

Catalogue Language	Catalogue Title	Course Title	Course Description	Course ID	Length (Hours)
English	Business	Acting Effectively on a Team	Working as a team is an important part of most organizations. Becoming a high performance team involves understanding your own skills and limitations as well as those on your team. This course is designed to help you contribute more effectively to your team and help your teammates do the same. It will expand your understanding of the challenges teams face and what you can do to overcome them. If you are a professional with goals for career advancement within an organization, acquiring Business Etiquette skills is not an option. In today's complex world, interdependency is a fact of life, and the key to interacting successfully with others is etiquette. Business Etiquette improves your chances of advancement and benefits your organization. This online course will introduce Business Etiquette principles and practices, and show you how they can be applied in typical business situations to put yourself and others at ease.	12538EN	0.8
English	Business	Business Etiquette: Accelerate Your Career	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. This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages.	17880EN	0.83
English	Business	Business Writing: Being Effective	Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.	12574EN	0.83
English	Business	Business Writing: Letters and E-mails	This course presents solid, logical techniques for writing two crucial business documents—proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. It is designed to show the student the basic components of each kind of business report and proposal in use today, including formal and informal formats.	12576EN	0.83
English	Business	Business Writing: Preparation	The module "Cloud Computing: An Introduction" introduces learners to the exciting world of cloud computing. The learner will explore how cloud computing evolved, learn how businesses can benefit from cloud computing, and understand the risks involved in cloud computing. Topics covered in this module include: basic computing attributes; cloud computing defined; the characteristics of cloud computing; the cloud computing service delivery models; cloud implementation models; the financial, technological, and operational benefits of cloud computing; and the risks of cloud computing along with the mitigation of those risks.	12573EN	0.83
English	Business	Business Writing: Reports and Proposals	Organizations face the challenge of balancing responsibility for current, routine daily activities with the need to explore new possibilities for growth and continued evolution. With the changing pressures and increased pace of today, it is becoming even more important they do so, but how? The answer lies in embracing and endorsing an "idea" culture, one that pursues solutions and identifies opportunities by encouraging creativity and innovation in the workplace. When created, new ideas themselves have very little value and, unless handled carefully, can prove to be very costly. In this course, we will take you through the fundamentals of how to prevent this from occurring. We will show you how creativity and innovation can be made to work. As you move through the various sections, you will begin to see how an overall framework, processes, methods and techniques can make creativity and innovation a valuable asset, not only in the workplace but for the organization.	12572EN	0.83
English	Business	Cloud Computing: An Introduction	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.	16544EN	0.83
English	Business	Creativity and Innovation in the Workplace		14663EN	0.83
English	Business	Email Etiquette		10186EN	0.75

English	Business	Information Security	Organizations are increasingly concerned about the security of electronic information. This course identifies the safeguards needed to ensure the confidentiality, integrity and security of the information that employees work with. Correctly applied, these safeguards will help protect the people, information, technology and facilities that the organization depends on. The course will introduce key concepts and terms, identify security threats, and outline best practices for information In times of crisis, employees are sometimes required to work from home. The transition from the traditional workplace to a remote environment is not easy. This course explores the challenges of managing a remote workforce and outlines strategies that managers can use to keep their teams engaged and productive.	19377EN	1
English	Business	Managing a Remote Workforce	The Managing Workplace Stress module provides an overview of stress as experienced by employees. Topics covered in this module include: facts about stress, job stress, typical sources of workplace stress, dealing with burnout and prevention strategies, managing unavoidable stress, avoiding unnecessary stress, how to create a healthier workplace, and more!	40894EN	0.5
English	Business	Managing Workplace Stress	Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans.	12987EN	0.83
English	Business	Managing Your Career Path	The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more. Employees at all levels are involved in group decisions and problem solving more than ever before.	12586EN	0.83
English	Business	Meeting Effectiveness	This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming.	12493EN	0.5
English	Business	Microsoft Excel: Getting Started	This eLearning course covers the basics on Excel worksheets and will provide learners with a solid foundation in creating, editing, and formatting spreadsheets, using formulas and functions to perform calculations, and analyzing data through charts and graphs. Upon completing this course, learners will have gained essential skills in Excel.	41763EN	1
English	Business	Microsoft Outlook: Getting Started	This eLearning course is designed for users who want to learn how to efficiently manage their email, calendar, and contacts using Outlook. The course will provide learners with a solid foundation in composing and sending emails, organizing, and managing their inbox, creating appointments and events, managing contacts, and customizing the interface to fit their needs. Upon completing this course, learners will understand how to use Outlook to stay organized and productive.	41764EN	0.5
English	Business	Microsoft PowerPoint: Getting Started	This eLearning course is designed to introduce the fundamental features of PowerPoint, such as creating, formatting, and editing slides, inserting text, images, and multimedia, and adding animations and transitions. This course will also demonstrate how to use PowerPoint templates to create professional-looking presentations quickly and how to save and share presentations. Upon completing this course, learners will have a solid understanding of the basics of PowerPoint, enabling them to create engaging and informative presentations.	41765EN	0.5
English	Business	Microsoft Word: Getting Started	This eLearning course will demonstrate how to edit, format, and save documents, as well as how to use tools such as templates, tables, and graphics. Upon completing this course, learners will know how to create professional-looking documents quickly and easily.	41760EN	1
English	Business	Networking Your Career Path	The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.	12587EN	0.83

English	Business	Operations Management	<p>Operations Management is concerned with the work an organization must do to satisfy its customers. This comprehensive series will advise management consultants on current practices in operations management, as well as go into detail regarding best practices within the industry. Learning Objectives: • Identify and explain various principles relating to product and process development • Recognize inventory management schemes and operational control systems • Identify issues around quality management, including current trends • Identify all the factors important to consider during facilities planning • Identify how service quality is measured differently than product quality Target Audience: Management Consultants</p>	18593EN	4
English	Business	Presentations That Work	<p>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.</p>	18066EN	0.83
English	Business	Problem Solving in the Workplace	<p>This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems.</p>	12552EN	0.83
English	Business	Problem Solving: 5 Steps	<p>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.</p>	12553EN	0.83
English	Business	Project Management Goals and Stakeholders	<p>Mission statements should be developed for every project in order to set goals and objectives, and to provide guidelines for making decisions. In this course you will learn to develop a mission statement for a project team and project stakeholders. You will learn to establish objectives, manage stakeholder expectations and detail project feasibility.</p>	12560EN	1
English	Business	Project Management: Getting Ready	<p>Project management (PM) is the application of skills, knowledge, tools, and techniques in order to meet or exceed stakeholder requirements. This course is designed to introduce the project management life cycle and to show where a project begins and ends. You will learn how to divide a project into several project phases to better control project deliverables. The course covers topics including the project life cycle (PLC), deliverables, organizational support structures and the key organizational influences that can affect a project.</p>	12494EN	1
English	Business	Project Management: The Basics	<p>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.</p>	12492EN	1
English	Business	Project Risk Management	<p>This is an introductory course for the basics of project management. Risk can be an essential feature of any project. However, the decision to take risks should be based on the potential benefit, or the opportunity vs. the penalty. Projects can make an active choice to pursue risk, or there may be tasks in the project that are by their nature uncertain. The project manager needs to manage the elements of risk in the project, as well as the project itself. This module will provide project managers with the information they need to identify and manage project risks.</p>	12340EN	0.83
English	Business	Quality Communications - Legal Implications	<p>The Quality Communications module provides information on how you can improve your workplace communications. Topics covered in this module include: the importance of knowing your audience and understanding the law, recognizing your limits in communication, the importance of saying what you mean and using facts in communications, managing closure with clients, the importance of record retention, and more!</p>	12989EN	0.83
English	Business	Report Organization and Presentation	<p>This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.</p>	12498EN	0.5

English	Business	Risk Management and Your Organization	This online module provides your organization's employees and stakeholders with a thorough understanding of the Risk Management Policy. A risk can represent a threat as well as an opportunity to the achievement of those objectives. Risk management is therefore very important as it is directly and inherently aligned with the achievement of your business objectives. More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talent and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.	18553EN	0.83
English	Business	Running A Virtual Office	An effective security program is an excellent tool for protecting work product, physical assets, intellectual assets and personnel. This e-learning module will introduce key concepts in security, and provide you with a basic understanding of the security function. We will outline the five primary responsibilities of the security function, and review common security-related events, including crimes involving security. We will also look at the monetary and non-monetary costs of crime.	12682EN	0.83
English	Business	Security Awareness	Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.	15536EN	0.5
English	Business	Team Problem Solving	You can lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. The secret is time management. This course is designed for employees who want to use their time more effectively to become more productive. Tools and techniques will help you change the way you do things. You'll learn how to get more done without adding more stress to your life, and have time to do all the things you need to do. Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively. The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand.	12562EN	0.83
English	Business	Time Management for Employees	Using Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this module teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships.	12523EN	1
English	Business	Time Management: Strategies for Success	Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met.	10890EN	2
English	Business	Using Leadership Basics	COVID-19 is changing the way we live and work. Suddenly, many of us are working from home and trying to do it effectively amid the chaos of self-isolation, quarantines, school closures, and around-the-clock news. This course outlines ideas for working from home effectively during this challenging	12532EN	0.83
English	Business	Work Process Basics: Producing Quality Work	Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.	12554EN	0.83
English	Business	Working from Home Effectively		40896EN	0.4
English	Communication	Communicating as a Team		12496EN	0.75

English	Communication	Communicating at Work	Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and inter-office teamwork. With heightened global competition—innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how to handle ethical situations in the workplace.	12578EN	0.75
English	Communication	Communicating Cross Culturally	Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace	12557EN	0.83
English	Communication	Communicating Interpersonally	This course will teach you what you need to know to communicate effectively and show you how to practice, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication.	12575EN	1
English	Communication	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.	12555EN	0.75
English	Communication	Communicating Non Verbally	This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practising the techniques presented in this course, you can become a more effective communicator.	12495EN	0.75
English	Communication	Communicating Persuasively	This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.	12499EN	0.83
English	Communication	Communicating Proactively	This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator. This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.	12579EN	0.83
English	Communication	Communicating Reactively	You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the basics of effective communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.	12580EN	0.83
English	Communication	Communication Basics	This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation.	12540EN	0.83
English	Communication	Enhancing Your Speaking Skills	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.	12497EN	0.83
English	Compliance	Accessibility Standards Training		40311EN	0.5

English	Compliance	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.	17849EN	0.5
English	Compliance	California Employee Harassment Prevention (SB1343)	Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees and society at large. This training will give employees in California a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	40549EN	1
English	Compliance	California Supervisor Harassment Prevention (AB1825)	Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees and society at large. This training will give employers and supervisors in California a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made. This course is AB1825 compliant.	40492EN	2
English	Compliance	Corruption of Foreign Public Officials Act	The Corruption of Foreign Officials Act is Canadian legislation designed to prevent the bribery of foreign officials. This law was implemented to meet Canada's obligations under the OECD Convention on Combating Bribery of Foreign Officials in International Business Transactions.	14580EN	0.83
English	Compliance	Employee Harassment Prevention [US Federal]	Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees and society at large. This training will give employees a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	40551EN	1
English	Compliance	Harassment Prevention Training [Connecticut]	This Harassment Prevention online training course will give employers, supervisors, and employees a greater understanding of harassment and illegal discrimination, how they can be prevented, and processes to follow when a complaint is made.	40879EN	2
English	Compliance	Harassment Prevention Training for Employees [US]	Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees and society at large. This training will give employees a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	41018EN	1
English	Compliance	Harassment Prevention Training for Supervisors [US]	Harassment and illegal discrimination are damaging to organizations, employees and society at large. This training will give employers and supervisors a greater understanding of harassment and illegal discrimination, how they can be prevented, and processes to follow when a complaint is made.	41017EN	2
English	Compliance	Managing Anxiety During a Pandemic	The COVID-19 pandemic is a period of extreme uncertainty. In times like these, people have heightened levels of anxiety. They have so many questions to which there are no definite answers. This course examines the causes and symptoms of anxiety. It also explores strategies that can be used to manage and alleviate anxiety.	40935EN	0.5
English	Compliance	New York Harassment Prevention	Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees and society at large. This training will give employers, supervisors and employees in New York State, including New York City, a greater understanding of harassment and illegal discrimination, how they can be prevented, and processes to follow when a complaint is made.	40433EN	0.75
English	Compliance	Primer on Privacy	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.	10663EN	0.5
English	Compliance	Returning to the Workplace During a Pandemic	This course takes a look at the health and safety protocols that need to be put in place to ensure that workplaces are safe when employees return to work.	40907EN	0.5
English	Compliance	Supervisor Harassment Prevention [US Federal]	Harassment and illegal discrimination are damaging to organizations, employees and society at large. This training will give employers and supervisors a greater understanding of harassment and illegal discrimination, how they can be prevented, and processes to follow when a complaint is made.	40550EN	1.5
English	Compliance	Workplace Violence, Discrimination and Harassment [Canada]	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.	40610EN	0.5

English	Customer Service	Creating Valuable Customer Relationships	Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other and communicating openly. 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. Finally, you will discover some challenging personality types and learn strategies for dealing with them. First impressions are made within minutes, but they last much longer than that and can seriously affect a client's decision to choose you and your company or to go elsewhere. Making a positive first impression requires knowing the elements that influence them, and learning how to control them. In addition to what happens in the first few minutes, however, there is the need to maintain the impression, and this requires effective communication skills.	11305EN	0.83
English	Customer Service	Creating Winning First Impressions	This course will provide employees and managers with a basic understanding of and tools for building customer loyalty. It covers basic principles and approaches to dealing with customers and creating loyal, repeat customers.	11304EN	0.5
English	Customer Service	Customer Loyalty Improvement	Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive edge. Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.	11010EN	0.5
English	Customer Service	Developing Strong Customer Relationships	Customers expect to be able to access customer service and support in a variety of ways. This means customer service and support agents need to be comfortable interacting with customers on live chat, with text messages, and over email.	11301EN	0.83
English	Customer Service	Handling Difficult Customers	The secret to really good service is to treat your customer the way you would want to be treated. So, why is it so hard to find in today's world of business? In our new economy, with all the technological tools in our hands, customer service should be easy to deliver. But customer service cannot be fully automated; it has to happen with and between people. And, even though we know when we receive good customer service, it is hard to define or to quantify. In this module, we will look at the value of customer service and how to implement it in organizations. Customer service is a cornerstone of any business and every employee can make a difference. Providing Service Excellence is one of twelve modules in the Customer Service program.	12537EN	0.83
English	Customer Service	Online Customer Support	In order to be effective in today's competitive environment, professional service representatives must develop effective telephone skills. The TelePro® Online Program is essential for anyone who interacts with internal or external customers over the telephone. Skill areas include before the call activities, using the greeting, establishing and maintaining rapport, and effective listening and questioning skills. Difficult customer interactions can be handled more effectively with improved interpersonal skills; communicating through accents, holding and transferring calls, and maintaining positive control of the call are also topics within the program.	40159EN	0.5
English	Customer Service	Providing Service Excellence	Finance is the lifeblood of any business. Whatever the business goals and objectives, financial return is a priority. A business is commonly viewed as operating from year to year by its stakeholders, financial institutions, and by investors. Each year, a business prepares to go on a journey. Successful, energetic businesses have a clear idea of what the destination is going to be. A map provides essential reference points along the way, helping the business to maintain direction and financial momentum. Financial reference points are produced by a budget. These reference points are expressed in financial terms, based on a mix of historical data, forecasts, assumptions, and estimates. In this course, we introduce you to the fundamentals of budgeting. We talk about how changes in management techniques, the business environment, economies, and technology are reflected in the changes in budgeting, and how the basics of budgeting are important to any business, large or small.	19715EN	0.83
English	Customer Service	TelePro - The Complete Program		12461EN	0.5
English	Finance	Basics of Budgeting		14662EN	0.83

English	Finance	Basics of Business Finance	Every employee plays a role in financial management. Finance involves understanding and making good financial decisions at all organizational levels. This course presents information about the fundamentals of corporate finance. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented employees need to know to understand the role finance plays in an organization's decision-making process.	12501EN	1
English	Health & Safety	Asbestos Awareness	Asbestos is a serious workplace health issue. In this course we look at what asbestos is and where it can be found, including different asbestos uses. We also examine the health concerns and how to evaluate exposure to asbestos. Finally, we review the legislation concerning asbestos and provide an overview of workplace asbestos control strategies.	12262EN	0.5
English	Health & Safety	Best Practices for Returning to Work for Employees	This Best Practices for Returning to Work for Employees online training course describes the safety and health protocols, policies, and procedures that employees need to understand and follow to ensure that they stay safe when they return to work during the COVID-19 pandemic.	40954EN	0.5
English	Health & Safety	Confined Space Entry	Confined spaces are dangerous places to work. Thousands of people are injured or killed each year while working in confined spaces. An estimated 60% of the workers who have died in recent years were trying to rescue co-workers. In this course, we will discuss what confined spaces are and are not; developing confined space programs, including hazard assessment and control measures, confined space team member responsibilities and safe work practices; confined space entry permits; emergency response teams; and rescues.	40892EN	1
English	Health & Safety	Coronavirus Preparedness for Employers and Employees	Coronaviruses are a large family of viruses which may cause illness in animals or humans. This course will tell you about simple steps you can take to stay healthy and prevent the spread of the coronavirus that causes coronavirus disease 2019 (COVID-19).	40882EN	0.5
English	Health & Safety	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.	12264EN	0.83
English	Health & Safety	Electrical Hazards	An electrical hazard is one in which the possibility of being injured due to contact with an electrical source is high. Hazards such as unstable scaffolds and unprotected floor openings are easily recognized. However, most people do not recognize electrical hazards and therefore they do not appreciate the dangers associated with these hazards.	10487EN	0.5
English	Health & Safety	Everyday Ergonomics	Each job in an office is slightly different, using various materials and tools; therefore every office job creates a distinct set of demands on the human body. Ergonomics takes a look at these demands, examines the work to be completed and the equipment and tools used, ensuring that each employee performs their job in the most effective and safe way possible.	12267EN	0.75
English	Health & Safety	Fall Prevention and Fall Arrest Awareness	Falls are one of the leading causes of injuries and deaths in construction and general industry. Fall prevention and fall protection measures can greatly reduce the risk of injury or death. Whenever workers are exposed to falling hazards, the employer must evaluate the hazards and develop a plan to control them. This course describes the various fall prevention methods for working at heights.	10486EN	0.5
English	Health & Safety	First Aid Basics [Canada]	The First Aid Basics program has been developed to give certified first aid attendants an opportunity to refresh and update their basic first aid knowledge. Part I reviews the role of the first aid provider, the principles of emergency action, CPR and AEDs, bleeding emergencies, fractures and shock.	18103EN	1.5
English	Health & Safety	Hand Safety and Injury Prevention	IMPORTANT! This program is not meant to provide the participant with the necessary skills and information required to perform first aid, nor is it intended to replace a certified first aid training course from a WSIB approved First Aid training provider. Utility knives or "box cutters" are widely used tools for cutting a variety of materials. Learn to use them safely to avoid cuts to the hands and fingers.	40726EN	0.25

English	Health & Safety	Handling Violence in the Workplace	One out of every four full time worker is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur. The course familiarizes workers with the HazCom system used across the United States, and the world,	12548EN	0.83
English	Health & Safety	Hazard Communication [US]	to provide safety information and training about hazardous chemicals in their workplaces. Participants will learn about the Hazard Communication Standard 2012 (1910.1200) which adopted the `Globally Harmonized System of Classification and Labeling of Chemicals` (GHS). Every year, hundreds of people are killed in accidents at work and many more are injured. Thousands suffer from illnesses caused, or made worse, by their work. Everyone in the workplace is responsible for keeping it safe. Information and training play important roles in the establishment and maintenance of a healthy and safe workplace.	40650EN	0.75
English	Health & Safety	Health and Safety Awareness	This course outlines key rights and responsibilities of different groups in the workplace: employers, supervisors and workers. It also highlights how you can learn and apply safe workplace practices. 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.	40558EN	1
English	Health & Safety	Health and Safety for Small Business [Canada]	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. 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.	10304EN	1.25
English	Health & Safety	Ladder Safety	Learn about good practice and legislative requirements for: <ul style="list-style-type: none"> • Ladders made of different materials: wood, aluminum and fiberglass. • Step, trestle and platform ladders • Straight and extension ladders • Fixed ladders on buildings, tanks, etc. 	10482EN	0.25
English	Health & Safety	Lockout/Tagout	We know that accidents involving contact with energized equipment represent the most serious accidents in the workplace. We also know that using lockout/tagout procedures is the most effective, systematic way to prevent these injuries. Lockout/tagout can involve various types of energy sources. Lockout/Tagout, module 1 looked at how to tagout equipment fed by electrical sources. This module will discuss the various other sources of energy which may be found in the workplace such as Hydraulic, Pneumatic (air), Kinetic, Potential, Thermal, Chemical, Mechanical and Radiation. The purpose of this module is to give you an understanding of the above mentioned energy sources and to help you to further understand the importance of locking out and tagging out equipment to prevent injuries in the workplace.	40651EN	0.5
English	Health & Safety	Manual Material Handling and Back Safety	Manual material handling involves the moving of material by hand through lifting, lowering, carrying, pushing, pulling, shoveling or any combination of these actions. About 58% of back injuries are caused by manual material handling. In this course, we look at the anatomy of the back, injuries of the back caused by manual material handling and how to prevent them.	12263EN	0.5
English	Health & Safety	Mold Awareness [US]	Mold can be a serious workplace and health issue. In this module we will define molds, talk about the health effects of molds, review the duties of employers under the law, and outline strategies for mold prevention and mold control.	12270EN	1

English	Health & Safety	Mould Awareness [Canada]	Mould can be a serious workplace issue and can be hazardous to our health. In this module we define moulds, examine the health effects of mould exposure, review the duties of employers under current legislation, and outline methods of mould prevention and control.	12261EN	0.5
English	Health & Safety	Office Safety	Each year, an estimated 40,000 workers 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.	10483EN	
English	Health & Safety	Opioids – Use and Misuse	Opioids – Use and Misuse training course explores the use and misuse of opioids - a class of drugs that are primarily used for their pain-relieving properties. Opioids are prescribed by healthcare professionals for legitimate medical purposes, but they have a high potential for misuse, dependence, and addiction. Steadily increasing rates of addiction and overdose, widely referred to as the “opioid epidemic”, have resulted in a sharp rise in opioid-related overdose deaths. In this course, you will learn about: what opioids are; their uses and effects; opioid dependence, addiction and overdose; workplace concerns about opioids; and what employers can do to mitigate the effects of workplace opioid use and misuse.	41641EN	0.75
English	Health & Safety	Personal Protective Equipment (PPE) – Generic	More than one-quarter of all disabling injuries involve the head, eyes, hands or feet. Personal protective equipment, or PPE, is designed to protect you from those health and safety hazards that cannot practically be removed from your immediate work environment.	10484EN	1
English	Health & Safety	Safe Driving [CAN]	In this course we will review the most common types of PPE. You'll find out when and where you need PPE, how to choose the correct equipment for your work environment, and the limitations of the equipment you use.	18079EN	3.05
English	Health & Safety	Safe Driving [US]	The Safe Driving course is designed to assist drivers of all ages to understand many of the factors which can help ensure a safe driving experience in most circumstances. In this four-part program, you will learn key information that, as a driver, you must know and follow to keep yourself, family members, co-workers, and the public safe.	18277EN	2.6
English	Health & Safety	Safety Attitudes and Actions	The Safe Driving course is designed to assist drivers of all ages to understand many of the factors which can help ensure a safe driving experience in most circumstances. In this four-part program, you will learn key information that, as a driver, you must know and follow to keep yourself, family members, co-workers, and the public safe.	12485EN	1
English	Health & Safety	Safety in Bloodborne Pathogens for Canadian Employees	Each year accidents cause millions of people to suffer painful injuries and result in over a billion dollars worth of damage. In fact, in this country someone suffers an accidental injury every four seconds. Accidents cost almost 90 billion dollars a year in medical bills, lost wages, and lost production time. This module will help you to develop safety awareness, and help you to understand how your attitude can be a critical factor in accident prevention.	12479EN	1
English	Health & Safety	Safety in Bloodborne Pathogens for Employees [US]	Exposure to bloodborne diseases is a serious concern for employees in many sectors of the workforce. Bloodborne pathogens are the disease-causing microorganisms found in blood, as well as in human blood components and products. This course will show you how exposure to bloodborne pathogens occurs and provide guidelines for protecting yourself and others.	12473EN	1
English	Health & Safety	Safety in Fire Prevention	Exposure to bloodborne diseases is a serious concern today. In 1991, the Occupational Safety and Health Administration (OSHA) created a regulation dealing with bloodborne pathogens—the disease-causing microorganisms found in human blood components and products. This course will show you how exposure to bloodborne pathogens occurs so that you can help protect yourself and others. This course provides basic information on the precautions and procedures necessary for fire protection and safety in the workplace. Topics covered include fire prevention techniques, the types and classes of fires and fire extinguishers, and first aid procedures for dealing with fire-related injuries.	12528EN	0.83

English	Health & Safety	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. In this course, we will describe the Workplace Hazardous Materials Information System – WHMIS – and how to effectively apply it at your work.	10485EN	0.25
English	Health & Safety	WHMIS 2015	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.	40516EN	1
English	Health & Safety	WHMIS Refresher	The systems described in this training are required federally and enforced in each province or territory by jurisdictional labour ministries. This WHMIS Refresher online training course explores the Workplace Hazardous Materials Information System (WHMIS). In this course, we will provide a refresher on the Workplace Hazardous Materials Information System – WHMIS – and how to effectively apply it at your work. Refresher education and training for WHMIS are generally required: as needed to protect workers' health and safety; if workplace conditions have changed or new hazardous materials are introduced; or if there is safe use, handling, storage or disposal information.	41762EN	0.5
English	Health & Safety	Young Worker Safety Orientation	Injuries sustained at work can have life-long implications. Every week 5 young workers are permanently disabled as a result of a work-place injury. Most often these injuries are sustained in the first 6 months of starting a new job. This e-learning module provides safety 'must do's' for all young workers. It also provides supervisory staff with their responsibilities. It is essential that this module is reviewed prior to the start of work for each and every young worker under the age of 24. This course teaches effective coaching techniques, and enables you to help employees improve their	12265EN	1
English	Human Resources	Coaching for Improved Performance	work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an	12581EN	0.83
English	Human Resources	Code of Conduct [Canada]	The course will help you recognize legal and ethical issues as they arise in the workplace, respond appropriately to those issues, and perform your jobs with the utmost integrity.	40637EN	0.5
English	Human Resources	Combating Human Trafficking	Human trafficking is a global issue and needs to be a concern for businesses and organizations. Increasingly, businesses are being asked by governments, customers and the public to take steps to combat human trafficking	40024EN	0.2
English	Human Resources	Diversity in the Workplace - Canada	Diversity in the Workplace serves as a foundational layer for team members and management to examine the ways in which identity affects workplace dynamics and productivity. Through the use of evidence-based tools and techniques, participants will uncover the value of facilitating an inclusive work environment.	40633EN	1
English	Human Resources	Diversity in the Workplace - US	This course is designed to raise employee awareness about demographic changes and the benefits of diverse teams in the workplace. The course teaches employees about the science of unconscious bias, how to recognize and resolve it and move toward an inclusive work culture.	40471EN	1

English	Human Resources	Doing Performance Reviews	Providing performance feedback is an important part of a manager's job. Good performance feedback is critical in helping an organization achieve its objectives. It also assists employees in identifying and pursuing their own goals. While an effective manager provides informal performance feedback on an ongoing basis, the annual performance review is a more formal process. This course focuses on the annual performance review. It will stress the importance of planning and follow-up, and provide tips and strategies for conducting successful performance reviews. It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keeping workforce dissatisfaction to a minimum, increase productivity, and boost morale.	17164EN	0.83
English	Human Resources	Effective Approaches to Employee Discipline	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.	17903EN	0.83
English	Human Resources	Effective Performance Feedback	A business without ethics is a business at risk. Companies face multi-million dollar fines, criminal prosecutions and possible bankruptcy for wrongdoing, and usually behind the headlines is the story of someone who made the wrong decision, didn't report suspected wrongdoing, or failed to recognize an ethical dilemma. Employees are often expected to make decisions, sometimes acting alone or out in the field, with very few resources to help. It is important that we understand what "acting ethically" in the workplace means, and know how to make good decisions when there is no rulebook to help. This course will encourage you to reflect on the ethical questions we all face and give you a process for arriving at good ethical decisions.	12006EN	0.5
English	Human Resources	Ethics for Employees	In business ethics, there is rarely a correct answer, and the process of decision-making is often as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make good choices. This course explains what business ethics means and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.	12349EN	0.5
English	Human Resources	Ethics for Managers	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.	12348EN	0.5
English	Human Resources	Hiring Right	Hiring the right people is an important part of your role as a manager. This course will give you an understanding of the steps of effective online interviewing and selection. We will explore the key interviewing skills that will assist you in conducting an efficient and effective virtual interview.	17881EN	0.75
English	Human Resources	Hiring Right in a Virtual Environment	Learner-centered training is outcomes based. Effective training addresses the outcomes and desired performance. Training must be engaging as well as informative. In this module, How Adults Learn, strategies utilized to create engaging, effective, and learner-centered training are outlined.	41067EN	0.75
English	Human Resources	How Adults Learn	This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.	10157EN	0.5
English	Human Resources	Interviewing Job Candidates	Welcome to Introduction to Training! This module presents an overview of training including the steps needed to plan, implement and assess just-in-time learner-centered training. Clearly defined outcomes are critical to effective training. This module helps managers define outcomes and create training to support learning and improved performance.	12681EN	0.75
English	Human Resources	Introduction to Training		10156EN	0.5

English	Human Resources	Performance Appraisal Basics	The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.	12584EN	0.83
English	Human Resources	Presentations That Work in a Virtual Environment	This course includes tools and techniques to help you determine what the virtual audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation. The Questionable Interview Questions module is a short module that presents learners with tips on how to avoid asking problematic interview questions. Topics covered in this module include: the importance of being aware of laws, focusing on applicant qualifications during interviews, recognizing and avoiding irrelevant questions, avoiding eliciting information, tips from the Equal Employment Opportunity Commission, and more!	41069EN	1.25
English	Human Resources	Questionable Interview Questions	Developing your succession plan is a process that requires you to make many decisions, some of them complex. The earlier you start this process, the more successful it will be. The three modules in this course will help you think about your exit strategy, initiate the process of valuing your business, and discover how to get the most for your business when the time comes. As you go through the course, you will be reminded to take advantage of the expertise available to you through advisors, such as accountants, lawyers, bankers and succession planning specialists, who can bring a valuable objective perspective to the planning process.	12990EN	0.5
English	Human Resources	Succession Planning	In Training Tips and Techniques, tools used to put training to work on the job quickly, efficiently and effectively are discussed. This module outlines ways to present materials that not only captivate attention but also produce the required results. Discover ways to create effective and efficient training that leads to improved performance on-the-job.	11511EN	3
English	Human Resources	Training Tips & Techniques	Unconscious bias (or implicit bias) refers to unsupported social judgments or prejudice in favor or against a person or group of people. Since these happen without reasonable justification, they can prevent one's judgment from being balanced. This course will explain unconscious bias, the impact it has on the workplace, and the steps you can take to manage it and encourage diversity and inclusivity. This course explores the e-mail fraud schemes known collectively Business E-mail Compromise (BEC).	10158EN	0.5
English	Human Resources	Unconscious Bias	In a BEC attack, cyberthieves compromise a corporate e-mail account and impersonate the e-mail account's owner to deceive the company, its customers, partners and/or employees into sending money or sensitive data to the cyberthieves' account. Some BEC attacks are intended to extract money and others are targeting sensitive information such as tax statements and personally identifiable information. This course is designed for all employees who use corporate e-mail. In this course, you will learn about how cyberthieves acquire personal and sensitive information through e-mail, and infect computers, devices and networks with malware. Learn good practices for keeping e-mail systems and communications secure.	40962EN	1
English	IT	IT Security - Business E-mail Compromise	This course explores the threats to security on smartphones. Smartphones are fully functional computers as well as communication devices. As such, they are subject to the same types of IT security threats as computers, as well as more specific threats. Learn to recognize threats, configure your smartphone to mitigate the risks and use your smartphone in a secure way.	41163EN	0.5
English	IT	IT Security - E-Mail Security Awareness	This course explores the importance of having strong passwords, how and why hackers access accounts and systems, the consequences of these security breaches as well as both good and bad password security practices.	41139EN	0.5
English	IT	IT Security - Mobile Phone Security Awareness	Cyberthieves use victims' personal information to steal their money and identities. They attack victims' computers and other devices with malware attacks. Learn what phishing is, the various ways cyberthieves try to exploit our computer systems and personal information, the types of damage they can cause, and the ways to reduce the likelihood of being "phished".	41176EN	0.5
English	IT	IT Security - Password Security Awareness	This course explores the threats to your security and privacy, and threats to your organization. Learn how to mitigate these threats with software settings and updates, as well as best practices for safe web browsing.	41138EN	0.5
English	IT	IT Security - Phishing Awareness		41137EN	0.5
English	IT	IT Security - Safe Web Browsing		41140EN	0.75

English	IT	IT Security - Work Off-Site	This course examines the IT security risks associated with remote work. Learn to keep your computer, devices and home network secure, use public networks safely, and recognize phishing and targeted phishing attempts.	41152EN	0.75
English	Personal Development	Conquer Your Anxiety	Conquer Your Anxiety has been created specifically to help you assess and conquer your anxiety.	11331EN	0.83
English	Personal Development	Coping with Change	This course is designed to help you, as an employee or manager, to contribute more effectively to your team by utilizing strategies and tips on coping with change. The techniques will make it easier to cope with change in many workplace situations, including identifying your own reactions as well as those you may manage.	10798EN	0.5
English	Personal Development	Individual Anger Management	This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms.	12521EN	0.83
English	Personal Development	Individual Goal Personalization	The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.	12522EN	0.83
English	Personal Development	Individual Goal Setting	This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams.	12518EN	0.75
English	Personal Development	Individual Goals and Challenges	Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress.	12516EN	0.5
English	Personal Development	Individual Leadership Power	This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.	12491EN	0.83
English	Personal Development	Individual Listening Skills	This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.	12519EN	0.75
English	Personal Development	Individual Priority Management	People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life.	12520EN	0.83
English	Personal Development	Individual Productivity Enhancement	This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.	12490EN	0.75
English	Personal Development	Mind Your Mood	Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life.	11330EN	0.5
			Mind Your Mood is a course that has been created specifically to help you assess and manage your mood.		

English	Personal Development	Practice Active Listening	How often have you attended a meeting and walked away without a clear recollection of what was discussed? You might have heard what was being said, but you weren't really listening. And that's the problem. Active listening is a skill that few of us possess, but it is a skill that is worth learning because it will improve your ability to provide quality service to your customers. This module will help you improve your listening skills by explaining the difference between hearing and listening, and by outlining the steps involved in becoming an active listener.	11308EN	0.83
English	Personal Development	Running Effective Meetings	Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.	12531EN	0.83
English	Personal Development	Strategies for Achieving Goals	Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals.	12559EN	0.5
English	Personal Development	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.	12567EN	0.75
English	Sales	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.	10248EN	0.5
English	Sales	Negotiating Skills for the Professional	An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results.	12687EN	0.83
English	Sales	Sales: Closing	There are checklists and discussion guidelines to help a sales professional master this essential Many potentially effective sales people are unable to complete the only element of a sale that results in income --- closing. This course examines the issues related to preparing and setting the stage for a commitment to buy, looks at some of the reasons that this is such a tough step for many aspiring sales professionals, and gives techniques and methods for making sure it happens.	12686EN	0.5
English	Sales	Sales: Cold Calls	There are some specific strategies that can help a sales person become more confident and competent in making cold calls, and this course has them. It describes both the technical and the psychological techniques and methods to help you overcome your apprehension and conduct a call that gets results.	12685EN	1
English	Sales	Sales: Qualifying Prospects	Everyone must manage the time and energy they have to get the most results for their efforts. For sales professionals, part of this efficiency comes from qualifying sales prospects. This course has tools, techniques and methods for making sure that you are following sound principles as you qualify prospects and determine where to invest your time for the best potential payoff.	12570EN	1
English	Sales	Sales: Team Effectiveness	Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.	12683EN	1
English	Sales	Sales: Telephone Skills	This course identifies the specific selling techniques and strategies that sales people need to be effective over the phone. It gives suggestions for relieving the anxiety of picking up the phone; checklists to make sure you are prepared for that all important conversation, and techniques for polishing your over-the-phone approach.	12684EN	0.83
English	Sales	Sales: The Basics	Selling is a complex and sophisticated process, but successful sales begin and end with the basic essentials. This course includes an overview of the selling process, and provides worksheets and checklists to take you from contact lists through sales calls and on to follow-ups and referrals. There are tools for identifying the features and benefits of your product and service, doing a competitive analysis, and preparing your sales presentation. There are also practical tips on dealing with customers, handling objections, and using customer feedback to improve your own performance.	12568EN	0.5

English	Sales	Selling Your Idea	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.	18049EN	0.83
English	Sales	Telephone Techniques	This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a firm. Lack of understanding about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and In this course we will discuss social media and the role of social media marketing. We will identify commonly-used social media platforms and discuss how to develop an effective social media marketing plan.	12571EN	0.83
English	Sales & Marketing	Social Media Marketing		14661ES	0.5
English	Supervisory & Management	Change Management	Effective leaders know how to develop change-friendly companies. It's the only way to survive.	12547EN	0.75
English	Supervisory & Management	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.	12556EN	0.75
English	Supervisory & Management	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.	40535EN	0.83
English	Supervisory & Management	Delivering Effective Feedback	Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.	12541EN	0.83
English	Supervisory & Management	Developing A Strong Leadership Team	This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.	12695EN	0.83
English	Supervisory & Management	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	17888EN	0.5
English	Supervisory & Management	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.	12693EN	0.83
English	Supervisory & Management	Empowering Your People	As a leader you are expected to delegate much of the work to others. Empowering others involves giving them authority and responsibility for each assignment. It also means that you maintain accountability for the results that are achieved. This module addresses building relationships with the Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback	40187EN	0.5
English	Supervisory & Management	Establishing Performance Goals & Expectations		12565EN	0.83

English	Supervisory & Management	From Peer to Supervisor	This course was designed to help new supervisors address with confidence the challenges of managing their former co-workers. The course presents three key strategies for making the transition from peer to supervisor, stresses the importance of effective communication, and explores three management responsibilities, ie. delegating, coaching and discipline, that may be especially demanding for new supervisors in their new role.	40195EN	1
English	Supervisory & Management	Succeed as a Supervisor	A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.	18065EN	0.83
English	vuKidz	A Safe Place for our Money	A bank is a safe place to keep your money. Yard Kidz Sam and Katie learn about the different kinds of bank accounts. They decide on the best kind of account for their business and find out what they must do to open an account.	40169EN	0.1
English	vuKidz	Allowances	This course introduces children to different kinds of allowances and explores how allowances can be used responsibly. Stay safe outdoors in very hot and very cold weather.	40541EN	0.1
English	vuKidz	Be a Weather Wizard		40540EN	0.1
English	vuKidz	Before You Start Playing Hockey	Whether you're a fan or you're a player, "Before you Start Playing Hockey" will help you to understand hockey. From the equipment you need, to the positions and rules of the game, you will be ready to take on the game. If you're ready, let's lace up and hit the ice!	8788EN	0.1
English	vuKidz	Budget Basics	Learn the three steps of building a budget: Set Goals, List Income and Expenses, and Establish Priorities	8877EN	0.1
English	vuKidz	Buying vs Renting Videos	This course introduces children to the rationale behind renting musical instruments or sports equipment. It also discusses borrowing and buying used equipment.	40634EN	0.15
English	vuKidz	Caring for your Cat	Having a cat can be a wonderful experience, but if you don't take care of and train your cat properly, it could become less enjoyable. The good news is, caring for and training your cat can be really fun! In this lesson, you'll learn how to choose the best cat for your family and lifestyle; what you need to take care of your cat and keep him or her happy and healthy; and training and socialization tips for keeping your cat well-behaved.	40167EN	0.1
English	vuKidz	Caring for your Dog	Having a dog can be a wonderful experience, but if you choose the wrong dog for your home and family, or don't take care of and train your dog properly, it could become a nightmare. The good news is, caring for and training your dog can be really fun! In this lesson, you'll learn how to choose the best dog for your family and lifestyle, what you need to take care of your dog and keep him or her happy and healthy, and training and socialization tips for keeping your dog well-behaved.	40166EN	0.1
English	vuKidz	Coping With Anxiety	It's important to know what anxiety is, and what to do about it. In this lesson, we will explore some strategies that will help you manage your anxiety.	40543EN	0.2
English	vuKidz	Crowdfunding	What is crowdfunding and how can you use it to raise money for your good cause?	40206EN	0.1
English	vuKidz	Crowdfunding Level 2	Crowdfunding is a way of using your online network of contacts to run fundraising campaigns for good causes that not only tap into your family and friends but also have global reach and appeal. This course will introduce you to some advanced crowdfunding tips and techniques.	40542EN	0.1
English	vuKidz	Cyberbullying	This lesson defines cyberbullying, provides examples and discusses what actions kids can take if they are someone they know if being bullied online.	40308EN	0.1
English	vuKidz	Electrical Safety	Electricity is all around, so we often take it for granted – but electricity can be dangerous. In this lesson, you'll learn what electricity is and how to recognize electrical hazards so that you can protect	40168EN	0.1

English	vuKidz	Energy Awareness	Saving energy is important for us and the planet. Learn why it's a good idea to conserve energy and what you and your family can do to help.	40165EN	0.1
English	vuKidz	Finishing a Fundraiser	Using a fun theme of a medieval knight's quest, kids learn about "Giving Back" and raising money for a good cause, focusing particularly on how produce a final budget for your fundraising campaign and cement your relationship with your supporters by showing them your gratitude.	40461EN	0.25
English	vuKidz	Getting Paid	Businesses accept payment in a variety of ways. Sam and Katie learn about the advantages and disadvantages of some common forms of payment.	40039EN	0.1
English	vuKidz	Go Ahead! Play With Your Food!	Ruby the Apple and Julienne the Carrot will help you to learn about all the food groups and what your body needs to be healthy. Learn how to make your very own pizza at home with Chef Champignon.	8879EN	0.1
English	vuKidz	Hosting Fundraising Events	Using a fun theme of a medieval knight's quest, kids learn about "Giving Back" and raising money for a good cause, focusing particularly on how to host a successful fundraising event.	40459EN	0.25
English	vuKidz	How Much Does it Cost?	Learn how much something will really cost!	40304EN	0.1
English	vuKidz	How to Play Soccer	It's easy to pick up the basics of soccer. From learning what a shin guard is to mastering offside, you'll be a pro in no time.	8852EN	0.1
English	vuKidz	How to Run a Competitive Business	This How to Run a Competitive Business online training course explores how to run a successful business and keep it competitive. Users will learn about evaluating the competition, including researching, and comparing their business to the competition. Users will brainstorm ideas to make their business stand out and learn about the competitive advantage.	41467EN	0.13
English	vuKidz	Identifying a Cause and a Fundraising Goal	Using a fun theme of a medieval knight's quest, kids learn about "Giving Back" and raising money for a good cause, focusing particularly on researching and identifying a cause that they are passionate about and on how to set a specific fundraising goal to support that.	40385EN	0.25
English	vuKidz	Identity Theft	Do you use email? Social media? A smartphone? If you do, you need to know how to protect your personal information against identify theft!	40204EN	0.1
English	vuKidz	It All Adds Up	When is it okay for a business to borrow money? What is interest and how does it work? In this lesson, Sam and Katie decide if they can afford to borrow money.	8916EN	0.1
English	vuKidz	Keep it Cool: Homework and Tests	Test and homework anxiety affects many kids. This lesson provides five helpful tips to help you deal with anxiety and do your best!	40164EN	0.1
English	vuKidz	Kids - Investing	Investing is a large part of a saving strategy. This lesson will introduce the concept of investing and the terms investor, investment, principal and return.	40612EN	0.1
English	vuKidz	Make a Flyer	Promote your business with a great flyer.	40205EN	0.1
English	vuKidz	On Your Own?	@Home: On Your Own? will teach you about the law, how to be responsible, how to be safe and follow the rules, and what to do in an emergency. The tips and quizzes will help you know when you're ready ...and keep you safer and happier when you're home alone!	8739EN	0.1
English	vuKidz	Organizing Fundraising Events	Using a fun theme of a medieval knight's quest, kids learn about "Giving Back" and raising money for a good cause, focusing particularly on how to organize a successful fundraising event.	40387EN	0.25
English	vuKidz	Physically Fit!	It is important we all learn how to improve our physical fitness, especially to reach specific goals. This lesson teaches the three components of an exercise program: aerobic activities, strength and	40539EN	0.5
English	vuKidz	Pick a Pet	If you first consider where you live, and learn about how to keep your pet happy and healthy, it's easy to choose the right pet for you and your family. This lesson also includes quizzes that make picking the right pet even easier!	8786EN	0.1
English	vuKidz	Plan to Succeed	Planning is a critical success factor for any endeavor. In this lesson, Katie and Sam learn about the basic components of a business plan: finance, marketing, operations and human resources (or money, customers, work and people)	8917EN	0.1
English	vuKidz	Planning a Fundraiser	Using a fun theme of a medieval knight's quest, kids learn about "Giving Back" and raising money for a good cause, focusing particularly on the planning skills required to run an effective fundraising campaign and event.	40386EN	0.25
English	vuKidz	Promoting Fundraising Events	Using a fun theme of a medieval knight's quest, kids learn about "Giving Back" and raising money for a good cause focusing particularly on how to advertise and promote a fundraising event.	40460EN	0.25

English	vuKidz	Ready To Play Hockey	Now that you know all about hockey, you want to be a better defense man, forward or goalie. "Ready to Play Hockey" will help you play like a champion by helping with face offs, penalties, and set plays.	8797EN	0.1
English	vuKidz	Recognizing Depression	Learn what depression is and what to do if you think someone you know needs help.	40202EN	0.1
English	vuKidz	Service with a Smile	Katie teaches new hire Jordan the basics of customer service. Good customer service helps you build your business. Jordan learns the Yard Kidz customer service rules: smile, listen, and keep your promises. He also learns the most important rule: never do anything on the job that makes you feel uncomfortable or unsafe.	40171EN	0.1
English	vuKidz	Smart Goals	Setting the right type of goals is really important if you want to succeed in achieving... anything! Learn how to set SMART goals for yourself that are specific, measurable, attainable, rewarding, and time-based.	8878EN	0.1
English	vuKidz	Smart Online Shopping	Shopping online is becoming more and more popular. This lesson will give guidance on how to be smart and safe when shopping online.	40639EN	0.1
English	vuKidz	So You Want to Start a Business!	Katie and Sam want to start a business. They learn that a business needs a product or service, and customers. Market research will help them decide if their business idea is viable.	8787EN	0.1
English	vuKidz	Social Media Marketing	Yard Kidz Sam and Katie explore using social media websites to promote their business. They find out how to set up accounts on Facebook and Twitter and learn guidelines for being safe and professional when using social media.	40170EN	0.1
English	vuKidz	Staying Safe On Two Wheels	Riding a bike is a big responsibility. Now that you have your own way to get around, you need to know some bike safety basics.	8864EN	0.1
English	vuKidz	Staying Safe Online: Messaging, Posting and Sharing	Learn how to protect yourself and other when messaging, posting and sharing words and pictures online.	40203EN	0.1
English	vuKidz	Teamwork	Learn how to be a great team player!	40207EN	0.1
English	vuKidz	Thinking Through A Purchase	This course introduces children to the different aspects of thinking through a purchase.	40514EN	0.5
English	vuKidz	Virtues for a Happy Life	Learn about feelings and how to control them, long-term and short-term goals, and practicing	40200EN	0.1
English	vuKidz	What is Currency?	Learn the currencies of different countries.	40201EN	0.1
English	vuKidz	What is Phishing?	Learn about phishing scams, how to identify them and stay safe online.	40303EN	0.1
English	vuKidz	What? In the World – The Continents	This journey across the seven continents will give you lots of fun facts and information. As you travel, you'll learn about people, animals and languages! Bon Voyage!	8865EN	0.1
English	vuKidz	Where in Canada?	Canada is the second biggest country in the world! Click on the interactive map to learn important and interesting facts about Canada's 10 provinces and three territories.	40162EN	0.1
English	vuKidz	Where in the United States?	Click on the interactive map to learn important and interesting facts about the 50 states and the District of Columbia.	40163EN	0.1
English	vuKidz	Where? In The World – Countries	This journey across the world will give you lots of fun facts and information. As you travel, you'll learn about people, animals and languages! Bon Voyage!	8838EN	0.1
English	VuKidz	Worried about the Coronavirus?	The coronavirus may be making you feel worried. In this lesson, we will explore some strategies that will help you cope with your anxiety.	40901EN	0.1
English	vuKidz	Your First Email	In this lesson, you'll learn how to pick a safe and appropriate personal email address and password; navigate your email account and mailboxes; and keep yourself, all private information and your computer, safe.	8891EN	0.1
English	vuKidz	Your First Resume	Learn how to write your first resume!	40305EN	0.1

English	vuKidz	Your Online Business	This Your Online Business online training course teaches kids how to set up an online business. Users will learn the basics about creating a webpage, including information to put on the webpage and examples of free hosting sites. Tips related to accepting payment information and shipping products will be discussed, as well as the importance of using your contacts to spread the word about your online business, through email and social media.	41468EN	0.12
English	Workplace & Personal Skills	Accepting Change in the Workplace	While we accept that change is a basic law of nature, we struggle when it reshapes the familiar in our lives. Change can be challenging, even frightening, but it can also be managed. If we learn about the psychology of change – the transition process that helps us face change with a positive attitude – we can embrace new circumstances with confidence. We can come to see change as an opportunity for everyone in the workplace.	12919EN	0.5
English	Workplace & Personal Skills	Becoming a Creative Asset	It's something that many employers overlook, but creativity is a workplace skill that can yield surprising dividends when it is valued and encouraged within an organization. But what is creativity exactly? How do we define it and can anyone become more creative? This module explores some of the psychology behind creativity and offers techniques for fostering creativity in yourself and others.	12944EN	0.5
English	Workplace & Personal Skills	Customer Service is About People	Quality customer service has become the watchword of business – and with good reason. When clients and customers feel well-served, they keep coming back and that's the basis of continued success for any business. It's the people within an organization and the attitude they bring to serving customers that puts the quality into customer service. That's why understanding customer needs and the importance of a strong service team is so important to providing good service.	12940EN	0.5
English	Workplace & Personal Skills	Dealing With Conflict	In order for conflict to be a positive experience, we need the skills to manage and resolve it effectively. In this module, you will find out what conflict is and why it occurs. You'll learn strategies for resolving conflict. And you will learn how to handle anger.	12911EN	0.5
English	Workplace & Personal Skills	Dealing with Grief	We have all dealt with loss at some time in our lives. But that doesn't necessarily mean that we can predict what will happen when we experience another loss, nor does it necessarily prepare us to help those around us who have suffered a loss. This module will not take away the pain, but it will give some assistance to people who are experiencing grief and to those who wish to support them. In this module, you will learn about some common needs of people who are grieving. In addition, you will explore the grieving process, and find ways that you can show support.	12916EN	0.5
English	Workplace & Personal Skills	Delegating I	When delegating is successful, everyone wins: you have more time to dedicate to what you need to be doing, and your employees develop new skills as well as self-confidence and a heightened sense of responsibility to the company. In this module, you will learn about the components of delegating, and ways of delegating successfully.	12941EN	0.5
English	Workplace & Personal Skills	Delegating II	It has been said that the achievements of an organization are the results of the combined efforts of each individual. If you as a manager have been able to delegate tasks effectively, the results will likely be the successful completion of many projects. As a result, the achievements of the organization will be greater. In Delegating I, we looked at the fundamentals of delegating. In this module, we will give you strategies to delegate effectively, and explore ways to handle delegated tasks that get stalled or that are successfully completed.	12942EN	0.5
English	Workplace & Personal Skills	Effective Communication	The ability to communicate effectively is critical to success in the workplace. At work, the people we communicate with may include managers, colleagues, subordinates, customers, suppliers and the general public, to name a few. Poor communication skills affect workplace relationships and may even prevent us from doing our jobs well. On the other hand, effective communication improves our job performance and enhances our day-to-day contact with others. In this module, we will look at three components of effective communication: listening well, expressing ourselves through talking, and being assertive.	12910EN	0.5

English	Workplace & Personal Skills	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. In the corporate world, it's estimated most individuals spend at least five to six hours a week in meetings. Calculate those hours in dollars and you can see that meetings are a significant investment.	12918EN	0.5
English	Workplace & Personal Skills	Effective Staff Meetings	To make the most of our time, we all want the meetings we attend to be productive. In this module, you will explore why meetings are often not as productive as they could or should be, and you will learn some techniques for improving them. If you can incorporate these suggestions into your meetings, it will help your staff stay focused and ensure that they feel appreciated and energized.	12917EN	0.5
English	Workplace & Personal Skills	Healthy Workplace Culture	What is a healthy workplace? You might think it is one in which the physical environment is safe for all employees or one in which there is a level of overall health among the employees. And you'd be right. However, there is another less obvious but equally critical meaning of the term healthy workplace. In this case, it refers to the social environment of an organization, and the culture that it is based on. You might know of this by another name; people call this corporate culture, organizational culture, or workplace culture. The culture of an organization is a reflection of the social environment that is created. And if you have a healthy workplace culture, you will have motivated and productive employees who understand and share the values of the company. In this module we will look at the characteristics of a healthy workplace culture and identify reasons that workplace culture is critical to the successful operation of any organization.	12950EN	0.5
English	Workplace & Personal Skills	Improve Your Productivity	Do you ever wish you could be more productive? Many of us feel that we are not achieving as much as we want to. In order to get that sense of achievement, we need to identify what we want from life, and then figure out how to get it. This module will give you ideas for identifying your goals and strategies for reaching them. We will talk about how you can be more productive, and we will look at how you can more effectively manage time, your most valuable resource.	12913EN	0.5
English	Workplace & Personal Skills	Managing Stress	There are many effective strategies for coping with stress. Some will give you temporary relief, while others can be integrated into your lifestyle in order to give you long term relief. Lifestyle strategies for managing stress can be divided into three major categories: physical activity, nutrition and relaxation. In this module, we will look at the importance of physical activity and good nutrition in managing the negative effects of stress. Managing Stress is the third in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.	12947EN	0.5
English	Workplace & Personal Skills	Managing Workplace Culture	Without a doubt, management is largely responsible for an organization's culture, and this means in all stages of its development. Management is responsible for envisioning what the culture should be, for creating it, for sustaining it, and for modifying it when necessary. This means that management can take credit for a healthy workplace culture, but also must take responsibility for an unhealthy one. In Healthy Workplace Culture, we explored the characteristics of workplace culture, and the importance of healthy workplace culture. In this module, we will look at the ways in which leaders drive culture, and how you as the manager can improve the health of your workplace culture.	12951EN	0.5
English	Workplace & Personal Skills	Parenting Skills	Those of us who have children know that parenting is one of the most important jobs we will ever do. For many of us, it is also one of our most challenging jobs. And for most of us, it is not something that we are born knowing how to do. In fact, good parenting is something we learn on the job, by trial and error, by sharing our experiences, and consulting experts in various fields, with the understanding that there is no manual, no magic formula, and no one right way to raise children. In this module we will share strategies for effective parenting. Because our goal as parents is to help our children become healthy, happy, fully-functioning human beings, our focus will be on the importance of developing healthy self esteem.	12915EN	0.5

English	Workplace & Personal Skills	Presentation Basics	Presentations are one of the most effective ways to deliver a message to a group. If you are in a management position, you are called on to make presentations to clients, to your staff and to others in the organization. While you may not envision yourself as a celebrated toastmaster, you can be an effective presenter if you discover the techniques for preparing and giving a presentation. How is your stress level right now? Stress plays an important role in our physical and emotional health. Not enough stress makes life dull and uninteresting, but too much can cause serious problems. How we perceive stress varies from person to person. In this module we will look at the signs of stress, and help you identify the symptoms that warn you that your own level of stress is becoming hard to handle. Recognizing Stress is the second in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.	12912EN	0.5
English	Workplace & Personal Skills	Recognizing Stress	One of the most effective methods of coping with stress is relaxation. In this module you will learn strategies for relaxing and review tried-and-true relaxation techniques that you can start practicing today. Relax! is the fourth in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.	12946EN	0.5
English	Workplace & Personal Skills	Relax!	Winners are too busy to be sad, too positive to be doubtful, too optimistic to be fearful, and too determined to be defeated. What does it take to be a winner? The answer is self esteem. Self esteem gives you confidence in yourself and your abilities. You may succeed or you may fail, but you know that you are a worthy person. Self esteem also has a powerful effect on the way we relate to others. In this module we will look at what self esteem is and where it comes from. We will talk about the key role that self image plays in the development of self esteem. And we will give you tips for building your own self esteem and contributing to the self esteem of those around you.	12948EN	0.5
English	Workplace & Personal Skills	Self Esteem	Most of us regard stress as a normal part of living. But for some people, concerns such as anxiety, chronic pain and depression add an extra burden of stress to daily life. In this module we will look at some of these special concerns. We will discuss some underlying causes and identify coping strategies. Most of us would agree that stress is an inescapable part of modern life. But how many of really understand stress? In this module we will look at the difference between good stress and bad stress.	12914EN	0.5
English	Workplace & Personal Skills	Special Issues in Stress	We will introduce the three-stage stress response which describes how we react to stress. And finally, we will look at common causes of stress. Understanding Stress is the first in a series of five modules on stress. Please note that the material in this module is for information purposes only. If you are concerned about your physical or emotional well-being, consult a qualified health care professional.	12949EN	0.5
English	Workplace & Personal Skills	Understanding Stress	This module looks at workplace relationships from the employee's perspective. We'll examine how to understand a manager's style in order to build and maintain a positive relationship with this individual. We'll also look the relationships between co-workers. Recognizing our differences as well as our strengths can go a long way to building an effective team and a sense of shared achievement.	12945EN	0.5
English	Workplace & Personal Skills	Working Well with Others	Les organisations doivent trouver un équilibre entre assumer la responsabilité des activités quotidiennes, de routine et le besoin d'explorer de nouvelles possibilités de croissance et d'évolution continues. À cause des pressions ininterrompues et du rythme accru d'aujourd'hui, il est devenu encore plus important d'atteindre cet objectif, mais comment? La réponse réside dans l'adoption d'une culture d'« idées », qui cherche des solutions et identifie les opportunités en encourageant la	12943EN	0.5
French	Affaires	Créativité et innovation en milieu de travail	créativité et l'innovation en milieu de travail. Lorsqu'elles voient le jour, les idées, en elles-mêmes ont très peu de valeur et, à moins d'être exploitées avec précaution, elles peuvent devenir très coûteuses. Dans ce cours, nous vous présenterons les principes de base permettant d'éviter que cela se produise. Nous montrerons comment la créativité et l'innovation peuvent être appliquées au travail. Au cours des différentes sections, vous commencerez à voir comment un cadre général, des processus, méthodes et techniques peuvent faire de la créativité et de l'innovation des atouts de valeur, non seulement au travail mais pour toute l'organisation. Ce module inclut un examen et une attestation de	14663FR	0.83

French	Affaires	Gestion de projet : Comment se préparer	Ce cours offre une introduction au cycle de vie de la gestion de projet et montre où commence et se termine un projet. Le chef de projet devrait pouvoir définir les structures du soutien organisationnel et les influences principales qui peuvent avoir un effet sur un projet.	12494FR	1
French	Affaires	Gestion des risques du projet	Le risque peut constituer une caractéristique essentielle d'un projet. La décision de prendre des risques devrait être basée sur l'avantage potentiel ou le rapport opportunité contre sanction. Ce module offre aux chefs de projet l'information dont ils ont besoin pour déterminer et gérer les risques. Le Web et le courriel ont modifié notre façon de communiquer. En affaires, le courriel offre un avantage indéniable. Il accélère les transactions et les discussions entre les parties éloignées l'une de l'autre. Au cours des dernières années, le courriel a remplacé le téléphone et les contacts personnels dans les bureaux pour devenir le moyen de communication de prédilection. L'étiquette du courriel consiste en l'ensemble des règles non écrites qui régissent les communications par courriel. Ces règles facilitent la communication et rendent les courriels plus efficaces. Le présent module vous procure la toute dernière information sur l'étiquette du courriel et vous permet d'acquérir les compétences qui vous permettront de communiquer efficacement par courriel.	12340FR	1
French	Affaires	L'étiquette du courriel	Ce cours vous enseigne comment organiser, rédiger et corriger des messages. Comme nous l'avons appris, la préparation est critique. Beaucoup de communicateurs professionnels savent comment réunir les documents de recherche, mais ne sont probablement pas au courant du processus de rédaction, de la période avant la planification au schémas de recherche jusqu'au premier brouillon. Ce cours présente une approche chronométrée de l'organisation, la rédaction et la révision d'un message. Les curriculum vitae sont des outils d'une valeur inestimable dans le processus de recherche d'emploi. La planification de carrière est un processus qui exige l'évaluation franche de vos réalisations, buts, talents et d'une manière plus importante, vos plans futurs. Ce module se concentre sur l'auto-analyse et aide à la planification de carrière, si vous voulez trouver un nouvel emploi, entreprenez une démarche latérale, obtenez une promotion ou changez de carrière au sein de la même entreprise. Le contenu du module couvre ce que vous voulez faire, où vous voulez le faire, les situations financières. Ce cours définira et expliquera les cinq étapes à suivre dans le processus de résolution des problèmes.	10186FR	0.75
French	Affaires	La correspondance commerciale : Comment la réussir	Ce sont cinq étapes qui vous aideront à résoudre toute dispute en milieu de travail y compris la définition d'une situation, fournir une solution rapide s'il le faut, identifier les causes à la racine, prendre des mesures pour corriger la situation et faire l'évaluation et le suivi. Le présent cours a été conçu pour présenter la gestion de projet et en définir la terminologie, mais également pour présenter les limites et les responsabilités fondamentales de toute personne participant au processus de gestion de projet. Il s'agit d'un cours d'introduction aux principes de base de la gestion de projet.	12574FR	0.83
French	Affaires	La gestion de votre cheminement de carrière	Les énoncés de mission devraient être produits pour chaque projet ou programme afin de fixer les buts et objectifs et fournir les directives pour prendre des décisions. Comprendre le rôle et la motivation des parties prenantes d'un projet individuel aidera l'équipe du projet à produire un énoncé de mission qui, non seulement, est véritable, mais également atteignable. Ce cours présente des techniques logiques et solides qui permettent de rédiger deux documents commerciaux cruciaux : les offres de service et les rapports. Il couvre les différents rapports commerciaux et d'offres de service, leurs structures, buts et contenus, ainsi que les modèles professionnels de rapports écrits par des experts. Il est conçu pour montrer aux étudiants les composants de base de chaque type de rapport commercial et offre de service utilisés, incluant les formats formels et informels.	12586FR	0.83
French	Affaires	Les 5 étapes dans la résolution des problèmes	La résolution des problèmes en équipe peut mener à de résultats exceptionnels - ou peut être à un désastre! En tant que chef d'équipe, vous avez la responsabilité de vous assurer que votre équipe trouve la meilleure solution. Apprenez les stratégies et astuces qui vous y conduiront.	12553FR	0.83
French	Affaires	Les fondements de la gestion des projets		12492FR	1
French	Affaires	Objectifs et parties prenantes de la gestion de projet		12560FR	1
French	Affaires	Rédaction commerciale : rapports et offres de service		12572FR	0.83
French	Affaires	Résolution des problèmes en équipe		12562FR	0.83

French	Affaires	Structure et présentation des rapports	Ce cours vous donnera les outils nécessaires pour améliorer vos aptitudes pour rédiger des rapports. Il met l'emphase sur des méthodes utilisées pour classer et interpréter des données, sur comment tirer des conclusions à partir de ces données et sur comment présenter des rapports en utilisant des graphiques logiques et faciles à lire, ainsi que d'autres indices visuels. Ce cours offre tout ce dont le communicateur professionnel a besoin pour améliorer son art oratoire et ses aptitudes en présentation orale. Il comprend des informations sur les aides visuelle, les indicateurs verbaux et le matériel d'organisation et de planification. Votre confiance en soi augmentera pendant que vous assimilerez votre matière et apprendrez les méthodes efficaces et pour une meilleure présentation orale. Vous apprendrez le processus entier de la présentation orale, notamment la planification. l'organisation et comment faire la présentation elle-même. Ce cours vous apprendra ce que vous avez besoin de savoir pour communiquer efficacement et vous montrera comment mettre en pratique, perfectionner et maîtriser ces compétences. Vous apprendrez à assumer la responsabilité pour comprendre ce qu'une autre personne dit et pour vous assurer d'être compris. Vous apprendrez aussi comment le contenu et le processus peuvent affecter la communication dans un environnement de travail est une aptitude largement incomprise. Trop souvent, de pauvres aptitudes de communication entravent les employés et le travail d'équipe au sein de l'entreprise. Avec une compétition globale accrue – des technologies de pointe pour le bureau, des structures hiérarchiques plus uniformisées, et des communications efficaces sont plus importantes que jamais. Ce cours vous montrera les dynamiques de la communication sur le lieu de travail et vous aidera à développer des aptitudes de communication plus efficaces. Il vous enseignera aussi la manière de gérer les situations éthiques au travail.	12498FR	0.5
French	Communication (FR)	Accroître vos aptitudes oratoires	Ce cours présente les techniques utilisées dans l'art de persuader les autres. Il vous montre comment utiliser le plan d'écriture 3 x 3 pour organiser et composer les messages. Il présente aussi une boîte à outils des nouvelles techniques utilisées pour rédiger des messages interne, de vente, des communiqués de presse, des demandes et ajustements et des demandes d'action persuasifs. Ce cours présente des stratégies diplomatiques et efficaces pour communiquer de mauvaises ou fâcheuses nouvelles à d'autres. Vous apprendrez des stratégies pour présenter les messages négatifs à l'intérieur et à l'extérieur d'une organisation. Vous étudierez également des aptitudes spécifiques à la tâche délicate consistant à annoncer de mauvaises nouvelles. Ceci comprend les considérations juridiques et la reconnaissance des différences culturelles.	12497FR	0.83
French	Communication (FR)	Communiquer au niveau du relationnel	Les organisations pratiquent aujourd'hui une gestion allégée et une structure plus horizontale, elles se fondent de plus en plus sur des équipes d'employés pour gérer les projets. Par conséquent, la communication au sein des équipes est cruciale au succès d'une organisation. Ce cours vous aide à développer des aptitudes de communication en équipe plus solides et plus efficaces, et vous familiarise avec ses techniques. Ce cours offre une introduction à la signification des signaux projetés par le langage corporel. Vous apprendrez comment ces signaux donnent des indices aux attitudes et sentiments qu'on peut étudier et vérifier avec une communication orale efficace. En assimilant et mettant en pratique les techniques présentées dans ce cours, vous pouvez devenir un communicateur efficace. Vous êtes convaincu que vous vous êtes exprimé clairement, mais l'interlocuteur ne semble pas comprendre. C'est comme si vous parliez une autre langue. Apprenez les bases d'une communication efficace et soyez plus confiant dans vos habiletés en vous assurant que vos messages sont bien « J'aimerais donc être plus productif! » Avez-vous déjà prononcé ces mots? Ce n'est pas surprenant. Nous avons tendance à croire que nous n'accomplissons pas tout ce que nous désirons. Pour être convaincus que nous avons bien réussi, nous devons déterminer ce que nous voulons obtenir dans la vie et ensuite comment nous pouvons y parvenir. Ce module vous permettra d'identifier vos objectifs ainsi que les stratégies qui vous permettront de les atteindre. Nous discuterons de la productivité et de la gestion efficace de votre temps, qui est votre ressource la plus précieuse.	12575FR	1
French	Communication (FR)	Communiquer au travail		12578FR	0.75
French	Communication (FR)	Communiquer avec persuasion		12499FR	0.83
French	Communication (FR)	Communiquer des messages négatifs		12555FR	0.75
French	Communication (FR)	Communiquer en équipe		12496FR	0.75
French	Communication (FR)	La communication non verbale		12495FR	0.75
French	Communication (FR)	Rudiments de la communication		12540FR	0.83
French	Compétences professionnelles et personnelles	Améliorez votre productivité		12913FR	0.5

French	Compétences professionnelles et personnelles	Apprendre à déléguer I	Lorsque vous déléguez certaines tâches, tout le monde est gagnant: vous disposez du temps nécessaire pour accomplir votre travail, tandis que vos employés développent de nouvelles compétences, une plus grande confiance en leurs capacités ainsi qu'un sens de responsabilité envers l'entreprise. Ce module vous permettra de vous familiariser avec les éléments de la délégation de tâches ainsi que les approches permettant de déléguer avec succès. On dit que les réussites d'une organisation dépendent des efforts de chaque individu. Si vous êtes en mesure de déléguer certaines tâches efficacement, vous mènerez un plus grand nombre de projets à bien. Les réussites de l'organisation seront encore plus grandes. Le module Apprendre à déléguer I nous a permis d'examiner les principes de base de la délégation de tâches. Dans le second module de cette série, vous découvrirez des stratégies qui vous permettront de déléguer efficacement tout en explorant des approches pour relancer un projet en difficulté ou pour célébrer les efforts à la fin d'un projet réussi.	12941FR	0.5
French	Compétences professionnelles et personnelles	Apprendre à déléguer II	Le stress semble inévitable dans la vie moderne. Mais comprenons-nous réellement le stress? Ce module nous permet d'examiner la distinction entre le stress positif et le stress négatif. Nous discuterons également des trois stades de notre réaction au stress. Nous examinerons enfin les causes les plus fréquentes du stress. Comprendre le stress est le premier module d'une série de cinq portant sur le stress. Veuillez noter que le contenu de ce module est conçu à des fins d'information seulement. Si vous éprouvez des problèmes de santé, physiques ou émotionnels, veuillez consulter un professionnel de la santé.	12942FR	0.5
French	Compétences professionnelles et personnelles	Comprendre le stress	Les présentations sont l'une des meilleures manières de communiquer un message à un groupe. Si vous êtes gestionnaire, vous devrez tôt ou tard effectuer des présentations devant des clients, des employés ou d'autres membres de votre organisation. Même si vous n'êtes pas encore un orateur accompli, vous pourrez effectuer des présentations réussies si vous misez sur de bonnes techniques de préparation et de présentation.	12945FR	0.5
French	Compétences professionnelles et personnelles	Des présentations gagnantes	Dans le grand monde des affaires, l'employé moyen passe de cinq à six heures par semaine en réunion. Si vous faites le calcul de toutes ces heures pour les transposer en dollars, vous constaterez qu'il s'agit d'un investissement substantiel. Afin de tirer le maximum du temps qui nous est accordé, toutes les réunions auxquelles nous participons doivent être productives. Ce module vous permettra de découvrir pourquoi les réunions ne sont pas toujours productives. Nous vous proposons certaines techniques afin d'améliorer vos réunions. En incorporant ces approches à vos prochaines réunions, vous aiderez vos employés à garder le cap. Tous et toutes apprécieront que leur participation soit reconnue et les réunions leur donneront un regain d'énergie.	12912FR	0.5
French	Compétences professionnelles et personnelles	Des réunions efficaces	La détente est l'une des meilleures manières de gérer le stress. Ce module vous permettra de découvrir des stratégies de relaxation ainsi que des techniques éprouvées que vous pourrez mettre en pratique dès aujourd'hui. Détendez-vous! est le quatrième module d'une série de cinq portant sur le stress. Veuillez noter que le contenu de ce module est conçu à des fins d'information seulement. Si vous éprouvez des problèmes de santé, physiques ou émotionnels, veuillez consulter un professionnel.	12917FR	0.5
French	Compétences professionnelles et personnelles	Détendez-vous!	Il ne fait aucun doute que les gestionnaires sont en grande partie responsables de la culture de leur organisation, et ce à toutes les étapes de son développement. Les gestionnaires doivent imaginer ce que la culture devrait être. Ils doivent la créer, l'appuyer et la modifier au besoin. Les gestionnaires sont donc responsables des succès de l'entreprise à ce niveau, mais ils doivent aussi en accepter les échecs si tout ne se déroule pas comme prévu. Dans le module Une saine culture d'entreprise, nous avons découvert toute l'importance de la culture d'entreprise. Nous examinons maintenant le rôle des gestionnaires afin de développer cette culture et la manière dont ils et elles peuvent l'améliorer.	12948FR	0.5
French	Compétences professionnelles et personnelles	Gérer efficacement la culture d'entreprise		12951FR	0.5

French	Compétences professionnelles et personnelles	Gérer le stress	De nombreuses stratégies permettent de gérer le stress. Certaines stratégies sont efficaces à court terme, tandis que d'autres peuvent être intégrées à votre style de vie et vous offrir des solutions à long terme. On compte trois grandes catégories de stratégies de gestion du stress: l'activité physique, la nutrition et la détente. Ce module examine l'activité physique et la nutrition comme approches efficaces pour contrer les impacts négatifs du stress. Gérer le stress est le troisième module d'une série de cinq portant sur le stress. Veuillez noter que le contenu de ce module est conçu à des fins d'information seulement. Si vous éprouvez des problèmes de santé, physiques ou émotionnels, veuillez consulter un professionnel de la santé. Quel est votre niveau de stress présentement? Le stress joue un rôle important dans notre santé physique et émotionnelle. Une vie sans stress peut être fade et sans intérêt. À l'inverse, un stress trop important peut être à la source de graves problèmes. La perception du stress varie d'une personne à l'autre. Ce module vous permettra d'identifier les symptômes du stress et les signes indicateurs que le stress devient trop important. Identifier le stress est le deuxième module d'une série de cinq portant sur le stress. Veuillez noter que le contenu de ce module est conçu à des fins d'information seulement. Si vous éprouvez des problèmes de santé, physiques ou émotionnels, veuillez consulter un	12947FR	0.5
French	Compétences professionnelles et personnelles	Identifier le stress	professionnel de la santé. Les personnes qui obtiennent ce qu'elles désirent sont trop occupées pour être tristes. Elles voient le monde d'un oeil trop positif pour laisser la place au doute et ont une détermination trop forte pour accepter la défaite. Quelle arme vous faut-il pour être un gagnant ou une gagnante? Il s'agit de l'estime de soi. L'estime de soi vous donne confiance en vous et en vos moyens. Il se peut que vous connaissiez du succès ou que vos efforts échouent. Peu importe. Vous avez confiance en vous. L'estime de soi exerce aussi une grande influence sur la manière dont nous interagissons avec notre entourage. Ce module examine l'estime de soi et la manière dont elle est créée. Nous discuterons du rôle clé que joue l'image de soi dans le développement de l'estime de soi. Nous vous donnerons aussi quelques trucs qui vous aideront à bâtir votre estime de soi et à aider les gens qui vous entourent à développer leur propre estime de soi.	12946FR	0.5
French	Compétences professionnelles et personnelles	L'estime de soi	Les aptitudes de communication sont un élément essentiel du succès en milieu de travail. Nous communiquons avec nos gestionnaires, nos collègues, nos employés, nos clients, nos fournisseurs et le grand public, entre autres. De mauvaises aptitudes de communication peuvent nuire à nos relations professionnelles et même nuire à notre travail. En contrepartie, la communication efficace améliore nos résultats au travail et nous permet de développer des interactions positives avec notre entourage. Ce module nous permettra d'examiner trois éléments importants qui visent à assurer une communication efficace: la capacité d'écouter, la capacité de s'exprimer oralement et l'affirmation de soi. Même si de nombreux employeurs ne s'y attardent pas beaucoup, la créativité peut entraîner des résultats formidables si elle est valorisée et encouragée au sein d'une organisation. Mais qu'est-ce que la créativité? Comment la définir? Comment la développer? Ce module examine certains des principes psychologiques de la créativité et propose des approches qui vous permettront de développer votre créativité ainsi que celle des autres.	12914FR	0.5
French	Compétences professionnelles et personnelles	La communication efficace	Les conflits vont survenir dans notre vie de tous les jours. Nous ne pouvons pas toujours les éviter. Toutefois, les conflits ne sont pas nécessairement négatifs. Ils nous permettent d'apprendre et de grandir. Afin de donner un aspect positif aux conflits, il faut apprendre à les gérer et à les régler adéquatement. Ce module vous permettra de définir le conflit et d'identifier les raisons pour lesquelles il survient. Vous découvrirez des stratégies qui vous permettront de résoudre les conflits et de gérer votre colère.	12910FR	0.5
French	Compétences professionnelles et personnelles	La créativité à votre portée		12944FR	0.5
French	Compétences professionnelles et personnelles	La gestion des conflits		12911FR	0.5

French	Compétences professionnelles et personnelles	Le stress : questions spéciales	La plupart d'entre nous percevons le stress comme une partie normale de la vie de tous les jours. Pour certaines personnes, cependant, l'anxiété, la douleur chronique et la dépression sont un fardeau supplémentaire qui envahit leur vie. Ce module vous permettra de découvrir certaines des questions particulières qui découlent de ces problèmes causés par le stress. Nous examinerons certaines de leurs causes ainsi que des stratégies qui permettent de mieux gérer le stress. Le stress: questions spéciales est le dernier module d'une série de cinq. Veuillez noter que le contenu de ce module est conçu à des fins d'information seulement. Si vous éprouvez des problèmes de santé, physiques ou émotionnels, veuillez consulter un professionnel de la santé. Si vous avez des enfants, vous savez que le rôle de parent est l'une des tâches les plus importantes de notre vie. Pour de nombreux parents, il s'agit aussi d'une tâche difficile. Nous ne naissons pas en maîtrisant toutes les compétences nécessaires! Nous apprenons le parentage au fil du temps, en commettant des erreurs, en discutant de nos expériences et en consultant des experts dans plusieurs domaines. Il n'y a pas de manuel d'instructions, de formule magique ni de manière parfaite pour élever des enfants. Ce module vous permettra de découvrir certaines stratégies qui peuvent vous aider à devenir un meilleur parent. Compte tenu du fait que nous voulons tous que nos enfants soient heureux, en santé et pleinement fonctionnels, nous avons décidé de mettre l'accent sur le développement de l'estime de soi. Le service à la clientèle est devenu d'une importance capitale en affaires. Lorsque les clients reçoivent un service de qualité, ils et elles reviennent régulièrement. Voilà la clé du succès pour toute entreprise. Les employés de votre organisation et leur attitude jouent un rôle fondamental dans le service à la clientèle. Une excellente équipe de service à la clientèle vous permettra d'offrir un service de qualité qui convaincra les clients que leurs besoins passent en premier. Ce module examine les relations interpersonnelles en milieu de travail, de la perspective de l'employé. Nous verrons comment un employé ou une employée peut identifier le style de gestion de son gestionnaire afin de bâtir une relation positive. Nous examinerons également les relations entre collègues de travail. Il faut être conscients de nos différences et de nos forces afin de bâtir une équipe solide qui travaille étroitement pour atteindre ses objectifs. Aujourd'hui, il ne suffit plus de simplement gérer le milieu de travail. Les organisations cherchent de véritables leaders. Afin de jouer le rôle de leader, vous devez motiver vos employés à se surpasser. Vous devez également régler des conflits interpersonnels et faire face à des attitudes négatives. Un bon leader doit offrir un encadrement à ses employés tandis qu'ils et elles prennent en main de nouveaux projets et développent leurs compétences professionnelles. Ce module vous permettra de découvrir ces aptitudes fondamentales du leadership. Qu'est-ce qu'un milieu de travail sain? En premier lieu, il s'agit d'un milieu de travail sécuritaire pour tous et toutes. Il peut également s'agir d'un sentiment de bien-être global chez les employés. Ce sentiment de bien-être peut être soutenu par l'entreprise et par son appui des choix de vie sains. L'expression 'milieu de travail sain' possède toutefois un sens plus abstrait mais tout aussi important. Il s'agit du milieu social de l'organisation et la culture sur laquelle il repose. Ce concept est notamment décrit par les expressions culture d'entreprise, culture de l'organisation ou culture du milieu de travail. La culture d'une organisation reflète le milieu social qu'on y retrouve. Une culture d'entreprise saine permet de motiver les employés et d'accroître leur productivité. Ainsi, tous et toutes comprendront clairement les valeurs de l'entreprise. Ce module nous permettra d'examiner les caractéristiques qui définissent la culture d'entreprise et de découvrir l'importance de la culture dans le succès de toute entreprise. Même si nous acceptons que le changement est une loi incontournable de la nature, nous éprouvons toujours des difficultés lorsque nos vies sont transformées. Les changements peuvent entraîner des défis ou être menaçants, mais ils peuvent aussi être gérés avec succès. En découvrant la psychologie du changement – le processus de transition qui nous permet d'entrevoir les changements d'un oeil positif – nous pouvons affronter les nouvelles réalités en toute confiance. Le changement peut être perçu comme porteur de nouvelles possibilités pour tous les employés de l'entreprise.	12949FR	0.5
French	Compétences professionnelles et personnelles	Les compétences parentales		12915FR	0.5
French	Compétences professionnelles et personnelles	Service à la clientèle: les clients en premier!		12940FR	0.5
French	Compétences professionnelles et personnelles	Travaillez mieux en équipe		12943FR	0.5
French	Compétences professionnelles et personnelles	Un leadership efficace		12918FR	0.5
French	Compétences professionnelles et personnelles	Une culture d'entreprise saine		12950FR	0.5
French	Compétences professionnelles et personnelles	Vivre les changements en milieu de travail		12919FR	0.5

French	Compétences professionnelles et personnelles	Vivre une période de deuil	Nous avons tous vécu une période de deuil ou de perte au cours de notre vie. Toutefois, cela ne veut pas nécessairement dire que nous sommes en mesure de prédire notre réaction lorsque nous subissons une autre perte. Nous ne sommes pas, par ailleurs, nécessairement prêts à appuyer les personnes de notre entourage lorsqu'elles subissent une perte. Ce module ne fera pas disparaître la douleur du deuil, mais il a pour objectif d'apporter un appui aux personnes qui vivent cette période difficile et aux personnes qui désirent les aider. Depuis le 1er janvier 2004, toutes les organisations qui recueillent, utilisent ou communiquent des renseignements personnels dans le cadre d'activités commerciales sont assujetties à la <i>Loi sur la protection des renseignements personnels et les documents électroniques</i> (LPRPDE). La LPRPDE a été adoptée par le Canada en réponse aux craintes toujours plus nombreuses exprimées par le public à l'égard de l'utilisation abusive des renseignements personnels par le secteur privé. La Loi a un vaste champ d'application et des incidences sur tous les types d'organisations du secteur privé. Le but de la loi canadienne antipourriel est de promouvoir l'efficacité et la capacité d'adaptation de l'économie canadienne par l'établissement d'une réglementation des pratiques commerciales qui dissuadent l'exercice des activités commerciales par voie électronique. Ce module vous donnera une vue d'ensemble de la Loi canadienne antipourriel et vous montrera comment créer un programme de conformité à la loi antipourriel dans votre organisation.	12916FR	0.5
French	Conformité	Cours abrégé sur la protection des renseignements personnels	Chaque employé a droit à un lieu de travail respectueux exempt de harcèlement, de discrimination illégale, de violence et de représailles. Ce cours est conçu pour informer les employés de leurs obligations légales et des mesures de prévention à prendre.	10663FR	0.5
French	Conformité	La Loi antipourriel [Canada]	La loi sur la corruption d'agents publics étrangers est une loi canadienne créée pour empêcher la corruption d'agents publics étrangers. Cette loi a été mise en œuvre pour répondre aux exigences de la Convention sur la lutte contre la corruption d'agents publics étrangers dans le cours de leurs transactions commerciales internationales.	17849FR	0.5
French	Conformité	Le harcèlement, la discrimination et la violence au travail [Canada]	La formation donne un aperçu des exigences générales relatives au service à la clientèle, l'information et les communications, l'emploi, le transport et la conception des espaces publics. La productivité est la clé du succès professionnel. Malgré les conditions économiques difficiles et un environnement concurrentiel changeant, les entreprises s'attendent à ce que leurs employés accomplissent les tâches nécessaires et assurent la viabilité de l'entreprise. Si les entreprises réduisent les effectifs, les employés les plus productifs sont souvent les moins menacés de perdre leur emploi. Lorsque les entreprises décident de promouvoir les employés, ceux qui sont les plus performants et dépassent les attentes sont souvent considérés pour une promotion. Ce cours présente des compétences en gestion des tâches et du temps qui vous permettront de devenir un employé plus précieux au sein de votre entreprise et plus productif dans votre vie personnelle.	40610FR	0.5
French	Conformité	Loi sur la corruption d'agents publics étrangers	Ce cours est conçu pour aider les participants à améliorer leurs aptitudes à l'écoute par des exercices pratiques et les amener à prendre conscience de leurs modèles d'écoute personnels. Ce cours traite des rudiments de la gestion du temps et inclut des outils pour établir les objectifs, tenir des registres, et planifier votre temps. Il inclut des méthodes pour identifier des activités moins rentables et des pertes de temps, ainsi que des suggestions pour s'en débarrasser. Il offre des astuces pour organiser votre documentation et votre environnement pour plus d'efficacité, il a également d'autres suggestions pratiques pour prendre le contrôle de votre temps et votre vie avec des outils et techniques simples qui ont fait leurs preuves.	14580FR	0.83
French	Conformité	Normes d'accessibilité	Ce cours est conçu pour vous aider à libérer votre potentiel de leadership. Vous apprendrez à prendre position, atteindre un objectif et motiver les autres. Ce cours explique comment la majorité des leaders le sont « devenus » plutôt que sont nés et vous enseignera à développer votre pouvoir de leadership personnel (PLP). Ceci comprend les cinq principes nécessaires pour augmenter et utiliser efficacement votre PLP.	40311FR	0.5
French	Développement personnel	Amélioration de la productivité chez l'individu		12490FR	0.75
French	Développement personnel	Aptitudes à l'écoute personnelles		12519FR	0.75
French	Développement personnel	La gestion du temps		12567FR	0.75
French	Développement personnel	Le pouvoir du leadership personnel		12491FR	0.83

French	Développement personnel	Managing Change	This course is designed to help you, as a manager, utilize change management strategies and to help understand barriers and resistance to change on your team. Combien de fois êtes-vous sorti d'une réunion sans avoir un souvenir clair de ce dont vous avez discuté? Vous avez peut-être entendu ce qui s'est dit, mais vous n'écoutez pas vraiment. Et voilà où est le problème. L'écoute active est une aptitude qui vaut la peine d'être apprise parce qu'elle améliorera votre capacité à offrir un service de qualité à vos clients, et par conséquent, vous permettra de devenir meilleur à votre emploi. Ce cours vous aidera à améliorer vos aptitudes d'écoute en expliquant la différence entre entendre et écouter, et en soulignant les étapes qui permettent de pratiquer l'écoute active.	10799EN	0.5
French	Développement personnel	Pratiquer l'écoute active	Des états financiers fournissent de l'information valable pour guider la prise de décisions dans le monde des affaires. Il est donc essentiel que ceux qui prennent les décisions aient une bonne compréhension des états financiers et de leurs rôles dans la prise de décisions. Ce module présente les éléments fondamentaux concernant la lecture et la compréhension des états financiers. Il démontre comment certaines activités peuvent avoir et ont un effet sur la santé financière de l'organisation, introduit des concepts, des exemples et connaissances qui sont utilisés pour ceux qui prennent des décisions et ne sont pas orientés vers les finances.	11308FR	0.83
French	Finances (FR)	Éléments fondamentaux de la finance des Affaires	Dans ce module, nous examinons les stratégies utilisées pour créer un programme de formation efficace et intéressant. Ce module examine les façons de présenter les matières qui captivent l'attention et produisent les résultats. Seront également présentés, les outils utilisés pour faire fonctionner rapidement et efficacement la matière de la formation.	12501FR	1
French	Ressources humaines	Comment apprennent les adultes? Conseils et techniques	C'est souvent difficile pour les gérants et superviseurs de discipliner les employés efficacement. Le meilleur outil pour le faire est une politique efficace de discipline en milieu de travail qui est appliquée équitablement et systématiquement. Une politique de discipline communique aux employés ce qu'on attend d'eux et quelles sanctions seront imposées pour certaines infractions. En élaborant une politique et en documentant tous les Incidents, vous pourrez réduire le mécontentement au travail à son minimum, augmenter la productivité et remonter le moral. Ce cours offre des conseils pratiques pour mettre en place ou améliorer votre politique de discipline.	10157FR	0.5
French	Ressources humaines	pour réussir une formation	Ce module est une présentation générale du concept de la formation. Il comprend la planification, la mise en place et l'évaluation. Il vise à aider les gérants à définir les résultats et créer une formation qui encourage l'apprentissage et améliore le rendement.	10158FR	0.5
French	Ressources humaines	Discipline efficace en milieu de travail	Une des tâches importantes de votre rôle de gestionnaire est de fournir un bon feedback sur le rendement. Le présent module d'apprentissage en ligne vous permettra de comprendre l'importance du feedback sur le rendement. Le feed-back périodique sur le rendement, comme son nom l'indique, se donne régulièrement. L'évaluation de rendement annuelle est, quant à elle, un processus plus officiel. Le présent module vous fournira un aperçu des différentes étapes de l'évaluation de rendement. En dernier lieu, le présent module vous fournira des stratégies qui vous aideront à donner du feed-back constructif et efficace.	17903FR	0.83
French	Ressources humaines	Introduction au concept de la formation	Sélectionner les candidats les plus talentueux est une fonction importante du gestionnaire. Ce cours vous aidera à comprendre le processus d'entrevue et de sélection et vous fournira des conseils pratiques pour gérer les quatre étapes du processus, y compris les compétences clés nécessaires pour mener une entrevue efficacement.	10156FR	0.5
French	Ressources humaines	La rétroaction efficace sur le rendement	Le programme de la Conduite sécuritaire est conçu pour aider les conducteurs de tous les âges à comprendre beaucoup de facteurs qui pourraient contribuer à leur garantir une expérience de conduite sécuritaire dans la plupart des circonstances. Ce premier module a pour but de vous aider à apprendre les principes de la conduite sécuritaire pour devenir un conducteur prudent; à éviter les distractions fatales en prenant les précautions disponibles; enfin à pratiquer la conduite préventive afin de protéger les autres et vous-même.	12006FR	0.5
French	Ressources humaines	Sélectionner les candidats les plus talentueux		17881FR	0.75
French	Santé et sécurité	Conduite sécuritaire		18079FR	2.25

French	Santé et sécurité	Les échelles en toute sécurité	Chaque année, un grand nombre de personnes subissent des blessures en utilisant des échelles de façon inappropriée, au travail et à la maison.	10482FR	0.25
French	Santé et sécurité	Les risques électriques	Les risques électriques comprennent toutes les possibilités importantes de blessures au contact d'une source d'électricité. Certains risques, comme les échafaudages instables et les ouvertures dans le plancher, sont faciles à identifier. Toutefois, la plupart des gens ne sont pas conscients des risques électriques et des dangers qu'ils représentent.	10487FR	0.5
French	Santé et sécurité	Manutention manuelle des matériaux et prévention des blessures	Les blessures au dos sont certes agaçantes à court terme, mais elles peuvent également avoir de graves conséquences à long terme sur la qualité de vie d'un travailleur. Le présent module examine le dos et son fonctionnement et décrit quelque blessures du dos et leurs préventions.	12263FR	0.5
French	Santé et sécurité	Sécurité en matière d'agents pathogènes transmissibles par le sang à l'intention des employés canadiens	L'exposition aux maladies transmissibles par le sang est une grave préoccupation dans de nombreux secteurs de la population active. Les agents pathogènes transmissibles par le sang sont les microorganismes pathogènes présents dans le sang et ses composants, et dans les produits d'origine humaine. Dans ce cours, vous verrez comment se produit l'exposition aux agents pathogènes transmissibles par le sang et comment vous protéger et protéger les autres.	12479FR	1
French	Santé et sécurité	Sensibilisation aux moisissures	Les moisissures peuvent poser un sérieux problème en milieu de travail et sur la santé. Le présent cours fournit une définition de ce que sont les moisissures; il décrit leurs effets sur la santé, passe en revue les responsabilités des employeurs en vertu de la loi et donne un aperçu des stratégies de prévention et de contrôle des moisissures.	12261FR	0.5
French	Santé et sécurité	SIMDUT 2015	Dans ce cours, nous allons décrire le Système d'information sur les matières dangereuses en milieu de travail – SIMDUT – ainsi que la façon de le mettre efficacement en pratique à votre travail. Le SIMDUT est aligné avec la nouvelle norme mondiale, le Système général harmonisé de classification et d'étiquetage des produits chimiques (ou SGH), donc nous allons également décrire les règles et formats de ce système pour la gestion des produits dangereux. Les systèmes décrits dans ce module sont rendus obligatoires par le gouvernement fédéral et mis en application dans chaque province ou territoire par les différents ministères du travail.	40516FR	0.5
French	Service à la clientèle	Créer d'importantes relations avec les clients	Les bonnes relations avec la clientèle sont un facteur clé pour le succès de toute entreprise. Ce module vous aidera à découvrir les avantages de communiquer ouvertement pour vous et vos clients. Vous examinerez les problèmes tels que les rapports et la confiance, et identifierez ce que les clients veulent en termes de communication. Vous apprendrez les techniques pour établir la confiance et éliminer les messages négatifs de votre communication qui auront un impact significatif sur les relations avec vos clients. Finalement, vous découvrirez des types de personnalité qui demanderont un certain effort et apprendrez les stratégies pour les contrecarrer.	11305FR	0.83
French	Service à la clientèle	Développer de bonnes relations avec ses clients	Vos clients décident ou non de votre réussite, et ce qui compte est de développer des relations. Pour maintenir votre avantage compétitif, renseignez-vous sur comment vous pouvez donner un service à la clientèle qui est légendaire et conforme.	11301FR	0.83
French	Service à la clientèle	L'art de servir les clients difficiles	En cette ère de l'information, les clients sont de plus en plus informés et exigeants. Pour un représentant du service à la clientèle, répondre aux exigences d'un de ces clients peut être un vrai cauchemar! Suivre ce cours vous réveillera de ce cauchemar et vous montrera comment calmer les clients en colère et résoudre leurs plaintes tout en gardant votre sang-froid.	12537FR	0.83
French	Supervision et gestion	Établissement des objectifs de rendement et attentes	Des employés productifs et motivés sont ceux qui comprennent clairement ce que l'on attend d'eux pour ce qui est de leur rendement et attitudes. Ce cours vous donnera les outils et méthodes nécessaires afin d'établir de façon collaborative des critères de rendement spécifiques pour chaque employé. Nous vous fournirons des conseils pour vous aider à obtenir l'engagement requis pour atteindre vos objectifs et des méthodes qui faciliteront la révision des objectifs de rendement sur une	12565FR	0.83

French	Supervision et gestion	Être un brillant superviseur	Ce cours examine les éléments les plus importants d'une supervision réussie, en portant une attention particulière sur les individus et les compétences organisationnelles. Il propose des stratégies, des techniques et des outils permettant d'évaluer les compétences personnelles, de tirer le meilleur parti de l'équipe de travail afin de les aider à développer leurs aptitudes et d'atteindre les objectifs organisationnels. Il fournit également des conseils pour développer des relations avec votre gestionnaire et vos pairs afin de vous aider à atteindre vos objectifs de carrière.	18065FR	0.83
French	Supervision et gestion	Fournir une rétroaction efficace	Vous demandez-vous comment vous pouvez fournir une rétroaction efficace à quelqu'un? Espérez-vous que ce ne soit pas vu négativement ou mal compris? Apprenez comment fournir de la rétroaction qui sert d'outil pour augmenter le rendement et améliorer le moral.	12541FR	0.83
French	Supervision et gestion	La délégation	La délégation efficace est une stratégie qu'utilisent les leaders pour économiser le temps, mettre en valeur le moral des employés, et former les nouveaux employés en mettant l'autorité entre leurs mains. Dans ce cours, vous étudierez le processus de délégation, apprendrez à surmonter les obstacles à la délégation et à donner une rétroaction efficace. Vous apprendrez aussi à utiliser cet outil puissant au profit de votre organisation.	40535FR	0.83
French	Supervision et gestion	La gestion de conflit	Le conflit est une composante inévitable dans une organisation. Les cadres le trouvent en général négatif, mais de récentes études ont montré que le conflit peut avoir des conséquences positives sur une organisation s'il est géré efficacement. Ce cours vous aidera à comprendre la différence entre le conflit fonctionnel et dysfonctionnel. Vous apprendrez également à utiliser le conflit fonctionnel pour augmenter l'innovation, le changement et la créativité dans votre organisation.	12556FR	0.75
French	Supervision et gestion	La gestion du changement	Les leaders efficaces savent comment développer le changement des entreprises en douceur. C'est le seul moyen de survivre.	12547FR	0.75
French	Supervision et gestion	Motivation des employés	La différence entre une entreprise qui ne fait que survivre et une qui réussit réside dans l'énergie et l'engagement de ses effectifs. Une main d'œuvre motivée et dévouée est la formule d'un succès à long terme. Ce cours vous offre des conseils pratiques permettant d'identifier les facteurs de motivation de groupe ou d'individus et les facteurs mobilisateurs qui énergisent les employés. Il y a des outils, techniques et méthodes servant à redonner la vigueur au milieu de travail et d'encourager l'initiative chez chacun dans le but de faire avancer tout le monde.	12693FR	0.83
French	Ventes	Principes fondamentaux du marketing	Nous développerons un modèle de définition du marketing. Nous illustrerons que le marketing est simplement un processus, ou un ensemble d'activités dont le but est d'offrir des biens et services aux individus. Nous examinerons la notion de besoins des individus en tant que force motrice derrière le marketing. Nous examinerons également la notion selon laquelle le processus entier exige un échange entre les individus, celui qui met l'accent sur l'achat et la vente des biens et services. Nous apprendrons que le marketing est une fonction clé dans les affaires, que ce soit dans un système d'économie planifiée ou d'économie de marché. Nous pousserons le marketing une étape plus loin pour démontrer ses différents domaines de spécialisation dont : le marketing social, le marketing individuel, le marketing organisationnel, et le marketing de la propriété immobilière. Le module, Principes fondamentaux de marketing, est le premier des quatre modules du programme d'apprentissage en ligne intitulé : Marketing	10248FR	0.5
French	Ventes	Vendre Votre Idée	Une des plus grandes craintes pour des directeurs et d'autres parle l'en public. Vous recevrez l'information pour vous aider à prévoir et présenter vos remarques pour la plupart d'impact, et vous apprendrez comment traiter l'inquiétude qui accompagne tellement souvent de telles tâches. Le cours inclut des techniques pour vous aider à déterminer ce que l'auditoire veut et les besoins, des méthodes de mesurer leurs besoins, et une structure d'organiser et de composer une bonne	18049FR	0.83
French	vuKidz (FR)	Alors tu veux démarrer une entreprise!	Katie et Sam veulent démarrer une entreprise. Elles apprennent qu'une entreprise doit avoir un produit ou un service, et des clients. L'étude de marché leur permettra de décider si leur idée d'entreprise est viable.	8787FR	0.1
French	vuKidz (FR)	Comment se faire payer	Les entreprises acceptent de se faire payer de différentes façons. Sam et Katie découvrent les avantages et les inconvénients de certains modes courants de paiement.	40039FR	0.1

French	vuKidz (FR)	La Petite Tirelire	Dans cette version virtuelle du Livre 1, la leçon commence par l'histoire The Little Piggy Bank. Cette leçon raconte les aventures des jumeaux Tessa et Benji tandis qu'ils apprennent ce qu'est l'argent à la fois du point de vue physique et pratique. Ils constatent que les gens reçoivent de l'argent en échange de travaux et parfois, à titre de cadeau. L'argent peut être utilisé immédiatement ou on peut l'économiser pour l'utiliser plus tard.	40102FR	1
French	vuKidz (FR)	Planifier pour réussir	La planification est un facteur important de réussite. Dans cette leçon, Katie et Sam découvrent les composantes de base d'un plan d'affaires : les finances, le marketing, l'exploitation et les ressources humaines (ou l'argent, les clients, le travail et les personnes).	8917FR	0.1
French	vuKidz (FR)	Tout s'explique	Quel est le bon moment pour une entreprise d'emprunter de l'argent? C'est quoi les intérêts et comment ça fonctionne? Dans ce cours, Sam et Katie décident si elles peuvent se permettre d'emprunter de l'argent.	8916FR	0.1
Spanish	Business	Dar una retroalimentación efectiva	La retroalimentación es un proceso por el cual el desempeño efectivo es reforzado y se corrige el desempeño no deseable. Este curso proporcionará a usted estrategias para dar retroalimentación efectiva que sirva como una herramienta para aumentar el rendimiento y la moral.	12541ES	1
Spanish	Business	Desarrollo de un equipo de liderazgo fuerte	En este curso, se proporcionan los elementos clave para crear un equipo de liderazgo que dé el ejemplo. Como líder, se espera que usted delegue gran parte del trabajo a otros.	12695ES	0.83
Spanish	Business	Empoderar a su gente	En este curso, examinaremos cómo puede usted desarrollar relaciones y empoderar a las personas que usted dirige. Los líderes efectivos saben cómo desarrollar compañías respetuosas del cambio. Es la única forma de sobrevivir. Este curso describe cómo planear el proceso de cambio, abordar las fases de transición y asegurar resultados.	40187ES	0.5
Spanish	Business	Gestión de cambio	En el lugar de trabajo de hoy, no es suficiente simplemente con gestionar. Las organizaciones están buscando líderes. Convertirse en líder efectivo requiere tener una idea clara de las cosas que motivan a los empleados a dar lo mejor de sí mismos. También requiere habilidades en el manejo de los desafíos de la negatividad y los conflictos interpersonales. También requiere habilidades de asesoramiento. Un líder efectivo sabe cómo asesorar a los empleados mientras asumen nuevos proyectos y se esfuerzan por crecer profesionalmente. En este curso, usted tendrá una oportunidad de explorar estas habilidades de liderazgo esenciales.	12547ES	0.5
Spanish	Business	Liderazgo efectivo	La COVID-19 está cambiando la forma en que vivimos y trabajamos. De repente, muchos de nosotros estamos trabajando desde casa e intentando hacerlo de manera efectiva en medio del caos de las cuarentenas, el autoaislamiento, los cierres de las escuelas y las noticias constantes. En este curso, se describen ideas para trabajar desde casa de manera efectiva en esta época desafiante.	12918ES	0.33
Spanish	Business	Trabajar desde casa de manera efectiva	Aprenda sobre sus derechos y responsabilidades como empleado en la prevención del acoso y la discriminación ilegal. El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleados un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja.	40896ES	0.4
Spanish	Compliance (US)	Prevención de acoso de empleados [US]	Aprenda sobre sus derechos y responsabilidades como empleador o supervisor en la prevención del acoso y la discriminación ilegal. El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleadores y supervisores un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja.	41018ES	1
Spanish	Compliance (US)	Prevención de acoso de Supervisor [US]	El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleadores y supervisores un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja.	41017ES	2
Spanish	Compliance (US)	Prevención del acoso [Connecticut]	El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleadores y supervisores un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja.	40879ES	2

Spanish	Conformidad	Empleados [California] - Prevención del acoso para los empleados de California (cumple con SB1343)	Aprenda sobre sus derechos y responsabilidades como empleado en la prevención del acoso y la discriminación ilegal. Este curso cumple con el SB1343. Duration (Hours): 1	40549ES	1
Spanish	Conformidad	Empleados [US Federal] - Prevención del acoso para los empleados	Aprenda sobre sus derechos y responsabilidades como empleado en la prevención del acoso y la discriminación ilegal. Duration (Hours): 0.83	40551ES	0.83
Spanish	Conformidad	Prevenir el acoso y la discriminación ilegal en Nueva York	El acoso y la discriminación son costosos para las organizaciones. Todo el mundo se ve afectado por las consecuencias negativas de un lugar de trabajo que permite el acoso y el comportamiento discriminatorio. Este curso electrónico está diseñado para informar a los gerentes y supervisores de sus obligaciones legales y su papel fundamental en asegurar un lugar de trabajo libre de acoso sexual. Duration (Hours): 0.75	40433ES	2
Spanish	Conformidad	Supervisores [California] - Prevención del acoso para los supervisores de California (cumple con AB1825)	Aprenda sobre sus derechos y responsabilidades como empleador o supervisor en la prevención del acoso y la discriminación ilegal. Este curso cumple con el AB1825. Duration (Hours): 2	40492ES	2
Spanish	Conformidad	Supervisores [US Federal] - Prevención del acoso para los supervisores	Aprenda sobre sus derechos y responsabilidades como empleador o supervisor en la prevención del acoso y la discriminación ilegal. Duration (Hours): 1.67	40550ES	1.5
Spanish	Diversity & Inclusion	Diversidad en el lugar de trabajo	Diversidad en el lugar de trabajo sirve como una base para que los miembros del equipo y la gerencia examinen las formas en las que la identidad afecta la dinámica y la productividad del lugar de trabajo. A través del uso de herramientas y técnicas basadas en pruebas, los participantes descubrirán el valor de facilitar un entorno de trabajo inclusivo.	40633ES	1.5
Spanish	Health & Safety	Mejores prácticas para regresar a trabajar para empleados	Este curso describe los protocolos, políticas y procedimientos de seguridad y salud que los empleados necesitan entender y seguir para garantizar que permanezcan seguros cuando regresen a trabajar durante la pandemia de COVID-19.	40954ES	0.5
Spanish	Health & Safety	Preparación para el Coronavirus para Empleadores y Empleados	Este curso está destinado únicamente para fines informativos. Si tiene preguntas, realice un seguimiento con su empleador o consulte a su autoridad sanitaria local. Si usted está enfermo, es importante que siga los consejos de su proveedor de atención médica.	40882ES	0.5
Spanish	Health & Safety	WHMIS (en español)	Este curso de formación en línea de WHMIS está diseñado para todos los empleados de Canadá que trabajan con productos químicos peligrosos o que podrían estar expuestos a ellos en el lugar de trabajo. En este curso describiremos el Sistema de Información de Materiales Peligrosos en el Lugar de Trabajo (o WHMIS) y explicaremos cómo aplicarlo de manera efectiva en su trabajo. WHMIS está alineado con la norma mundial, el Sistema Globalmente Armonizado de Clasificación y Etiquetado de Productos Químicos (SGA). Describiremos las reglas y formatos de este sistema para la gestión de productos peligrosos.	41433ES	0.75
Spanish	Personal Development	Cómo llevar a cabo reuniones efectivas	En este curso, revisaremos las estrategias que lo ayudarán a planificar y llevar a cabo reuniones efectivas y a tener resultados visibles.	12531ES	0.75
Spanish	Personal Development	Poder de liderazgo personal	Este curso está diseñado para ayudarlo a usted a desencadenar su potencial de liderazgo. Usted aprenderá cómo adoptar una postura, alcanzar un objetivo y motivar a otros. El curso explica de qué manera la mayoría de los líderes se hacen, en vez de nacer como tales, y le enseña a usted a desarrollar su poder de liderazgo personal (PLP). Esto incluye utilizar los cinco principios para incrementar y utilizar PLP de forma efectiva	12491ES	0.83

Spanish	Sales & Marketing	Mercadotecnia en los medios sociales	En este curso hablaremos sobre los medios sociales y el papel que desempeña la mercadotecnia en los medios sociales. Identificaremos las plataformas de medios sociales más utilizadas, explicaremos la importancia de cada una en un contexto de mercadotecnia y discutiremos los diversos aspectos del desarrollo de un plan de mercadotecnia en los medios sociales. Claramente, es importante saber qué es el estrés y cómo se presenta. Sin embargo, tal vez sea más importante saber qué hacer al respecto. En este curso, exploraremos algunas estrategias que lo ayudarán a manejar el estrés.	14661ES	0.5
Spanish	Workplace & Personal	Manejo del estrés		12947ES	0.5