

Online Employee Training Catalogue

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Immersive Training

Accommodating Cannabis in the Workplace | 20 min

- Explains the considerations for the duty to accommodate and impairment in the workplace.
- Describes the steps to take to prepare your workplace for potential cannabis use.
- Offers interactive scenarios for exploring cannabis accommodation.

Addressing Racism in the Workplace Training for Employees | 35 min

- Identify racist systems or actions in the workplace.
- Discuss the benefits of a diverse, inclusive, and safe work environment.
- Understand implicit and explicit biases and how they affect equity-deserving groups.
- Define microaggressions and explain why they are harmful to systemically disadvantaged persons.
- Actively contribute to a culture of inclusion and belonging in your organization.

Anywhere Wellness Essentials Training: Expressive Writing | 10 min

- Explains the importance of expressive writing.
- Outlines how to use expressive writing to increase personal resilience and become a more mindful individual.

Anywhere Wellness Essentials Training: Finding Purpose | 10 min

- Explores the importance of finding purpose.
- Helps employees apply practices for finding purpose to increase personal resilience and become a more mindful individual.

Anywhere Wellness Essentials Training: Introduction to Financial Wellness | 20 min

- Outlines the importance of financial wellness.
- Explains the general process for addressing financial wellness.
- Demonstrates how to build a personal financial wellness budget.
- Defines the importance of compounding as both friend and foe.
- Explores the differences between a registered retirement savings plan and a tax-free savings account.

Anywhere Wellness Essentials Training: Mindful Meditation | 10 min

- Explores the importance of mindful meditation.
- Explains how to apply mindful meditation to increase personal resilience and become a more mindful individual.

Anywhere Wellness Essentials Training: Refocussing Perspective | 10 min

- Demonstrates the importance of refocussing perspective.
- Provides refocussing perspective practices to increase personal resilience and become a more mindful individual.

Anywhere Wellness Essentials Training: Self-Compassion | 10 min

- Describes the importance of self-compassion.
- Teaches practices for self-compassion to increase personal resilience and become a more mindful individual.

AODA Customer Service Standards Training (Comprehensive Content) | 45 min

- Explains what a disability is and how legislation affects customer service.
- Demonstrates how to handle difficult situations and service disruptions.
- Describes different types of disabilities and the barriers that prevent them from accessing goods and services.

AODA Customer Service Standards Training (Condensed Content) | 30 min

- Explains what a disability is and how legislation affects customer service.
- Demonstrates how to handle difficult situations and service disruptions.
- Describes different types of disabilities and the barriers that prevent them from accessing goods and services.

AODA Customer Service Standards Training (Refresher) | 20 min

- Explains what a disability is and how legislation affects customer service.
- Demonstrates how to handle difficult situations and service disruptions.
- Describes different types of disabilities and the barriers that prevent them from accessing goods and services.

Cannabis 101 Training for Leaders | 10 min

- Outlines the history of cannabis legalization in Canada.
- Explains the difference between the two major cannabinoids, CBD and THC.
- Provides the basics of Canadas cannabis labelling system.

Conflict Resolution Training | 29 min

- Teaches how to effectively resolve conflicts that commonly occur in the workplace.
- Discusses the definition of workplace conflict, ways to resolve conflict effectively, and how to prevent workplace conflict from escalating.
- Explores types of learning communication strategies that will de-escalate conflict and resolve it with minimal disruption to workplace productivity and morale.

Customer Service Excellence Training | 39 min

- Educates individuals who work directly with customers or the public on the fundamentals of providing excellent customer services.
- Teaches valuable communication skills that improve the customer experience, such as empathy, active listening, and authenticity.
- Explains how to effectively manage customer complaints, and covers the dos and don'ts of handling upset customers.

Defusing Hostile Customers Training | 30 min

- Teaches how to recognize signs of hostile, aggressive, and potentially violent verbal and non-verbal behaviours in customers.
- Presents several methods to de-escalate situations when confronted with a hostile customer.
- Provides techniques on defusing situations that can arise when in a customer-facing position.

Effective Communication Training | 40 min

- Explains how to enhance your communication.
- Teaches the four types of communication.
- Demonstrates the communication process.
- Teaches the seven Cs of communication.
- Outlines the barriers to effective communication and how to reduce their impact.
- Outlines how to use listening skills to enhance communication.

Embracing Gender and Sexual Diversity Training | 40 min

- Understand key concepts and terminology related to gender and sexuality.
- Use appropriate and inclusive language in everyday conversations.
- Identify and address inappropriate workplace behaviour and language related to gender and sexual diversity.
- Do your part to promote a culture of sensitivity and belonging.

Emotional Intelligence Training for Leaders | 30 min

- Understand the general concept of emotional intelligence and how is it measured.
- Be aware of the impact of emotional intelligence levels on work and work outcomes.
- Identify the four key elements of EI.
- Be able to integrate the ASSESS model into everyday interactions.
- Leverage the course material to handle difficult conversations and missteps in an effective manner.

Ergonomic Hazards Training | 36 min

- Explains the meaning of ergonomics and factors that contribute to ergonomic hazards.
- Describes causes and consequences of repetitive strain injuries and musculoskeletal disorders.
- Offers strategies and tips for eliminating or mitigating ergonomic hazards.

Fostering a Culture of Respect Training | 25 min

- Identifies how context plays an important role when diagnosing disrespectful behaviour
- Describes the key elements that constitute the behaviour of respect.
- Applies tools and tactics for correcting disrespectful behaviour, such as W.I.N. statements.

Fostering a Culture of Wellness Training | 30 min

- Identifies the components that contribute to a workplace culture of wellness
- Explores how to incorporate and support wellness programs at the policy and operations level.
- Demonstrates how to encourage employees to participate in wellness programs.

Foundations of Organizational Design Training | 20 min

- Defines and analyses the major elements of organizational design.
- Explores the different types of organizational structures.
- Recommends an organizational model given a certain set of organizational constraints or organizational strategy.

How to Conduct a Termination Meeting Training | 35 min

- Explains the importance of creating a termination transition plan.
- Explores how to write and strategically follow a script.
- Describes active and gracious listening.
- Outlines preparation and action planning for potential outbursts or violence.
- Shows effective post-termination follow-up with team members, management, and HR staff.

IASR Training: What All Employees Need to Know | 30 min

- State the general context and purpose of the IASR.
- Explain the relationship between the IASR and the AODA.
- Identify and comply with the elements of the IASR that are relevant to their role.
- Take appropriate steps to escalate a concern or complaint.

Infection Prevention and Control Training | 40 min

- Understand the causes of infections and how to prevent their spread.
- Identify measures and controls used to prevent the spread of infection and who is responsible for them.
- Know what to do if you've been exposed to an infection.

IT Risk and Cybersecurity Training | 30 min

- Identifies the sources of cyber threats and how risks affect workplaces.
- Defines social engineering and explains how to recognize and prevent it.
- Teaches techniques for reducing IT risk in the workplace.

Ladder Safety Training | 35 min

- Understand the proper and safe use of common ladder types.
- Identify common safety concerns related to ladders.
- Know when a ladder is unsafe to climb and work should be modified or refused.
- Understand how hazards are communicated.
- Know what to do in the event of an accident.

Leadership Essentials for High-Potentials Training: Introduction | 5 min

- Introduces the seven core leadership competencies that high-potential staff should develop to become effective leaders.

**Leadership Essentials for High-Potentials Training:
Episode 1 – Becoming a Performance Coach** | 20 min

- Defines the difference between informal and formal coaching.
- Shows the relationship between stress and optimal individual performance.
- Identifies the two channels where coaching conversations happen.
- Applies coaching intervention tactics to facilitate team members' optimal performance.

**Leadership Essentials for High-Potentials Training:
Episode 2 – Building a High-Performance Team** | 20 min

- Explains the difference between traditional definitions of diversity and thought diversity.
- Identifies sources of thought diversity in your teams.
- Applies tactics to extract the benefits of thought diversity among your teams.

**Leadership Essentials for High-Potentials Training:
Episode 3 – Managing Transitions | 20 min**

- Describes the effect transitions have on teams.
- Identifies the three stages of a transition.
- Applies identified management tactics to deploy at each stage of a transition.

**Leadership Essentials for High-Potentials Training:
Episode 4 – Making Structured Decisions | 20 min**

- Explores what a decision is from a theoretical perspective.
- Identifies the major components of a decision.
- Applies the methodology of the decision-making matrix.

**Leadership Essentials for High-Potentials Training:
Episode 5 – Creatively Solving Complex Problems | 20 min**

- Explains the importance of creative problem-solving for today's organizations and leaders.
- Identifies the major biases of problem-solving.
- Applies creative problem-solving techniques identified.

**Leadership Essentials for High-Potentials Training:
Episode 6 – Communication Through Storytelling | 20 min**

- Explains the importance of storytelling as a leadership communication competency.
- Identifies the key message of a story.
- Applies message tailoring and targeting techniques based on the audience.

**Leadership Essentials for High-Potentials Training:
Episode 7 – Building Trust to Unlock High Performance | 20 min**

- Identifies the relationship between trust and increased performance.
- Explains how the brain plays a role in a trust transaction.
- Applies trust-building tactics following the ABCDs of trust framework.

Managing a Distributed Workforce Training | 25 min

- Distinguishes between managing a remote team and an onsite team.
- Introduces and explains how to manage the integrated workweek of many remote working colleagues.
- Describes the agile management methodology and agile tools to smooth the transition between remote and onsite management.

Managing and Coping with Stress Training | 53 min

- Defines stress, and explains how individuals react to stress and the dangerous effects stress can have on the body.
- Discusses how to identify common sources of workplace and personal stress and describes the physical, emotional, and behavioural symptoms of stress.
- Introduces new ways to approach stress management through various coping mechanisms and teaches prevention methods that can be used to reduce stress.

Managing Attendance and Absenteeism Training for Leaders | 35 min

- Describe optimal attendance for onsite, hybrid, and remote employees.
- Develop attendance policies that address the needs of your organization and employees.
- Demonstrate how to appropriately address attendance issues with employees.
- Create a workplace culture that encourages attendance and overall employee health

Mental Health in the Workplace Training for Employees | 37 min

- Have a general understanding of good and poor mental health, as well as general wellbeing.
- Understand how mental health and work are connected and influence one another.
- Know how to assess your circumstances and take steps to protect your mental health.
- Be aware of your rights as an employee regarding your mental health in the workplace.
- Be able to have an effective conversation if you feel you need accommodation or support from your employer.

Mental Health in the Workplace Training for Leaders | 37 min

- Understand the difference between mental health and a mental illness.
- Recognize the importance of prioritizing mental health in the workplace.
- Know how to establish a psychologically safe workplace.
- Understand how to appropriately help employees experiencing mental health conditions.

Modern Performance Management Training: Engage, Motivate, and Inspire | 30 min

- Covers key objectives of performance management as they relate to organizational outcomes.
- Explains the importance of metrics, data, and goals as they relate to employee performance.
- Teaches how to implement a performance management strategy.
- Discusses the role of annual performance appraisals in performance management.
- Outlines common biases affecting performance assessments and how to mitigate them.

Modern Rewards and Recognition Training: Making Them Meaningful and Inclusive | 21 min

- Distinguishes modern reward and recognition strategies, systems, and practices from traditional approaches.
- Explains special considerations that apply to a hybrid or remote workforce.
- Teaches how to adapt reward and recognition practices to align with workforce context.
- Covers the necessary steps to address and mitigate reward and recognitions inequities in a hybrid workforce.

Occupational Health and Safety Awareness Training for Workers (Ontario) | 30 min

- Outlines the rights and responsibilities of workers in Ontario, as well as those of employers, supervisors, committees, and regulators.
- Covers the required topics for occupational health and safety training in Ontario.
- Describes common workplace hazards, the risks they pose, and how to protect against them.

Pay Equity Training: Best Practices for Savvy Workplaces | 25 min

- What pay equity is and how it differs from equal pay.
- Why pay equity is important in the workplace and in society.
- How to ensure you have an equitable compensation system.
- How pay equity plays a key role in recruitment, culture, and engagement.

Personal Protective Equipment Training for Employees | 37 min

- Understand what PPE is and its role in workplace health and safety.
- Know when and how to use common types of PPE properly.
- Be aware of employee and employer responsibilities regarding PPE.
- Know what to do if PPE is unavailable.

Progressive Discipline Training for Leaders | 50 min

- Articulate the value of having clear and consistently applied progressive discipline and conduct policies and processes.
- Identify the key elements of progressive discipline policy and a code of conduct.
- Identify the common steps in the progressive discipline process.
- Manage behavioural issues fairly and consistently, from initial conversations up to and including terminations.
- Help others manage conduct in accordance with policy, process, and any governing legislation.

Remote Work Training for Employees | 25 min

- Explains what is best for a physical remote work setup.
- Explores how to keep communication with colleagues top of mind.
- Describes the need to plan expectations and follow through on daily priorities.
- Outlines how to avoid distractions that can easily derail work.
- Shows how to balance work life and home life.
- Explains signs of stress and anxiety and how to care for one's mental wellness.

Risk Assessment Training: Hazard Identification, Analysis, and Control | 30 min

- Conduct a risk assessment to identify, assess, and control occupational hazards.
- How to properly document occupational hazards.
- Effectively communicate hazards to employees.
- Take appropriate steps to advise employees how to protect themselves from identified hazards.

Safe Lifting Training | 25 min

- Explains the risks associated with improper lifting.
- Demonstrates safe lifting practices and common types of lifts.
- Teaches how to select and deploy safe lifting technique to minimize change of injury.
- Outlines the importance of personal protective equipment that supports safe lifting.
- Diagnoses improper lifting techniques.

Slips, Trips, and Falls Awareness Training | 20 min

- Teaches why slips, trips, and falls are a health and safety concern and their causes.
- Shows how administrative and engineering controls can eliminate risks.
- Explains various prevention methods, including housekeeping and best practice tips.

Social Media Awareness Training | 45 min

- Discusses what is considered social media and why employees should be aware of their social media presence.
- Examines the most common ways social media is often misused and what potential consequences are for the employee and employer.
- Provides best practice tips for managing and minimizing the risks that social media can pose to an employee's employment and their organization.

Supervisor Essentials Training: Achieving Results through Negotiation | 15 min

- Explains the key negotiation concepts of the settlement range, the best alternative to a negotiated agreement (BATNA), and the zone of potential agreement (ZOPA).
- Teaches learners to apply these key negotiation concepts in a hypothetical, multi-outcome scenario.

Supervisor Essentials Training: Building Your Team | 15 min

- Describes the basic hiring process when conducting interviews in person and using video conferencing technologies.

Supervisor Essentials Training: Developing Your Team | 15 min

- Explains the four basic sections of the GROW model for team and individual coaching.
- Describes how to construct simple yet highly effective individual and team coaching plans.

**Supervisor Essentials Training:
Exploring Your New Supervisory Environment | 15 min**

- Outlines the fundamental components of stakeholder management analysis.
- Teaches how to develop a rudimentary stakeholder management plan.

Supervisor Essentials Training: Having a Difficult Conversation | 15 min

- Explains the COIN model for having a difficult conversation.
- Teaches learners to apply the COIN model for having a difficult conversation.

**Supervisor Essentials Training:
Identifying and Addressing Signs of Distress in Your Team Members | 20 min**

- Defines what stress is and how it affects the mind and body.
- Describes physical and psychological signs and warnings of distress.
- Explains and demonstrates how to address and employee experiencing distress.

Supervisor Essentials Training: Learning to Let Go through Delegation | 15 min

- Explains the essential behaviours needed to move from a 'doing role' to a 'leading role'.
- Explores five coaching actions and which ones to deploy in a given situation.
- Applies the delegation framework outlined in the course to common delegation decisions.

Supervisor Essentials Training: Managing Up | 15 min

- Describes three strategies for managing up.
- Outlines how to deploy these three strategies for managing up.

Supervisor Essentials Training: Prioritizing for Success | 15 min

- Demonstrates the importance of task impact and task effort on prioritization.
- Teaches rigorous prioritization techniques to individual tasks.

Supervisor Essentials Training: Taking Ownership | 15 min

- Explores the importance and basic components of how to take ownership over your actions and the actions of your team.

**Supervisor Essentials Training:
Understanding the Difference Between Supervising and Leading** | 15 min

- Explains the difference between supervising and leading using the Golden Circle communication model.

Telephone, E-mail, and Social Media Etiquette Training | 37 min

- Teaches proper telephone etiquette, including answering, speaking, and transferring calls.
- Discusses the components of professional and effective e-mail communication.
- Explores appropriate behaviour and content on social media.

**The Adventures of Captain HR:
Remote HR Management for Employee Engagement** | 40 min

- Explains the changes to the current engagement environment, including the emergence of distributed engagement.
- Identifies employee Net Promoter Score for measuring and improving employee engagement.
- Applies the mastery, autonomy, purpose engagement framework to a series of internal engagement enhancing tactics.



The Adventures of Captain HR: Remote HR Management for Learning and Development | 30 min

- Explains the changes that are affecting learning and development strategies in the new normal.
- Applies the 70-20-10 rule for ensuring high-quality learning and development program deployment.
- Uses improvement tactics to enhance the effectiveness of internal learning and development programs.

The Adventures of Captain HR: Remote HR Management for Offboarding | 25 min

- Explains the importance of offboarding and its potential effect on employer brand.
- Critiques current offboarding processes, paying special attention to whether it's strategic.
- Offers alternatives to current offboarding processes to embrace new strategic tactics.

The Adventures of Captain HR: Remote HR Management for Onboarding | 25 min

- Explains the changes to traditional onboarding models given the new normal we are operating in.
- Identifies best practice guidance across all aspects of an organization's onboarding program, including program evaluation, design, and delivery.
- Applies critical analysis to current onboarding program, practices, and procedures.

The Adventures of Captain HR: Remote HR Management for Performance Management | 30 min

- Explains the potential effects of 2020 on current performance management practices.
- Identifies differences between an agile approach and a traditional approach.
- Modifies current performance management practices to start embracing a more agile performance management approach.

The Adventures of Captain HR: Remote HR Management for Talent Acquisition | 25 min

- Explains the changes to the talent recruitment model given our new normal.
- Identifies the different stages of the talent recruitment process to determine potential gaps.
- Applies creative talent-recruitment techniques identified.

Time Management Training | 30 min

- Understand the value of good time management for an individual, a team, and an organization.
- Have a practical toolkit to enhance productivity.
- Be able to use time management strategies and tactics to reduce stress and enhance communication.

Understanding Human Rights Training (AODA Edition) | 30 min

- Explores the basics of human rights, including what the Human Rights Code entails and how it applies.
- Defines what discrimination is, its different forms, and the prohibited grounds of discrimination.
- Shows how accessibility and accommodation intersect with human rights.

Using a Fire Extinguisher Training | 27 min

- Explains when to use a fire extinguisher and when not to.
- Discusses how fire extinguishers work and how to use them.
- Describes the classes of fire extinguishers and what types of fires they are for.

WHMIS 2015 Training Comprehensive | 55 min

- Explains what WHMIS 2015 and the Globally Harmonized System of Classification and Labelling of Chemicals are.
- Teaches the roles and responsibilities of all parties in the workplace surrounding WHMIS 2015.
- Outlines the hazard classes and pictograms that form WHMIS 2015.
- Explains information requirements for safety data sheets, and labels.
- Teaches where find more hazard information through workplace-specific education and training.

WHMIS 2015 Training Refresher | 40 min

- Explains what WHMIS 2015 and the Globally Harmonized System of Classification and Labelling of Chemicals are.
- Teaches the roles and responsibilities of all parties in the workplace surrounding WHMIS 2015.
- Outlines the hazard classes and pictograms that form WHMIS 2015.
- Explains information requirements for safety data sheets, and labels.
- Teaches where find more hazard information through workplace-specific education and training.

Workplace Diversity and Inclusion Training | 37 min

- Outlines the organizational and team benefits of diversity and how to manage a diverse workforce.
- Explains the difference between diversity and inclusion.
- Provides best practice tools for developing diverse strategies in conflict management, recruitment, succession planning, leadership development, and training and development.

Workplace Violence and Harassment Refresher Training for Employees (Ontario) | 20 min

- Explains the violence and harassment provisions under the OHSA.
- Defines what workplace violence, harassment, and sexual harassment are and how to protect yourself from and prevent them.
- Illustrates your rights and responsibilities under the OHSA, as well as how to respond to violence and harassment.

Workplace Violence and Harassment Training for Employees (Ontario) | 30 min

- Explains the violence and harassment provisions under the OHSA.
- Defines what workplace violence, harassment, and sexual harassment are and how to protect yourself from and prevent them.
- Illustrates your rights and responsibilities under the OHSA, as well as how to respond to violence and harassment.

Accessibility Training

Accessible Employment Standard Training for Leaders (Manitoba) | 57 min

- Intended for leaders in Manitoba to understand the accessibility requirements under the Accessible Employment Standard Regulation.
- Examines the barriers to accessible employment and ways to accommodate employees with disabilities.
- Provides guidance and best practices for working with individuals with disabilities and interacting with those who use assistive devices, support persons, or service animals.

AODA Customer Service Standards Refresher Training | 33 min

- Reviews the main topics of AODA customer service legislation.
- Details how to interact and communicate with individuals with various disabilities.
- Provides ways to increase awareness and improve access to goods and services for those with disabilities.

AODA Customer Service Standards Training (Comprehensive Content) | 1h 7 min

- Thoroughly explores accessibility standards and the responsibilities individuals and organizations have under the AODA.
- Teaches how to improve essential customer service skills by explaining different types of disabilities, and showing how to interact and communicate with individuals with various disabilities.
- Discusses ways to help those with disabilities overcome accessibility challenges that may occur in an organization's programs, services, or facilities.

AODA Customer Service Standards Training (Condensed Content) | 37 min

- Teaches a general overview of the AODA legislation and how the legislation applies to organizations.
- Provides ways to interact and communicate with individuals with various disabilities.
- Describes what to do if a person with a disability has difficulty accessing an organization's programs and services.

IASR: Design of Public Spaces Standards Training | 27 min

- Provides an overview of the AODA and the IASR and acquaints organizations with the standards for the design of public spaces.
- Teaches ways workplaces and organizations can adapt their internal processes and procedures to comply with the legislation.
- Explains requirements for recreational trails and beach access routes, outdoor public eating areas and play spaces, outdoor paths of travel, on- and off-street parking, service counters, and fixed queueing lines and waiting areas.

IASR: Information and Communications Standards and Employment Standards Training | 35 min

- Explains the purposes of the Information and Communications Standards and the Employment Standards.
- Discusses how organization can provide and arrange for the provision of accessible formats and communication.
- Teaches how organizations can ensure that interviewing and hiring processes, communication formats, and individual accommodation plans are accessible for individuals with disabilities within their workplace.

IASR: Transportation Standards Training | 45 min

- Discusses the Transportation Standards under the IASR, which ensures that individual transportation needs are met.
- Teaches requirements for both conventional and specialized transportation service providers, including general responsibilities, equipment requirements, and accessibility plans.
- Explains how the Transportation Standards apply to specific modes of provincial and municipal passenger transport.

Improving Workplace Accessibility Training for Leaders (All Jurisdictions) | 44 min

- Explains how accessibility is linked to human rights and discriminatory practices under the *Canadian Human Rights Act*.
- Discusses various types of disabilities, best practice tips for working with persons who have disabilities, and provides ways to improve accessibility for customer service.
- Teaches how to create more accessible and accommodating employment processes.

Manitoba Accessibility Standard for Customer Service Training | 44 min

- Offers an overview of the legislative concepts of the *Customer Service Standard Regulation* under *The Accessibility for Manitobans Act*.
- Explains different types of disabilities and barriers to accessible customer service, and provides specific customer services tips for working with different disabilities and ways to overcome barriers.
- Examines the legislative requirements related to businesses and explains practices, policies, and organizational measures to take to ensure compliance.

Understanding Human Rights Training (AODA Edition) | 24 min

- Understand requirements under the *Human Rights Code* and *Accessibility for Ontarians with Disabilities Act, 2005* related to discrimination, disability, and accommodation.
- Be aware of different forms of disabilities and discrimination.
- Understand the duty to accommodate individuals with disabilities.

Customer Service

Canada's Anti-Spam Legislation (CASL) Training for Employees | 48 min

- Teaches a simplified explanation of the legislation, and the basic rules of and requirements for consent, disclosure, and unsubscribing mechanisms.
- Provides workers with best practice advice for handling commercial electronic messages (CEMs).
- Explains common CEM mistakes or errors made by employees, and offers best practice solutions.

Canada's Anti-Spam Legislation (CASL) Training for Leaders | 45 min

- Teaches executives, managers, and supervisors how anti-spam legislation applies to specific areas of their organization.
- Explains the basic concepts of CASL, including rules and regulations, transmission of commercial electronic messages, and types of consent.
- Provides an overview of CASL regulations under Section 8, including requirements for commercial installation of computer programs and unauthorized alterations of transmission data.

Customer Service Excellence Training | 37 min

- Teaches the foundations of customer service standards and how to adapt to the present situation to continually improve the customer experience.
- Provides techniques and best practices on using effective communication skills when working with customers.
- Discusses various ways to overcome challenges such as difficult customers, and identifying and removing potential barriers for customers.

* Defusing Hostile Customers Training | 15 min

- Teaches how to recognize signs of hostile, aggressive, and potentially violent verbal and non-verbal behaviours in customers.
- Presents several methods to de-escalate situations when confronted with a hostile customer.
- Provides techniques on defusing situations that can arise when in a customer-facing position.

Fundraising Basics Training for Not-for-Profits | 42 min

- Teaches the basics of fundraising for non-profits and charities.
- Explains why people donate and how to tailor fundraising approaches to individual prospects.
- Provides step-by-step communication tools for approaching and contacting prospects, and soliciting and obtaining donations.

Introductory Retail Sales Training for Salespeople | 38 min

- Teaches best practices on successfully selling products and services, in order to contribute to company growth and customer retention.
- Details the basic sales process, including greeting customers, qualifying, providing options, closing, overcoming objections, and customer satisfaction.
- Examines common challenges faced in sales positions, and provides guidance on how to overcome these challenges.

Retail Loss Prevention Training | 26 min

- Discusses why loss prevention is vital towards the profitability of an organization.
- Explains the various reasons that retail loss can occur as well as key methods for identifying where loss comes from.
- Provides best practice tips for preventing and protecting against retail loss.

Phone and Digital Communications Etiquette Training | 37 min

- Delivers techniques and etiquette principles for communicating effectively using the phone, e-mail, social media, and video conferencing.
- Teaches how to maintain a professional image in all business communication.
- Provides various methods for handling difficult situations.

Everything HR

Administering Collective Agreements Training | 16 min

- Teaches basic rights of a collective agreement.
- Explains whom to train on a collective agreement.
- Provides best practices to implement for success.

Attendance Management Training | 23 min

- Provides an overview of the reasons for absenteeism.
- Teaches how to develop an effective attendance management program.
- Instructs how to address attendance issues with staff.

Compensation and Benefits Overview Training | 23 min

- Teaches compensation strategies.
- Describes different types of incentives.
- Demonstrates the value of total compensation.

Compensation Strategy Training | 18 min

- Teaches how to link employee pay to performance or to a standard compensation system.
- Explains how compensation plans should support business strategies.
- Explains job analysis and evaluation regarding compensation strategies.

Designing Effective Job Descriptions Training | 27 min

- Explains components of job descriptions.
- Teaches benefits of creating job descriptions.
- Explains how to evaluate jobs in order to create a description.

Designing Effective Training Programs Training | 19 min

- Explains the numerous benefits for both employees and the organization of continual learning programs and career advancement.
- Details how to conduct a needs assessment and planning.
- Teaches different training methods.

Diversity, Equity, Inclusion, and Belonging (DEIB) Training | 31 min

- Explains what diversity, equity, inclusion, and belonging are, how they differ, and why they matter for all workplace.
- Defines implicit bias and explores common biases that affect our judgement.
- Outlines methods for adopting inclusive behaviours.

Downsizing and Restructuring Training | 19 min

- Explains risks of downsizing and restructuring.
- Discusses alternatives to downsizing and restructuring.
- Details strategies for effective downsizing and restructuring.

Duty to Accommodate Training for Leaders | 37 min

- Explains when the duty to accommodate is invoked.
- Teaches various types of accommodations employers may implement.
- Describes a step-by-step process to accommodation.

Employee and Labour Relations Overview Training | 25 min

- Teaches the three main components of employee relations programs.
- Describes change management strategies.
- Applies employee relations to both unionized and non-unionized work environments.

Employee Benefits Plans Training | 30 min

- Explains employee benefits and workplace dynamics.
- Discusses current trends and popular options in benefit planning.
- Provides information on alternative options such as health wellness programs.



Employee Group Benefits Training | 25 min

- Explains advantages of group benefit plans.
- Discusses the design of group benefit plans.
- Provides details on plan components like LTD and hospital coverage.

Employee Motivation and Engagement Training | 35 min

- Explains how employee motivation and engagement benefits the workplace.
- Details factors contributing to employee motivation and engagement.
- Provides examples of the most effective methods to increase motivation and engagement.

Employee Screening and Background Checks Training | 18 min

- Explains steps to take before, during, and after interviews.
- Describes accurate reference checks and background investigations.
- Outlines types of employment testing, such as personality testing, medical testing, and physical testing.

Employment Contracts and Payroll Forms Training | 19 min

- Explains structure of employment contracts.
- Provides details on clauses found within employment contracts.
- Outlines payroll forms required when a new employee starts.

Exit Interview Training for Leaders | 31 min

- Educates on employee dissatisfaction, the reasons for voluntary resignations, and direct and indirect costs of turnover.
- Explains the purpose of exit interviews and who to choose or not choose when conducting one.
- Informs the steps that should be taken for a successful exit interview process from the notice of resignation to the employee exiting the organization.



Foundations of Team Dynamics Training | 20 min

- Teaches that teams are diverse and how that can affect team dynamics.
- Identifies various hindrances, such as gossip, conflict, and unclear goals that can affect employee engagements.
- Provides a strategic approach in building teams with proper communication skills, encouraging team building, leading by example, and so forth.

Handling Grievances and Working Together Training | 17 min

- Covers the step-by-step grievance procedure.
- Provides dos and don'ts when handling grievances.
- Details how management and union members can collaborate to reach solutions.

Health and Safety Overview Training | 32 min

- Outlines health and safety rights and responsibilities.
- Discusses hazards, emergencies, workplace incidents, and inspections.
- Explains management duties involving work refusals, the duty to accommodate, violence and harassment prevention, and training.

HR 101 Training | 27 min

- Teaches key HR functions.
- Explains code of ethics to be followed by HR professionals.
- Describes the legislation and jurisdictional requirements affecting HR, and the functional areas of focus that fall under the HR umbrella.

HR Planning Training | 18 min

- Describes different theories, techniques, and best practices related to human resource planning.
- Explains how to use such practices to effectively plan for organization's future needs.
- Explores how to effectively evaluate HR planning programs to measure for success and identify areas needing improvement.

Human Resources Best Practice Audits Training | 24 min

- Outlines what a best practice audit is and the benefits in conducting one.
- Teaches how to implement a best practice audit from the planning stage, to developing goals and obtaining results.
- Demonstrates the data process, including the collection of information from the audit, interpreting feedback, and how to benchmark to identify trends for improvement.

Human Resources Compliance Audits Training for HR Professionals | 25 min

- Teaches what a compliance audit is and what it measures.
- Outlines the benefits of a compliance audit and how to determine the scope of it.
- Describes the steps of the audit process from obtaining management buy-in to an action plan of compliance.

Interviewing Styles and Structures and Pre-employment Testing Training | 18 min

- Explains various interview types and structures, their advantages and limitations.
- Details the importance of thorough job descriptions, and relevant tasks and abilities.
- Outlines different types of interview questions and pre-employment tests organizations may use.

Interviewing Training | 20 min

- Explains how to effectively prepare for and conduct interviews, including building rapport and asking appropriate questions.
- Outlines the legal implications related to the interviewing process.
- Describes how to create a consistent and fair interview process.

Job Analysis Training | 26 min

- Describes job analysis and competency-based models.
- Explains benefits of job analysis to the workplace.
- Teaches employers how to effectively assess employee skills.

Job Postings Training | 24 min

- Outlines important pre-planning steps in the recruitment process, including the creation of job postings.
- Describes various recruiting options and ways to attract talent.
- Explains how to effectively screen applicant resumes and online applications.

Knowledge Transfer Training for Leaders | 39 min

- Defines what knowledge transfer is and the process of knowledge transfer.
- Teaches the benefits of knowledge transfer and the various types.
- Demonstrates the roadblocks of knowledge transfer and strategies to overcome them.

Negotiating Collective Agreements Training | 26 min

- Teaches how to design a winning team and prepare for negotiations.
- Describes elements of collective bargaining and the effects on the workplace.
- Outlines how to negotiate to achieve the best results.

Onboarding Program Training | 27 min

- Details best practices for transitioning orientation to onboarding for an optimal experience.
- Explains the value of an onboarding program and how to effectively manage one.
- Identifies methods to engage employees from the onset and increase employee retention.

Organizational Change Training | 24 min

- Explains how to examine change and why it is important in organizational culture.
- Teaches the components of change and how to gain support from management, keep open communication, and provide support.
- Demonstrates the different types of resisters of change and provides the tools for fostering a culture of change.



Organizational Culture Training | 19 min

- Defines organizational culture and why it is important.
- Outlines the effects of organizational culture on business practices like recruitment and retention.
- Teaches how to initiate change by making adjustments to policies and procedures, addressing negative behaviour, and through awareness training.

Organizational Effectiveness Overview Training | 35 min

- Defines key terms and discussion points such as strategy, strategic management, and strategic human resources management.
- Teaches effective business strategies, effective implementation, and the strategic planning process of organizational strategy.
- Discusses the benefits of organizational effectiveness and aligning organizational strategy with the company's HR function.

Orientation Program Training | 23 min

- Describes how to design effective orientation programs, with best practice tips and solutions.
- Explains the importance of completing departmental and job specific orientation.
- Outlines the benefits and pitfalls of online orientation programs.

Outsourcing Training | 26 min

- Outlines the benefits of outsourcing and potential obstacles.
- Explains the outsourcing process and resource requirements.
- Teaches how to effectively manage vendor relationships.

Paying for Performance and Indirect Incentives Training | 19 min

- Explains compensation structures, compensation strategy, and pay for performance.
- Provides legal, financial, and labour market considerations.
- Includes information on direct and indirect benefits.

Providing Effective Feedback Training | 26 min

- Teaches the three W's of feedback.
- Explains how to approach and respond to feedback.
- Provides methods to support and teach employees to give effective feedback.

Recruitment and Selection Overview Training | 27 min

- Describes the recruitment and selection process and related human rights concerns.
- Explains creative and innovative strategies to attract top performers and gain a thorough understanding of the current labour market.
- Teaches how to identify specific qualifications required to successfully perform a job and then recruit candidates with the necessary knowledge, skills, and abilities.

Return to Work Training | 18 min

- Teaches importance of early intervention and employer support programs.
- Describes policies and necessary components of a return-to-work program.
- Outlines reintegration into the workplace for injured employees.

Succession Planning Training | 21 min

- Explains what a succession plan provides and its importance to an organization's future success.
- Explores crucial considerations for identifying succession candidates and critical skills.
- Shows how to develop and manage a succession plan over the long term.

Terminations for Cause Training | 25 min

- Teaches effective termination procedures.
- Explains the progressive discipline process and the termination meeting.
- Outlines damage control after terminations.

Terminations Not for Cause Training | 25 min

- Provides guidance around the termination of employees not protected by a union.
- Discusses conditions that surround terminations not for cause.
- Explains how to support the organization through change due to a termination.



Training and Development Overview Training | 23 min

- Discusses the importance of developing internal talent.
- Describes different methods of training.
- Teaches how to measure training success through evaluation.

Training Needs Analysis Training | 21 min

- Defines what a needs analysis is and what it entails.
- Identifies different potential problem areas.
- Explains how to evaluate training.

Transactional to Transformative HR Management Training | 25 min

- Distinguishes between transactional and transformational HR.
- Explains the value in becoming transformational in nature.
- Teaches how to maintain and grow the HR role and become a strategic partner.

Worker Participation Training | 19 min

- Explains why worker participation is important.
- Teaches how to create an environment of accountability.
- Describes employer responsibilities regarding health and safety.

Workplace Hazards and Controls Training | 22 min

- Instructs how to assess, identify, and report hazards in the workplace.
- Explains training requirements for employees who may encounter hazards.
- Explains how to create safe work procedures.

Health and Safety

Asbestos Awareness Safety Training for Workers in All Jurisdictions | 42 min

- Provides an overview of asbestos identification and awareness.
- Explores the types of asbestos, where asbestos can be found, and the hazards and health effects associated with asbestos exposure.
- Reviews employee health and safety rights in Canada.

Bill 13: Creating Safer, Accepting, and More Inclusive Schools Training | 38 min

- Clarifies the background, purpose, and underlying beliefs that led to the creation and implementation of Bill 13.
- Defines bullying, types of bullying, and the warning signs to look out for in students.
- Explains the requirements under the law and how these requirements engage students, parents, and staff.

Cold Stress Awareness Training | 21 min

- Outlines the factors affecting cold stress, including the body's response to the cold and acclimatization
- Describes cold stress injuries and their treatment
- Identifies how to prevent cold stress injuries, including best practices for workers and employers.

Confined Spaces Awareness Training for Workers | 57 min

- Teaches awareness of the hazards of confined spaces and important safety practices.
- Helps workers plan for entering a confined space by reviewing confined space plans and permits.
- Outlines the responsibilities of workers and considerations required before entering a confined space.

COVID-19 Employee Health and Safety Training | 34 min

- Discusses personal protective equipment (PPE), including its importance, different types, proper use, removal, and disposal.
- Explains the use of administrative controls like distancing, physical barriers, and laundering, on shipping and receiving, curbside pick-up, delivery, and in-store shopping.
- Discusses the importance of using contact tracing to record places visited and interactions with others, and how to maintain good mental health, including options for support.

Due Diligence Training | 35 min

- Defines the meaning of due diligence and its importance regarding the law.
- Explains what the internal responsibility system is and how it helps to establish due diligence.
- Outlines how to establish occupational health and safety due diligence in an organization.

Duty of Persons Directing Work Training for Leaders | 23 min

- Explains Bill C-45 and why it was introduced, along with sections of the Criminal Code that affect workplace health and safety.
- Outlines what an organization can do to protect itself and its workers from violating the relevant sections of the Criminal Code.
- Teaches that all workplace parties have a responsibility when it comes to health and safety.

Evacuation Plans and Procedures Training | 22 min

- Describes how to create an emergency evacuation plan and what information should be included.
- Explains roles and responsibilities regarding emergency evacuation plans and procedures.
- Outlines the kinds of training that should be offered to employees, and how often this training should be offered.

Fire Safety Training | 16 min

- Learn how to prevent fires and prepare in the event a fire occurs.
- Learn the various classes of fires and fire hazards.
- Learn what to do when a fire occurs.
- Learn how to operate a fire extinguisher.

Forklift Safety Training | 36 min

- Explains employer, supervisor, and operator responsibilities and competencies.
- Describes safe operating procedures, load handling, and propane, battery, and pedestrian safety.
- Discusses important inspection and maintenance considerations.

Health and Safety Awareness Training for Young Workers | 20 min

- Explains who young workers are and why they are at a greater risk of workplace injury.
- Outlines the three rights of workers and the responsibilities of different workplace parties.
- Covers important health and safety elements, including hazards, policies, and personal protective equipment.
- Emphasizes the importance of receiving training and asking questions.

Health and Safety Committee Membership Training for Committee Members | 30 min

NOTE: This is not a certification course. It describes the functions and purposes of health and safety committees.

- Defines the purpose of health and safety committees.
- Explains the roles, responsibilities, and functions of committee members.
- Provides information regarding workplace inspections and incident investigations.

Heat Stress Awareness Training | 34 min

- Discusses occupational health and safety laws under Canadian legislation regarding heat stress.
- Teaches how to implement hot weather plans, heat stress prevention programs, and specific controls in the workplace.
- Discusses types of heat-related disorders, their symptoms, and treatments.
- Explains the causes of heat stress.

Infection Prevention and Control Training | 32 min

- Discusses infectious diseases and how they spread.
- Teaches proper use of personal protective equipment, hand washing and hygiene, caution and disposal of sharps, immunization, and cleaning spills as preventive measures.
- Explains what to do if exposed to an infection, and administrative controls, environmental controls, and universal precautions to prevent the spread of infection to others.

Internal Responsibility System Training (Ontario) | 40 min

- Explains the role of the internal responsibility system, including the duties assigned to supervisors, workers, and employers.
- Teaches workers three rights: the right to participate, the right to know, and the right to refuse unsafe work.
- Discusses the importance of a health and safety culture and the risks of complacency, including the procedures for responding to a critical injury.

Introduction to Bill 132 Training | 21 min

- Explains the additions Bill 132 imposes on the workplace, including anti-harassment programs and employer responsibilities.
- Informs how to fulfil the requirements of Bill 132 and stresses the severity of harassment.
- Teaches how to create a workplace harassment program that is compliant with Bill 132 requirements.

Ladder Safety Training | 29 min

- Teaches how to select the right ladder for the job, inspecting ladders, setting up a ladder, safely climbing a ladder, and how to care for and maintain a ladder.
- Explains general ladder safety and how to perform job duties safely when working on a ladder.
- Discusses the dangers associated with working on ladders and unsafe practices to avoid, and procedures to follow in case of a ladder-related accident in the workplace.

Lockout/Tagout Training | 39 min

- Explains lockout/tagout terminology, and definitions.
- Informs about general workplace responsibilities of employers, managers, and employees.
- Explains common causes of related injuries and different types of energy.
- Teaches about effective energy control programs and the general steps in the lockout/tagout process.
- Teaches additional best practices and tips related to lockout/tagout and energy control programs.

Occupational Health and Safety Awareness Training for Supervisors (Alberta) | 48 min

- Educates supervisors on the importance of health and safety in the workplace, in line with requirements under Bill 30.
- Discusses the responsibilities, rights, and roles of workplace parties, with a focus on supervisors.
- Explores workplace hazards and hazard prevention.

Occupational Health and Safety Awareness Training for Supervisors (All Jurisdictions) | 43 min

- Explains the rights, responsibilities, and roles of workers, employers, supervisors, health and safety representatives, joint health and safety committees, and other designated occupational health and safety bodies.
- Familiarizes supervisors with types of workplace hazards; identifying, assessing, and controlling hazards; and weighing the effectiveness of those controls.
- Teaches information and resources on general workplace health and safety.

Occupational Health and Safety Awareness Training for Supervisors (Federal) | 39 min

- Explains the rights, responsibilities, and roles of workers, employers, supervisors, health and safety representatives, joint health and safety committees, and other designated occupational health and safety bodies.
- Familiarizes supervisors with types of workplace hazards; identifying, assessing, and controlling hazards; and weighing the effectiveness of those controls.
- Teaches information and resources on general workplace health and safety.

Occupational Health and Safety Awareness Training for Supervisors (Ontario) | 59 min

- Explains the rights, responsibilities, and roles of workers, employers, supervisors, health and safety representatives, joint health and safety committees, and other designated occupational health and safety bodies.
- Familiarizes supervisors with types of workplace hazards; identifying, assessing, and controlling hazards; and weighing the effectiveness of those controls.
- Teaches information and resources on general workplace health and safety.

Occupational Health and Safety Awareness Training for Workers (Alberta) | 33 min

- Defines the duties and rights of workers, employers, and supervisors, and the functions of health and safety representatives and health and safety committees.
- Explains applicable occupational health and safety legislation.
- Develops awareness of common workplace hazards, workplace-related illnesses, and latency.

Occupational Health and Safety Awareness Training for Workers (All Jurisdictions) | 35 min

- Defines the duties and rights of workers, employers, and supervisors, and the functions of health and safety representatives and committees.
- Explains the roles of workplace regulators, health and safety associations, and other health and safety groups across Canada.
- Builds awareness of common workplace hazards, workplace-related illnesses, and latency.

Occupational Health and Safety Awareness Training for Workers (Ontario) | 42 min

- Covers the minimum requirements for occupational health and safety awareness.
- Explains the roles of Ontario workplace regulators, including the Ministry of Labour, the Workplace Safety and Insurance Board (WSIB), and other health and safety groups.
- Builds awareness of common workplace hazards, workplace-related illnesses, and latency.

Personal Protective Equipment Training | 26 min

- Understand the importance and limits of PPE.
- Know the responsibilities of different parties in the workplace regarding PPE.
- Be aware of the key considerations for ensuring PPE is effective.
- Recognize the different types of PPE and their uses.

Personal Workplace Safety and Security Training | 33 min

- Teaches the importance of personal workplace safety and security and how situational awareness can help employees mitigate security hazards.
- Discusses various hazards related to personal workplace security and strategies for handling realistic risky or unsafe situations.
- Outlines best practices for working alone, in isolation, or offsite.

PTSD Awareness, Prevention, and Intervention Training for First Responders (Ontario) | 34 min

- Explains legislative requirements and the employer's responsibility for addressing PTSD, and how they can support first responders with PTSD in the workplace.
- Teaches about the symptoms of and common issues associated with PTSD, and raises awareness of the four main risk factors for PTSD.
- Discusses actions to prevent PTSD following a traumatic event, ways to develop resilience to reduce the likelihood of developing PTSD, and effective strategies for aiding those who exhibit signs of PTSD.

Right to Refuse Unsafe Work and Work Refusals Training | 16 min

- Provides an overview of the right to refuse unsafe work.
- Explains the guidelines for when a worker can refuse and exceptions to work refusals.
- Outlines the work refusal process, responsibilities and roles of all parties, and how workers are protected from discipline and reprisal.

Safe Driving for Work Training | 42 min

- Understand workplace responsibilities and expectations for driving as part of a job.
- Know distractions and tips to avoid distracted driving.
- Understand techniques and best practices for various driving situations.
- Understand best practices for driving in adverse conditions.

Safe Food Handling Training for Workers | 1 h 4 min

- Explains why safe food handling is important and covers food safety responsibilities, including food handler and legislative requirements in Canada.
- Discusses potentially hazardous foods, and ways to control food hazards and preventing contamination.
- Teaches the basic elements and seven steps of the hazard analysis and critical control points (HACCP) system, as well as best practices for personal and hygiene habits.

Safe Lifting Training | 24 min

- Teaches employees what safe lifting is, and the hazards associated with improper lifting.
- Discusses workers' rights and responsibilities in maintaining a safe workplace.
- Explains how to implement hazard controls such as PPE, proper body alignment, and mechanical aids to ensure safe lifting.
- Covers common lifting mistakes to be aware of.
- Describes safe lifting techniques to use in common lifting situations..

Safety at Heights and Fall Protection Training | 19 min

NOTE: This course does not meet the Ontario Safety at Heights three-hour theory requirement and other conditions for construction and construction-related work environments. It is a general awareness course only.

- Understand when fall protection measures should be used and the responsibilities of different parties in the workplace.
- Know the key components of a fall protection plan and the hierarchy of fall protection measures.
- Be aware of the different methods of fall protection and the importance of equipment inspection.

Sharps Training | 16 min

- Discusses the legislative requirements and employer responsibilities to protect the health, safety, and wellness of workers.
- Explains the different types of sharps, risks associated with handling sharps, and what to do if a sharps injury has occurred.
- Teaches safe practices and procedures for handling and disposing of sharps, personal protective equipment, and the steps to prevent injuries from sharps.

Slips, Trips, and Falls Awareness Training | 15 min

- Informs workers and managers about the risks and dangers posed by slip, trip, and fall hazards.
- Teaches how to prevent slips, trips, and falls with various administrative and engineering controls, personal protective equipment, and common housekeeping practices.
- Explains the health and safety responsibilities of management and workers, and the accountability of personal work behaviours to promote a safety in the workplace.

Transportation of Dangerous Goods Training | 2 h 21 min

- Explains the function of Transport Canada, the structure of TDG regulations, how WHMIS and TDG work together, and legislation and training requirements.
- Teaches schedules, exemptions, special cases, and how to determine, classify, and document the nine classes of dangerous goods.
- Outlines safety guidelines, including safety marks and means of containment, and reporting requirements, emergency response assistance plans (ERAPs), and emergency measures to safeguard the public.

Using a Fire Extinguisher Training | 14 min

- Teaches the purpose of fire extinguishers, how fire extinguishers work, and when they should be used.
- Explains steps and methods to safely use a fire extinguisher with the acronym 'PASS'.
- Discusses the importance of maintenance, inspection, and accessibility of fire extinguishers, the various classes of fire extinguishers, and what extinguisher should be used for specific types of fires.

Warehouse Safety Training for Employees | 1 h 1 min

- Educates employees about the dangers and hazards found in warehouses and explains vital housekeeping best practices.
- Provides safety practices that can reduce or limit the potential for workplace injury, and ways to continue maintaining a warehouse free of hazards.
- Teaches the aspects and best practices of warehouse safety, including slips, trips, and falls; loading dock safety; safe lifting; forklift safety; PPE; fall protection; ladder safety; lockout/tagout procedures; and WHMIS.

WHMIS 2015 Refresher Training | 29 min

- Provides a quick review of the GHS and the roles and responsibilities of workplace parties.
- Illustrates the new hazard classes and pictograms, and provides information requirements for safety data sheets and labels.
- Explores where to find additional hazard information through workplace-specific education and training.

WHMIS 2015 Training | 38 min

- Explains what the GHS is and the roles and responsibilities of workplace parties.
- Illustrates the new hazard classes and pictograms, and provides information requirements for safety data sheets and labels.
- Explores where to find additional hazard information through workplace-specific education and training.

Workplace Bullying Training for Employees (All Jurisdictions) | 33 min

- Teaches how to recognize bullying in the workplace.
- Describes the effects of bullying on an individual and the organization.
- Outlines steps you can take to prevent bullying in your workplace.
- Explains what to do when bullying occurs.

Workplace Hazards Training | 33 min

- Explains hazard and risk assessment processes.
- Teaches how to identify and manage hazards in the workplace.
- Explains responsibilities of employers, supervisors, workers, and health and safety committees and representatives in terms of hazard prevention.

Workplace Health and Safety Committee Membership Training for Committee Members (Federal) | 29 min

NOTE: This course is not a certification course. It describes the purpose of workplace health and safety committees.

- Defines the purpose of health and safety committees.
- Explains the roles, responsibilities, and functions of committee members.
- Provides information regarding workplace inspections and incident investigations.

Workplace Incident Investigations Training | 45 min

- Discusses the importance of knowing the legal requirements for investigating, reporting, and emergency response.
- Explains what practices contribute to a safe and healthy work environment, the factors that contribute to incidents, identifying root causes, and how to prepare ahead of time for an incident investigation.
- Teaches how to conduct an incident investigation and the steps involved.

Workplace Violence and Harassment Refresher Training (Ontario) | 31 min

- Reviews topics covered in full violence and harassment training for employees and employers.
- Defines violence and harassment and reporting procedures.
- Teaches how to investigate complaints of violence and harassment.

Workplace Violence and Harassment Training (All Jurisdictions) | 34 min

- Details violence and harassment programs.
- Explains employee and employer responsibilities.
- Discusses work refusal due to violence and harassment.



Workplace Violence and Harassment Training (British Columbia) | 21 min

- Understand what bullying, harassment, violence, and improper activity and behaviour are.
- Know your responsibilities in the workplace and preventive measures.
- Be aware of reporting and investigation procedures.

* Workplace Violence and Harassment Training (New Brunswick) | 25 min

- Covers the roles and responsibilities of employers, supervisors, and workers.
- Reviews the elements of codes of practice for violence and harassment in the workplace.
- Covers the violence and harassment provisions of New Brunswick's *Occupational Health and Safety Act*.

Workplace Violence and Harassment Training (Quebec) | 38 min

- Details violence and harassment programs.
- Explains employee responsibilities.
- Discusses the importance of creating a compliant workplace violence and harassment prevention policy.

Workplace Violence and Harassment Training for All Audiences (Federal) | 39 min

- Understand what constitutes workplace harassment and violence under the Workplace Harassment and Violence Prevention Regulations.
- Identify responsibilities for the parties involved in preventing workplace harassment and violence.
- Know how to report and resolve an occurrence of workplace violence or harassment.



Workplace Violence and Harassment Training for Employees (Alberta) | 31 min

- Explains violence and harassment in terms of health and safety legislation.
- Identifies the roles and responsibilities of employees and employers.
- Provides practical advice towards making the workplace safe and respectful.

Workplace Violence and Harassment Training for Employees (Ontario) | 25 min

- Teaches employees to recognize workplace violence and harassment.
- Explains how to handle and report situations of violence and harassment.
- Provides information on work refusals related to violence and harassment.

Workplace Violence and Harassment Training for Employers and Supervisors (Ontario) | 42 min

- Recognize workplace violence and harassment.
- Understand the roles and responsibilities of different parties regarding workplace violence and harassment.
- Know what measures to take to prevent and respond to workplace violence and harassment.

Young Worker Health and Safety Awareness Training for Employers and Supervisors | 28 min

- Explains who young workers are and why they are at a greater risk of workplace injury.
- Describes the responsibilities of different parties in the workplace.
- Outlines what to cover when onboarding young workers.
- Provides best practices for training young workers.

Leadership

Achieving Benefits Optimization Training | 45 min

- Teaches different perspectives and roles involved in benefits plans.
- Highlights the importance of strategic planning and benefits plans.
- Draws attention to the common benefit mistakes companies should avoid.

Coaching and Mentoring Training | 42 min

- Highlights the difference between coaching and mentoring.
- Teaches how to be a good mentor.
- Describes why mentoring and coaching are important to your organization.

Conflict Resolution Training | 25 min

- Identifies types of conflict and their sources.
- Describes essential steps in the conflict resolution process.
- Explains the responsibilities of various parties in conflict resolution.

Effective Communication Training | 29 min

- Explains how to enhance communication.
- Teaches the four types of communication.
- Demonstrates the communication process.
- Teaches the seven Cs of communication.
- Outlines the barriers to effective communication and how to reduce their impact.
- Outlines how to use listening skills to enhance communication.

Ethics and Professionalism Training | 25 min

- Teaches the basics of ethics.
- Explains what is and isn't professional.
- Discusses individual responsibility and professional boundaries.

Handling Difficult Employee Conversations Training | 34 min

- Teaches how to approach and handle difficult conversations and reactions.
- Explains different non-verbal cues and responses employees might make.
- Outlines how to develop effective solutions with employees.

Interviewer Biases Training | 26 min

- Defines different types of interviewer biases.
- Explains how biases affect our decision-making.
- Teaches how to overcome personal biases.

Introduction to Ontario's Employment Standards Act, 2000 Training for Leaders | 48 min

- Explores the essential pieces of the Employment Standards Act, 2000.
- Explains how to find answers to common questions in the legislation.

Introduction to the Canada Labour Code Training for Leaders | 43 min

- Teaches the basics of the Canada Labour Code.
- Informs of the rights of workers.
- Sets forth the duties of employers and management.
- Details administrative aspects of the Canada Labour Code.

Lead by Example Training | 18 min

- Clarifies the difference between a vision and mission statement.
- Teaches how to see from perspective of the followers.
- Highlights importance of leading by example.

Motivating Employees from Within Training for Leaders | 35 min

- Explains the importance of employee motivation.
- Outlines in-depth strategies for employee motivation.
- Describes different methods and best practice tips to increase motivation.

New Supervisor Training | 25 min

- Explains the challenges supervisors face and how to overcome them.
- Explores the skills that new supervisors need to learn in order to adapt to and succeed in their new roles.
- Describes the legislative responsibilities of supervisors.

Personal Health Information Privacy Training (PHIPA – Ontario) | 1 h 9 min

- Outlines practices for protecting personal health information.
- Emphasizes the importance of obtaining consent concerning personal health information.
- Explains requirements for the proper collection, use, and disclosure of personal health information.

PIPEDA Training | 46 min

- Defines the collection, use, and disclosure of private information.
- Distinguishes what is considered private under the act and the essential principles of the act.
- Explains the responsibilities of organizations and the rights of individuals, including how to submit complaints and report breaches.

Problem-Solving and Decision-Making Training | 16 min

- Defines problem-solving and its relevance in the working environment.
- Builds upon skills by exploring four decision-making models.
- Defines decision-making and the types of decisions you will face as a leader.

Progressive Discipline Training | 45 min

- Teaches how to use progressive discipline as a formal approach to coaching.
- Informs of the benefits of progressive discipline for all involved parties.
- Describes a step-by-step approach to progressive discipline.



Retaining Employees and Reducing Turnover Training | 32 min

- Teaches how to calculate turnover costs.
- Explains how to determine and analyse turnover rates.
- Discusses causes of turnover and how to address them.

Top Five Hidden Costs of Employee Benefits Training | 10 min

- Explains the relationship between a group benefits plan and organizational performance.
- Describes how to get the most for your money from your benefit plan.
- Identifies the top five hidden costs of group benefits and how to reduce them.

Performance and Conduct

Conducting Performance Reviews Training for Leaders | 40 min

- Explains the uses and advantages of performance management systems.
- Describes different types of performance reviews, including their strengths and weaknesses.
- Provides best practices for conducting effective performance reviews that result in lasting improvement.

Goal-Setting in the Workplace Training for Leaders | 24 min

- Explains the significance of goals and their importance in the workplace.
- Demonstrates how to write effective goals that follow the SMART principle.
- Shows how to overcome barriers surrounding goal-setting.

Handling Change at Work Training for Employees | 19 min

- Describes the different types of change organizations undergo.
- Teaches employees what to expect and the importance of communication during periods of change.
- Shows employees how to cope and become agents of change who help shape workplace culture.

IT Risk and Cybersecurity Training for Employees | 36 min

- Improves awareness of real threats posed by cyber risk and the various forms that cyberattacks can take in the workplace.
- Identifies the sources of cyber risks and how to avoid them.
- Helps employees recognize cyberattacks and become familiar with tricks for minimizing the risks of working with Internet-connected technology.

Payment Card Industry Security Training for All Audiences | 25 min

- Discusses the PCI Security Standards Council and its security standards.
- Teaches how to recognize attacks and offers prevention strategies.
- Outlines how organizations can achieve PCI Data Security Standards compliance and protect cardholder data.

Professionalism in the Workplace Training for Supervisors | 34 min

- Explains the importance of professionalism in the workplace.
- Details how to manage professional relationships.
- Suggests best practices of professional ethics and handling professional challenges.

Protecting Confidential Information Training for Employees | 27 min

- Discusses the importance of protecting the personal information of clients and employees, accounts, and other sensitive or company data that is not meant for public knowledge.
- Explains how information can be compromised.
- Provides methods and tips for protecting confidential information.

Social Media Awareness Training for Employees | 23 min

- Informs employees of the risks of social media and how it can affect professional standing.
- Explains inappropriate social media use in the context of employment, and the consequences of misuse.
- Offers best practices to help employees manage and minimize the risks of social media and effectively manage their social media presence.

Telework Training for Employees | 26 min

- Explains the rights and responsibilities of teleworkers, particularly related to health and safety.
- Describes different types of telework and important features of telework agreements.
- Provides various best practice strategies for teleworkers.

Unconscious Bias Training for All Audiences | 31 min

- Explains the various types of biases, how unconscious biases develop, and where our unconscious biases come from.
- Discusses the importance of recognizing our own unconscious biases, and the effect our biases can have on interactions with others and decisions in the workplace.
- Teaches how to be consciously aware of biases, and provides methods and exercises to manage and control unconscious behaviours in order to prevent negative consequences.

Workplace Sensitivity Training for Employees | 40 min

- Explains what workplace sensitivity is and why it is important.
- Increases awareness about workplace discrimination and harassment.
- Provides strategies and tools to avoid inappropriate work behaviour.

Professional Skills

Managing Up Training for Professionals | 33 min

- Explains different management styles workers are likely to encounter in the workplace.
- Explores how to more efficiently work with supervisors by adapting to their management style.
- Describes different communication styles, and how to tailor communication to match them.

Mastering Effective Presentation Skills Training | 23 min

- Explores how to plan your presentation for your audience.
- Details the necessities for an engaging presentation.
- Advises how to stay calm and deliver presentations.

Mastering the Art of Business Writing Training for Professionals | 24 min

- Teaches practical skills for writing a variety of business documents.
- Distinguishes different types of business documents and their purposes.
- Exemplifies standards of excellent business writing.

Mastering the Art of E-mail Writing Training | 40 min

- Describes e-mail layout, including address line, cc and bcc, salutation, and content
- Teaches different types of business e-mails.
- Reviews proper e-mail etiquette and strategies.

Microsoft Excel 2010 Basic Training for Employees | 48 min

- Demonstrates how to navigate the Excel interface.
- Details various formatting tasks.
- Explains how to perform data management tasks.



Microsoft Outlook 2010 Basic Training for Employees | 37 min

- Demonstrates the mail view, including sending and responding to e-mail, creating a signature and mailbox management.
- Teaches trainees how to create meetings and use the calendar.
- Explains how to use the task view for creating and completing tasks.

Project Management Training for Professionals | 20 min

- Defines what project management is.
- Teaches different types of project management and different skills and techniques for project management.
- Examines a step-by-step approach to the phases and processes of project management.

Time Management Training for Professionals | 25 min

- Explains how to set SMART goals.
- Details how to create an effective schedule.
- Provides strategies to manage disruptions and procrastination.

Workplace Wellness

Cannabis in the Workplace Training for Leaders | 26 min

- Provides workplace leaders in all jurisdictions an overview of cannabis and its different uses.
- Describes misconceptions about cannabis in the workplace and considerations for the duty to accommodate.
- Identifies steps employers can take to prepare for potential cannabis use in the workplace.

Creating a Respectful Workplace Training | 23 min

- Describes respectful workplaces.
- Explains various forms of disrespectful behavior in the workplace.
- Provides ways to effectively foster respect in the workplace and confront disrespectful behaviors when they occur.

Crisis Intervention Training for All Audiences | 42 min

- Defines and explains crisis situations, warning signs, and different reactions people have to crisis situations.
- Familiarizes workers with steps for crisis intervention and strategies used to de-escalate crisis situations.
- Provides measures that can be implemented to prepare for and prevent crises.

Employee Transition Services: Interview Skills Training | 22 min

- Teaches employees how to conduct telephone interviews.
- Teaches employees how to prepare for, conduct, and conclude face-to-face interviews.
- Prepares employees for practical or employment tests required during the interview process.

Employee Transition Services: Job Search Skills Training | 39 min

- Teaches job seekers how to conduct an effective job search and where to look for job opportunities.
- Helps job seekers identify their transferable knowledge, skills, and abilities.
- Helps job seekers effectively set new goals, be prepared and organized, and persevere.

**Employee Transition Services:
Résumé and Cover Letter Writing Skills Training** | 19 min

- Teaches employees the fundamentals of resume writing.
- Teaches employees how to develop critical sections of their resume.
- Teaches employees how to design effective cover letters.

**Evolution of Human Rights in Canada Training for Leaders
(Ontario focus)** | 33 min

NOTE: This course is not intended to meet the requirements for human rights training under the Accessibility for Ontarians with Disabilities Act (AODA).

- Provides an overview of key components of the Canadian Human Rights Act.
- Reviews the Ontario Human Rights Code.
- Explains how these important pieces of legislation apply to the requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA).

Financial Wellness Training | 40 min

- Identifies strategies for creating a budget and spending money more effectively.
- Provides an understanding of borrowing and credit, and how to repay debt efficiently.
- Outlines several approaches to saving and planning for the future, including retirement.

Gender and Sexual Diversity Training | 22 min

- Provides an understanding of gender and sexual diversity in the workplace.
- Demonstrates how to identify inappropriate behaviour and language.
- Describes strategies for making workplaces more inclusive.

Human Rights in Canada Training (Federal Regulations) | 28 min

- Helps participants understand the background and basics of human rights legislation in Canada.
- Identifies the rights and responsibilities outlined in and applied by the Canadian Human Rights Act.
- Outlines obligations to which employers must adhere regarding policies, procedures and training, and provides resources on human rights in Canada.

Managing and Coping with Stress Training | 38 min

- Discusses how stress looks and explores how dynamic the stress experience can be and the dangers of prolonged stress.
- Highlights the physical, emotional, and behavioural symptoms of stress.
- Reviews a variety of healthy strategies for coping with stress and preventing stress from worsening.

Mental Health in the Workplace Training for Employees | 32 min

- Teaches how mental health issues can affect the workplace, and ways to address issues and maintain good mental health.
- Explains how to address a co-worker who may be suffering from a mental illness.
- Provides guidance on employer and employee responsibilities towards mental health, including the accommodation process.

Mental Health in the Workplace Training for Leaders | 56 min

- Educates leaders on how to effectively identify and address mental health issues in their organization.
- Provides guidance on how to implement a psychological health and safety management system (PHSMS) by following the principles highlighted in the Psychological Health and Safety in the Workplace Standard.
- Teaches leaders how to address mental health issues and contribute to employee psychological well-being through real world scenarios.



Office Ergonomics Training | 22 min

- Defines and describes ergonomic hazards as they apply to the duties carried out in the workplace.
- Helps employees recognize ergonomic risks and hazards and ways to effectively deal with them.
- Defines the roles and responsibilities of employers and employees.

Respect in the Workplace Training | 51 min

- Explains what respect is, including its individuality, and the need for mutual respect.
- Covers how disrespect can become workplace harassment if left unchecked.
- Prepares employees to handle disrespectful behaviours in the workplace constructively, when and if they encounter them.

Substance Abuse Training | 17 min

- Outlines the dangers of substance abuse on individuals and the workplace.
- Helps employers and employees recognize the signs of substance abuse.
- Provides guidance on getting help or when to get involved.