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Online Employee Training
Because knowledge is power.

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Accessibility

AODA Customer Service Training (Comprehensive Content)
(1 hour and 5 minutes)
- ✓ A thorough exploration of AODA - ideal for trainees in leadership or public-facing roles
- ✓ AODA Customer Service Standard legislation
- ✓ Interacting and communicating with individuals with various disabilities
- ✓ Understanding service disruptions and feedback

AODA Customer Service Training (Condensed Content)
(40 minutes)
- ✓ A condensed version of AODA - ideal for trainees requiring general awareness training
- ✓ AODA Customer Service Standard legislation

- ✓ Interacting and communicating with individuals with various disabilities
- ✓ Understanding service disruptions and feedback

AODA Customer Service Training (Refresher Course)
(22 minutes)
- ✓ Review of the main topics of the full AODA module

Improving Workplace Accessibility - General Training for Leaders in All Jurisdictions
(44 minutes)
- ✓ Useful for managers, employers and HR professionals in all jurisdictions (*does not discuss requirements under the Accessibility for Ontarians with Disabilities Act; see alternate courses)
- ✓ Discusses various types of disabilities, and best practice tips for each
- ✓ How to improve accessibility for customer service, information and communication, and how to create more accessible employment processes

Integrated Accessibility Standards - Design of Public Spaces (Built Environment)
(28 minutes)
- ✓ Overview of the AODA and the Integrated Accessibility Standards
- ✓ Acquaint organizations with the Integrated Accessibility Standards Regulation as it relates to the design of public spaces
- ✓ Requirements for recreational trails and beach access routes; outdoor public eating areas and play spaces; outdoor paths of travel; on and off street parking; service counters; fixed queuing lines; and waiting areas

Integrated Accessibility Standards - Information/Communication and Employment Standards Training
(32 minutes)
- ✓ Integrated Accessibility Standards - Introduction and Overview of General Requirements
- ✓ Integrated Accessibility Standards - Information and Communication Standard
- ✓ Integrated Accessibility Standards - Employment Standard

Integrated Accessibility Standards - Transportation Standard Training
(57 minutes)
- ✓ Integrated Accessibility Standards - Introduction and Overview of General Requirements
- ✓ Integrated Accessibility Standards - Transportation Standard

Manitoba's Accessibility Standard for Customer Service
(40 minutes)
- ✓ An overview of Manitoba's Accessibility Standard for Customer Service – ideal for employees and managers in public-facing roles
- ✓ Examines the barriers to accessible customer service and how they can be overcome
- ✓ Reviews the various types of disabilities, and specific customer service tips for each
- ✓ Explores the legislative requirements related to organizational measures, policies, and practices to ensure compliance

Understanding Human Rights Training (AODA Edition)
(28 minutes)
- ✓ Review the Ontario Human Rights Code
- ✓ Explain key components of human rights in Ontario
- ✓ Explain how these important pieces of legislation apply to the requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service

Canada's Anti-Spam Legislation (CASL) - An Overview
(35 minutes)
- ✓ Intended to help professionals determine how CASL applies to their organization, and how they can comply with Canada's Anti-Spam Legislation
- ✓ The basic rules and regulations of CASL, including transmission of Commercial Electronic Messages, or CEMs
- ✓ A brief overview of rules and regulations surrounding installations of computer programs and the alteration of transmission data

Customer Service Excellence Training
(34 minutes)
- ✓ The foundations of customer service and how to continuously improve your customer service skills
- ✓ Essential customer service skills such as active listening and other communication techniques
- ✓ Handling customer service challenges

Defusing Hostile Customers Training
(18 minutes)
- ✓ Identifying hostile and potentially violent behaviours in your customers
- ✓ De-escalating situations where you are confronted with a hostile customer
- ✓ Using defusing techniques in different customer service situations

Keep it Professional - Telephone, Email and Social Media Etiquette Training
(25 minutes)
- ✓ Learn the basic principles to communicate effectively and professionally across technologies
- ✓ Improve telephone, email, and social media etiquette in the workplace
- ✓ How to handle difficult customer service situations and inappropriate conduct

Retail Loss Prevention
(26 minutes)
- ✓ Useful for all employee levels in a retail environment;
- ✓ Discusses why loss prevention is vital and defines the various types of shrink as well as key methods for detecting them; and

✓ Provides best practice tips for preventing and protecting against retail loss.

Health and Safety

A Guide to Workplace Incident Investigations
(50 minutes)
✓ The importance of knowing the legal requirements for investigating and reporting
✓ What practices contribute to a safe and healthy workplace and how to prepare ahead of time for an incident investigation
✓ Emergency response, how to conduct an incident investigation and the steps involved

Bill 13: Creating Safer, Accepting, and More Inclusive Schools
(38 minutes)
✓ This course is intended to teach principals, teachers, and other school board employees in Ontario about the requirements of Bill 13
✓ Reviews the definition of bullying, types of bullying, bullying prevention, and the warning signs to look out for in students; and
✓ Explores how the new requirements under Bill 13 have changed the role of principals, and engaged parents and staff in creating positive learning climates that support students.

Cold Stress - A Guide to Working Safely in Cold Environments Training
(20 minutes)
✓ Understand the risks associated with working in cold environments
✓ Identify the factors that contribute to cold stress disorders
✓ Learn cold stress prevention measures and effective treatment options

Confined Spaces Awareness Training for Workers
(1 hour and 13 minutes)
✓ Examines hazards of confined spaces
✓ Covers important safety practices for working around and within confined spaces
✓ Demonstrates best practices and responsibilities with numerous case studies

Due Diligence - Implementing and Managing Occupational Health and Safety
(35 minutes)
✓ Intended for employers, supervisors, and health and safety and human resources professionals to recognize the importance of due diligence
✓ What the Internal Responsibility System is and how it helps to show due diligence
✓ How to establish occupational health and safety due diligence in your organization

Duty of Persons Directing Work (Bill C-45) - Training for Leaders
(23 minutes)
✓ Introduces occupational health and safety requirements under the Criminal Code of Canada for any individual who directs the work of others in any way
✓ Explains Bill C-45 and why it was introduced

✓ Outlines how an organization can protect itself and its workers from violations

Evacuation Plans and Procedures Training
(21 minutes)
✓ How to create an emergency evacuation plan and what information should be included
✓ How to prepare your workers, and others in the event that you need to evacuate in an emergency
✓ Type of training to offer and how often

Fire Safety Training
(19 minutes)
✓ The causes of fires and how to prevent them
✓ Different types of fires and how to respond to each type
✓ What to do if a fire occurs

Forklift Training
(36 minutes)
✓ Employer, supervisor, and operator responsibilities as well as competency and hazard assessment, identification and control practices
✓ The components of forklifts and their associated risks
✓ Safe operating procedures, load handling, propane, battery and pedestrian safety, inspection, maintenance and lockout/tagout procedures

Health and Safety Committee Training for Committee Members
(30 minutes)
✓ NOTE: This course is not a certification course. It describes the purpose of health and safety committees
✓ Explores the roles, responsibilities, and functions of committee members
✓ Provides detailed information regarding workplace inspections and incident investigations

Heat Stress Awareness and Prevention
(35 minutes)
✓ Overview of the causes of heat stress and its effects
✓ Types of heat stress disorders, symptoms and treatment
✓ Canadian legislation and hot weather plans and heat stress prevention programs

Infection Prevention and Control Training
(18 minutes)
✓ Discusses infectious diseases and how they are spread
✓ Refresh your knowledge of infection prevention measures and controls and who is responsible for these
✓ What to do if you've been exposed to an infection

Internal Responsibility System Training
(39 minutes)

- ✓ Focus on the Internal Responsibility System and the roles that the employer, supervisors and workers all have as set out in the Occupational Health and Safety Act
- ✓ The right to refuse unsafe work
- ✓ The procedures for responding to a critical injury

Introduction to Bill 132
(21 minutes)
- ✓ Explains what Bill 132 is and why it exists
- ✓ Discusses the additions Bill 132 imposes on the workplace, including anti-harassment programs and employer responsibilities
- ✓ Informs how to fulfil the requirements of Bill 132

Ladder Safety Training
(21 minutes)
- ✓ An overview of ladder safety and dangerous practices typically associated with ladders
- ✓ How to: select the right ladder for the job, inspect ladders, set up a ladder, safely climb a ladder, safely work on a ladder, care for and maintain a ladder and what to do in case of accident
- ✓ Does not cover general falling precautions or falls from other types of access equipment such as platforms or scaffolding (See Fall Protection Training)

Lockout/Tagout - Control of Hazardous Energy Training
(31 minutes)
- ✓ An overview on lockout/tagout (LOTO)
- ✓ Recognizing when and how to implement lockout/tagout procedures in your workplace
- ✓ How LOTO functions to mitigate energized hazards

Occupational Health and Safety Awareness Training for Supervisors in All Jurisdictions
(43 minutes)
- ✓ Intended to educate supervisors on the importance of health and safety in the workplace (Note: for organizations in Ontario, please refer to the mandatory Ontario training courses for workers and supervisors)
- ✓ Discusses the responsibilities, rights, and roles of workers, employers, supervisors, and the health and safety committee
- ✓ Explores the various types of workplace hazards and discusses hazard recognition, assessment, control, and evaluation

Occupational Health and Safety Awareness Training for Supervisors in Ontario
(45 minutes)
- ✓ Covers the minimum requirements set by the Occupational Health and Safety Awareness and Training Regulation in Ontario for Supervisors
- ✓ Rights, duties and roles as outlined by the Occupational Health and Safety Act; information concerning general workplace health and safety
- ✓ Workplace hazards - identifying, assessing, and controlling as well as weighing the effectiveness of controls

Occupational Health and Safety Awareness Training for Workers - General Overview for All Jurisdictions
(36 minutes)

- ✓ A general overview of occupational health and safety awareness for workers in all jurisdictions (Note: for organizations in Ontario, please refer to the mandatory Ontario training courses for workers and supervisors)
- ✓ Rights, duties and roles of workers, employers and supervisors
- ✓ Common workplace hazards and workplace-related illnesses and latency

Occupational Health and Safety Awareness Training for Workers in Ontario
(35 minutes)

- ✓ Covers the minimum requirements set by the Occupational Health and Safety Awareness and Training Regulation in Ontario for Workers
- ✓ Rights, duties and roles as outlined by the Occupational Health and Safety Act
- ✓ Common workplace hazards and workplace-related illnesses and latency

Personal Protective Equipment Training
(26 minutes)

- ✓ Practical and real-world instruction for employees and employers that use, or supervise the use of personal protective equipment (PPE) in the workplace
- ✓ Importance and limits of PPE in the workplace and the key components of an effective PPE program
- ✓ Responsibilities of employers and employees regarding the use of PPE

Preventing Workplace Bullying, Harassment and Violence (Alberta)
(35 minutes)

- ✓ Recognize situations of bullying, harassment and violence in the workplace and learn how to deal with them
- ✓ Practical advice towards making the workplace a safe and respectful one
- ✓ Legal responsibilities of employers and employees towards preventing and minimizing the risks

Preventing Workplace Bullying, Harassment and Violence Training (British Columbia)
(39 minutes)

- ✓ Based on new legislative requirements in effect as of November 1, 2013.
- ✓ Recognize situations of bullying, harassment and violence and how to deal with them
- ✓ Practical advice towards making the workplace safe and respectful

Safe Food Handling Training for Workers
(1 hour and 4 minutes)

- ✓ A brief introduction to food safety in Canada
- ✓ Focus areas include potentially hazardous foods; temperature control; preventing contamination; and maintenance and sanitation

✓ The basic elements of the Hazard Analysis Critical Control Point (HACCP); personal practices; and hygiene practices

Safe Lifting Training
(17 minutes)
✓ Proper lifting techniques to help avoid workplace injuries
✓ Mechanical aids and Personal Protective Equipment (PPE)
✓ Maintaining a safe workplace - worker and employer responsibilities

Safety at Heights - Fall Protection Training
(23 minutes)
NOTE: This course does not meet the Ontario Safety at Heights three hour theory requirement and others conditions for construction and construction-related work environments. It is a general awareness course only.
✓ Key components of a fall protection plan and employee and employer obligations
✓ How to identify and assess fall hazards and how to protect against them, types of equipment available and solutions for an effective rescue and emergency plan
✓ The importance of implementing a disciplined inspection schedule

Sharps Training
(16 minutes)
✓ Identify the risks associated with handling sharps and the different types of sharps
✓ Review safe practices and procedures for handling sharps and the steps to prevent injuries from sharps
✓ Instructions on what to do if a sharps injury has occurred

Slips, Trips and Falls Awareness Training
(17 minutes)
✓ Intended to inform workers and managers about the risks and dangers posed by slip, trip and fall hazards
✓ Discover how administrative and engineering controls can prevent and combat potential slip, trip and fall incidents
✓ Learn housekeeping and best practices tips for avoiding slips, trips and falls

The Right to Refuse Unsafe Work Training
(24 minutes)
✓ The three rights of workers, when to refuse, reasonable grounds and exceptions
✓ The work refusal process, continued work refusals and protection from discipline and reprisal
✓ Responsibilities and roles of each individual

Transportation of Dangerous Goods Training
(2 hours and 18 minutes)
✓ Overall introduction to the ground transportation of dangerous goods including amendments SOR/2014-306, for standard TDG training as established by Transport Canada

- ✓ Covers legislation and training, determining and classifying dangerous goods, schedules and exemptions and special cases
- ✓ Discusses safety measures and guidelines including means of containment, Emergency Response Assistance Plans, safeguarding the public and more

Using a Fire Extinguisher Training
(15 minutes)
- ✓ How fire extinguishers work and when they should be used
- ✓ The various classes of fire extinguishers and the types of fires for which they are appropriate
- ✓ Practical steps that should be followed when using a fire extinguisher

Warehouse Safety Training for Employees
(1 hour and 1 minute)
- ✓ Note: This course includes WHMIS 1988 content
- ✓ Intended to educate employees about the dangers and hazards found in warehouses
- ✓ Learn safety practices that can reduce or limit the potential for workplace injury
- ✓ Discover best practices for maintaining a warehouse free of hazards

WHMIS 1988 Refresher Training
(18 minutes)
- ✓ Review of the main topics of the full WHMIS module

WHMIS 1988 Training
(1 hour)
- ✓ Overview of legislation and roles and responsibilities
- ✓ Classification and symbols
- ✓ Supplier labels and Material Safety Data Sheets (MSDS)

WHMIS 2015 including the GHS for Workers and Supervisors - All Jurisdictions
(44 minutes)
- ✓ Explains what the GHS is and the roles and responsibilities of workplace parties
- ✓ Illustrates the new hazard classes and pictograms, and provides information requirements for safety data sheets and labels
- ✓ Explores where to find additional hazard information through workplace-specific education and training

WHMIS 2015 Refresher
(25 minutes)
- ✓ This refresher course reviews the GHS and the roles and responsibilities of workplace parties
- ✓ Overviews the hazard classes and pictograms in WHMIS 2015 and provides requirements for safety data sheets and labels
- ✓ Explores requirements for education and training, personal protective equipment, as well as emergency and first aid

Workplace Bullying Training for Employees - All Jurisdictions
(28 minutes)

- ✓ Learn the definition of workplace bullying and how to recognize it in your workplace
- ✓ Discover the effects of workplace bullying on the individual and organization and steps you can take to prevent it
- ✓ Learn what to do if you are bullied or witness bullying in your workplace

Workplace Hazards Training
(22 minutes)

- ✓ Define workplace hazards as outlined in the Occupational Health and Safety Act and outline the legislative requirements with respect to workplace hazards
- ✓ Help you recognize workplace hazards and what you can do to effectively deal with them
- ✓ Define the roles and responsibilities of employers, workers and the Joint Health and Safety Committee

Workplace Violence and Harassment Training for Employees (Ontario - Bills 168 and 132)
(47 minutes)

- ✓ Defines workplace violence, harassment, and sexual harassment and outlines the requirements under the OHSA including:
- ✓ Recognizing and reporting workplace violence, harassment, and sexual harassment
- ✓ Employee and employer responsibilities
- ✓ Work refusals related to violent situations

Workplace Violence and Harassment Training for Managers (Ontario – Bills 168 and 132)
(1 hour and 4 minutes)

- ✓ Defines workplace violence, harassment, and sexual harassment, and outlines the requirements under the OHSA including:
- ✓ Investigating and responding to complaints of workplace violence, harassment, and sexual harassment
- ✓ Workplace violence and harassment policies and programs
- ✓ The importance of dealing with improper conduct

Workplace Violence and Harassment Refresher Training (Ontario – Bills 168 and 132)
(26 minutes)

- ✓ Review of the main topics of the comprehensive Workplace Violence and Harassment (Ontario Bills 168 and 132) module

Workplace Violence and Harassment Training
(37 minutes)

- ✓ Workplace violence and workplace harassment program
- ✓ Employee and employer responsibilities - actions and reporting
- ✓ Work refusals related to violent situations

Young Worker Safety and Awareness Training for Leaders
(26 minutes)
- ✓ Discover the risks and hazards faced by young workers and why they need extra support
- ✓ Learn what your workplace responsibilities are regarding the training, orientation and managing of young workers
- ✓ Learn how to implement a young worker safety program at your organization

Young Worker Safety and Awareness Training for Employees - All Jurisdictions
(35 minutes)
- ✓ Teaches young workers about the importance of health and safety in the workplace
- ✓ Details common risk factors and hazards that result in injuries to young workers, and provides guidance on how young workers can work safely
- ✓ Explains basic health and safety rights and responsibilities, and includes scenarios that test the trainee's decision-making ability

Instant HR - Compensation and Benefits

Compensation and Benefits Overview Training
(23 minutes)
- ✓ Compensation planning, history of compensation plans, pay-for-performance plans, trends
- ✓ The impacts of the economic downturn and recovery
- ✓ Incentive plans that can be used to develop a total compensation package

Compensation Strategy Training
(18 minutes)
- ✓ Linking the worker's pay to performance or to a standard compensation system
- ✓ Developing a compensation strategy --setting objectives and determining how compensation plans should support the business strategy
- ✓ Job analysis and evaluation

Designing Effective Job Descriptions Training
(27 minutes)
- ✓ What information to gather
- ✓ How to evaluate the job
- ✓ Writing the job description
- ✓ The benefits and challenges of job descriptions

Employee Benefit Plans Training
(30 minutes)
- ✓ Employee benefits and workplace dynamics
- ✓ Popular and alternative benefits options
- ✓ Workplace impacts and implementation strategies

Employee Group Benefits Training
(25 minutes)
- ✓ The design of Group Benefit Plans and Insurance Options
- ✓ Income Replacement Plans
- ✓ Extended Health Benefits and Extended Dental Benefits

Employment Contracts and Payroll Forms Training
(19 minutes)
- ✓ Important information to include in employment contracts
- ✓ Critical payroll forms
- ✓ Governing law

Job Analysis Training
(26 minutes)
- ✓ Job analysis and competency models 101 -- the advantages of using a competency based model and how to implement and utilize competency models
- ✓ How to assess employee skills
- ✓ What the impact is on Human Resources initiatives

Paying for Performance Training
(19 minutes)
- ✓ Compensation structure, compensation strategy and paying for performance
- ✓ Legal, financial and labour market constraints
- ✓ Direct and indirect incentives

Instant HR - Employee and Labour Relations

Administering Collective Agreement Training
(16 minutes)
- ✓ The basic rights of the collective agreement
- ✓ Who to train on the collective agreement
- ✓ Why consistency is critical and what practices to implement for success

Downsizing and Restructuring Training
(19 minutes)
- ✓ The dangers of downsizing and restructuring and the common mistakes made by organizations
- ✓ Other options to consider before downsizing
- ✓ Strategies for a successful downsize or restructure and how to move forward with confidence

Duty to Accommodate - A Guide for Leaders
(33 minutes)

- ✓ Intended to teach managers, supervisors, HR professionals, and employers about their duty to accommodate under the prohibited grounds of discrimination
- ✓ Learn from realistic scenarios about accommodation with specific focus on disability, religion, sex, and family status
- ✓ Learn to use various generic types of accommodations, including a step-by-step process to utilize as a leader

Employee and Labour Relations Overview Training
(24 minutes)
- ✓ Basic phases/elements of an employee relations process
- ✓ Three main components in employee relations
- ✓ Change management strategies

Employee Motivation and Engagement Training
(34 minutes)
- ✓ Why worker participation is important, how to engage workers to Health & Safety and how to implement training that workers will retain
- ✓ How to create an environment of accountability
- ✓ What management responsibilities include

Handling Grievances and Working Together Training
(16 minutes)
- ✓ The basics of grievances
- ✓ How to handle grievances
- ✓ How to work together for better results

Negotiating Collective Agreement Training
(26 minutes)
- ✓ How to design a winning team and prepare for negotiations
- ✓ Elements of collective bargaining and impacts on the work environment
- ✓ Settling on a collective agreement

Providing Effective Feedback Training
(25 minutes)
- ✓ The Three Ws of feedback
- ✓ How to approach the conversation and respond to feedback
- ✓ How to support and teach employees to give effective feedback

Terminations - Not for Cause Training
(25 minutes)
- ✓ Guidance around the basic termination of employees that are not protected by a union and the importance of review of legislative standards in your jurisdiction
- ✓ Conditions that surround a not for cause termination, how to apply current Canadian legislation, aspects of handling the termination meeting
- ✓ Supporting the organization through the change and what to avoid in the process

Terminations for Cause Training
(25 minutes)
- ✓ Effective terminations/procedures for terminating employees
- ✓ The progressive discipline process and the termination meeting
- ✓ Damage control and things to avoid

Instant HR - HR 101

HR 101 Training
(27 minutes)
- ✓ The key functions of HR in an organization
- ✓ The code of ethics to be followed by all HR professionals
- ✓ The legislation and jurisdictional requirements affecting HR, and the functional areas of focus that fall under the HR umbrella

Instant HR - Occupational Health and Safety

Health and Safety Overview Training
(22 minutes)
- ✓ Occupational Health and Safety legislation
- ✓ Hazards and agents
- ✓ Accident and incident reports; requirements for reporting workplace accidents; accidents requiring health care

Instant HR - Workplace Hazards Training
(21 minutes)
- ✓ Assessment, identification and reporting of hazards in the workplace
- ✓ Hazard analysis and control - elimination, engineering, administrative and PPE
- ✓ Creating safe work procedures, emergency procedures, training and orientation requirements

Return to Work Training
(18 minutes)
- ✓ Importance of early intervention, employer support systems, shared responsibilities
- ✓ Policies and programs and measuring program effectiveness
- ✓ Reintegration into the workforce

Worker Participation Training
(19 minutes)
- ✓ Why worker participation is important, how to engage workers to Health and Safety, and how to implement training that workers will retain
- ✓ How to create an environment of accountability

✓   What management responsibilities include

Instant HR - Organizational Effectiveness

Attendance Management Training
(22 minutes)
✓   The various reasons for absenteeism and workplace culprits
✓   Developing an attendance management program
✓   Recognizing trends in absenteeism and how to address attendance issues

Diversity in the Workplace Training
(17 minutes)
✓   The various impacts that diversity can have on an organization with examples of different types of diversity to increase your understanding
✓   What needs to be developed to create an inclusive environment
✓   How to effectively respond to diversity

Exit Interviews, Effective Practices - A Guide for Leaders
(31 minutes)
✓   The various methods of conducting exit interviews and their benefits
✓   Sample questions that can be used to design the content of exit interviews
✓   An overview of how to audit your current exit interview processes
✓   Best practices to use before, during, and after an exit interview

Foundations of Team Dynamics Training
(20 minutes)
✓   Understanding your team and the issues that hinder your team
✓   Building your team
✓   Leading by example

Human Resources Audits - Best Practice Training
(24 minutes)
✓   Discover the importance of conducting HR best practice audits and how they will impact your organization
✓   Learn how to effectively plan, prepare and conduct a best practice audit
✓   Use the results from the audit to enact positive organizational change

Human Resources Compliance Audits - For HR Professionals
(24 minutes)
✓   Intended to inform HR professionals of the importance of developing and executing an internal compliance audit
✓   Learn how to ensure that policies, practices and procedures support compliance goals
✓   Discover how to audit compliance results and address deficiencies

Knowledge Transfer – Training for Leaders
(39 minutes)
- ✓ This course is intended for all individuals who manage or oversee the human resources function or hold a managerial or supervisory role in their organization
- ✓ Examine the knowledge transfer process, the barriers to its success and how they can be overcome
- ✓ Understand the problems caused by the loss of knowledge and expertise within an organization
- ✓ Learn practical strategies for facilitating and ensuring successful knowledge transfer

Organizational Change Training
(24 minutes)
- ✓ Why change is important, how to examine change and the components of change
- ✓ How to support your organization through change
- ✓ How to implement future practices that inspire and promote change

Organizational Culture Training
(19 minutes)
- ✓ The basics of organizational culture and why culture is important
- ✓ Assessing your culture
- ✓ Why and how to change or adapt your culture and how to foster and grow your culture

Organizational Effectiveness Overview Training
(35 minutes)
- ✓ Strategic management
- ✓ Aligning HR with strategy and environmental influences on HR
- ✓ Human Resources planning; strategic options/ human resources decisions

Outsourcing Training
(25 minutes)
- ✓ Functions that can be outsourced
- ✓ Benefits of outsourcing and potential obstacles
- ✓ Outsourcing process, resource requirements, managing the vendor relationship

Succession Planning Training
(22 minutes)
- ✓ Explains what a succession plan provides and its importance
- ✓ Explores crucial considerations for identifying succession candidates and critical skills
- ✓ Describes how to develop and manage a succession plan over the long term

Transactional vs Transformational HR Management Training
(25 minutes)
- ✓ Review the differences between transactional and transformational HR
- ✓ Why HR should transform, how to manage the transaction side while expanding the scope of HR

✓ How to maintain and grow the role

Instant HR - Recruitment and Selection

HR Planning Training
(17 minutes)
✓ HR forecasting and succession management/career planning
✓ Employee competencies, training and development
✓ Change management and HR program evaluations

Interviewing Styles, Structures, and Pre-Employment Testing Training
(18 minutes)
✓ Interview types and styles
✓ Understanding the job description, key tasks and abilities and types of interview questions
✓ Different stages and structures and pre-employment testing

Interviewing Training
(19 minutes)
✓ Returning calls and handling telephone interviews
✓ What to prepare for interviews, going into the interview, answering questions, concluding the interview, and follow-up
✓ Practical/employment tests

Job Postings Training
(24 minutes)
✓ Recruitment overview: important pre-planning steps, creating job postings
✓ Recruiting options and advertising for success
✓ Effectively screening applicants

Onboarding - Effective Practices and Programs
(27 minutes)
✓ Valuable for HR professionals, employers and management to identify best practices for transitioning from orientation to onboarding for optimal employee experience
✓ Know the value of an onboarding program and how to effectively manage one
✓ Identify methods to engage employees from the onset

Orientation Program Training
(22 minutes)
✓ How to design effective orientation programs with best practice tips and solutions
✓ Departmental and job specific orientation
✓ The benefits and pitfalls of online orientation programs

Recruitment and Selection Overview Training
(26 minutes)

- ✓ Overview of recruitment and selection
- ✓ Creative and innovative strategies to attract top performers, gain a thorough understanding of the current labour market, and legal and human rights concerns
- ✓ Identify specific qualifications and then search out candidates that match those job requirements

Screening and Background Checks Training
(17 minutes)
- ✓ Handling reference checks and additional investigation options including current issues surrounding in-depth investigations
- ✓ Verifying education and credentials
- ✓ Employee screening

Instant HR - Training and Development

Designing Effective Training Programs Training
(19 minutes)
- ✓ Numerous benefits for both employees and the organization of continuous learning programs and career advancement
- ✓ Training strategy and needs assessment; training delivery/training design method
- ✓ Measuring and evaluating

Training and Development Overview Training
(23 minutes)
- ✓ The needs analysis (brief overview)
- ✓ Types of training design and delivery and the differences between in-house and outsourced training
- ✓ Measuring training success through evaluation

Training Needs Analysis Training
(21 minutes)
- ✓ The elements of a needs analysis
- ✓ How to perform the required steps of a needs analysis

Leadership

Achieving Benefits Optimization - A Human Resources Perspective
(40 minutes)
- ✓ Identify the main stakeholders you should be considering when developing your benefits plan

- ✓ Discuss the importance of aligning your human resources and benefits strategy as well as the important role Human Resources plays in plan development and some key considerations of HR professionals
- ✓ Discover the common mistakes many companies are making that lead to a diminished return on their benefits investment

An Introduction to the Canada Labour Code
(35 minutes)

- ✓ An overview of the Canada Labour Code and how to access it, navigate it and obtain relevant information
- ✓ The requirements and applications under Part I - Industrial Relations; the duties and requirements as found in Part II - Occupational Health and Safety; employment terms and conditions as defined under Part III - Standard Hours, Wages, Vacations and Holidays
- ✓ Where to obtain help and support

Coaching and Mentoring Training
(41 minutes)

- ✓ Define the terms "coach" and "mentor" and discuss how they are related to your role
- ✓ Look at coaching styles and the styles required of you from your team and discuss how your style can contribute to the success or detriment of your team
- ✓ Tips, tools and tactics to help you implement these skills back on the job

Conflict Resolution Training
(24 minutes)

- ✓ How to identify conflicts and the sources of conflict in your workplace and how to effectively confront conflict before the situation escalates
- ✓ How to begin difficult conversations and deliver complex messages clearly and powerfully
- ✓ How to persuade difficult people and manage emotions during complicated interactions

Detecting and Deterring Money Laundering and Terrorist Financing
(41 minutes)

- ✓ Intended for anyone who handles large cash transactions, especially workers in real estate, banking, financial services, and casinos.
  This course:
- ✓ Explains what money laundering and terrorist financing are, and the importance of detecting and deterring both.
- ✓ Covers the purpose of the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) and the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA).
- ✓ Provides guidance on FINTRAC reporting requirements.

Effective Communication Training
(40 minutes)

- ✓ Four easy steps to help managers develop solid communication plans and improve how they communicate
- ✓ Communication basics including common barriers, active listening and follow-up approaches

✓ Verbal, written and non-verbal communication options and tips

Ethics and Professionalism Training
(25 minutes)
✓ What are ethics and professionalism?
✓ Ensure you are portraying an ethical and professional image to your team and colleagues
✓ Case studies to illustrate how decisions and communications can have a huge impact on employee motivation and departmental success

Handling Difficult Employee Conversations Training
(33 minutes)
✓ Real life scenarios and case studies that focus on how to handle difficult conversations professionally and effectively
✓ Strategies to use and the confidence you need to have these discussions
✓ How to plan, execute, and follow up on difficult conversations

How to Motivate Employees from Within, Training for Leaders
(24 minutes)
✓ The importance of motivating employees
✓ Techniques for motivating employees
✓ In-depth strategies for maintaining a motivated workforce

Interviewer Biases Training
(25 minutes)
✓ The different types of interviewer biases
✓ How biases impact our decision making
✓ What we can do to overcome making recruitment decisions based on our personal biases

Lead by Example Training
(18 minutes)
✓ The importance of effective leadership and what this looks like
✓ How to embrace, understand and live the company's mission, vision and strategic goals
✓ How to make decisions and take actions that support these statements while also being meaningful to your team

Personal Health Information Privacy Training (Ontario)
(1 hour and 9 minutes)
✓ Intended for anyone in Ontario's health care industry or anyone who might ever access, collect, use, disclose, or dispose of personal health information when performing their work duties
✓ Discuss why PHIPA legislation was established and its importance for personal health information
✓ Explain who The Commissioner, substitute decision-makers, health information custodians, agents of custodians, and contact persons are
✓ Define and explain valid consent, the differences between express and implied consent, and who is capable of giving, withholding, or withdrawing consent

- ✓ Describe how personal health information may be collected, used, and disclosed, and the requirements for breach notification introduced by Bill 119
- ✓ Discuss how PHI records must be developed, maintained, accessed, corrected, and destroyed

PIPEDA Training
(44 minutes)

- ✓ Review PIPEDA guidelines for the collection, use and disclosure of personal information
- ✓ Learn the definitions under the Act, what is considered private information under the Act, and the essential principles of the Act
- ✓ Responsibilities of organizations and the rights of individuals including what to do if you have a complaint

Principles of Effective Problem Solving and Sound Decision Making Training
(15 minutes)

- ✓ Build on the skills and strengths you've acquired as business leaders and HR professionals by fine tuning your skills at making solid decisions or solving problems
- ✓ How to determine root cause and perform a root cause analysis
- ✓ The Eight-step problem solving model and four decision making models

Progressive Discipline Training
(43 minutes)

- ✓ Progressive discipline as a formal approach to coaching and correcting unwanted behaviours rather than for punishment
- ✓ How and when to use progressive discipline
- ✓ The progressive discipline process (step by step) and the benefits of progressive discipline

Retaining Employees and Reducing Turnover - Training for Leaders
(32 minutes)

- ✓ Learn to calculate employee turnover costs
- ✓ Analyse employee turnover rates
- ✓ Determine causes of turnover and develop effective retention strategies

Top 5 Hidden Costs of Employee Benefits Training
(11 minutes)

- ✓ Learn how choosing the right group insurance plan can help you build a healthier bottom line
- ✓ Discover the relationship between a group benefits plan and attraction, retention, engagement, absenteeism and financial performance
- ✓ Identify the top five hidden costs of group benefits and what you can do to reduce them

Performance and Conduct

Conducting Performance Reviews—Training for Leaders

(40 minutes)
- ✓ Explains the uses and advantages of performance management systems
- ✓ Describes different types of performance reviews, including their strengths and weaknesses
- ✓ Provides best practice tips for making the most of performance reviews to achieve lasting improvement

Goal Setting in the Workplace, Training for Leaders
(20 minutes)
- ✓ The significance of goals and their importance in the workplace
- ✓ How to write effective goals that follow the S.M.A.R.T. principle
- ✓ Real-world workplace applications for goal setting

Handling Change at Work – Training for Employees
(23 minutes)
- ✓ Have employees complete this training to help them prepare for, contribute to, and adapt to change no matter how large or small
- ✓ Teaches employees the importance of communication during periods of change
- ✓ Encourages employees to become agents of change who will help shape the new workplace culture

Professionalism in the Workplace: Best Practice Training for Supervisors
(34 minutes)
- ✓ Explains the importance of professionalism in the workplace
- ✓ How to manage professional relationships
- ✓ Best practices of professional ethics and handling professional challenges

Social Media Awareness Training for Employees
(23 minutes)
- ✓ Intended to inform employees about the risks posed by social media and how it can affect their professional standing
- ✓ Learn common examples of inappropriate social media use as it relates to employment and the consequences of misuse
- ✓ Discover best practices that will help employees manage and minimize the risks posed by social media and effectively manage their social media presence

Telework Training for Employees
(26 minutes)
- ✓ Explains the rights and responsibilities teleworkers/those who work from home
- ✓ Describes important features of telework agreements
- ✓ Provides extensive best practice tips for teleworkers

Workplace Sensitivity – Training for Employees
(49 minutes)
- ✓ This course is intended to assist all employees with understanding and appreciating individual differences in others.

- ✓ It examines the definition of workplace sensitivity, why it is important to achieve, and general sensitivity strategies.
- ✓ It reviews specific strategies for becoming more sensitive towards people with disabilities, people from different cultures, people born into different generations, and people of different gender and sexual orientation, so that we may all learn to respect each other for our differences and as human beings.

Professional Skills

Managing Up - Best Practice Training for Professionals
(32 minutes)
- ✓ Defines the concept and practice of managing up and why it's important
- ✓ Explores different management and communication styles
- ✓ Provides practical advice and best practices for implementing managing up techniques

Mastering Effective Presentation Skills
(23 minutes)
- ✓ Learn how to plan presentation content, including for Microsoft PowerPoint
- ✓ Improve the design and delivery of presentation materials
- ✓ Tips for calming your nerves

Mastering the Art of Business Writing for Professionals
(24 minutes)
- ✓ Teaches practical skills for writing a variety of business documents
- ✓ Distinguishes different types of business documents and their purposes
- ✓ Exemplifies standards of excellent business writing

Mastering the Art of Email Writing - For Professionals
(35 minutes)
- ✓ Explores the formal structure and layout of email messages
- ✓ Identifies various types of business email messages
- ✓ Discusses proper email etiquette and strategies for composing effective email messages

Microsoft Excel 2010 Basic Training for Employees
(48 minutes)
- ✓ The components of the Excel 2010 interface and how to use them to store, manipulate, and analyse data
- ✓ Teaches employees how to perform basic tasks, including formatting, performing basic formulas, and managing data
- ✓ This training course is developed for Excel 2010; however, course content and functionality may apply to other versions

Microsoft Outlook 2010 Basic Training for Employees
(37 minutes)

- ✓ Provides an overview of the interface, features, and functions of Microsoft Outlook 2010
- ✓ Teaches employees how to perform basic tasks, including sending and responding to e-mail, creating appointments and meetings, scheduling tasks, and managing contacts
- ✓ This training course is developed for Outlook 2010; however, course content and functionality may apply to other versions, such as Outlook 2013 and Outlook 2016

Project Management for Professionals
(21 minutes)
- ✓ Explains the basic principles of project management
- ✓ Defines and explores essential skills for project management
- ✓ Breaks down the basic life cycle of a project

Time Management - Training for Professionals
(24 minutes)
- ✓ The definition of and best practice tips for time management
- ✓ How to set goals, prioritize, and schedule your time
- ✓ How to manage interruptions and avoid procrastination

Workplace Wellness

Creating a Respectful Workplace Training
(18 minutes)
- ✓ Help you recognize and understand the effects of disrespectful behaviours in the workplace
- ✓ Provide ways to effectively create respect in the workplace
- ✓ How to deal with disrespectful behaviours when they occur

Crisis Intervention: Training for All Audiences
(42 minutes)
- ✓ This course is intended to provide anyone who works with clients/customers, or who manages employees, the strategies necessary to de-escalate people in crisis
- ✓ It examines the definition of crisis, the warning signs to watch for, and the various ways people can react in the face of crisis
- ✓ It reviews the steps for crisis intervention, as well as specific strategies, both in person and over the telephone, to assist a person experiencing crisis

Employee Transition Services - Job Search Skills Training
(18 minutes)
- ✓ Identifying knowledge, skills and abilities
- ✓ Setting new goals and being prepared and organized
- ✓ Persevering for the right job

Employee Transition Services - Resume Writing Training
(23 minutes)
- ✓ Basic fundamentals of resume writing

- ✓ Developing the critical sections of your resume
- ✓ Designing cover letters

Employee Transition Services Interview Skills Training
(28 minutes)
- ✓ Handling telephone interviews
- ✓ Preparing for, handling and concluding the interview
- ✓ Preparing for practical tests

Human Rights in Canada - Federal Regulations
(28 minutes)
- ✓ Help you understand the background and basics of human rights legislation in Canada
- ✓ Identify rights and responsibilities outlined in and applied by the Canadian Human Rights Act
- ✓ Outline obligations to which employers must adhere regarding policies, procedures and training, and provide you with resources on human rights in Canada

Mental Health in the Workplace - Training for Leaders
(55 minutes)
- ✓ Intended to educate leaders on how to effectively identify and address mental health issues in their organization
- ✓ Guidance on how to implement a Psychological Health and Safety Management System (PHSMS) by following the principles highlighted in the Psychological Health and Safety in the Workplace Standard
- ✓ Using real world scenarios learn how to address mental health issues and contribute to employee psychological well-being

Office Ergonomics Training
(22 minutes)
- ✓ Define and describe ergonomic hazards as they apply to the duties carried out in your workplace
- ✓ Help you recognize ergonomic risks and hazards and how to deal with them
- ✓ Define the roles and responsibilities of employers and workers

Respect in the Workplace (Violence and Harassment) Training
(32 minutes)
- ✓ The importance of respect in the workplace
- ✓ Workplace harassment and workplace violence
- ✓ Employee responsibilities for creating a respectful workplace, looking out for each other and reporting complaints

Stress Management Training
(16 minutes)
- ✓ Overview of stress, the dangers it poses and how to manage and cope with it
- ✓ Learn to recognize the onset of stress
- ✓ Learn to prevent the stress reaction and avoid the harmful accumulation of stress

Substance Abuse Training
(17 minutes)
- ✓ Dangers of substance abuse on individuals and the workplace
- ✓ Recognizing the signs of substance abuse
- ✓ Getting help or when to get involved

The Evolution of Human Rights in Canada for Leaders (Ontario focus)
(35 minutes)
- ✓ Note: This course is not intended to meet the requirements for human rights training under the Accessibility for Ontarians with Disabilities Act (AODA). Please refer to the course: Understanding Human Rights Training (AODA Edition) to address this requirement
- ✓ Reviews the Canadian Human Rights Act, the Ontario Human Rights Code, and their relationship to the AODA

Working with Transgender Employees
(45 minutes)
- ✓ What being transgender means as well as the legislation that protects the rights of transgender employees
- ✓ Transgender discrimination in the workplace and ways to prevent or minimize the mistreatment of trans individuals
- ✓ Best practice tips for employers or HR professionals to follow in the event that they are working with a transgender employee for the first time