroll, including setting pay periods and pay dates, dealing with taxes, timekeeping, and ensuring payroll is being done according to federal, state, and local laws.

## **Specialized Math: Understanding Annuities**

The thought of being guaranteed income for the rest of your life probably sounds appealing. And at their most basic definition, that's exactly what annuities provide. But, as with most things, it's not quite that simple. In this program, we'll go over what annuities are and how they work.

## **Specialized Math: Understanding Loans**

Sometimes in life we encounter situations where we need a little more cash than we have on hand. Whether it's to buy a car or a house or to make a large purchase, when we take advantage of the availability of someone else's money for a set period of time, it's called a loan. In this course, we're going to learn how loans work so you can make informed decisions about when it's wise to take out a loan and when it's not.

## **Specialized Math: Understanding Profits and Profit Margins**

When it comes to judging the success of a business, how much money it makes is one of the key factors. But there's a lot more that goes into determining how successful or viable a business is. In this program, we're going to look at two of those measures: profits and profit margins.

# Business Math

## **Specialized Math: Understanding Ratios, Proportions, and Percentages**

Ratios, proportions, and percentages are all methods of comparing data. In this program, we'll define each one and discuss their purposes.

## **Specialized Math: Understanding ROI**

In business, as in life, sometimes we have to give a little to get something back. At its simplest, that's what a return on investment, or ROI, is. In this program, we'll discuss how to calculate ROI, what the limitations of ROI are when comparing the profitability of investments, and using rate of return.

## **Statistics: Data Analysis Basics**

When something starts going wrong at work, you don't want to just throw metaphorical spaghetti at a wall, hoping a solution sticks. No, you need to follow a methodical process that defines the problem, hypothesizes causes, collects and analyzes information, identifies solutions, and tests them. In short, you need data analysis. In this program, we're going to cover the basics so you can solve problems at work quickly and efficiently.

## **Statistics: Introduction to Statistics**

Statistics is the science of collecting, organizing, and analyzing data. This series will give you a foundation for using statistics to find meaningful information in numbers. In this first course, we're going to start with the basics and define some important statistical terms.

## **Statistics: Organizing Data**

Collecting data using sound, strategic methods is vital to doing effective research. But without strategies in place for organizing that data, you won't be able to interpret or communicate the story your data is telling, and that makes it essentially useless. In this course, we'll learn how to avoid such a scenario by going over terminology and principles for organizing data.

## **Statistics: Understanding Probability**

Probability, at its essence, is how likely or not an event is to occur. If you've ever flipped a coin, you've dabbled in probability. In this program, we'll learn about the basic principles of probability, including the formula for calculating a given event's probability, how independent and dependent events affect probability, and how to calculate the number of outcomes for different kinds of sampling.



# Career Planning & Professional Development

The Career Planning course is designed to help students, recent graduates, mid-career professionals, and professionals returning to work to be prepared for the job market. The course will cover various topics, including job search strategies, resume and cover letter writing, and interview tips, tricks and skills.

## COURSE TITLE

### **Career Planning Skills**

Master the skills necessary for effective career planning.

### **Interviewing Skills**

Enhance your interviewing skills for job success.

### **Job Search Skills**

Improve your skills for a successful job search.

### **Resume Writing**

Learn how to craft an impressive resume.

### **Trade Show Staff Training**

Prepare for effective trade show participation.

### **Train-The-Trainer**

Acquire skills for effective training and knowledge transfer.

### **Unconscious Bias**

Recognize and address unconscious biases in the workplace.



# Caregiver Program

The Caregiver course is specifically designed to help caregivers acquire new knowledge and skills to assist in the care of individuals in various settings.

## COURSE TITLE

### **Advanced Travel Safety**

Explore advanced travel safety measures when caring for elders, including personal safety and scams.

### **Bullying and Harassment**

Learn to address and prevent bullying and harassment when caring for elders in various settings.

### **Client Abuse**

Understand elder abuse issues and learn how to recognize, report, and prevent abuse in elder care.

### **COVID-19 Preparedness**

Prepare for COVID-19 situations in elder care, including safety protocols and infection prevention.

### **Dementia Care**

Gain expertise in dementia care techniques, understanding, and effective support for elder patients.

### **Emergency Preparedness: Fire Safety**

Learn fire safety measures specific to elder care facilities and emergency response strategies.

### **Infection Prevention and Control Practices: PPE**

Master infection prevention and control practices with a focus on personal protective equipment (PPE).

### **Respect in the Workplace**

Promote respect and professionalism in elder care workplaces, fostering a positive work environment.

### **Safer Patient Handling**

Ensure safe patient handling techniques to prevent injuries among elders and caregivers in healthcare.

### **Transport of Dangerous Goods for Healthcare**

Explore the safe transport of dangerous goods in healthcare contexts, emphasizing safety protocols.

### **WHMIS for healthcare**

Understand Workplace Hazardous Materials Information System (WHMIS) requirements in elder care.





# Communication & Presentation Skills

This course focuses on improving communication skills in the workplace. Students will learn effective communication strategies essential for success in various professional settings.

## COURSE TITLE

### **Building Confidence and Assertiveness**

Build self-confidence and assertive communication skills.

### **Call Center Training**

Prepare for success in call center roles.

### **Collaborative Business Writing**

Enhance your collaborative writing skills for business.

### **Creating a Great Webinar**

Learn how to create engaging webinars.

### **Presentation Skills**

Develop effective presentation skills.

### **Public Speaking**

Improve your public speaking abilities.

### **Telephone Etiquette**

Master telephone etiquette for professional communication.

### **Telework And Telecommuting**

Prepare for remote work and telecommuting roles.



# Customer Service & Sales

The Customer Service and Sales Course is beneficial for anyone who wants to learn how to provide excellent Customer Service. It is designed for professionals whose responsibilities include interpersonal interactions and dealing with people on a regular basis.

## COURSE TITLE

### **Customer Service**

Enhance your customer service skills.

### **Customer Support**

Learn to provide effective customer support.

### **Handling a Difficult Customer**

Develop strategies to handle challenging customer situations.

### **In Person Sales**

Improve your in-person sales techniques.

### **Increasing Your Happiness**

Discover strategies to increase happiness and well-being.

### **Internet Marketing Fundamentals**

Learn the basics of internet marketing strategies.

### **Measuring Results From Training**

Evaluate the outcomes and effectiveness of training programs.

### **Overcoming Sales Objections**

Learn how to overcome objections in the sales process.

### **Prospecting and Lead Generation**

Discover techniques for generating sales leads.

### **Sales Fundamentals**

Master the fundamentals of successful sales.

### **Top 10 Sales Secrets**

Learn the top secrets for successful sales strategies.



# Entrepreneur Program

This course focuses on developing the skills and knowledge necessary to build a compelling business plan. Students will learn to identify and evaluate business opportunities, conduct market analysis, perform financial projections, and create a comprehensive business plan.

## COURSE TITLE

### Basics Of Starting A Business

Select name, legal structure, register, location, and accountant.

### Create A Business Plan

Learn what to include, gather documentation, and draft the plan.

### Decide On The Type Of Business

Explore feasibility, interests, experience, and expertise.

### Get Financing

Contact guidance organizations, choose financing type, shop around, and follow approval steps.

### Grow The Business

Expand products/services, open new locations, explore franchising, and secure large contracts.

### Hire Employees

Develop job descriptions, advertise positions, interview, and select candidates.

### Market The Business

Utilize traditional marketing, create a website, engage in social media, and network.

### Market/Competition Analysis

Assess market, competition, uniqueness, and prospects.

### Run The Business

Manage procurement, focus on sales, handle cash flow, and budget.

### Training Employees

Teach company culture, provide position-specific training, offer feedback, and additional training if needed.

### Wrapping Up

Learn from wise words, review, reflect on lessons, explore recommended reading, and complete action plans and evaluations.



# Financial and Business Skills

## COURSE TITLE

### **Budgets and Financial Reports**

Master budgeting and financial reporting skills.

### **Business Acumen**

Develop a deep understanding of business operations.

### **Business Etiquette**

Learn proper business etiquette.

### **Change Management**

Manage and adapt to organizational change effectively.

### **Creativity: Thinking Outside the Box**

Cultivate creative thinking and problem-solving.

### **Critical Thinking**

Develop critical thinking skills for decision-making.

### **Digital Citizenship**

Understand responsible digital behavior and online ethics.

### **Measuring Results From Training**

Evaluate the outcomes and effectiveness of training programs.

### **The Cloud and Business**

Explore the integration of cloud technology in business operations.



# HH- Life Skills

## Career Planning

**The Career Planning course is designed to help students, recent graduates, mid-career professionals, and professionals returning to work to be prepared for the job market.**

The course will cover various topics, including job search strategies, resume and cover letter writing, and interview tips, tricks and skills.

# HH- Life Skills

## Critical Thinking

**The Critical Thinking course is designed to develop critical thinking and problem-solving abilities crucial for navigating complex situations in professional and personal contexts.**

Students will delve into analytical and logical reasoning methodologies, enabling them to assess information critically and make informed decisions. The curriculum encompasses a wide array of topics including problem-solving techniques, decision-making frameworks, and creative problem-solving strategies

# HH- Life Skills

## Effective Communication

**This effective communication course focuses on improving communication skills in the workplace. Students will learn effective communication strategies essential for success in various professional settings.**

The course will cover several topics like verbal and nonverbal communication, active listening, conflict resolution, and written communication.

# HH- Life Skills

## Financial Literacy

**The Financial Literacy course is designed for recent graduates, young professionals, or someone who wants to understand basic financial concepts and principles to make informed financial decisions.**

The course will cover various topics, including gross and net income, cash flow, budgeting, saving, investing, credit and debt management, loans, and insurance.



# HH- Safety

## Chainsaw Safety

**The Chainsaw Safety course is designed to provide learners with the knowledge and skills necessary to operate a chainsaw safely and effectively**

The course covers a wide range of topics related to chainsaw operation, including proper chainsaw maintenance, personal protective equipment (PPE), cutting techniques, and hazard identification and mitigation.

# HH- Safety

## TDG

**Learn about the transportation of dangerous goods.**

Understand the regulations that govern such transportation, how and why certain materials are classified as hazardous, how to properly contain, mark, load and secure hazardous materials; how to document proper shipping information for hazardous materials, and how to identify and report an accidental release.

# HH- Safety

## WHMIS

**The Workplace Hazardous Materials Information System**

(WHMIS) course is designed to provide workers with a comprehensive understanding of the WHMIS program and the safety requirements associated with handling and using hazardous materials. Participants will learn about the classification and labeling requirements for hazardous substances, including symbols, pictograms, and hazard statements used to communicate potential risks. The course will also cover safety data sheets (SDS) and their role in providing detailed information about hazardous products, including their properties, hazards, and safe handling procedures.

# HH-

## Trades

**The Trades Overview & Math Prep Program offers participants a comprehensive introduction to various trades and occupations along with basic math skills tailored to trade-specific contexts. Participants will explore different trade industries, including construction, automotive, electrical, plumbing, and more, gaining insight into the skills, responsibilities, and career pathways associated with each.**

Discover various skilled trades, educational pathways, tools, safety procedures, and career opportunities in trades. Cover fundamental math concepts, arithmetic operations, fractions, percentages, algebra basics, and simple geometry.

# HH- Transportation

## ATV Safety

Learn basic information regarding how to safely operate all-terrain vehicles (ATVs) and utility-task vehicles (UTVs)

Learn ATV controls, safety protocols, terrain handling, troubleshooting, and proper protective equipment for ATVs.

# HH- Transportation

## Defensive Driving

Defensive driving goes beyond simply obeying traffic rules. It is a proactive approach to road safety, equipping you with the skills and mindset needed to anticipate and respond to potential hazards effectively.

Defensive Driving & Emergency Maneuvers:

Master defensive driving, handling emergencies, understanding vehicular physics, and improving overall awareness.

# HH- Transportation

## Hazardous Conditions

As drivers, we all know the road can be hazardous. Many factors can make it dangerous, from unpredictable weather conditions to unexpected vehicle malfunctions. However, with the right mindset and preparation, we can minimize the risks and focus on enjoying the road.

Driving on Hazardous Conditions:

Develop skills for driving in hazardous weather, handling reduced visibility, using safety features, and vehicle prep.

# HH- Transportation

## MB Drivers Test Prep

This course is designed to help individuals prepare for the driver's learner's test in Manitoba. The course will cover the necessary knowledge and skills to pass the test, including traffic laws, road signs, safe driving practices, and other essential topics. Students will learn to identify hazards, respond to emergencies, and navigate different road conditions.

Gain essential driving knowledge, covering road safety, vehicle controls, local laws, and preparation for driving tests.

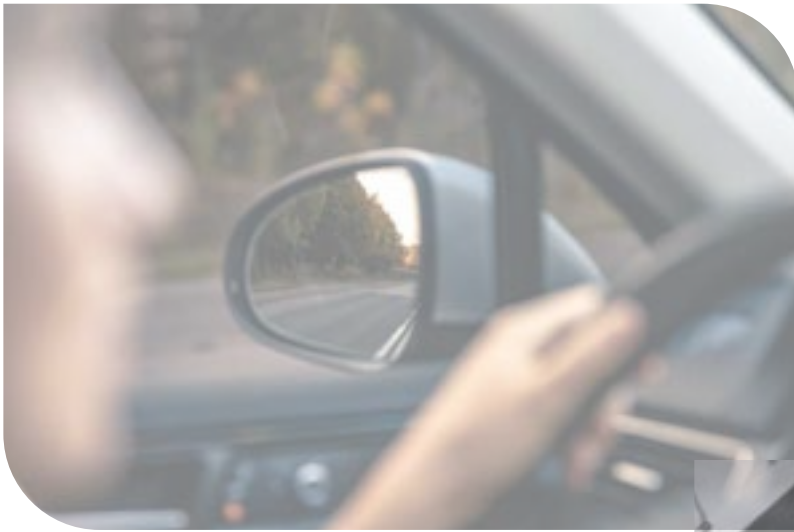
# HH- Transportation

## Wilderness Roads

This course is designed for motorists driving on wilderness roads with limited or non-existent standard road infrastructure. You will learn how to safely handle challenging terrains and adverse weather conditions.

### Wilderness Roads and Radio Communication:

Understand wilderness road driving, radio communication, remote safety, navigation, and wildlife hazard management.



# Human Resources and Workplace

## COURSE TITLE

### **Employee Motivation**

Discover strategies to motivate employees effectively.

### **Employee Onboarding**

Learn the essentials of onboarding new employees.

### **Employee Recognition**

Develop effective employee recognition programs.

### **Employee Recruitment**

Learn best practices for recruiting top talent.

### **Employee Termination Processes**

Understand the processes and procedures for employee terminations.

### **Human Resource Management**

Explore the fundamentals of human resource management.

### **Managing Personal Finances**

Learn strategies for managing personal finances effectively.

### **Managing Workplace Anxiety**

Discover techniques for managing workplace anxiety.

### **Managing Workplace Harassment**

Learn to address and prevent workplace harassment.

### **Responsibility in the Workplace**

Understand your responsibilities in the workplace.

### **Workplace Bullying**

Learn to recognize and prevent workplace bullying.

### **Workplace Harassment**

Understand, prevent, and address workplace harassment.

### **Workplace Violence**

Learn strategies to prevent and respond to workplace violence.



# Job Maintenance, Accountability and Professionalism

## COURSE TITLE

### **Accountability in the Workplace**

Understand the importance of workplace accountability.

### **Business Ethics**

Learn about ethical practices in business.

### **Business Succession Planning**

Explore strategies for business succession planning.

### **Business Writing**

Enhance your business writing skills.

### **Civility in the Workplace**

Promote a culture of civility in your workplace.

### **Delivering Constructive Criticism**

Learn how to provide constructive feedback.

### **Office Politics For Managers**

Navigate office politics effectively as a manager.

### **Respect in the Workplace**

Foster a respectful workplace environment.

### **Responsibility in the Workplace**

Understand your responsibilities in the workplace.

### **Universal Safety Practices**

Learn essential safety practices applicable in various settings.





# Life Skills- Personal and Interpersonal Skills

The curriculum will cover key topics such as goal setting, creating effective schedules, overcoming procrastination, and delegation techniques, problem-solving techniques, decision-making frameworks, and creative problem-solving strategies.

## COURSE TITLE

### **Adult Learning - Mental Skills**

Learn strategies for effective mental learning and development.

### **Adult Learning - Physical Skills**

Discover techniques to enhance physical learning and skill development.

### **Anger Management**

Develop skills to manage and control anger in a healthy way.

### **Appreciative Inquiry**

Explore a positive approach to problem-solving and change management.

### **Body Language Basics**

Understand the fundamentals of non-verbal communication through body language.

### **Communication Strategies**

Enhance your communication skills for effective interaction.

### **Conflict Resolution**

Learn strategies for resolving conflicts effectively.

### **Developing Creativity**

Cultivate your creative thinking and problem-solving abilities.

### **Developing Emotional Intelligence**

Boost your emotional intelligence for better interpersonal relationships.

### **Improving Mindfulness**

Learn techniques to increase mindfulness and awareness.

### **Improving Self-Awareness**

Enhance self-awareness for personal and professional growth.

### **Interpersonal Skills**

Develop effective skills for building relationships and collaborating with others.

### **Negotiation Skills**

Develop negotiation skills for better deal-making.

### **Personal Branding**

Craft and manage your personal brand for career success.

### **Personal Productivity**

Enhance your personal productivity and time management.

### **Problem-Solving**

This course teaches problem-solving techniques, including identifying issues, generating solutions, and evaluating outcomes.

# Life Skills- Personal and Interpersonal Skills

## **Self-Leadership**

Become a more effective leader of yourself.

## **Sensitivity Training**

Build sensitivity and awareness for diverse perspectives and cultures.

## **Social Intelligence**

Improve your social awareness and communication.

## **Social Learning**

Explore how social interactions impact learning.

## **Stress Management**

Learn techniques to manage and reduce stress.

## **Taking Initiative**

Cultivate a proactive approach to work and life.

## **Ten Soft Skills You Need**

Discover the ten essential soft skills for success in the workplace.

## **Time Management**

Learn effective time management, prioritization, goal setting, procrastination avoidance, and effective tool usage.



# Management and Leadership

## COURSE TITLE

### **Coaching and Mentoring**

Develop coaching and mentoring skills.

### **Coaching Salespeople**

Learn strategies for coaching sales teams to success.

### **Developing New Managers**

Prepare new managers for their roles effectively.

### **Leadership and Influence**

Develop leadership skills and influence others positively.

### **Manager Management**

Learn effective management strategies for supervising managers.

### **Middle Manager**

Enhance skills for middle management roles.

### **Resource Planning**

Understand resource allocation, budgeting, optimization, prioritization, and accurate forecasting for resource needs.

### **Servant Leadership**

Explore the concept of servant leadership in management.

### **Supervising Others**

Learn effective strategies for supervising employees.

### **Talent Management**

Develop skills for effective talent management.



# Microsoft Office Specialist (MOS)

The Microsoft Office Specialist course provides participants with a foundational understanding of essential skills necessary for navigating the MS Office software package. Participants will learn about Microsoft Office softwares, such as Access, Excel, Outlook, PowerPoint and Word

## COURSE TITLE

### **Access 2016 Essentials**

Master essential skills for Microsoft Access 2016.

### **Excel 2016 Essentials**

Gain proficiency in Microsoft Excel 2016 basics.

### **Excel 2016 Expert**

Enhance your expertise in Microsoft Excel 2016.

### **Outlook 2016 Essentials**

Learn essential features of Microsoft Outlook 2016.

### **PowerPoint 2016 Essentials**

Master the fundamentals of Microsoft PowerPoint 2016.

### **Word 2016 Essentials**

Develop basic skills in Microsoft Word 2016.

### **Word 2016 Expert**

Become an expert in Microsoft Word 2016.



# Resource Planning

The Resource Planning course is designed to provide individuals with the knowledge and skills necessary to effectively allocate and manage resources in organizational settings. Participants will learn about various resource planning methodologies, including capacity planning, demand forecasting, and inventory management, to ensure efficient utilization of available resources. The course will cover topics such as project scheduling, resource allocation techniques, and risk management strategies to optimize resource utilization while meeting project objectives.

## COURSE TITLE

### **Agile Methodology for Project Management**

If you work in project management, then you know that getting bogged down, becoming bottlenecked, or simply spending too much time on any one thing is bad for business. So, in 2001, a group of software developers came together in an effort to streamline their project management processes and created the Agile Manifesto. These principles have been adopted and utilized by many industries, and that's what we'll cover here in this course. We'll discuss the four agile values, the twelve agile principles, and the overall methodology, so your organization can work on improving your product development and management.

### **Common Time Management Problems: 01. Procrastination**

Take a look at your to-do list. Is there anything on the list that you've been avoiding for one reason or another? If you're like most people, you probably procrastinate occasionally. But how do you recognize that you're procrastinating? And what can you do to get yourself back on track? Let's find out.

### **Common Time Management Problems: 02. Precrastination**

Any time the topic of Time Management comes up, you'll probably hear the saying "Why put off tomorrow what you can do today?", right? Or how about this one: "Procrastination is the thief of time"? We all know that procrastination is a time management red flag. So, rather than put off your tasks, you should do them sooner rather than later, right? Well, maybe not.

### **Critical Path Method Basics**

Planning project deadlines can be tedious, and they're sometimes hard to determine. One solution to this problem is found through the critical plan method. This method produces a planned schedule for all essential tasks, one after another, to tell you how long a project will take overall. Usually, these tasks will flow from one into another in one smooth path, but sometimes a project will have multiple paths going on at the same time. In this course, we'll talk about the benefits of using the critical path method, or CPM. We'll discuss the steps to using CPM, go over how to draw a critical path analysis chart, and cover how to estimate time for tasks.

### **Effective Time Management: Bullet Journaling Basics**

Do you prefer a physical planner or calendar to a digital one? Well, bullet journaling, which is usually done in a physical notebook, allows you to customize every element of your planning to suit your needs and manage your time better. Using this approach may take some getting used to, but for anyone feeling like simple to-do lists and weekly planners aren't cutting it anymore, bullet journaling could be the answer. In this course, we'll talk about how to create, customize, and use a bullet journal.

### **Effective Time Management: Iceberg Method Basics**

Do you ever find yourself unable to get anything done, due to feeling so overwhelmed with work? Whether you work in a creative or analytical field, you probably spend much of your day sifting through huge amounts of information. The iceberg method will help you to quickly store and access important information when it's needed. In this course, we'll talk about where this method originated from, and how it works to help you organize information.



# Resource Planning

## **Effective Time Management: The Four D's of Time Management**

Do you find yourself running out of time every day? Do you go through to-do lists, and try weekly planners without ever feeling like they make a difference? Managing your time doesn't need to be a painful process. The simple, effective solution is the four D's of time management. In this course, we'll cover what the D's are, and how to put them to work for you.

## **Effective Time Management: The Pomodoro Technique**

The Pomodoro Technique is one of the most popular time management techniques, probably because it's so easy to use. Not only does it help you get things done more efficiently, it can also improve your understanding of how long each task will take. Essentially, the Pomodoro Technique helps you plan for your day realistically, without taking on too much. In this course, we'll talk about who can benefit from this technique, and how to put it to use.

## **Effective Time Management: Time Blocking and Focus Time**

Our time is valuable, yet we spend so much of it trying to do TEN things at once, leaving us too busy to actually focus and get through the work. Making time in your day for the things you need to get done is something you have to deliberately put into action, and time blocking is a good way to do it. In this course, we'll talk about the steps to put time blocking into action. We'll also discuss how to make the most of your time blocks using focus time.

## **Effective Time Management: Workday Planning Techniques**

Do you ever feel like there's never enough time in the day? Well, planning your workday properly can make time work FOR you, not the other way around. Whether you're working from home or in an office, there's a lot to learn about managing your time effectively. In this course, we'll discuss some planning techniques that will help you prioritize your time. We'll discuss block scheduling, traffic light prioritizing, and power hour checklists. We'll also talk about how and when to schedule breaks.

## **Gantt Chart Basics**

Gantt charts are one of the oldest tricks in a project manager's playbook, and there's a reason they've been utilized for so long. Gantt project planning is a great way to visually represent all of the tasks your team has to complete for a project, as well as how the timeline for each task aligns. They're useful for all kinds of projects, but particularly for simplifying complex ones that have a lot of moving parts. In this course, we'll discuss the structure of the Gantt chart, how to build a chart and the programs you can use to create it, and the pros and cons to using them.

## **Managing Time Versus Energy**

We all know that time management is the ability to use your time effectively or productively, especially at work. And it's important to do so. We're not here to tell you not to manage your time. In this course, we're going to talk about some different ways to channel your energy, instead of time, in a positive way—based on who you are as a person. We'll discuss sleep habits and managing your energy and ability to focus.

## **OKR's: Objectives and Key Results**

There are many ways to set goals for yourself at work. I'm sure you're using some of them already. But there's one, popularized at Google, that you may not have tried before. It's called Objectives and Key Results, or OKRs. And it's an ambitious way to set lofty goals for yourself. Your organization might also institute OKRs at a company-wide level, so it's important to understand them. In this program, we'll talk about what OKRs are, what they do, and how to implement this evaluation process for yourself.

# Resource Planning

## **Project Management Overview**

Having a strong plan is integral to the success of any project. As every good project manager knows, starting off a project without a strong foundation can lead to delays, miscommunication, or even a complete project breakdown. To ensure your success, you need to be familiar with the basic principles of project management, including structure, collaboration, and communication. Those principles are what we'll be covering in this program.

## **Project Management: Communicating**

For most jobs, it's important to be an excellent communicator. That's particularly true when it comes to being a project manager. As a project manager, you're going to spend a huge chunk of your time communicating, so you need to be good at it. Everything in a project is based on how efficiently we communicate. In this course, we'll briefly go over the communication process, different ways to communicate, and the advantages and disadvantages of communication mediums used in project management.

## **Project Management: Completing the Project**

As your project comes to a close, your job doesn't end just yet. You must double-check to make sure everything was delivered correctly and on time, ensuring that the client's needs were met. In addition, we recommend holding an end-of-project meeting to garner feedback from the project team. In this last program, we'll discuss what important information should be gathered post-project to ensure more successful projects moving forward.

## **Project Management: Handling Change**

As a project manager, you're going to be wearing a lot of hats. One of those hats will be a magic genie hat for predicting the future. I know what you're thinking. It's not possible, but in fact, as a project manager, this WILL be one of your responsibilities. Some projects require you to anticipate what will happen in the next 6 months, 12 months, or even 24 months. And some projects will require you to make predictions based on what happened in the past. Scopes are going to change: whether it's because a stakeholder wanted a change, because a client missed a deadline, or because the team fell behind for reasons outside of your control. As a project manager, you need to be prepared for change and you need to know how to handle it.

## **Project Management: Measuring and Tracking**

To have a successful project, you need to be tracking and measuring the entire time. You can't start a project, then not check in or check on updates until a week before the project is due. You need to be constantly monitoring deadlines, tasks, and other updates. In this course, we'll help you determine what aspects of the project need to be tracked and measured, we'll discuss different metrics to use, and talk about how to refine and improve the way you're tracking your project progress.

## **Project Management: Negotiating**

Negotiating is an important part of being a project manager. Anytime someone reaches an agreement, a change, a commitment, an action, a result, or a price, negotiation is taking place. There will be projects when you need to use negotiation skills frequently, and sometimes there will be projects where you don't negotiate at all. It all will depend on the project and every project will be different. A successful project management negotiation is a win-win situation, so that's what we'll be focusing on in this program. We'll discuss preparation, making offers, deadlocks, concessions, agreement documents, and things that you'll want to avoid when negotiating.

# Resource Planning

## **Project Management: People Problems**

If you aren't prepared for people problems as a project manager, you're going to struggle. You need to be prepared to deal with people. This might be issues with lack of teamwork, inadequate communication, unclear roles, little or no motivation, conflicting priorities, clashing personalities, or changing of job roles mid-project. These people problems can be reduced if you take action before problems arise. They can be reduced by paying close attention to three things: the design of the project, the selection of key personnel, and how you define project roles.

## **Project Management: The Project Charter**

When you've been assigned a project, the first thing you need to do as a project manager is to develop a project charter. The project charter defines the boundaries of a project. It's a document that you can refer to and look back at when you're at a difficult point in your project's timelines. It's important to share this with everyone on the project so that everyone knows what is expected of them and when it's expected. In this course, we'll discuss the three parts that a project charter should contain: a summary, an outline, and the authorization section.

## **Project Management: Timelines**

If you've ever worked on a project with a poorly-set, or tight deadline, you know it can be a high stress situation. You may have different people trying to meet different deadlines and any number of variables can get in the way. You may get pressure from the stakeholders to meet specific deadlines that seem impossible to achieve. When you're a project manager, you need to be aware of timelines and how they affect the outcome of your project. In this course, we'll discuss how to estimate timelines. We'll go over task lists, project management software, and using your project charter to accurately estimate deadlines for deliverables.

## **Project Management: What is a Project?**

If you've been assigned to manage a project, welcome to the world of managing deadlines, managing other people, and seeing a project from start to finish. This series is designed to walk you through the steps and processes you go through when managing a project. There are certifications out there, and this series does NOT grant you certification. It will provide you with the basic understanding of project management. In this first course, we'll define what a project is, we'll introduce you to the four phases of the project management process, and we'll touch on some typical project constraints.

## **Scrum Framework Basics**

The scrum framework is designed for teams building software or new products that need frequent updates. It's one of the most popular frameworks within the Agile software development model, with a heavy focus on short-term project deliverables. So, if you're the leader of a product development team expecting to produce multiple iterations throughout your product's lifecycle, scrum is what you need. In this course, we'll cover the origins of scrum and its basic terminology. We'll talk about building a scrum team and how to put the framework into practice.

## **Setting Priorities**

You're working on an important task at work. Then, your boss gives you a project that needs to be done ASAP. A colleague stops by to tell you that they need your help with something that they're working on. Then word comes down that an error has been made and it's an all-hands-on deck situation. What do you do, and where do you start? We've all been in situations like these where we're inundated with seemingly top-priority tasks. This course is designed to help you determine which tasks are the most urgent and important so you can successfully do your job and lower your stress levels.

# Resource Planning

## **The Myth of Multitasking: Multitasking**

More now than ever, we are constantly shuffling between things, switching gears, and refocusing. This is what we call multitasking. But science shows the human brain is not capable of multitasking. After spending years multitasking, we have actually reduced our ability to focus, therefore reducing our productivity and increasing our errors. In this course, we take a new look at multitasking and whether or not it's actually serving us.

## **The Myth of Multitasking: Singletasking**

Singletasking is focusing on one single task at a time. It's committing to doing one thing, giving your brain the opportunity to focus on that one item, for a set amount of time. It's the opposite of multitasking. And although it is not the same thing as task-shifting, it does have some overlap. This course looks at singletasking, as well as what it shares with task-shifting.

## **Time Management**

As an administrative assistant, how many times a day do you get interrupted? An unannounced visitor arrives, your boss needs you to run an errand, the phone rings twice, the copier is out of ink, and the conference room needs to be stocked before the morning meeting. Sound familiar? Your role is vital to the office, but to be truly effective, time management is critical. This course takes a look at ways to get organized, manage your workload, eliminate interruptions, and create a healthy, productive balance at work

## **Waterfall Model Basics**

The waterfall model is best suited to linear projects, where the requirements and deliverables are laid out clearly at the beginning, and there's little room for change. The project plan is built to fulfill those requirements. There are five phases of the waterfall method: requirements, design, implementation, verification, and maintenance. In this program, we'll walk through each of those in more detail, as well as discuss tips on how to best utilize this project model.



# Safety

## COURSE TITLE

### **Chainsaw Safety**

This Chainsaw Safety course is designed to provide learners with the knowledge and skills necessary to operate a chainsaw safely and effectively. The course covers a wide range of topics related to chainsaw operation, including proper chainsaw maintenance, personal protective equipment (PPE), cutting techniques, and hazard identification and mitigation.

### **Chainsaw Safety: Making the Cut**

In our previous course, we covered the different types of chainsaws and their safety precautions. In this program, we'll talk about making cuts with your chainsaw properly. It may seem like a simple task, but there's more nuance involved than you might think. We'll walk through the four basic stages to using a chainsaw to cut down a tree: preparation, felling, limbing, and bucking.

### **Chainsaw Safety: Types of Chainsaws and Safety Precautions**

It goes without saying that chainsaws are dangerous, but useful tools. You need to be familiar with how your chainsaw works, which chainsaw to use for the job, proper safety gear, and the best ways to maintain your chainsaw. In this course, we're going to talk about the different types of chainsaws, their designs and functions, and what sets each one apart. We'll also go over safety precautions that you should be aware of, including protective gear, built-in safety features, and chainsaw maintenance.

### **Fall Protection**

Learn safe working practices and procedures that must be followed when working at height, ensuring work is properly planned, your working area is correctly prepared, adequate safeguards are provided and contingency plans are made to cover and anticipate emergencies.

### **Forklift Safety**

Learn safe working practices and procedures for forklifts that must be followed and to anticipate emergencies.

### **Forklift Safety: Introduction to Forklifts for Employees**

Forklifts can be an incredible tool for workers, but they're also a tremendous safety hazard. Knowing the fronts, backs, ins and outs, upside downs and right side ups of forklifts is vital to doing your job effectively and, most importantly, safely. In this course, you'll be introduced to some forklift basics, including the types of forklifts, the power sources they use, and their parts.

### **Forklift Safety: Introduction to Forklifts for Managers**

Forklifts can be an incredible tool for workers, but they're also a tremendous safety hazard. Knowing the fronts, backs, ins and outs, upside downs and right side ups of forklifts is vital to doing your job effectively and, most importantly, safely. In this course, we'll cover forklift basics, including the types of forklifts, the power sources they use, and their parts, so you can ensure your employees stay safe.

### **Ladder Safety**

Learn safe working practices and procedures that must be followed when working with ladders, ensuring work is properly planned, your working area is correctly prepared, adequate safeguards are provided and contingency plans are made to cover and anticipate emergencies.

# Safety

## **Ladder Safety: Positioning and Climbing Ladders**

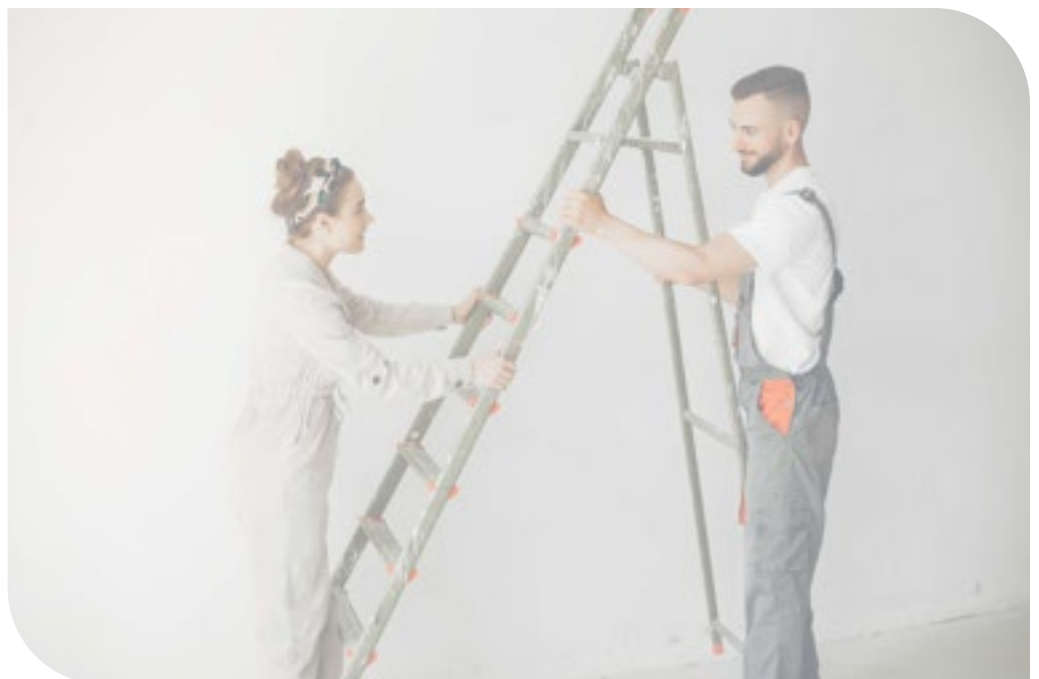
Accurate ladder positioning is imperative for its safe use. It first must be stable and secure. So in this course, we'll discuss how to inspect, set, and raise a ladder correctly and safely. We'll go over how to properly climb a ladder and cover some ladder safety do's and don'ts. Before you set and climb a ladder, you should be familiar with the components of ladders and the different types available, so be sure to watch this series in order.

## **Ladder Safety: Storing, Carrying, and Transporting Ladders**

Have you ever been driving and had to swerve to avoid a ladder in a lane of traffic? When talking about ladder safety, transporting may not be the first thing that comes to mind. But, it is one of the most critical components to working with ladders because it puts other drivers at risk. Another piece that's often forgotten is the importance of storing a ladder properly to protect it from the elements and keep it from falling when not in use. Even carrying a ladder can be hazardous to you and others. That's what this course is all about. These less obvious, but equally important essentials in ladder safety.

## **Ladder Safety: The World of Ladders**

Falls, injuries, and even death from ladders are much more common than you think, and they're almost always preventable. There are several ways that injuries can occur with ladder use, so in this series, we'll go over general information about types of ladders and their components, how to safely position and climb a ladder, and how to properly store, carry, and transport a ladder. In this first course, The World of Ladders, we'll dive into the different kinds of ladders available and choosing the correct one for your job. We'll talk about using accessories, go over duty ratings, and discuss the Occupational Safety and Health Administration (OSHA's) requirements for ladder use.





# Team Building and Collaboration

## **Generation Gaps**

Understand and navigate generation gaps in the workplace.

## **High Performance Teams Inside the Company**

Build high-performing teams within your organization.

## **High Performance Teams Remote Workforce**

Learn to create high-performing remote teams.

## **Team Building Through Chemistry**

Build stronger teams through better chemistry and cohesion.

## **Teamwork and Team Building**

Develop skills for effective teamwork and team building.

## **Virtual Team Building and Management**

Learn to build and manage virtual teams effectively.



A construction worker wearing a hard hat and safety vest is working inside a large, circular tunnel under construction. The tunnel is lined with rebar and has a series of arches. The worker is positioned in the center of the frame, looking down at their work.

# **Vivid Construction**

**Fall Protection**

A close-up shot of hands washing red bell peppers under running water in a kitchen sink. The water is clear and flowing. The background is slightly blurred, showing a kitchen setting.

# **Vivid Food Safety**

**Food Safety for Food Handlers**