Vubiz Courses List and Descriptions

Popular Courses		
Program #	**Course Title**	**Course Description**
P0383EN	Accessibility Standards Training	The Accessibility Standards Training online training course will provide general requirements in the areas of customer service, information and communication, employment, transportation, and built environment regarding disabilities. and aims to identify, remove, and prevent barriers for people with disabilities. This course was designed to help you learn about Accessibility Standards.
P0428EN	Harassment, Discrimination and Workplace Violence Prevention Training [CAN]	This Harassment, Discrimination, and Workplace Violence Prevention Training online training course explores employers' and employees' legal obligations and their roles in ensuring a respectful workplace that is free from discrimination, harassment, and violence. Discrimination, harassment, and violence are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows discriminatory, harassing, and violent behaviour. In this course, we will define these behaviours, discuss employers' and employees' legal obligations; and outline the responsibilities of employers and employees to promote a safe and respectful workplace.
P0233EN	Health & Safety Awareness [Canada]	This Health and Safety Awareness online training course outlines key health and safety 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. 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.
P1068EN	Ladder Safety	This Ladder Safety online training course explores what you should know about the safe use of ladders in the workplace. Every year, a significant number of injuries are sustained from improper use of ladders, both at work and at home. Did You Know? Half of all ladder accidents are directly related to work performed from the ladder. And about 30% to 40% of ladder accidents involve loss of footing. This course will review features and safety tips for ladders, safe set-up, and placement procedures, guidelines for the safe use of ladders, ladder inspection, and the role of the employee and the manager/supervisor in maintaining ladder safety.
P1071EN	Slips, Trips and Falls	This Slips, Trips and Falls online training course explores guidelines for avoiding slips, trips, and falls at the same level. This course includes OSHA 2017 Subpart D Walking and Working Surfaces Final Rule Implementation. 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 discuss the main causes of slips, trips and falls in the workplace.
P5261EN	Violence in the Workplace: Awareness (CCOHS)	This course will help you understand what workplace violence is, who is affected by it and who is responsible for protecting workers.
P4365EN	WHMIS	This WHMIS online training course explores the Workplace Hazardous Materials Information System – WHMIS – and how to effectively apply it at your work. The purpose of WHMIS Regulations is to protect all workers who could potentially be exposed to hazardous products during work. WHMIS is aligned with the worldwide standard, the Globally Harmonized System of Classification and Labelling of Chemicals (or GHS). We will 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 government departments.
Health And Safety		
Program #	**Course Title**	**Course Description**
P1254EN	Accident Investigation (CCOHS)	Learn how to investigate workplace accidents and incidents to find root causes and prevent similar occurrences. Key topics include legal requirements, building a team, preparation, how to investigate (gather evidence, interview, analyze the facts), and making effective recommendations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).
P0435EN	Due Diligence	This Due Diligence online training course will provide a clear understanding of the legal requirements necessary for compliance as well as the implications of non-compliance and the benefits of due diligence in the workplace. To exercise due diligence means that employers must take all reasonable precautions under the circumstances to prevent injuries or accidents in the workplace.
P4909EN	Duty to Accommodate [CAN]	This Duty to Accommodate online training course explores employers' legal duty to accommodate employees based on prohibited grounds of discrimination in human rights legislation. Learn about grounds for accommodation, common types of accommodation, developing an accommodation policy and procedure, and documenting individual accommodation plans.

P0367EN	Effective Joint Health and Safety Committees	Joint Health and Safety Committees are advisory groups within companies and organizations that help address health and safety issues. They are made up of representatives from both management and labour and are mandatory in all Canadian jurisdictions for organizations with a certain minimum number of employees. This Effective Joint Health and Safety Committees online training course 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.
P1419EN	Everyday Ergonomics	This Everyday Ergonomics online training course explores how Work-related Musculoskeletal Disorders (WMSDs) can be reduced or eliminated. Ergonomic injuries, collectively referred to as Work-related Musculoskeletal Disorders (WMSDs), develop over months or years because 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 practices. OSHA General Duty Clause, Section 5(s)(1)
P0233EN	Health & Safety Awareness [Canada]	This Health and Safety Awareness online training course outlines key health and safety 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. 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.
P1811EN	Incident Investigation	This Incident Investigation online training course explores the incident investigation process and measures to take to prevent similar incidents from occurring again. 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.
P1068EN	Ladder Safety	This Ladder Safety online training course explores what you should know about the safe use of ladders in the workplace. Every year, a significant number of injuries are sustained from improper use of ladders, both at work and at home. Did You Know? Half of all ladder accidents are directly related to work performed from the ladder. And about 30% to 40% of ladder accidents involve loss of footing. This course will review features and safety tips for ladders, safe set-up, and placement procedures, guidelines for the safe use of ladders, ladder inspection, and the role of the employee and the manager/supervisor in maintaining ladder safety.

P5096EN	Listeria Awareness	This Listeria Awareness online training course explores the prevalence of Listeria monocytogenes in food processing industries, including the persistence of the bacteria, vulnerable populations, foods at risk of contamination, and common sources of contamination. Learn about Listeria prevention and control measures, monitoring and testing, and regulatory requirements associated with Listeria.
P1343EN	Manual Material Handling and Back Safety	This Manual Material Handling and Back Injuries online training course explores how the back works and describes different injuries of the back and how to prevent them. 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.
P0497EN	Mental Health Awareness	This Mental Health Awareness online training course explores mental health issues. Mental health issues and mental illnesses are very real as physical health issues and illnesses and are very common. This course will explore 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.
P1634EN	MusculoSkeletal Disorders [MSDs]: Awareness (CCOHS)	Work-related MusculoSkeletal Disorders (MSDs) are frequent and costly injuries in many workplaces. This course will help you understand MSDs, how they occur in the workplace and how they can be prevented. The importance of ergonomic assessment, training and education are stressed. Case studies, examples, and quizzes enrich learning. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).
P2828EN	Occupational Health and Safety Management Systems (CCOHS)	Gain the knowledge you need to implement a fully functioning health and safety management system suited to the needs of your organization. This course follows the management system standards commonly applied in Canada and covers the requirements for an occupational health and safety management system (OHSMS) as specified in OHSAS 18001:2007 and CSA: Z1000-06. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).
P1069EN	Office Safety	This Office Safety online training course explores working in an office and how to manage common office hazards. Each year, an estimated 1.7 million workers in North America receive disabling injuries from office accidents. Compared to an industrial workplace, the hazards found in an office seem relatively minor. However, in today's fast-paced office environment, these so-called minor hazards can cause serious injuries.
P1071EN	Slips, Trips and Falls	This Slips, Trips and Falls online training course explores guidelines for avoiding slips, trips, and falls at the same level. This course includes OSHA 2017 Subpart D Walking and Working Surfaces Final Rule Implementation. 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.

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P5261EN	Violence in the Workplace: Awareness (CCOHS)	This course will help you understand what workplace violence is, who is affected by it and who is responsible for protecting workers.
P4365EN	WHMIS	This WHMIS online training course explores the Workplace Hazardous Materials Information System – WHMIS – and how to effectively apply it at your work. The purpose of WHMIS Regulations is to protect all workers who could potentially be exposed to hazardous products during work. WHMIS is aligned with the worldwide standard, the Globally Harmonized System of Classification and Labelling of Chemicals (or GHS). We will 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 government departments.
Workplace Compliance and Legal		
Program #	**Course Title**	**Course Description**
P0383EN	Accessibility Standards Training	The Accessibility Standards Training online training course will provide general requirements in the areas of customer service, information and communication, employment, transportation, and built environment regarding disabilities. and aims to identify, remove, and prevent barriers for people with disabilities. This course was designed to help you learn about Accessibility Standards.
P3229EN	Anti-Spam Law [Canada]	This Anti-Spam Law online training course 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. 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. For most businesses, this means being very careful about how you interact with the public using electronic communications.
P3218EN	Being Compliant	Every business in Canada, regardless of size or sector, has compliance requirements. This Being Compliant online training 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. This course will define the role of the compliance office, different business structures, the

		importance of records, and how organizations can ensure privacy.
P0261EN	Diversity and Inclusion in the Workplace [Canada]	This Diversity and Inclusion in the Workplace online training course is designed to raise employee awareness about demographic changes and the benefits of diverse teams in the workplace. This course teaches employees about the science of unconscious bias, how to recognize and resolve it and move toward an inclusive work culture. Today you will learn some of the most important aspects of valuing a diverse and inclusive workplace. Social science tells us that diverse and inclusive workplaces are innovative and highly performing. Additionally, team members who feel included and have a strong sense of belonging are more engaged and likely to work for the organization longer, resulting in higher retention rates.
P4909EN	Duty to Accommodate [CAN]	This Duty to Accommodate online training course explores employers' legal duty to accommodate employees based on prohibited grounds of discrimination in human rights legislation. Learn about grounds for accommodation, common types of accommodation, developing an accommodation policy and procedure, and documenting individual accommodation plans.
P3196EN	Employment Standards	This Employment Standards online training course will discuss what you should be aware of and where to find the laws and regulations that apply to your hiring and employment practices. If you own a business in Canada and you have employees, you need to know and comply with all of the applicable employment standards.
P0428EN	Harassment, Discrimination and Workplace Violence Prevention Training [CAN]	This Harassment, Discrimination, and Workplace Violence Prevention Training online training course explores employers' and employees' legal obligations and their roles in ensuring a respectful workplace that is free from discrimination, harassment, and violence. Discrimination, harassment, and violence are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows discriminatory, harassing, and violent behaviour. In this course, we will define these behaviours, discuss employers' and employees' legal obligations; and outline the responsibilities of employers and employees to promote a safe and respectful workplace.
P1604EN	Hiring, Managing and Terminating [Canada]	This Hiring, Managing and Terminating online training course explores the hiring, managing and terminating processes. 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 legislation covering hiring, employment, and termination.

P0233EN	Health & Safety Awareness [Canada]	This Health and Safety Awareness online training course outlines key health and safety 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. 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.
P1318EN	Health and Safety for Small Business [Canada]	This Health and Safety for Small Business [Canada] online training course explores health and safety legislation that applies to small Canadian businesses and how to ensure a safe work environment. Learn about the Workplace Hazardous Materials Information System (WHMIS); how to identify, recognize and control hazards in the workplace; how to establish emergency preparedness and fire Prevention plans; the basics of occupational hygiene and ergonomics; how to conduct workplace Inspections and incident investigations; and develop a health and Safety Program to prevent injuries and occupational diseases.
P1811EN	Incident Investigation	This Incident Investigation online training course explores the incident investigation process and measures to take to prevent similar incidents from occurring again. 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.
P0523EN	Let's Talk About Racism [CAN]	This Let's Talk About Racism online training course explores the well-informed conversations about anti-Black racism and equip you with the information and actions to fight racial injustice. On May 25, in Minneapolis, Minnesota, George Floyd- an unarmed Black man- was killed by a police officer who kneeled 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.
P0408EN	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.

P1143EN	Primer on Privacy [Canada]	This Primer on Privacy [Canada] online training course explores the growing concerns around privacy and how to address them in keeping with legislations like PIPEDA and GDPR. Personal data is collected and stored continuously, making privacy a major concern. Being able to protect the privacy of its employees, clients, contractors, and contracts protects the reputation of its organization. It is important to recognize that while data can be stored physically and digitally, human beings oversee any data protection initiative. Therefore, it is important for employees in such positions to know which requirements and standards to comply with and how.
P1977EN	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 more!
P3217EN	Tax Compliance for Canadian Businesses	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.
P0463EN	Unconscious Bias	This Unconscious bias online training course explores what unconscious bias or implicit bias is and examines common microaggressions and how to manage them. Unconscious bias refers to unsupported social judgments or prejudice in favor or against a person or group of people. Since these happen without reasonable justification and unconsciously, 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 inclusiveness.
P4365EN	WHMIS	This WHMIS online training course explores the Workplace Hazardous Materials Information System – WHMIS – and how to effectively apply it at your work. The purpose of WHMIS Regulations is to protect all workers who could potentially be exposed to hazardous products during work. WHMIS is aligned with the worldwide standard, the Globally Harmonized System of Classification and Labelling of Chemicals (or GHS). We will 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 government departments or agencies responsible for occupational health and safety.

Vubiz Courses List and Descriptions

Cybersecurity and Technology Risk		
Program #	Course Title	Course Description
P0647EN	IT Security: Business E-mail Compromise	This IT Security: E-Mail Security Awareness online training course is designed for all employees who use corporate e-mail. In this course, you will learn about how cyberthieves acquire personal and sensitive information through e-mail, and use e-mail as a vector for infecting computers, devices and networks with malware. Learn good practices for keeping e-mail systems and communications secure.
P0639EN	IT Security: E-Mail Security Awareness	This IT Security: E-Mail Security Awareness online training course is designed for all employees who use corporate e-mail. In this course, you will learn about how cyberthieves acquire personal and sensitive information through e-mail, and use e-mail as a vector for infecting computers, devices and networks with malware. Learn good practices for keeping e-mail systems and communications secure.
P0627EN	IT Security: Phishing Awareness	This IT Security: Phishing Awareness online training course explores the various ways that cyberthieves use phishing messages to trick victims into providing personal information and providing access to their computers, networks, and mobile devices. Cyberthieves use victims' personal information to steal their money and identities.
P0674EN	IT Security: Ransomware	This IT Security: Ransomware online training course explores what ransomware is, how cyberthieves attack systems with ransomware, what IT Departments and employees can do to reduce the likelihood of ransomware attacks, and what IT Departments and other employees should do in the event of a ransomware attack.
P0408EN	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.
P0701EN	Social Engineering Awareness	This Social Engineering Awareness online training course explores what social engineering is, the types of social engineering attacks criminals use and the techniques they use to manipulate people into performing actions that either compromise their computers and devices or expose personal or sensitive information. Learn to recognize social engineering attempts and ways to avoid becoming a victim.

Managing Employees and Workplace Issues		
Program #	**Course Title**	**Course Description**
P0492EN	Cannabis - Workplace Implications	This Cannabis - Workplace Implications 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.
P5856EN	Conflict Management	Conflict is an inevitable part of any organization. Traditionally, managers view conflict negatively, but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the workplace. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization.
P5858EN	Delegation	This Delegation online training course will explore the delegation process, learn to overcome barriers to delegation, and give effective feedback. In this course, you will learn the four key steps of delegation: Assess, Assign, Enable, and Evaluate. You will gain practical help in applying this powerful tool for the benefit of subordinates, the organization, and yourself. Effective delegation is a strategic tool that leaders use to add hours to their workdays, enhance the morale of workers, develop subordinates by placing authority in their hands, and improve employee performance.
P4909EN	Duty to Accommodate [CAN]	This Duty to Accommodate online training course explores employers' legal duty to accommodate employees based on prohibited grounds of discrimination in human rights legislation. Learn about grounds for accommodation, common types of accommodation, developing an accommodation policy and procedure, and documenting individual accommodation plans.
P3197EN	Effective Leadership	In this Effective Leadership online training course, you will have an opportunity to explore the essential leadership skills. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. This course will teach you the skills of effective leadership, how to motivate employees, overcoming negativity and how to coach employees. 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.

P5964EN	Effective Performance Feedback	This Effective Performance Feedback online training course explores how providing effective performance feedback can increase job performance. This course 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 finally, we will provide you with strategies for ensuring that your feedback is constructive and effective.
P0361EN	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. Disciplining employees for unacceptable behavior is a challenge for many employers, managers, and supervisors. The best approach is an effective workplace discipline policy that is applied fairly and consistently. A discipline policy communicates to employees your expectations as well as the consequences for not meeting those expectations.
P5937EN	Employee Motivation	This Employee Motivation online training course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. This course explores methods for revitalizing the workplace and encouraging initiative in employees and gives an opportunity to reach a new awareness of the people who work for you and view them as major investors in your organization. It is also a chance to find and enhance your own natural motivations.
P3196EN	Employment Standards	This Employment Standards online training course will discuss what you should be aware of and where to find the laws and regulations that apply to your hiring and employment practices. If you own a business in Canada and you have employees, you need to know and comply with all of the applicable employment standards.
P1624EN	Hiring Right	Hiring top talent is a critical factor in business success. This e-learning module will give you an understanding of our recruitment and selection process, the four steps of effective interviewing and selection, and the key interviewing skills that will help you conduct an efficient and effective interview.

P1604EN	Hiring, Managing and Terminating [Canada]	This Hiring, Managing and Terminating online training course explores hiring, managing and terminating processes. 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 legislation covering hiring, employment, and termination.
P1811EN	Incident Investigation	This Incident Investigation online training course explores the incident investigation process and measures to take to prevent similar incidents from occurring again. 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.
P0408EN	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.
P1977EN	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 more!

Vubiz Courses List and Descriptions

Business Basics and Operations		
Program #	Course Title	Course Description
P3192EN	Basics of Market Research	Whether you are starting a new venture or looking to expand an existing business, sound information about your market is critical for success. You need to discover all you can about consumer preferences and buying habits, your competitors, and existing products. Market research in all phases of your business is the key to establishing and maintaining your position in the marketplace. In this Basics of Market Research online training course, we will explain what market research is, review the market research process, and discuss the internal and external factors that influence success in a new market.
P5962EN	Business Finance Basics	Every employee plays a role in financial management. Finance involves understanding and making good financial decisions at all organizational levels. This Business Finance Basics online training 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
P5845EN	Business Writing: Being Effective	This Business Writing – Being Effective online training course teaches you how to organize, write, and edit messages. As we know, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning to research patterns, to first draft. This course presents a time-tested approach for organizing, writing, and revising professional business message.
P5910EN	Communication Basics	This Communication Basics online training course explores the communication process and how you can send clear and consistent messages. 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.
P1003EN	Entrepreneurship [Canada]	This Entrepreneurship online training course provides vital information for the entrepreneur. This course will explore identifying new business ideas, recognizing opportunities, developing a vision statement, and creating a dynamic business plan. This three-part e-learning program is designed to help you develop your entrepreneurial potential.

P1004EN	Financial Management for Small Business Certificate [Canada]	This Financial Management for Small Business Certificate online training course is designed to provide small and medium-sized business owners with a greater understanding of how to increase profits and improve their financial management skills. This five-part series is designed to help businesses increase their profits and improve their financial management skill.
P1604EN	Hiring, Managing and Terminating [Canada]	This Hiring, Managing and Terminating online training course explores hiring, managing and terminating processes. 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 legislation covering hiring, employment, and termination.
P2644EN	How to Write a Business Plan	This How to Write a Business Plan online training course explores the importance of business planning, explains the steps in the planning process and provides step-by-step instructions for creating your own business plan using our business planner. Users will define key terms, identify the five steps in the planning process, and learn about the importance of planning for business success.
P0408EN	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.
P4526EN	Project Management: The Basics	This Basics of Project Management online training course explores key management skills needed for project management and outlines the project management landscape today. This course is designed to introduce and define project management terminology and to present the boundaries and basic responsibilities of all individuals involved in the project management process.
P1977EN	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 more!
P4273EN	Time Management	This Time Management online training course explores 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 timewasters, 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.

P1276EN	Understanding Financial Statements	This Understanding Financial Statements online training course is designed for all employees. It introduces 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, and introduces concepts, examples, and knowledge that non-financially oriented decision-makers should know. Finance basics for non-financial managers. 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.
Growing Your Business		
Program #	**Course Title**	**Course Description**
P5845EN	Business Writing: Being Effective	This Business Writing – Being Effective online training course teaches you how to organize, write, and edit messages. As we know, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning to research patterns, to first draft. This course presents a time-tested approach for organizing, writing, and revising professional business message.
P5933EN	Change Management	This Change Management online training course describes how to plan the change process, address the phases of transition, and ensure results. We live in a dynamic age in which change is a fact of life! Organizations and businesses go through the change process on a frequent basis. To achieve meaningful results, it is important for everyone involved in the process—initiators and executors—to support the change and to work together. Change managers not only have to navigate the change process themselves but also must make sure that their teams are prepared and equipped to make the transition.
P3197EN	Effective Leadership	In this Effective Leadership online training course, you will have an opportunity to explore the essential leadership skills. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. This course will teach you the skills of effective leadership, how to motivate employees, overcoming negativity and how to coach employees. 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.

P1008EN	Leading Growth Firms	This Leading Growth Firms Certificate online training course is a three-part course where you will discover the characteristics of leading growth firms, the six stages of growth, identify the strategies necessary for the CEOs and their companies to succeed and grow, avoid pitfalls of fast growth, and profit from rapid expansion. 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 many spin-off benefits. As these companies grow from start-up to threshold firms, the CEOs must make changes at each stage of growth to ensure success and often survival.
P0238EN	Marketing Basics	This Marketing Basics online training course explores the fundamentals of marketing. Marketing is a key function in business and an important one, whether in a planned economic system or in a market-driven economic system. In this course, we will introduce you to the basic concepts of marketing and develop a working definition of marketing. We will look at the notion of individual needs as the driving force behind marketing and the notion that the entire process requires an exchange between individuals, one that focuses on buying and selling goods and services. We will demonstrate its various areas of specialization, such as social marketing, and the marketing of individuals, organizations, and real property.
P5868EN	Problem Solving: The 5 Steps	This Problem Solving: The 5 Steps online training course explores the five steps that will help solve workplace disputes. Trying to solve problems without fully understanding them frequently makes the situation worse. This course provides the necessary tools to define the situation, provide a quick fix if necessary, identify the root causes, and take the necessary corrective action measures.
P4526EN	Project Management: The Basics	This Basics of Project Management online training course explores key management skills needed for project management and outlines the project management landscape today. This course is designed to introduce and define project management terminology and to present the boundaries and basic responsibilities of all individuals involved in the project management process.
P1833EN	Success Planning	This Succession Planning online training course explores the process of identifying and developing new leaders who can replace old leaders when they retire or move on.

P4273EN	Time Management	This Time Management online training course explores 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 timewasters, 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.
Customer and Professional Communications		
Program #	**Course Title**	**Course Description**
P0383EN	Accessibility Standards Training	The Accessibility Standards Training online training course will provide general requirements in the areas of customer service, information and communication, employment, transportation, and built environment regarding disabilities. and aims to identify, remove, and prevent barriers for people with disabilities. This course was designed to help you learn about Accessibility Standards.
P5873EN	Communicating Negative Messages	This Communicating Negative Messages online training course explores 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.
P0293EN	Customer First Series (11 module program)	Increase sales by improving customer service. Learn to create and maintain valuable customer relationships, make a winning first impression, overcome communication barriers, diffuse tensions, and improve telephone skills, listening skills, and communication skills. Your customers will make you or break you, and developing relationships is the bottom line. In this Customer First Series online training course, you will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations.
P3261EN	Email Etiquette	This Email Etiquette online training course explores the best practices for using email effectively and efficiently and presents five principles of good communication that will improve the quality of your email and ensure that your messages have the desired effect. Learn how to format an email; strategies for managing email; and how to apply the principles of good communication to email. Email is an essential form of business communication. Like any other form of communication, it is most successful when the senders and the receivers know how to use it.