

Prog #	Title	Outline
P4658EN	Accessibility Standards Training	The Accessibility Standards Training aims to identify, remove, and prevent barriers for people with disabilities. The Accessibility Standards Training provides general requirements in the areas of customer service, information and communication, employment, transportation and built environment regarding disabilities.
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 conduct an investigation (gather evidence, interview, analyze the facts), and making effective recommendations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).
P3229EN	Anti-Spam Law [Canada]	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.
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 module 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.
P3218EN	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.
P2047EN	Business Case for Health and Safety	This free course introduces the many positive reasons for building a strong health & safety program. Learn how health and safety is related to improved productivity and competitiveness, employee retention, customer satisfaction, and community reputation, along with reduced costs and reduced legal risks. The value of a health and safety program as part of your management system is described. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).
P5845EN	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.

P0118EN	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.
P5933EN	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.
P5873EN	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.
P3193EN	Communication Essentials	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.
P5856EN	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 organization.
P2366EN	Customer First Series	Your customers will make you or break you, and developing relationships is the bottom line. In this series, 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.
P5858EN	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.

P1403EN	Due Diligence	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.
P3220EN	Effective Approaches to Employee Discipline [US]	When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline.
P3197EN	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.
P5964EN	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.
P0240EN	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.
P5937EN	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.
P3196EN	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.

P1003EN	Entrepreneurship [Canada]	Vital information for the entrepreneur: identifying new business ideas, recognizing opportunity, 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.
P1419EN	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 practices.
P1004EN	Financial Management for Small Business Certificate [Canada] (5 module program)	This five module course provides critical information designed to increase profits, cash management, sources of financing, accounts receivable management, business advisors, and methods to reduce risk.
P0163EN	Health and Safety Awareness - Supervisors	This course explains your role and duties as a supervisor regarding health and safety at the workplace, why it is important to know what Ontario's Occupational Health and Safety Act (OHSA) and regulations require, and outlines how to recognize, assess, control and evaluate hazards to keep your workers safe. Under the law, a supervisor is any person who has authority over others or the workplace itself. People who supervise use many other titles, including manager, team leader, or group co-ordinator. Under the new Occupational Health and Safety Awareness and Training regulation of the OHSA, which comes into force on July 1, 2014, all employers in Ontario must ensure that their supervisors complete a basic health and safety awareness training program. This course meets this requirement.
P3284EN	Health and Safety Awareness - Workers	This course explains your rights and responsibilities as a worker on the job in Ontario, and what the province's Occupational Health and Safety Act (OHSA) requires from workers, supervisors and employers. It is important to understand what the law says and means so that you know your roles and responsibilities, and how this knowledge helps you to stay safe at work. You also need to be aware of common hazards in the workplace, and what to watch out for.
P3200EN	Health and Safety for Small Business: An Overview	Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. In this course, we will review the business case for workplace health and safety, then go on to outline key health and safety issues that all small business owners should be aware of.

P1624EN	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 interview.
P2644EN	How to Write a Business Plan	Planning is a critical factor in business success. This course will explain the planning process, and show you how to develop your own business plan using our interactive business planner.
P5600EN	Kids Business Literacy	E-learning courses on financial and business education for children, called vuKidz, designed to capture their attention with learning that is visual, fun and engaging.
P1068EN	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.
P1008EN	Leading Growth Firms	Leading growth firms are defined as companies whose sales grow by 50% in three years or less. 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 course, you will discover the characteristics of leading growth firms, and the six stages of growth in their evolution. Then you will explore the first two stages of growth and identify strategies successful CEOs employ to steer their companies through these early challenges.
P1343EN	Manual Material Handling and Back Safety	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.
P0238EN	Marketing Basics	Marketing is an important and key function in business and economic system. This course will demonstrate the process and activities of marketing, how it is tied to consumer need and the exchange of goods and services, and will explore various areas of marketing specialization.

P2874EN	Mental Health: Awareness (CCOHS)	This e-course is an introduction to the issues associated with mental health in the workplace. As an awareness course, it is helpful to all workplace parties (employers, managers, supervisors, and employees) and will help you gain a better understanding about why mental health at work is so important. This course is an introduction to mental illness, mental well-being, and the factors that put people at risk. You will also learn about the value of early intervention and the promotion of mental well-being at work. Mental health promotion benefits everyone – whether the person is healthy, at risk for developing difficulties, or has an existing issue. This course is the introductory module to a series of mental health e-learning courses. The other courses focus on different areas important to mental health in the workplace.
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 the learning. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).
P1422EN	Occupational and Environmental Cancer: Recognition and Prevention [CPAC]	Recognition of cancer from occupational or environmental causes is difficult because, in most cases, these cancers cannot be distinguished from other cancers. This course is designed for primary healthcare providers (family doctors, medical specialists, nurses, nurse practitioners) and anyone with an interest in recognizing and preventing occupational or environmental cancer. Participants will acquire an increased knowledge of occupational and environmental causes of cancer, as well as tools, information and resources necessary to recognize and provide follow-up for patients who are exposed to occupational or environmental carcinogens or have an occupational or environmental cancer. Case studies will highlight key points and allow participants to apply lessons learned. This e-course was developed by members of the National Committee on Environmental and Occupational Exposures (NCEOE) in cooperation with CCOHS and funded by the Canadian Partnership Against Cancer (CPAC) through the Primary Prevention Action Group (PP-AG).
P2827EN	Occupational Health, Safety and Environmental Management Systems: Awareness (CCOHS)	Implementing a management system can seem like a daunting task, but it need not be. Management systems are tools that help an organization continually improve its health, safety and environmental performance. They contain organizational elements that follow a continuous cycle of planning, implementing, checking, and improving. This module introduces the basic elements of health, safety and environmental management systems. It first describes the main components of management systems and how they can benefit an organization. It then describes the key steps in a management system certification process. The course finishes with a simple self-evaluation to help you determine if you are ready to begin this process.

P1069EN	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.
P1143EN	Primer on Privacy [Canada]	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.
P5868EN	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.
P0239EN	Project Management: The Basics	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. This is an introductory course for the basics of project management.
P1071EN	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.
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.
P4273EN	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.

P1276EN	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.
P0206EN	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.
P0138EN	Workplace Violence, Discrimination and Harassment	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.
P0395EN	Coronavirus Preparedness for Employers and Employees	Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases. The most recently discovered coronavirus causes coronavirus disease 2019 (COVID-19). This course will tell you about simple steps you can take to stay healthy and prevent the spread of the virus and disease.