

| Category        | Module # | Module Title   | Outline  | Length (Hours) | List Price | OGCA Member Price |
|-----------------|----------|--|--|----------------|------------|-------------------|
| Health & Safety | 12268EN  | Annual Safety Review                                 | Our main objective is to work cooperatively with team members to help mitigate and control workplace risks and ensure the existence of a healthy, safe work environment and general well-being for all. Once you have completed the OHS modules from our training series, each subsequent year, we suggest that you take this review module. As part of our team, it is crucial that you are up-to-date and familiar with the most important aspects of our health and safety program. | 2              | \$29.00    | \$14.50           |
| Health & Safety | 12262EN  | Asbestos Awareness                                   | Asbestos is a serious workplace health issue. In this course we look at what asbestos is and where it can be found, including different asbestos uses. We also examine the health concerns and how to evaluate exposure to asbestos. Finally, we review the legislation concerning asbestos and provide an overview of workplace asbestos control strategies.  | 0.5            | \$29.00    | \$14.50           |
| Health & Safety | 12474EN  | Back Safety  | This course explains the physiology of the back and presents common types and causes of back injuries. It also describes injury prevention, safety practices, basic back exercises, and proper lifting techniques.   | 0.83           | \$29.00    | \$14.50           |
| Health & Safety | 40814EN  | Backing Vehicles Safely                              | Learn safe backing techniques applicable to all types of vehicles, as well as best practices for specific types of vehicles and work situations.   | 0.5            | \$29.00    | \$14.50           |
| Health & Safety | 40816EN  | Conducting Workplace Inspections                     | A workplace inspection is a planned critical examination of a workplace or a specific area within a workplace. The purpose of regularly scheduled workplace inspections is to prevent incidents by identifying hazards and recommending corrective actions. In this course, you will learn how to plan and conduct efficient workplace inspections.  | 0.5            | \$29.00    | \$14.50           |
| Health & Safety | 40892EN  | Confined Space Entry                                 | In this course, we will discuss what confined spaces are and are not; developing confined space programs, including hazard assessment and control measures, confined space team member responsibilities and safe work practices; and the requirements for confined space entry   | 1              | \$49.00    | \$24.50           |
| Health & Safety | 12266EN  | Contractor Safety                                    | This module provides you with a brief overview of the roles and responsibilities when dealing with contractors or service providers. Safety rules must be observed by all contractors. The safety rules, standards and company policies must be followed by all contractors. This module provides clear definitions, and outlines roles and responsibilities concerning all contractor   | 0.83           | \$29.00    | \$14.50           |
| Health & Safety | 40882EN  | Coronavirus Preparedness for Employers and Employees | Coronaviruses are a large family of viruses which may cause illness in animals or humans. This course will tell you about simple steps you can take to stay healthy and prevent the spread of the coronavirus that causes coronavirus disease 2019 (COVID-19).   | 0.5            | \$0.00     | \$0.00            |
| Health & Safety | 12264EN  | Due Dilligence                                       | It is commonly referred to as the 'General Duty' clause in all provincial Health and Safety legislation. To exercise Due Diligence means that employers must take all reasonable precautions under the circumstances to prevent injuries or accidents in the workplace. This module will provide a clear understanding of the legal requirements necessary for compliance as well as the implications of non-compliance.   | 0.83           | \$29.00    | \$14.50           |

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| Health & Safety | 40675EN | Earthquake Preparedness                      | Earthquakes can happen at any time of the year and occur without warning. Larger earthquakes may cause deaths, injuries, extensive property damage and disruption of public services. As well as the physical and emotional impacts, earthquakes can have an impact on economic activity in the affected area. In this course, you will learn what you can do to prepare for earthquakes, as well as how to stay safe when and after an earthquake occurs.  | 0.5  | \$0.00  | \$0.00  |
| Health & Safety | 40815EN | Effective Joint Health and Safety Committees | In this course, we will discuss how Joint Health and Safety Committees (JHSCs) are set up, what they do and how to make them work effectively in your workplace.  | 1    | \$29.00 | \$14.50 |
| Health & Safety | 10487EN | Electrical Hazards                           | An electrical hazard is one in which the possibility of being injured due to contact with an electrical source is high. Hazards such as unstable scaffolds and unprotected floor openings are easily recognized. However, most people do not recognize electrical hazards and therefore they do not appreciate the dangers associated with these hazards.   | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 12267EN | Everyday Ergonomics                          | Ergonomic injuries, collectively referred to as Work-related Musculoskeletal Disorders (WMSDs), develop over months or years as a result of equipment, tools, processes and activities that do not take the individual worker's physical characteristics into account. Workers in both the plant and the office are vulnerable to ergonomic injuries. Learn how Work-related Musculoskeletal Disorders can be reduced or eliminated through good ergonomic  | 0.75 | \$29.00 | \$14.50 |
| Health & Safety | 10486EN | Fall Prevention and Fall Arrest              | Falls are one of the leading causes of injuries and deaths in construction and general industry. Fall prevention and fall protection measures can greatly reduce the risk of injury or death. Whenever workers are exposed to falling hazards, the employer must evaluate the hazards and develop a plan to control them. This course describes the various fall prevention methods for working at heights.   | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 18103EN | First Aid Basics [CAN] [2 courses]           | The First Aid Basics program has been developed to give certified first aid attendants an opportunity to refresh and update their basic first aid knowledge. Part I reviews the role of the first aid provider, the principles of emergency action, CPR and AEDs, bleeding emergencies, fractures and shock. IMPORTANT! This program is not meant to provide the participant with the necessary skills and information required to perform first aid, nor is it intended to replace a certified first aid training course from a WSIB approved First Aid training provider. | 1.5  | \$69.00 | \$34.50 |
| Health & Safety | 40668EN | Forklift Safety                              | Forklifts or powered industrial trucks are used to lift, stack and transfer loads in warehouses, factories, shipping yards, freight terminals and other workplaces. While forklifts offer a practical materials handling solution for many businesses, each year they continue to be associated with workplace deaths and injuries. Forklift incidents can be prevented, especially when employers and workers work together to improve safety and health at work.  | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 40726EN | Hand Safety and Injury Prevention            | Utility knives or "box cutters" are widely used tools for cutting a variety of materials. Learn to use them safely to avoid cuts to the hands and fingers.  | 0.25 | \$29.00 | \$14.50 |
| Health & Safety | 12548EN | Handling Violence in the Workplace           | One out of every four full time worker is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur.   | 0.83 | \$29.00 | \$14.50 |

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| Health & Safety | 40558EN | Health & Safety Awareness [CAN]         | Every year, hundreds of people are killed in accidents at work and many more are injured. Thousands suffer from illnesses caused, or made worse, by their work. Everyone in the workplace is responsible for keeping it safe. Information and training play important roles in the establishment and maintenance of a healthy and safe workplace. This course outlines key rights and responsibilities of different groups in the workplace: employers, supervisors and workers. It also highlights how you can learn and apply safe workplace practices.   | 0.83 | \$15.00 | \$7.50  |
| Health & Safety | 40783EN | Identifying Hazards and Assessing Risks | Every workplace has hazards and risks. Some are minor, some are life- and property-threatening, and many fall somewhere in between. In this course, you will learn common methods for identifying hazards – things with the potential to cause harm – and assessing risks – the likelihood that there will be harm from a hazard and how severe the harm will be. Learn to protect workers' safety and health by putting controls in place to reduce or eliminate hazards.  | 1    | \$29.00 | \$14.50 |
| Health & Safety | 12483EN | Incident Investigation                  | Thousands of workplace incidents occur throughout the United States and Canada every day. Most are caused by the failure of people, equipment, supplies, or surroundings to behave as expected. Many incidents appear to happen for obvious reasons. It is easy to conclude that a worker was involved in an incident because they were working unsafely, or because the work site was known for its hazardous conditions. Although these things can contribute to an incident, there may also be other, less obvious factors involved. The true cause of an incident may not be discovered until an incident investigation is conducted. The investigation will determine not only what happened, but how, and why. This course will help you understand how and why incidents in the workplace are investigated. It will also examine the process of Root Cause Analysis and present good safety practices that can help prevent incidents from | 0.5  | \$49.00 | \$24.50 |
| Health & Safety | 10482EN | Ladder Safety                           | Every year, a significant number of injuries are sustained from improper use of ladders, both at work and at home. In this course, we will review what you should know about safe use of ladders in the workplace. Learn about good practice and legislative requirements for ladders made of different materials such as wood, aluminum and fiberglass; Step, trestle and platform ladders; Straight and extension ladders; Fixed ladders on buildings, tanks, etc.  | 0.25 | \$29.00 | \$14.50 |
| Health & Safety | 41052EN | Lead Safety Awareness                   | This Lead Safety Awareness online training course was designed for employers, managers, supervisors and workers in construction and other industries where workers may be exposed to lead. Learn to work safely in lead-contaminated environments.  | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 40651EN | Lockout/Tagout                          | Of all injuries which occur in the manufacturing and construction sectors, the most serious are usually those where people come into contact with production machines or other pieces of equipment that were inadvertently activated because lockout/ tagout procedures did not exist or were not used. Thousands of workers are injured or killed each year. The unfortunate reality is that most of these incidents are easily preventable if proper safety procedures are established, used correctly and consistently. Lockout/ tagout can involve various types of energy sources. In this course we will describe the different types of energy sources, explain the general rules of lockout/ tagout procedures and give you the basic knowledge required to correctly and effectively complete lockout/ tagout procedures.  | 0.5  | \$29.00 | \$14.50 |

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| Health & Safety | 40912EN | Machine Guarding                                      | Injuries from the use and care of machines such as saws, presses, conveyors, and bending, rolling or shaping machines, as well as from powered and non-powered hand tools are common. This course provides an overview of the types of mechanical motions and actions that can be hazardous, how to assess the risks to workers, and the various methods of safeguarding workers operating the machinery.  | 0.75 | \$29.00 | \$14.50 |
| Health & Safety | 12263EN | Manual Material Handling and Back Injuries            | Manual material handling (MMH) involves the moving of material by hand through lifting, lowering, carrying, pushing, pulling, shoveling or any combination of these actions. More than half of back injuries in the workplace are caused by manual material handling. Learn about the causes and prevention of MMH injuries.   | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 12261EN | Mould Awareness [Canada]                              | Mould can be a serious workplace issue and can be hazardous to our health. In this module we define moulds, examine the health effects of mould exposure, review the duties of employers under current legislation, and outline methods of mould prevention and control.   | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 40791EN | Office Ergonomics                                     | Accidents and injuries in the office can lead to serious and disabling injuries, resulting in thousands of hours of missed time and millions of dollars in workers' compensation and medical costs. Many of the injuries experienced in offices are of an ergonomic nature. In this course, you will learn about the ergonomic hazards and risks of office work, and measures to   | 0.5  | \$15.00 | \$7.50  |
| Health & Safety | 10483EN | Office Safety   | Each year, over 1.7 million workers in North America receive disabling injuries from office accidents. This course will help you reduce the risk of injury by showing you how to manage common office hazards.   | 0.8  | \$29.00 | \$14.50 |
| Health & Safety | 10484EN | Personal Protective Equipment (PPE)                   | More than one-quarter of all disabling injuries involve the head, eyes, hands or feet. Personal protective equipment, or PPE, is designed to protect you from those health and safety hazards that cannot practically be removed from your immediate work environment. In this course we will review the most common types of PPE. You'll find out when and where you need PPE, how to choose the correct equipment for your work environment, and the limitations of the equipment you use. | 0.83 | \$29.00 | \$14.50 |
| Health & Safety | 18079EN | Safe Driving [CAN] [4 courses]                        | The Safe Driving course is designed to assist drivers of all ages to understand many of the factors which can help ensure a safe driving experience in most circumstances. In this four-part program, you will learn key information that, as a driver, you must know and follow to keep yourself, family members, co-workers, and the public safe.  | 2.25 | \$79.00 | \$39.50 |
| Health & Safety | 12485EN | Safety Attitudes and Actions                          | Each year accidents cause millions of people to suffer painful injuries and result in over a billion dollars worth of damage. In fact, in this country someone suffers an accidental injury every four seconds. Accidents cost almost 90 billion dollars a year in medical bills, lost wages, and lost production time. This module will help you to develop safety awareness, and help you to understand how your attitude can be a critical factor in accident prevention.                 | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 12479EN | Safety in Bloodborne Pathogens for Canadian Employees | Exposure to bloodborne diseases is a serious concern for employees in many sectors of the workforce. Bloodborne pathogens are the disease-causing microorganisms found in blood, as well as in human blood components and products. This course will show you how exposure to bloodborne pathogens occurs and provide guidelines for protecting yourself and others.   | 1    | \$29.00 | \$14.50 |
| Health & Safety | 12528EN | Safety in Fire Prevention                             | This course provides basic information on the precautions and procedures necessary for fire protection and safety in the workplace. Topics covered include fire prevention techniques, the types and classes of fires and fire extinguishers, and first aid procedures for dealing with fire-related injuries.   | 0.5  | \$29.00 | \$14.50 |

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| Health & Safety | 10485EN | Slips, trips and falls                             | Slips, trips and falls are a significant cause of workplace injuries. 1 in 5 lost time injuries involves a fall. The danger of falling from a ladder or an elevated platform is obvious. You may be surprised to learn that two-thirds of all workplace falls take place on the same level. People who work off the ground are usually aware of the risks, but those on the ground are often less cautious. In this course we will review guidelines for avoiding slip, trip and fall accidents. We will talk about what employers and employees can do to reduce the risk of accidents and look at how good housekeeping practices contribute to workplace safety. | 0.25 | \$29.00 | \$14.50 |
| Health & Safety | 40723EN | Transportation of Dangerous Goods (TDG): Overview  | This course provides an overview of the responsibilities of employers, consignors, carriers and consignees under the TDG Regulations, as well as the requirements for classifying products, use of safety marks, required documentation and emergency reporting.  | 1.5  | \$49.00 | \$24.50 |
| Health & Safety | 40516EN | WHMIS 2015   | In this course, we will describe the Workplace Hazardous Materials Information System – WHMIS – and how to affectively apply it at your work. WHMIS 2015 is aligned with the new worldwide standard, the Global Harmonization System of Classification and Labelling of Chemicals (or GHS), and we will also describe this system’s rules and formats for managing hazardous products. The systems described in this training are required federally and enforced in each province or territory by jurisdictional labour ministries.  | 0.5  | \$15.00 | \$10.00 |
| Health & Safety | 40904EN | Workplace Bullying – Prevention and Response       | Everyone is affected by the negative consequences of a workplace that allows bullying. This course is designed to inform employers, managers, supervisors and employees of their obligations and their roles in ensuring a respectful workplace that is free from bullying.   | 0.5  | \$29.00 | \$14.50 |
| Health & Safety | 12265EN | Young Worker Safety Orientation                    | Injuries sustained at work can have life-long implications. Every week 5 young workers are permanently disabled as a result of a work-place injury. Most often these injuries are sustained in the first 6 months of starting a new job. This e-learning module provides safety 'must do's' for all young workers. It also provides supervisory staff with their responsibilities. It is essential that this module is reviewed prior to the start of work for each and every young worker under the age of 24.   | 1    | \$29.00 | \$14.50 |
| Business        | 12538EN | Acting Effectively on a Team                       | Working as a team is an important part of most organizations. Becoming a high performance team involves understanding your own skills and limitations as well as those on your team. This course is designed to help you contribute more effectively to your team and help your teammates do the same. It will expand your understanding of the challenges teams face and what you can do to overcome them.   | 0.8  | \$39.00 | \$19.50 |
| Business        | 40954EN | Best Practices for Returning to Work for Employees | This course describes the safety and health protocols, policies and procedures that employees need to understand and follow to ensure that they stay safe when they return to work during the COVID-19 pandemic.  | 0.5  | \$15.00 | \$7.50  |
| Business        | 40946EN | Best Practices for Returning to Work for Employers | This course describes the safety and health protocols that employers need to be put in place to ensure that workplaces are safe when employees return to work.  | 0.5  | \$15.00 | \$7.50  |
| Business        | 17051EN | Business Entertaining                              | This course explores the sphere of business entertainment, both internal and external, (i.e., with clients). Combining business and pleasure can be confusing for employees. This course looks at what behaviors are appropriate in such social situations.   | 0.33 | \$27.00 | \$13.50 |

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| Business | 13620EN | Business Ethics                            | Business ethics is a serious subject for executives, managers and employees. All employees are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This e-learning module focuses on the importance of recognizing an ethical dilemma and then acting accordingly. It will help you make ethical decisions in your daily work life.   | 0.83 | \$39.00 | \$19.50 |
| Business | 17880EN | Business Etiquette: Accelerate Your Career | If you are a professional with goals for career advancement within an organization, acquiring Business Etiquette skills is not an option. In today's complex world, interdependency is a fact of life, and the key to interacting successfully with others is etiquette. Business Etiquette improves your chances of advancement and benefits your organization. This online course will introduce Business Etiquette principles and practices, and show you how they can be applied in typical business situations to put yourself and others at ease. | 0.83 | \$79.00 | \$39.50 |
| Business | 12574EN | Business Writing: Being Effective          | This course teaches you how to organize, write and edit messages. As we have learned, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from pre-planning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing and revising a professional business message.   | 0.83 | \$39.00 | \$19.50 |
| Business | 12576EN | Business Writing: Letters and Emails       | This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages.  | 0.83 | \$39.00 | \$19.50 |
| Business | 12573EN | Business Writing: Preparation              | Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.  | 0.83 | \$39.00 | \$19.50 |
| Business | 12572EN | Business Writing: Reports and Proposals    | This course presents solid, logical techniques for writing two crucial business documents—proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. It is designed to show the student the basic components of each kind of business report and proposal in use today, including formal and informal formats.  | 0.83 | \$39.00 | \$19.50 |
| Business | 40987EN | Cannabis - Workplace Implications          | This course deals with impairment in general and impairment from cannabis in particular. It presents information on the signs and symptoms of workplace impairment, outlines strategies for intervention and reporting, and discusses employer initiatives for impaired workers.  | 0.75 | \$25.00 | \$12.50 |
| Business | 12547EN | Change Management                          | Effective leaders know how to develop change-friendly companies. It's the only way to survive. This course describes how to plan the change process, address the phases of transition, and ensure results.  | 0.75 | \$39.00 | \$19.50 |
| Business | 12581EN | Coaching for Improved Performance          | This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.   | 0.83 | \$49.00 | \$24.50 |

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| Business | 12556EN | Conflict Management                               | This course will provide a useful model of conflict development that can be used to diagnose and treat conflicts in the workplace. In addition, common causes of conflict are discussed and several strategies for resolving conflict are presented. Finally, you will learn how to stimulate functional conflict to create greater levels of innovation, change, and creativity in your  | 0.75 | \$49.00 | \$24.50 |
| Business | 14907EN | Conflicts of Interest                             | The Conflicts of Interest course explains a company's policy regarding Conflicts of Interest. Topics covered in this course include: relations with customers and suppliers, duty of loyalty, outside activities, family and personal relationships, doing business with government employees, violations, and more.  | 0.5  | \$27.00 | \$13.50 |
| Business | 14663EN | Creativity and Innovation in the Workplace        | Organizations face the challenge of balancing responsibility for current, routine daily activities with the need to explore new possibilities for growth and continued evolution. With the changing pressures and increased pace of today, it is becoming even more important they do so, but how? The answer lies in embracing and endorsing an "idea" culture, one that pursues solutions and identifies opportunities by encouraging creativity and innovation in the workplace. When created, new ideas themselves have very little value and, unless handled carefully, can prove to be very costly. In this course, we will take you through the fundamentals of how to prevent this from occurring. We will show you how creativity and innovation can be made to work. As you move through the various sections, you will begin to see how an overall framework, processes, methods and techniques can make creativity and innovation a valuable asset, not only in the workplace but for the organization. | 0.83 | \$15.00 | \$7.50  |
| Business | 14294EN | Crisis Management and Emergency Response Planning | This course is intended to help you recognize and deal with crises that can occur that affect companies and their employees. We will address the key components of crisis management and emergency response planning and how they apply to all full-time and part-time employees, including managers, supervisory and non-supervisory personnel. This program could also apply to those who perform company work at home or elsewhere off-site, as well as to temporary employees and independent contractors.  | 1    | \$49.00 | \$24.50 |
| Business | 40535EN | Delegation  | Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization.  | 0.83 | \$39.00 | \$19.50 |
| Business | 12541EN | Delivering Effective Feedback                     | Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.   | 0.83 | \$39.00 | \$19.50 |
| Business | 12695EN | Developing A Strong Leadership Team               | This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.  | 0.83 | \$39.00 | \$19.50 |
| Business | 12344EN | Developing Diverse Teams                          | This course will help you understand the cultural influences that impact any diverse team as you attempt to build harmonious and productive work units.   | 0.83 | \$39.00 | \$19.50 |
| Business | 12585EN | Developing Your Career Path                       | Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs.  | 0.83 | \$39.00 | \$19.50 |

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| Business | 40633EN | Diversity and Inclusion in the Workplace [CAN] | Diversity and Inclusion in the Workplace serves as a foundational layer for team members and management to examine the ways in which identity affects workplace dynamics and productivity. Through the use of evidence-based tools and techniques, participants will uncover the value of facilitating an inclusive work environment.   | 1    | \$49.00 | \$24.50 |
| Business | 14359EN | Drug-Free Workplace Policy                     | This program contains our clear and unequivocal Drug-Free Workplace Policy for maintaining a workplace free of illegal drugs and alcohol.   | 0.5  | \$27.00 | \$13.50 |
| Business | 17888EN | Effective Leadership                           | In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.        | 0.5  | \$39.00 | \$19.50 |
| Business | 12006EN | Effective Performance Feedback                 | Providing effective performance feedback is an important part of your role as a manager. This e-learning module will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basis. A more formal process is the annual performance review. We will outline the stages of a performance review, and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective. | 0.5  | \$39.00 | \$19.50 |
| Business | 10186EN | Email Etiquette                                | The Web and email technology have changed the way we communicate. This course examines email etiquette or protocol, the generally accepted rules that guide email messaging. This course gives you the skills to communicate effectively using email.   | 0.75 | \$69.00 | \$34.50 |
| Business | 12693EN | Employee Motivation                            | The difference between a business just surviving and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward.   | 0.83 | \$39.00 | \$19.50 |
| Business | 12534EN | Employee Performance Recognition               | Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team.  | 0.83 | \$39.00 | \$19.50 |
| Business | 40187EN | Empowering People                              | As a leader you are expected to delegate much of the work to others. Empowering others involves giving them authority and responsibility for each assignment. It also means that you maintain accountability for the results that are achieved. This module addresses building relationships with the people you lead.  | 0.5  | \$39.00 | \$19.50 |
| Business | 12716EN | Entrepreneurship [4 courses]                   | In every part of the world, entrepreneurs are contributing to the economy by producing new products, providing employment, increasing the tax base, and creating new wealth. In this three-part course, we will look at why people choose entrepreneurship, and focus on the skills and attributes of successful entrepreneurs. You will use the resources to assess your entrepreneurial strengths and weaknesses and to identify strategies for developing the skills you need to succeed in your own business.                           | 3    | \$39.00 | \$19.50 |



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| Business | 12565EN | Establishing Performance Goals and Expectations  | Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.  | 0.83 | \$39.00 | \$19.50 |
| Business | 12349EN | Ethics for Employees                             | A business without ethics is a business at risk. Companies face multi-million dollar fines, criminal prosecutions and possible bankruptcy for wrongdoing, and usually behind the headlines is the story of someone who made the wrong decision, didn't report suspected wrongdoing, or failed to recognize an ethical dilemma. Employees are often expected to make decisions, sometimes acting alone or out in the field, with very few resources to help. It is important that we understand what "acting ethically" in the workplace means, and know how to make good decisions when there is no rulebook to help. This course will encourage you to reflect on the ethical questions we all face and give you a process for arriving at good ethical | 0.5  | \$49.00 | \$24.50 |
| Business | 12348EN | Ethics for Managers                              | In business ethics, there is rarely a correct answer, and the process of decision-making is often as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make good choices. This course explains what business ethics means and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.  | 0.5  | \$49.00 | \$24.50 |
| Business | 18154EN | Flexible Work Arrangements and Your Organization | Many organizations are beginning to recognize flexible work arrangements as a means to facilitate improved performance and create a productive work environment that is responsive to the professional and personal needs of their employees. This online module will cover the recommended sections of a flexible work arrangements policy and provide a thorough understanding of how to develop and implement a flexible work arrangements policy that fits your organization.  | 0.83 | \$39.00 | \$19.50 |
| Business | 40195EN | From Peer to Supervisor                          | This course was designed to help new supervisors address with confidence the challenges of managing their former co-workers. The course presents three key strategies for making the transition from peer to supervisor, stresses the importance of effective communication, and explores three management responsibilities, ie. delegating, coaching and discipline, that may be especially demanding for new supervisors in their new role.  | 1    | \$79.00 | \$39.50 |
| Business | 12517EN | Individual Goal Contract                         | Goal-setting is not always easy. And sometimes, no matter how hard you try, there are things that can get in the way of even the most dedicated efforts. In this course we discuss how to develop an effective self-initiated contract that "formalizes" your commitment to achieving your goals, why it's important to establish deadlines and allocate resources in a manner that appropriately responds to the challenges you face in pursuing your goal.   | 0.83 | \$39.00 | \$19.50 |
| Business | 11174EN | Interpreting Financial Statements [5 courses]    | Interpreting Financial Statements builds an intuition for the purpose of the balance sheet, the income statement and the cash flow statement. Illustrations of how the information on these primary financial statements can be used to better understand the stock and flow of an organization's wealth are also presented. Additionally, an introduction to the debit-credit system of accounting is provided so that users will have an understanding of how organizations account for their resources through time and then use this recorded information to generate their financial statements.  | 4    | \$65.00 | \$32.50 |

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|----------|---------|----------------------------------|---|------|---------|---------|
| Business | 12681EN | Interviewing Job Candidates      | This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.   | 0.75 | \$39.00 | \$19.50 |
| Business | 17714EN | Leading Growth Firms [4 courses] | Leading growth firms are defined as companies whose sales grow by 50% in three years or less. They create a disproportionate share of new jobs and present a large number of spin-off benefits. As these companies grow from start-up to threshold firms, the CEOs must make changes at each stage of growth in order to ensure success and often, survival. In this three-part course, you will discover the characteristics of leading growth firms, the six stages of growth, and identify the strategies necessary for the CEOs and their companies to succeed. | 2    | \$39.00 | \$19.50 |
| Business | 10096EN | Leading Your Resources           | A leader is nothing without people. Leading people involves more than a vision and the ability to communicate – leadership is also a strategic activity. This module looks at the strategic aspects of leading people.  | 0.5  | \$39.00 | \$19.50 |
| Business | 40894EN | Managing a Remote Workforce      | In times of crisis, employees are sometimes required to work from home. The transition from the traditional workplace to a remote environment is not easy. This course explores the challenges of managing a remote workforce and outlines strategies that managers can use to keep their teams engaged and productive.   | 0.5  | \$15.00 | \$7.50  |
| Business | 10799EN | Managing Change                  | This course is designed to help you, as a manager, utilize change management strategies and to help understand barriers and resistance to change on your team.  | 0.5  | \$39.00 | \$19.50 |
| Business | 12987EN | Managing Workplace Stress        | The Managing Workplace Stress module provides an overview of stress as experienced by employees. Topics covered in this module include: facts about stress, job stress, typical sources of workplace stress, dealing with burnout and prevention strategies, managing unavoidable stress, avoiding unnecessary stress, how to create a healthier workplace, and more!   | 0.83 | \$39.00 | \$19.50 |
| Business | 12586EN | Managing Your Career Path        | Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more.  | 0.83 | \$39.00 | \$19.50 |
| Business | 40881EN | Marketing [4 courses]            | The success of a business depends on how well it markets its products and services. This four-module Marketing program will outline the basics of marketing, explore the creation of marketing opportunities, discover what makes a great marketing mix, and highlight the importance of providing excellence through customer service.   | 4    | \$79.00 | \$39.50 |
| Business | 12493EN | Meeting Effectiveness            | Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming.  | 0.75 | \$39.00 | \$19.50 |
| Business | 12587EN | Networking Your Career Path      | The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.   | 0.83 | \$39.00 | \$19.50 |

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| Business | 18593EN | Operations Management [6 courses]           | Operations Management is concerned with the work an organization must do to satisfy its customers. This comprehensive series will advise management consultants on current practices in operations management, as well as go into detail regarding best practices within the industry. Learning Objectives: • Identify and explain various principles relating to product and process development • Recognize inventory management schemes and operational control systems • Identify issues around quality management, including current trends • Identify all the factors important to consider during facilities planning • Identify how service quality is measured differently than product quality Target Audience: Management | 4    | \$99.00 | \$49.50 |
| Business | 12584EN | Performance Appraisal Basics                | The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.  | 0.83 | \$39.00 | \$19.50 |
| Business | 18066EN | Presentations that Work                     | One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.   | 0.83 | \$69.00 | \$34.50 |
| Business | 12552EN | Problem Solving in the Workplace            | This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems.   | 0.83 | \$39.00 | \$19.50 |
| Business | 12553EN | Problem Solving: The 5 Steps                | This course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.  | 0.83 | \$39.00 | \$19.50 |
| Business | 12340EN | Project Risk Management                     | Risk can be an essential feature of any project. However, the decision to take risks should be based on the potential benefit, or the opportunity vs. the penalty. Projects can make an active choice to pursue risk, or there may be tasks in the project that are by their nature uncertain. The project manager needs to manage the elements of risk in the project, as well as the project itself. This module will provide project managers with the information they need to identify and manage project risks.  | 0.83 | \$39.00 | \$19.50 |
| Business | 14579EN | Protecting Your Identity                    | Identity theft is one of the fastest growing types of crime in the world today, costing individuals and business hundreds of billions of dollars annually. Also, it is one of the few types of criminal activity that everyone is susceptible to, no matter their age, gender, location, or occupation. Identity theft is a crime that can impact anyone at any time. In this module we discuss the steps you can take to protect yourself against identity theft.   | 0    | \$27.00 | \$13.50 |
| Business | 12989EN | Quality Communications - Legal Implications | The Quality Communications module provides information on how you can improve your workplace communications. Topics covered in this module include: the importance of knowing your audience and understanding the law, recognizing your limits in communication, the importance of saying what you mean and using facts in communications, managing closure with clients, the importance of record retention, and more!  | 0.83 | \$39.00 | \$19.50 |

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|----------|---------|---------------------------------------|--|------|---------|---------|
| Business | 12990EN | Questionable Interview Questions      | The Questionable Interview Questions module is a short module that presents learners with tips on how to avoid asking problematic interview questions. Topics covered in this module include: the importance of being aware of laws, focusing on applicant qualifications during interviews, recognizing and avoiding irrelevant questions, avoiding eliciting information, tips from the Equal Employment Opportunity Commission, and more!   | 0.5  | \$39.00 | \$19.50 |
| Business | 17289EN | Record Management                     | The Record Management module provides information on how to maintain accurate and important workplace records. Topics covered in this module include: what are workplace records, who reviews workplace records, email and instant messaging, how to create accurate records, legal requirements related to recordkeeping, suspension of record destruction, and   | 0.83 | \$39.00 | \$19.50 |
| Business | 17290EN | Reductions in Force                   | The Reductions in Force module provides information on how to deal with reductions in the workforce. Topics covered in this module include: the importance of carefully dealing with reductions in force, company rights, the importance of careful communication, tips on preventing litigation, how to prepare for the termination meeting, tips on what to say and what not to say during a termination meeting with an employee, tips on how to deal with remaining employees after a termination in the workplace, and more!  | 0.83 | \$39.00 | \$19.50 |
| Business | 12498EN | Report Organization and Presentation  | This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.   | 0.5  | \$39.00 | \$19.50 |
| Business | 18553EN | Risk Management and Your Organization | This online module provides your organization's employees and stakeholders with a thorough understanding of the Risk Management Policy. A risk can represent a threat as well as an opportunity to the achievement of those objectives. Risk management is therefore very important as it is directly and inherently aligned with the achievement of your business objectives.   | 0.83 | \$49.00 | \$24.50 |
| Business | 12682EN | Running a Virtual Office              | More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talent and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.   | 0.83 | \$39.00 | \$19.50 |
| Business | 12502EN | Shareholder Value Creation            | As we enter a new century, creating shareholder value has become a dominant corporate goal. Today global capital markets, corporate takeovers, mergers and acquisitions are the norm. Participants in this course will learn why increasing shareholder value is the ultimate purpose of firms and why such stock represents a good investment. They will also learn why economic value added and net cash flow are two of the most important measures of a firm's success, how they are measured and why it is used to guide investment decisions. Additionally, participants will learn what characteristics increase the value of firms to investors, how firms create competitive advantage and what strategies firms use to create shareholder value. | 0.83 | \$39.00 | \$19.50 |

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| Business | 18288EN | Strategic Management for Your Organization [4 courses] | The four modules in this e-learning program provide an important tool for strategically managing an organization's performance: the balanced scorecard. In Module 1 of this program we introduce the balanced scorecard and discuss implementation. The second module, Strategic Management for Your Organization, concentrates on the management processes around scorecards, building a risk scorecard and linking scorecards and scenario planning. In the third module, we examine a specific private sector case study of scorecard implementation: MDS. In the fourth module, we look at a public sector case study of scorecard implementation: the RCMP. When you complete all modules in this course, you will take a final | 4    | \$99.00 | \$49.50 |
| Business | 18065EN | Succeed as a Supervisor                                | A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the  | 0.83 | \$69.00 | \$34.50 |
| Business | 11511EN | Succession Planning [3 courses]                        | Developing your succession plan is a process that requires you to make many decisions, some of them complex. The earlier you start this process, the more successful it will be. The three modules in this course will help you think about your exit strategy, initiate the process of valuing your business, and discover how to get the most for your business when the time comes. As you go through the course, you will be reminded to take advantage of the expertise available to you through advisors, such as accountants, lawyers, bankers and succession planning specialists, who can bring a valuable objective perspective to the planning process.   | 3    | \$99.00 | \$49.50 |
| Business | 41028EN | Supply Chain Management Basics                         | This Supply Chain Management Basics online training course is designed to provide an overview of supply chain management for managers and employees involved in producing, warehousing, transporting and selling products. Learners will gain an understanding of the essential considerations for developing and managing a supply chain, the key processes in managing today's supply chains and the capabilities of Supply Chain Event Management tools.  | 0.5  | \$39.00 | \$19.50 |
| Business | 12562EN | Team Problem Solving                                   | Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.  | 0.83 | \$39.00 | \$19.50 |
| Business | 17291EN | Telemarketing Compliance                               | The Telemarketing Compliance module provides information on the rules by which telemarketing employees must abide. Topics covered in this module include: the history and sources of telemarketing law, Do-Not-Call Rules, National Do-Not-Call List Exemptions, Auto-Dialing Regulations, call abandonment, abusive telemarketing practices, and more!  | 0.83 | \$39.00 | \$19.50 |
| Business | 16990EN | The Fundamentals of Ownership Thinking                 | The Fundamentals of Ownership Thinking module will explain the importance of ending cultures of workplace "entitlement" while taking the learner through the exciting and revolutionary Ownership Thinking methodology.  | 0.83 | \$59.00 | \$29.50 |
| Business | 12523EN | Time Management for Employees                          | You can lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. The secret is time management. This course is designed for employees who want to use their time more effectively to become more productive. Tools and techniques will help you change the way you do things. You'll learn how to get more done without adding more stress to your life, and have time to do all the things you need to do.  | 1    | \$49.00 | \$24.50 |

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| Business      | 40962EN | Unconscious Bias                      | Unconscious bias (or implicit bias) refers to unsupported social judgements or prejudice in favor or against a person or group of people. Since these happen without reasonable justification, they can prevent one's judgment from being balanced. This course will explain unconscious bias, the impact it has on the workplace, and the steps you can take to manage it and encourage diversity and inclusivity.   | 1    | \$49.00 | \$24.50 |
| Business      | 12569EN | Understanding Contracts and Their Use | In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems.  | 0.83 | \$39.00 | \$19.50 |
| Business      | 12532EN | Using Leadership Basics               | Using Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this module teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships.   | 0.83 | \$39.00 | \$19.50 |
| Business      | 15592EN | Value of Brands                       | First introduced 200 years ago, the brand may become, over time, one of the most valuable assets that a company can own. That same brand may also lose much of its value overnight, even more so today. By establishing and maintaining successful connections between business and consumer, the brand demonstrates its ability, and therefore its value. The many factors that not only contribute towards this connection but also detract from it are the subject of this   | 0.83 | \$69.00 | \$34.50 |
| Business      | 10095EN | Vision of Leadership                  | An effective leader sees the whole picture and can articulate the broad perspective to others in order to create a common purpose that mobilizes people and coordinates their efforts. Ethical behavior gains respect, and a strong vision of the future conveys a sense of direction. This module will help you develop and communicate your vision, deal with change as it happens, and make decisions.   | 0.5  | \$39.00 | \$19.50 |
| Business      | 12554EN | Work Process Basics                   | Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met. | 0.83 | \$39.00 | \$19.50 |
| Business      | 40896EN | Working From Home Effectively         | COVID-19 is changing the way we live and work. Suddenly, many of us are working from home and trying to do it effectively amid the chaos of self-isolation, quarantines, school closures, and around-the-clock news. This course outlines ideas for working from home effectively during this challenging time.   | 0.4  | \$15.00 | \$7.50  |
| Communication | 12496EN | Communicating as a Team               | Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.  | 0.75 | \$39.00 | \$19.50 |

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|---------------|---------|---------------------------------|---|------|---------|---------|
| Communication | 12578EN | Communicating at Work           | Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and inter-office teamwork. With heightened global competition—innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how to handle ethical situations in the workplace. | 0.75 | \$39.00 | \$19.50 |
| Communication | 12557EN | Communicating Cross Culturally  | Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.   | 0.83 | \$39.00 | \$19.50 |
| Communication | 12575EN | Communicating Interpersonally   | This course will teach you what you need to know to communicate effectively and show you how to practice, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication.   | 1    | \$39.00 | \$19.50 |
| Communication | 12555EN | Communicating Negative Messages | This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences.  | 0.75 | \$39.00 | \$19.50 |
| Communication | 12495EN | Communicating Non-Verbally      | This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practising the techniques presented in this course, you can become a more effective communicator.   | 0.75 | \$39.00 | \$19.50 |
| Communication | 12499EN | Communicating Persuasively      | This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.  | 0.83 | \$39.00 | \$19.50 |
| Communication | 12579EN | Communicating Proactively       | This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator.   | 0.83 | \$39.00 | \$19.50 |
| Communication | 12580EN | Communicating Reactively        | This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.   | 0.83 | \$39.00 | \$19.50 |
| Communication | 12540EN | Communication Basics            | You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the basics of effective communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.   | 0.83 | \$39.00 | \$19.50 |

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|---------------|---------|---|---|------|---------|---------|
| Communication | 12497EN | Enhancing Your Speaking Skills  | This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation. | 0.83 | \$39.00 | \$19.50 |
| Compliance    | 40817EN | Accessibility for Ontarians with Disabilities                               | The Accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005 and applies to all levels of government, nonprofits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract). This course will provide you with the information you need to ensure that your organization is compliant with  | 1    | \$39.00 | \$19.50 |
| Compliance    | 40818EN | Accessibilty Standards Training   | The Accessibility Standards Training aims to identify, remove, and prevent barriers for people with disabilities. The course reviews the general requirements in the areas of customer service, information and communication, employment, transportation and design of public spaces regarding disabilities.   | 1    | \$39.00 | \$19.50 |
| Compliance    | 17849EN | Anti-Spam Law [CAN]   | The purpose of Canada's anti-spam law is to promote the efficiency and adaptability of the Canadian economy by regulating commercial conduct that discourages the use of electronic means to carry out commercial activities. This module will provide you with an overview of Canada's anti-spam law and show you how to develop an anti spam compliance program at your organization.   | 0.5  | \$69.00 | \$34.50 |
| Compliance    | 17887EN | Being Compliant   | Every business in Canada, regardless of size or sector, has compliance requirements. This course will discuss general compliance considerations and give you a brief overview of your obligations in these key areas: tax compliance, employment standards, and privacy.  | 0.5  | \$27.00 | \$13.50 |
| Compliance    | 40637EN | Code of Conduct [CAN]   | The course will help you recognize legal and ethical issues as they arise in the workplace, respond appropriately to those issues, and perform your jobs with the utmost integrity.   | 0.5  | \$27.00 | \$13.50 |
| Compliance    | 14580EN | Corruption of Foreign Public Officials Act                                  | The Corruption of Foreign Officials Act is Canadian legislation designed to prevent the bribery of foreign officials. This law was implemented to meet Canada's obligations under the OECD Convention on Combating Bribery of Foreign Officials in International Business Transactions.   | 0.83 | \$69.00 | \$34.50 |
| Compliance    | 17885EN | Employment Standards  | If you own a business in Canada and you have employees, you need to know and comply with all of the applicable employment standards. This course will tell you what you should be aware of and where to find the laws and regulations that apply to you.  | 0.5  | \$39.00 | \$19.50 |
| Compliance    | 40908EN | Harassment, discrimination and Workplace Violence Prevention Training [CAN] | Every work environment should be supportive of the productivity, dignity and self-esteem of every employee. This means ensuring that your work environment is free from harassment, discrimination and violence. This course applies to all employees.  | 0.5  | \$15.00 | \$7.50  |



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| Compliance | 41057EN | Let's Talk About Racism [CAN]          | <p>On May 25, in Minneapolis, Minnesota, George Floyd- an unarmed Black man- was killed by a police officer who knelt on his neck for almost nine minutes. His killing unleashed nationwide protests demanding racial justice on a scale that hasn't been seen in decades. This led to global outrage which thrust anti-Black racism into the spotlight for the world to acknowledge and reckon with. The protests over George Floyd's death sparked protests here in Canada as well, renewing a focus on anti-Black racism within policing and other Canadian systems and institutions.</p> <p>How do we begin disrupting the racism that runs deep in Canada? We listen, we learn, and we act. This course is part of the conversation about systemic racism that plagues our systems and institutions. Start a with a sibling, a friend, or a co-worker and within your organization and start a conversation about how systemic racism is real and how we all need to be fighting to</p>                                    | 0.75 | \$0.00  | \$0.00  |
| Compliance | 40935EN | Managing Anxiety During a Pandemic     | <p>The COVID-19 pandemic is a period of extreme uncertainty. In times like these, people have heightened levels of anxiety. They have so many questions to which there are no definite answers. This course examines the causes and symptoms of anxiety. It also explores strategies that can be used to manage and alleviate anxiety.</p>  | 0.5  | \$15.00 | \$7.50  |
| Compliance | 10663EN | Primer on Privacy                      | <p>All organizations that collect, use or disclose personal information in the course of a commercial activity will be covered by the Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA is Canada's legislative response to the growing tide of public opinion against the misuse of personal information by the private sector. The Act has a broad scope and impacts all types of organizations in the private sector.</p>  | 0.5  | \$39.00 | \$19.50 |
| Compliance | 17886EN | Tax Compliance for Canadian Businesses | <p>If you own a business in Canada, you must comply with all applicable federal and provincial/territorial tax requirements. This module will provide you with an overview of what you need to consider. Please note that the information in this module should not be taken as tax advice.</p>   | 0.5  | \$27.00 | \$13.50 |
| Finance    | 14662EN | Basics of Budgeting                    | <p>Finance is the lifeblood of any business. Whatever the business goals and objectives, financial return is a priority. A business is commonly viewed as operating from year to year by its stakeholders, financial institutions, and by investors. Each year, a business prepares to go on a journey. Successful, energetic businesses have a clear idea of what the destination is going to be. A map provides essential reference points along the way, helping the business to maintain direction and financial momentum. Financial reference points are produced by a budget. These reference points are expressed in financial terms, based on a mix of historical data, forecasts, assumptions, and estimates. In this course, we introduce you to the fundamentals of budgeting. We talk about how changes in management techniques, the business environment, economies, and technology are reflected in the changes in budgeting, and how the basics of budgeting are important to any business, large or small.</p> | 0.83 | \$69.00 | \$34.50 |
| Finance    | 12501EN | Business Finance Basics                | <p>Every employee plays a role in financial management. Finance involves understanding and making good financial decisions at all organizational levels. This course presents information about the fundamentals of corporate finance. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented employees need to know to understand the role finance plays in an organization's decision-making process.</p>   | 1    | \$39.00 | \$19.50 |

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|-----------------|---------|--|--|------|---------|---------|
| Finance         | 41074EN | Financial Management for Small Business Certificate [Canada] | This five-part series is designed to help businesses increase their profits and improve their financial management skill. In this course, you will find out why you should pay attention to your cash flow. We'll give you step by step instructions for preparing a cash flow forecast that will help you keep your business healthy. You will find out about the different types of financing available to small business, and the benefits and drawbacks of each. We will discuss some issues related to accounts receivable and provide solutions. You will learn how to assess your needs for outside assistance. And finally, we will talk about how you can assess the risk attached to business decisions. | 2    | \$39.00 | \$19.50 |
| Finance         | 10006EN | Understanding Financial Statements                           | Financial statements provide valuable information that guide business decisions. It is therefore essential that business decision makers have a good understanding of financial statements and their role in guiding decisions. This module presents information about the fundamentals of reading and understanding financial statements. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented decision makers should know.   | 0.75 | \$39.00 | \$19.50 |
| Human Resources | 17164EN | Doing Performance Reviews                                    | Providing performance feedback is an important part of a manager's job. Good performance feedback is critical in helping an organization achieve its objectives. It also assists employees in identifying and pursuing their own goals. While an effective manager provides informal performance feedback on an ongoing basis, the annual performance review is a more formal process. This course focuses on the annual performance review. It will stress the importance of planning and follow-up, and provide tips and strategies for conducting successful performance reviews.   | 0.83 | \$49.00 | \$24.50 |
| Human Resources | 17903EN | Effective Workplace Discipline [CAN]                         | It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keeping workforce dissatisfaction to a minimum, increase productivity, and boost morale.   | 0.83 | \$39.00 | \$19.50 |
| Human Resources | 17881EN | Hiring Right   | Hiring the right people is an important part of your role as a manager. This e-learning module will give you an understanding of the four steps of effective interviewing and selection, and explore the key interviewing skills that will assist you in conducting an efficient and effective   | 0.75 | \$39.00 | \$19.50 |
| Human Resources | 10157EN | How adults Learn   | Learner-centered training is outcomes based. Effective training addresses the outcomes and desired performance. Training must be engaging as well as informative. In this course, How Adults Learn, strategies utilized to create engaging, effective, and learner-centered training are outlined.   | 0.5  | \$25.00 | \$12.50 |
| Human Resources | 10156EN | Introduction to Training                                     | Welcome to Introduction to Training! This course presents an overview of training including the steps needed to plan, implement and assess learner-centered training. Clearly defined outcomes are critical to effective training. This course helps managers define outcomes and create training to support learning and improved performance.  | 0.5  | \$25.00 | \$12.50 |

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| Human Resources      | 12589EN | Skills for Interviewing              | Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Keypoints will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.   | 0.5  | \$39.00 | \$19.50 |
| Human Resources      | 10158EN | Training Tips and Techniques         | In Training Tips and Techniques, tools that are used to put training to work on the job quickly, efficiently and effectively are discussed. This course outlines ways to present materials that not only captivate attention but also produce the required results. Discover ways to create effective and efficient training that leads to improved performance on the job.  | 0.5  | \$25.00 | \$12.50 |
| Human Resources      | 16256EN | Performance Management               | In this module, you will learn about the important process of Performance Management and the day-to-day responsibilities of managers that call upon them to conduct counseling conversations and apply corrective actions to help a company achieve success.   | 0.83 | \$49.00 | \$24.50 |
| IT                   | 16544EN | Cloud Computing: An Introduction     | The module "Cloud Computing: An Introduction" introduces learners to the exciting world of cloud computing. The learner will explore how cloud computing evolved, learn how businesses can benefit from cloud computing, and understand the risks involved in cloud computing. Topics covered in this module include: basic computing attributes; cloud computing defined; the characteristics of cloud computing; the cloud computing service delivery models; cloud implementation models; the financial, technological, and operational benefits of cloud computing; and the risks of cloud computing along with the mitigation of those risks. | 0.83 | \$69.00 | \$34.50 |
| IT                   | 19377EN | Information Security                 | Organizations are increasingly concerned about the security of electronic information. This course identifies the safeguards needed to ensure the confidentiality, integrity and security of the information that employees work with. Correctly applied, these safeguards will help protect the people, information, technology and facilities that the organization depends on. The course will introduce key concepts and terms, identify security threats, and outline best practices for information protection.  | 1    | \$49.00 | \$24.50 |
| IT                   | 15536EN | Security Awareness                   | An effective security program is an excellent tool for protecting work product, physical assets, intellectual assets and personnel. This e-learning module will introduce key concepts in security, and provide you with a basic understanding of the security function. We will outline the five primary responsibilities of the security function, and review common security-related events, including crimes involving security. We will also look at the monetary and non-monetary costs of crime.  | 0.5  | \$27.00 | \$13.50 |
| IT                   | 18539EN | Workstation Security [Vubiz version] | Employees have an important role to play in protecting the organization's assets. Keeping individual work areas secure is a key aspect of this responsibility. This course will review best practices for workstation security for individual employees.   | 0.5  | \$39.00 | \$19.50 |
| Personal Development | 40799EN | Alternative Energy Primer            | Since the beginning of the industrial revolution in the late 18th century, we've been using fossil fuels such as coal, oil and natural gas to power our businesses, transportation systems and homes. While using fossil fuels has allowed enormous economic growth and technological development, it has two major disadvantages with long term consequences: fossil fuels are not renewable, and their burning produces carbon emissions that are released into the atmosphere, contributing to climate change. For both reasons, the world as a whole needs to transition to renewable energy sources that do not emit greenhouse gases.        | 1    | \$25.00 | \$12.50 |

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| Personal Development | 11331EN | Conquer Your Anxiety             | Conquer Your Anxiety has been created specifically to help you assess and conquer your anxiety.  | 0.83 | \$15.00 | \$7.50  |
| Personal Development | 10798EN | Coping with Change               | This course is designed to help you, as an employee or manager, to contribute more effectively to your team by utilizing strategies and tips on coping with change. The techniques will make it easier to cope with change in many workplace situations, including identifying your own reactions as well as those you may manage.   | 0.5  | \$15.00 | \$7.50  |
| Personal Development | 12588EN | Developing Brand You             | This course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses.  | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 18903EN | Five Steps to Effective Coaching | This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions to be able to implement the coaching process in an effective manner.   | 0.5  | \$19.00 | \$9.50  |
| Personal Development | 12524EN | Hiring, Managing and Terminating | Human resources are the most valuable asset in any business. As a business owner, you want to hire the best people for your business, and you want to manage them well. You must also ensure that you obey federal, provincial and territorial regulations covering hiring and termination. In this module we will look at the hiring process. We will discuss how to conduct interviews, how to do reference checks, information for new employees, how to conduct performance reviews, and how to terminate (fire) an employee.  | 0.83 | \$29.00 | \$14.50 |
| Personal Development | 12563EN | Identifying and Avoiding Burnout | Burnout. Exhaustion. Fatigue. Apathy. It doesn't matter what word you use. You just can't seem to get the energy to perform at your 'normal' level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track!   | 0.5  | \$39.00 | \$19.50 |
| Personal Development | 12521EN | Individual Anger Management      | This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms. | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 12522EN | Individual Goal Personalization  | The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.   | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 12518EN | Individual Goal Setting          | This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams.  | 0.75 | \$39.00 | \$19.50 |
| Personal Development | 12516EN | Individual Goals and Challenges  | Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress.   | 0.5  | \$39.00 | \$19.50 |

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| Personal Development | 12519EN | Individual Listening Skills                     | This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.  | 0.75 | \$39.00 | \$19.50 |
| Personal Development | 12520EN | Individual Priority Management                  | People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life. This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.                                   | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 12490EN | Individual Productivity Enhancement             | Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life. | 0.75 | \$39.00 | \$19.50 |
| Personal Development | 40133EN | Introduction to Emotional Intelligence          | Emotional Intelligence is defined as the ability to recognize and manage emotions, both in ourselves and in others. Many people believe that EI is as important as IQ as an indicator of success in life and in the workplace. This course will give you an overview of EI and strategies to improve your own emotional intelligence. This can allow you to fulfill your performance potential, become a more successful leader in your professional life, and strengthen your personal relationships. Emotional Intelligence can even give you a greater sense of purpose in            | 0.5  | \$89.00 | \$44.50 |
| Personal Development | 12375EN | Managing Stress for Positive Change [6 courses] | This course series explores both the challenges and the benefits of dealing successfully with the changes happening in your work life. As you move through each of the five modules, you'll develop the insights and the skills that make dealing with workplace change a successful, not stressful experience because nowadays no matter what kind of work you do, or where you do it, the Law of Constant Change is as true as the Law of Gravity.   | 6    | \$99.00 | \$49.50 |
| Personal Development | 12564EN | Managing Work and Family                        | Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what                          | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 41019EN | Mental Health Awareness                         | Mental health issues and mental illnesses are every bit as real as physical health issues and illnesses, and are very common. Learn about commonly diagnosed mental illnesses, causes and signs of mental health issues, misconceptions about mental health, stigma and its reduction, and workplace strategies to support and improve mental health.  | 0.75 | \$15.00 | \$7.50  |
| Personal Development | 11330EN | Mind Your Mood                                  | Mind Your Mood is a course that has been created specifically to help you assess and manage your mood.   | 0.5  | \$39.00 | \$19.50 |

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| Personal Development | 11308EN | Practice Active Listening               | How often have you attended a meeting and walked away without a clear recollection of what was discussed? You might have heard what was being said, but you weren't really listening. And that's the problem. Active listening is a skill that few of us possess, but it is a skill that is worth learning because it will improve your ability to provide quality service to your customers. This module will help you improve your listening skills by explaining the difference between hearing and listening, and by outlining the steps involved in becoming an active   | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 12531EN | Running Effective Meetings              | Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.  | 0.83 | \$39.00 | \$19.50 |
| Personal Development | 12536EN | Running Effective Teams                 | Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.  | 0.5  | \$39.00 | \$19.50 |
| Personal Development | 12559EN | Strategies for Achieving Goals          | Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals.  | 0.5  | \$15.00 | \$7.50  |
| Personal Development | 12567EN | Time Management                         | This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking control of your time and your life with simple, tried-and-true tools and techniques.  | 0.75 | \$15.00 | \$7.50  |
| Personal Development | 10890EN | Time Management: Strategies for Success | Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively. The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand. | 2    | \$49.00 | \$24.50 |
| Personal Development | 11309EN | Writing Effective Emails                | Improve your ability to write effective e-mail. You will learn useful skills whether you are sending internal e-mail or composing e-mails to send to clients or customers.  | 0.5  | \$49.00 | \$24.50 |