IKAJUQTUQ
TRAINING & CONSULTING

IKAJUQTUQ CORPORATE TRAINING

COURSE CATALOG

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IKAJUQTUQ TRAINING

ABOUT US

We are a local company based in Iqaluit that saw a need for quality business training that didn't mean sending employees out of the territory to recieve professional development in many of the areas that employers would like to develop in their workforce.

Ikajuqtuq's training coruses are lef by expert instructors who offer strategies, tools and methodologies to keep you ahead of the trends in the rapidly changing environment of professional development. Your staff will be able to deepen their knoweldge base, learn new skills or build upon previous training.

We offer flexibility to customize our courses and create bundles that git your team;s specific learning goals. We have organized our courses into the most recognized groupings that are easy to recognize like Adminstrative, Customer Service etc.

We are currently the only Nunavut company that offers the WSCC approved Supervisor Safety Familiarization course. We take pride in offering professional courses developed with Nunavummiut in mind.

We are registered with the Government of Nunavut's NNI Registry and we are able to offer courses in any Nunavut community.

Ready to take your training to the next level?
Reach out to Robynn at hello@ikajuqtuq.ca to learn more and enroll your team.

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ADMINISTRATIVE COURSES

IK-9632-AD, **Administrative Office Procedures**
Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

At the end of this workshop, participants should be able to:
- Organize a binder
- Develop procedures
- Prepare checklists
- Understand succession planning
- Collect the correct tools

IK-5236-AD, **Administrative Support**
Good administrative skills reduce the risk of "things falling through the cracks." Great administrative skills create exponential results that spot potential problems, overcome obstacles, and leverage resources effectively. In this course, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this module will take time to root into your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

By the end of this workshop, participants will be able to:
- Getting Organized
- Manage their time more effectively
- Prioritize their time so they can get it all done.
- Complete Special Tasks
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
- Deal better with their managers
- Taking Care of Yourself is a priority

IK-4044-AD, **Archiving and Records Management**
Every organization is responsible for maintaining records. The ability to create, organize, and maintain records and archives is essential to success. Correct records keeping will not only offer liability protection; it will also increase efficiency and productivity. To put it simply, maintaining records and archives will improve the bottom line.

At the end of this workshop, participants should be able to:
- Define records and archives
- Analyze records in context
- Classify records
- Understand different systems
- Maintain and convert records

IK-6985-AD, **Business Writing**
Welcome to the Business Writing workshop. Writing is a key method of communication for most people, and it's one that many people struggle with. This workshop will give participants a refresher on basic writing concepts such as spelling, grammar, and punctuation. It will also provide an overview of the most common business documents such as proposals, reports, and agendas. All of this will provide that extra edge in the workplace.

By the end of this workshop, participants will be able to:
- Gain better awareness of common spelling and grammar issues in business writing
- Review basic concepts in sentence and paragraph construction
- Know the basic structure of agendas, email messages, business letters, business proposals, and business reports
- Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports
- Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports
- Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases
- Define proofreading and understand techniques in improving proofreading skills
- Define peer review and list ways peer review can help improve business writing skills
- List guidelines in printing and publishing business writing

IK-5211-AD, **Executive and Personal Assistants**
Executive and personal assistants have always played an important role in business. Their roles and responsibilities have evolved, but assistants are still vital to the profitability of any organization. Training to become an effective assistant will make you a valued employee who assists management on the road to success.

At the end of this workshop, participants should be able to:
- Adapt to the needs and styles of management
- Communicate through written, verbal, and nonverbal methods
- Improve time management skills
- Manage meetings effectively
- Act as a gatekeeper
- Use the tools of the trade effectively

IK-9885-AD, **Meeting Management**
Welcome to the Meeting Management workshop. You are on your first project and you have to organize and manage the project kick-off meeting. What do you do first? Do you create the agenda or the invitation list? How do you run a meeting? What preparation do you need? All of these are valid and real questions you, as the meeting manager, must address.

There is no doubt about it. Meetings require skill and technique in order for the meeting to achieve its purpose. Disorganized and poorly managed meetings waste time and hurt your credibility as a meeting manager. Consistently leaving a poor impression with the attendees will haunt you if left unchecked.

This training course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that will engage your attendees and leave a positive and lasting impression.

By the end of this workshop, participants will:
- Planning and Preparing
- Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities
- Use an agenda
- Chairing a Meeting
- How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

IK-2418-AD, **Organizational Skills**
Good organizational skills can prove beneficial in many areas of life, including personal and business areas. Organizations can increase a person's general productivity, project management, and can even affect his memory and retention skills. These skills are not acquired overnight – it will take a lot of hard work and practice. But with a little guidance and the right tools, anyone can learn how to stop hunting for missing things and become better organized.

By the end of this workshop, participants will:
- Examine current habits and routines that are not organized
- Learn to prioritize your time schedule and daily tasks
- Determine ways of storing information and supplies
- Learn to organize personal and work space
- Learn to resist procrastination
- Make plans to stay organized in the future

IK-1855-BP, **Basic Bookkeeping**
Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other n many more ways than we might imagine. Essentially, our world revolves around numbers. Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia.

By the end of this workshop, participants will be able to:
- Understand basic accounting terminology
- Identify the differences between the cash and accrual accounting methods
- Keep track of your business by becoming familiar with accounts payable and accounts receivable
- Use a journal and general ledger to document business financials
- Utilize the balance sheet
- Identify different types of financial statements
- Uncover the reasons for and actually create a budget
- Be familiar with internal and external auditing

IK-1144-BP, **Budgets and Financial Reports**
Welcome to the Understanding Budgets and Financial Reports workshop. Everyday businesses deal with budgets and financial reports in some form or fashion. At minimum, business managers review budget numbers and run financial reports for decision-making and reporting to shareholders and Federal regulators once a month. Many companies devote the last few months of the calendar year to creating budgets for the next calendar year. In addition, organizations create and disseminate year-end financial reports to investors.

In this course, participants are going to achieve the following learning objectives:
- Identify financial terminology
- Understand financial statements
- Identify how to analyze financial statements
- Understand budgets
- How to make budgeting easy
- Understand advanced forecasting techniques
- Understand how to manage the budget
- Identify How to make smart purchasing decisions
- Identify the legal aspects of finances

IK-5874-BP, **Business Succession Planning**
Welcome to the Business Succession Planning workshop. The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. Whether it is preparing someone to take over as the sole proprietor of a small business or a position of leadership in a corporation, business succession planning is essential to the long-term survival of a company. This course will teach you the difference between succession planning and mere replacement planning and how to prepare people to take on the responsibilities of leadership so that the company thrives in the transition.

At the end of this workshop, participants should be able to:
- Define business succession planning and its role in your company
- Lay the groundwork to develop a succession plan
- The importance of mentorship
- Define and use a SWOT analysis to set goals
- Create a plan, assign roles, and execute the plan
- Communicate to develop support and manage change
- Anticipate obstacles, and evaluate and adapt goals and plans
- Characterize success

IK-2369-BP, **Change Management**
Welcome to the Change Management workshop. Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

By the end of this workshop, you should be able to:
- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency in the context of change, and employ strategies the change leader and individual change participant can use to foster resiliency
- Explain the importance of flexibility in the context of change, and demonstrate methods the change leader and individual change participant can use to promote flexibility

K-5829-BP, **Contract Management**
It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationship will flourish. If they are not, companies potentially face financial loss, relationship harm, and damaged reputations.

At the end of this workshop, participants should be able to:
- Identify contract elements
- Understand ethical contract management
- Calculate value
- Negotiate contracts
- Create basic amendments

IK-4043-BP, **Crisis Management**
Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitiability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

At the end of this workshop, participants should be able to:
- Identify potential risks
- Understand the myths behind workplace violence
- Define escalation and identify examples
- Learn concerning behaviors
- Know what a trigger is and how that can escalate
- Understand the proper response to an event

IK-5234-PD, **Digital Citizenship**
The Internet has changed the way that people connect, communicate, and conduct business. The digital age has provided many benefits, but it does have a downside. Given the sheer volume of digital information that we send and receive each day, it is important to learn basic citizenship skills. These skills will help prevent missteps and keep your digital relationships running smoothly.

At the end of this workshop, participants should be able to:
- Define digital citizenship
- Use technology appropriately
- Use social networking to create your brand
- Protect your reputation online
- Practice safe use of technology
- Understand digital etiquette

IK-1952-PD, **Emotional Intelligence**
Welcome to the Emotional Intelligence workshop. Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.

This workshop is designed to help you in the following ways:
- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy
- Understand, use and manage your emotions
- Verbally communicate with others
- Successfully communicate with others in a non-verbal manner
- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace
- Balance optimism and pessimism
- Effectively impact others

IK-2542-BP, **Knowledge Management**
Welcome to the Knowledge Management workshop. Today's culture thrives on knowledge. It is evident in the items we buy or activities we invest time managing. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power." Organizations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. The organization that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organization. A learning organization is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organization.

This workshop is designed to help you in the following ways:
- Understand the basic concept of knowledge management (KM)
- Identify the do's and don'ts of KM
- Identify the KM life cycle
- Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rational for your company
- Understand how to customize KM definitions
- Identify the steps to implementing KM in your organization
- Identify tips for success
- Understand the advance topics in KM

IK-3622-BP, **Negotiation Skills**
Although people often think of boardrooms, suits, and million dollar deals when they hear the word "negotiation," the truth is that we negotiate all the time. For example, have you ever:

- Decided where to eat with a group of friends?
- Decided on chore assignments with your family?
- Asked your boss for a raise?

These are all situations that involve negotiating!

By the end of this workshop, participants will be able to:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

IK-8843-BP, **Networking Outside the Company**
Everyone knows that networking is important to long-term business success. The networking process itself, however, can be confusing. Learning effective networking techniques will help you develop relationships that will benefit you both personally and professionally.

At the end of this workshop, participants should be able to:

- Identify and avoid obstacles
- Implement networking principles
- Use online tools
- Prioritize contacts
- Manage networks effectively

IK-9830-BP, **Networking Inside the Company**
Networking is unavoidable in modern society. Many people focus on external networking, but the networking process must be used with the company in order to be truely effective. By following the information outlined in this publication, you will be able to network effectively and reap the rewards that come with making connections within the organization.

At the end of this workshop, participants should be able to:

- Define networking
- Understand networking principles
- Use networking tools
- Avoid common mistakes
- Understand how to build relationships
- Manage time successfully

IK-3355-BP, **Project Management**
Welcome to the Project Management workshop. In the past few decades, organizations have discovered something incredible: principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.
This workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day.

By the end of this workshop, participants will be able to:

- Define projects, project management, and project managers
- Identify the importance of the PMBOK and PMI
- Identify the five process groups and ten knowledge areas as defined by the PMI
- Describe the triple constraint
- Perform a project needs assessment and write goals, requirements, and deliverables
- Create key project documents, including the statement of work, project planning worksheet, and project charter
- Build a project schedule by estimating time, costs, and resources
- Understand and use the work breakdown structure
- Create project planning documents, such as a schedule, risk management plan, and communication plan
- Use planning tools, including the Gantt chart, network diagram, and RACI chart
- Establish and use baselines
- Monitor and maintain the project
- Perform basic management tasks, including leading status meetings and ensuring all documents are complete at the end of the project

IK-2287-BP, **Public Speaking**
According to a survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders – standing up in front of a crowd and talking is far more terrifying for most people. Mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mentionn a huge benefit.

By the end of this workshop, participants will be able to:
- Identify their audience
- Create a basic outline
- Organize their ideas
- Flesh out their presentation
- Find the right words
- Prepare all the details
- Overcome nervousness
- Deliver a polished, professional speech
- Handle questions and comments effectively

IK-9639-BP, **Social Media in the Workplace**
People love to stay connected, so it's no wonder that social media sites continue to grow in popularity. However, with social media sites going mobile and open 24 hours a day, people can often forget where to draw the line, especially at work. Companies should examine how this media is affecting them and how they can implement ways to move forward with technology without letting it interfere with productivity.

To effectively learn how to use social media in the workplace, an employee must learn the basic building blocks of social media and the different ways they interact and perform. Once we understand that social media is about communication, we can establish guidelines that allow employees feel free to network while staying focused at work.

By the end of this workshop, participants will be able to:
- Learn the meaning of social media
- Learn different ways social media is used and altered
- Build and maintain a social media policy
- Keeping your social media secure
- Establishing rules for the social media the company posts
- Discover the benefits and pitfalls of using social media

IK-7411-BP, **Telework and Telecommuting**
For some people, working from home can seem like a dream opportunity. But they may not realize that this kind of position comes with a great amount of responsibility and challenges. Since these employees are not working in a centralized office, they may have the advantage of having flexible schedules and shorter or no commute, they can have disadvantages when it comes to receiving feedback and being able to communicate with teammates.

At the end of this workshop, participants should be able to:
- Know the skills required for working outside the office
- Learn keys to proper self-management
- Learn ways to manage time efficiently
- Know different methods of organization and planning
- Identify various forms of communication and their proper use
- Address and resolve challenges that teleworkers can face

IK-7732-BP, **The Cloud and Business**
The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates, as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.

At the end of this workshop, participants should be able to:
- Understand what the cloud is
- Recognize risks and benefits
- Communicate effectively
- Employ business processes
- Monitor performance

IK-9523-BP, **Communication Strategies**
Welcome to the Communication Strategies workshop. For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

By the end of this workshop, you should be able to:
- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

COLLABORATION & TEAMWORK

IK-5266-CT, **Appreciative Inquiry**
Appreciative inquiry focuses on finding the best in people and how they use it to function in their work and everyday life. Through appreciative inquiry, an employer uses the art of asking questions and opinions to strengthen the system as a whole, creating a more positive environment and heightening employee potential. This approach is designed to focus less on negativity and criticism, and utilize personal design and encourage discovery.

At the end of this workshop, participants should be able to:
- Know the meaning of appreciative inquiry
- Think in positive terms and avoid thinking negatively
- Encourage others to think positively
- Recognize positive attributes in people
- Create positive imagery
- Manage and guide employees in a positive environment

IK-5227-CT, **Collaborative Business Writing**
Collaborative business writing is a growing trend among industries because it is a concept that utilizes the talent and knowledge of several individuals to create one final piece of work. Since collaborative writing in the workplace can be done by several different employees, the final work can feature several different views, aspects and opinions that may not be seen if the job had been completed by one person. This concept is also helpful when companies have large projects to finish, since it can be broken down into several 'parts' for team members to complete individually.

At the end of this workshop, participants should be able to:
- Define collaborative business writing
- Know different types of collaborative writing
- Know how to collaborate with team members
- Learn methods of handling conflict in writing
- Build collaborative writing teams

IK-5831-CT, **Creative Problem Solving**
Welcome to the Creative Problem Solving workshop. In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small. This workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

By the end of this workshop, participants will be able to:
- Understand problems and the creative problem solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions
- Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- Perform a final analysis to select a solution
- Understand the roles that fact and intuition play in selecting a solution
- Understand the need to refine the shortlist and re-refine it
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality
- Follow up with solution implementation to celebrate successes and identify improvements

IK-8035-CT, **Team Building Through Chemistry**
Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry between team members. It is not enough to have a group of people work on a project; people have to connect and balance each others' strengths. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding pitfalls and developing a sense of unity.

At the end of this workshop, participants should be able to:
- Understand the team development model
- Identify team chemistry
- Create vision and goals
- Appreciate diversity
- Manage conflict

IK-3232-CT, **Team Building for Managers**
Your organization's people are its greatest asset, and when they work together as a team they accomplish even more. But teamwork doesn't just happen. Teams have to be created, developed, and continuously nurtured. A solid team building strategy can create an environment of greater collaboration and collegiality, which is good not only for the bottom line for your people themselves. There are many different ways to build a team, and to continue fostering a sense of teamwork. Developing a diverse team building tool kit helps your people grow at every stage.

At the end of this workshop, participants should be able to:
- Discuss the benefits of team work
- Understand the importance of intentionally fostering teamwork
- Determine strategies your organization can take to build teams
- Understand the benefits of games and social activities in building a team
- Apply the principles of team building to your own organization

COLLABORATION & TEAMWORK con't

IK-8819-CT, **Teamwork and Team Building**
For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. This workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.

By the end of this workshop, you should be able to:
- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do -- and those to avoid -- when encouraging teamwork

IK-7722-CT, **Virtual Team Building and Management**
Virtual teams are growing in popularity since many companies continue to grow and expand in different areas. But sometimes learning to manage a team that we can't physically see every day can be difficult. When we learn how to manage our local teams, as well as our virtual teams, we can form a group that works together to increase productivity and provides a new perspective on any project.

At the end of this workshop, participants should be able to:
- Know the keys to establishing a virtual team
- Learn how to hold effective meetings and group sessions
- Learn effective ways to communicate with team members
- Use tools to build trust and confidence among employees
- Know how to handle poor performing employees
- Know how to manage a virtual team during any project

CUSTOMER CARE & MARKETING

IK-4628-CM, **Customer Service**
Each and every one of us serves customers, whether we realize it or not. Maybe you're on the frontlines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

By the end of this workshop, you should be able to:
- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

IK-1033-CM, **Customer Support**
Technology is always changing – and always improving. Once customer support was only offered by calling a 1-800 number and talking to someone over a line. But these days, customer support can be done over a variety of methods, including text messages and webchats. Your customers are always changing and so is the technology they use, so make sure you're keeping up with both.

At the end of this workshop, participants should be able to:
- Define customer support
- Know the different venues for customer support
- Recognize challenges of customer support
- Learn different applications
- Know proper forms of documentation
- Learning to be proactive in customer support

IK-3329-CM, **Handling a Difficult Customer**
At first glance, handling a difficult customer may seem like a thankless job. Fortunately, you can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout your daily life. By improving the focus of your thoughts and feelings, how you manage stress, and how well you listen to and empathize with others, you will be better able to meet the challenges other people pose in both your professional and personal life.

At the end of this workshop, participants should be able to:
- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances

IK-5102-LM, **Being a Likable Boss**
While many who enter into management and leadership roles want to be genuinely liked by the workers they supervise, seeking popularity for its own sake can be a dead-end path. Many have tried to lead while seeking popularity only to find that, indeed, they are loved but not respected. Becoming a more likeable boss however does not mean you have to sacrifice respect.

At the end of this workshop, participants should be able to:
- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team
- Learn how to trust others and earn their trust

IK-4863-LM, **Critical Thinking**
We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

The objectives for this course are as follows:
- Understand the components of critical thinking
- Utilize non-linear thinking
- Use logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

IK-2224-LM, **Developing New Managers**
Effective, high-quality management is key to organizational success. No matter what your industry, your organization needs to have skilled managers in place to be the best it can be. But managers don't just appear out of nowhere, equipped with the skills to succeed. Managers need to be developed. And while your organization is likely to do a mix of external hiring and internal promotion, taking the time to develop new managers from within the organization is a worthwhile time investment.

At the end of this workshop, participants should be able to:
- Discuss strategies for developing new managers
- Understand the importance of defining a clear management track
- Determine core roles and competencies for managers
- Understand the importance of continuous development for managers
- Apply the principles of manager development to your own organization

IK-2954-LM, **Leadership and Influence**
Welcome to the Leadership and Influence workshop! They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

By the end of this workshop, participants will be able to:
- Define "leadership"
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Coaching
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

IK-8844-LM, **Manager Management**
Management is known as a form of art and a science. The key is making employees more efficient and productive while finding the correct way to do it. When preparing to manage one or a group of managers, you are preparing for them to be able to manage their own employees. Every manager is a different personality type and learns differently. But with some helpful tools and tips, you can help them become great managers that will continue to grow and succeed with their new teams.

By the end of this workshop, participants will be able to:
- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

IK-4441-LM, **Middle Manager**
Welcome to the Middle Manager workshop. Traditionally, middle managers make up the largest managerial layer in an organization. Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and they understand how to effectively execute these goals.

At the end of this workshop, participants should be able to:
- Define management
- Understand ethics in the workplace
- Manage information and make decisions
- Be familiar with the control process
- Use organizational strategies to facilitate change
- Create structures and processes to manage teams
- Manage as a leader

IK-5210-LM, **Supervising Others**
Welcome to the Supervising Others workshop. Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

By the end of this workshop, you should be able to:
- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

IK-2581-LM, **Taking Initiative**
From before we start our first job, we often dreamt about what career we wanted to have when we grew up. Soon, we start the journey to find the job we want to have and discover ways to make it happen. But that's only half the battle. Once you've landed the job you want, you have to know ways to not only stay in your job field, but also excel in it.

At the end of this workshop, participants should be able to:
- Identify what initiative looks like
- Recognize when you can take steps outside the normal
- Build confidence in themselves
- Learn to find opportunities
- Learn good and bad aspects of initiative
- Balance initiative and restraint

IK-8444-HR, **Talent Management**
Talent management is essential to the success of any organization. Leaders need to recruit, train, and retain qualified employees. Providing incentives and developing individuals is the difference between engaging people and merely employing them. Investing in talent management will provide financial benefits as it improves the company's culture.

At the end of this workshop, you should be able to:
- Define talent and talent management
- Understand the benefits of talent management
- Recognize performance management and ways to review talent
- Identify employee engagement
- Create assessments and training programs
- Learn how to improve employee retention

IK-6222-HR, **Train the Trainer**
Welcome to the Train-the-Trainer workshop. Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. This workshop will give all types of training tools to help create and deliver engaging, compelling workshops that will encourage trainees to come back for more.

By the end of this workshop, participants will be able to:
- Define training, facilitating, and presenting
- Understand how to identify participants' training needs
- Create a lesson plan that incorporates the range of learning preferences
- Create an active, engaging learning environment
- Develop visual aids and supporting materials
- Manage difficult participants and tough topics

IK-5236-HR, **Adult Learning Mental Skills**
Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this manual, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators.

At the end of this workshop, participants should be able to:
- Understand Bloom's Taxonomy
- Explain the cognitive domain
- Explore the two cognitive domains
- Explain types of knowledge
- Identify training in the cognitive domain

IK-7655-HR, **Adult Learning Physical Skills**
Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this manual, we will pay attention to the psychomotor domain. This is the domain of action and physicality. It is important to remember that psychomotor works together with the other domains when implementing it.

At the end of this workshop, participants should be able to:
- Understand Bloom's Taxonomy
- Explain the psychomotor domain
- Explore the different psychomotor taxonomies
- Explain ways to implement training in the psychomotor domain
- Identify psychomotor activities

IK-1587-HR, **Business Ethics**
A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a business ethics program takes time and effort, but doing so will do more than improve business, it will change lives. A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two way street, the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

At the end of this workshop, participants should be able to:
- Define and understand ethics
- Understand the benefits of ethics
- Create strategies to implement ethics at work
- Recognize social and business responsibility
- Identify ethical and unethical behavior
- Learn how to make ethical decisions and lead with integrity

IK-9856-HR, **Business Etiquette**
Welcome to the Business Etiquette workshop. Success in any industry relies on relationships, whether with co-workers, clients, suppliers, or investors. When you're well-mannered and considerate in dealing with others, you create engaging, productive, and long term business relationships. As such, it is important to learn, not just the technical side of a business, but how to conduct one's self in the company of others.

By the end of this workshop, participants will be able to:
- Define etiquette and provide an example of how etiquette can be of value to a company or organization
- Understand the guidelines on how to make effective introductions
- Identify the 3 C's of a good impression
- Identify at least one way to minimize nervousness while in social situations
- Understand how to use a business card effectively
- Identify and practice at least one way to remember names
- Identify the 3 steps in giving a handshake
- Enumerate the four levels of conversation and provide an example for each
- Understand place settings, napkin etiquette, and basic table manners
- Understand the protocol in ordering in a restaurant, handling alcohol in a business meal, paying the bill, and tipping
- Understand basic guidelines when it comes to the proper form of address, grammar standards, and use of acronyms in e-mails
- Understand basic guidelines in the use of the telephone, voicemail, and cell phone
- State the difference between a formal and an informal letter
- Create an effective 'Thank You' note
- Understand the meaning of colors in dressing for success
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code
- Understand basic guidelines in international etiquette

IK-1088-HR, **Civility in the Workplace**
While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line. Bosses freely intrude on subordinates' personal space, gossiping co-workers are norm, and quality customer care has been forgotten. The result: an environment not conducive to getting work done, dissatisfied clients aiming for the competition, and in some cases, blatant tolerance for abuse and harassment.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed.

By the end of this workshop, participants will be able to:
- Define civility, understand its causes, and enumerate at least three of its behavioral indicators
- Understand the costs of incivility, as well as the rewards of civility, within the workplace
- Learn practical ways of practicing workplace etiquette, including the proper use of greetings, respect, involvement, and political correctness
- Learn the basic styles of conflict resolution and identify the style most appropriate for managing particular conflicts in the workplace
- Learn skills in diagnosing the causes of uncivil behavior
- Understand the role of forgiveness and conflict resolution in the creation of a civil working environment
- Understand the different elements of effective communication, particularly effective para-verbal and non-verbal communication
- Learn facilitative communication skills such as listening and appreciative inquiry
- Learn specific interventions that can be utilized when there's conflict within the workplace
- Learn a recommended procedure for systematizing civil behavior within the workplace

IK-1111-HR, **Coaching and Mentoring Course** *1/2 day
Effective coaching and mentoring skills drive all successful organizations. In this course, you will learn key coaching and mentoring skills that you can adopt in your organization to deliver endless results.

When you have completed this course you will be able to define the key concepts associated with coaching and mentoring and you will be able to:
- Understand the reasons why organizations use coaching & mentoring programs to achieve business objectives
- Identify opportunities for coaching & mentoring
- Introduce coaching & mentoring programs into their organization
- Use the knowledge gained from the course for the overall benefit of the organization

IK-3658-HR, **Coaching and Mentoring**
You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?
This workshop focuses on how to better coach your employees to a higher performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.
An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees to better a performance.

By the end of this workshop, participants will be able to:
- Define coaching, mentoring and the GROW model
- Identify and set appropriate goals using the SMART technique of goal setting
- Identify the steps necessary in defining the current state or reality of your employee's situation
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans
- Identify the benefits of building and fostering trust with your employee
- Identify the steps in giving effective feedback while maintaining trust
- Identify and overcoming common obstacles to the growth and development of your employee
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee

IK-5556-HR, **Conducting Annual Employee Reviews**
Any great boss will tell you that employee reviews are a cornerstone for having happy and productive employees. Employees need to know what their strengths and weaknesses are. Once an employee understands their performance, you and the employee can take steps to improve their weaknesses.

At the end of this workshop, participants should be able to:
- Understand the process of conducting an annual review
- Determine the categories for an annual review
- Know the mistakes managers make during an annual review
- Understand the concept of pay for performance
- Know how to tie employee compensation to firm-wide returns
- Know the value of employee communication
- Gauge employees' happiness

IK-1040-HR, **Delivering Constructive Criticism**
Constructive criticism can be a helpful tool when used with the intent of helping or improving a situation in the workplace. However, it can be one of the most challenging things not only to receive, but also to give. It can often involve various emotions and feelings, which can make matters delicate. But when management learns effective ways to handle and deliver constructive criticism, employees can not only learn from their mistakes, but even benefit from them.

By the end of this workshop, participants will be able to:
- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

IK-0888-HR, **Developing a Lunch and Learn**
The working lunch can develop a negative reputation among employees. It often involves being in a roomful of other people with low blood sugar, trying to stay awake while someone drones on about policies, procedures, etc. Lunch and learns, however, should be engaging and enjoyable. Hosting a lunch and learn correctly will improve employee satisfaction and the quality of employee training.

At the end of this workshop, participants should be able to:
- Understand what a lunch and learn is and is not
- Be able to set up and break down
- Create new content
- Address difficult situations and people
- Create useful takeaways
- Use feedback to improve future lunch and learns

IK-7852-HR, **Developing Corporate Behavior**
Corporate behavior is an important aspect of any business. The right behavior can cause your company to sky rocket with effective productivity and reputation. Poor behavior can cause a company's productivity and reputation to plummet. There are many different ways to influence a corporate behavior change, but the first step is to understand what behavior is. How can you change behavior if you don't know what it is?

At the end of this workshop, participants should be able to:

- Understand what behavior is
- Understand the benefits of corporate behavior
- Know what type of behaviors you want to implement in your company
- Know how to implement corporate behaviors
- Know how to maintain corporate behaviors

IK-4557-HR, **Developing Creativity**
Creativity and innovation will improve your chances of success in business and in life. Fortunately, there are steps that can be take to inspire you and develop your creative mindset. By changing the way that you think and overcoming your fear of risk, you will improve you creativity and change your life. Implementing the guidelines in this module is the first step to forever changing your creative process.

At the end of this workshop, participants should be able to:
- Define creativity
- Act with confidence
- Engage in curiosity
- Stop acting out of fear
- Learn from introspection
- Take risks

IK-3566-HR, **Employee Motivation**
Welcome to the Employee Motivation workshop. Employee Motivation is becoming ever more important in the workplace as time goes on, and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

By the end of this workshop, participants will:
- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of Employee Motivation
- Identifying methods of Employee Motivation
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying personality types and how they fit into a plan for Employee Motivation.
- Setting clear and defined goals
- Identifying specific issues in the field, and addressing these issues and how to maintain this going forward

IK-1101-HR, **Employee Onboarding**
Employee onboarding is essential to retaining top talent. An onboarding program does more than help orient new employees. It shapes how new employees relate to their organization. Implementing an employee onboarding program will shape the company culture while developing a highly qualified pool of talent.

At the end of this workshop, participants should be able to:
- Define onboarding
- Understanding the benefits and purpose of onboarding
- Recognize how to prepare for an onboarding program
- Identify ways to engage and follow up with employees
- Create expectations
- Discover the importance of resiliency and flexibility

IK-6255-HR, **Employee Recruitment**
Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies. Top talent will not always find you. You must seek out people to fill the positions that you have open. Recruiting the most qualified candidates will ensure that your employees keep your company running smoothly.

The objectives for this workshop include:
- Defining recruitment
- Understanding the selection process
- Recognizing the GROW model and how to set goals
- Preparing for the interview and question process
- Identifying and avoiding bias when making offers
- Discovering ways to retain talent and measure growth

IK-6932-HR, **Employee Termination Process**
Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.

At the end of this workshop, participants should be able to:
- Create employee performance plans
- Identify employees who should be terminated
- Establish effective termination meetings
- Know the "Do's" and "Don'ts" of firing an employee
- Be able to conduct exit interviews

IK-7296-HR, **Facilitation Skills**
Welcome to the Facilitation Skills workshop. Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making, facilitation can make any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

At the end of this workshop, participants should be able to:
- Define facilitation and identify its purpose and benefits
- Clarify the role and focus of a facilitator
- Differentiate between process and content in the context of a group discussion
- Provide tips in choosing and preparing for facilitation
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming, and performing
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution
- Provide guidelines in dealing with disruptions, dysfunctions, and difficult people in groups
- Define what interventions are, when they are appropriate, and how to implement them

IK-4583-HR, **Generation Gaps**
Welcome to the Generation Gaps workshop. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least. While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker has many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

At the end of this workshop, participants should be able to:
- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Y'ers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management
- Leveraging the benefits of generation gaps at work

IK-1301-HR, **Hiring Strategies**
Even the most experienced managers and human resources personnel can still have difficulty finding and hiring the perfect candidate for an open position. It can be difficult to determine if they will be right for the job or work well with the rest of the team. By learning how to utilize the information we have to find the best candidates and reviewing not only the job requirements, but the candidate's attributes, you can hire the best people for your company.

At the end of this workshop, participants should be able to:
- Know how to present the current open position
- Develop a workable hiring strategy
- Know how to determine which candidates to interview
- Steps and techniques to use in an interview
- Welcome newly hired employees
- Find potential candidates for the position

IK-2841-HR, **Human Resource Management**
Welcome to the Human Resource Management workshop. As companies modify priorities and operations, human resources functions can move from a dedicated HR role, to that of the manager. Whether the majority of those important functions stays within HR at your organization, or is your responsibility as a manager, it is important that managers understand how much of their role is really about their people, as well as aspects of legislation, policy, and procedures that involve human resourcing issues.

By the end of this workshop, participants will be able to:
- Describe the implications of different aspects of Human Resource Management on their daily responsibilities
- Define human resources terms and subject matter
- Recruit, interview, and retain employees more effectively
- Follow up with new employees in a structured manner
- Be an advocate for your employees' health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline and termination
- Evaluate some of the strengths and opportunities for Human Resources in your own workplace
- Identify three areas for further development within the Human Resources field as part of a personal action plan

IK-7358-HR, **Job Search Skills**
Welcome to the Job Search Skills workshop. Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning résumé and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?
This course will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job.

This workshop is designed to help you in the following ways:
- Define your objectives and purpose in your search for employment
- Help you establish SMART goals in the job-hunting process
- Assist you in developing a first month plan of action for your job search
- Craft an effective resume
- Form an attractive cover letter
- Develop and present a portfolio of your prior work
- Learn networking skills in finding leads for jobs
- Efficiently get interviews and thrive in the interview process

IK-8555-HR, **Measuring Results from Training**
Welcome to the Measuring Results with Training workshop. Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on. In this course, we will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings.

By the end of this workshop, participants will:
- Understand Kolb's learning styles and learning cycle
- Understand Kirkpatrick's levels of evaluation
- Be familiar with many types of evaluation tools, including goal setting, tests, reactionary sheets, interviews, observations, hip-pocket assessments, skill assessments, and learning journals
- Understand when to use each type of evaluation tool
- Be able to perform a needs assessment
- Know how to write learning objectives and link them to evaluation
- Be able to write an evaluation plan to evaluate learning at each stage of the training and far beyond
- Know how to identify the costs, benefits, and return on investment of training
- Be familiar with the parts of a business case

IK-5825-HR, **Millennial Onboarding**
More than ever, millennials – those born between 1980 and 1995 – are entering the workforce and becoming a vital part of our organizations. These workers bring a unique outlook on life to their jobs, and may also pose unique challenges. Taking time to customize the onboarding process for millennial employees helps promote employee retention and ensures that millennials are properly socialized into the workplace. Customizing the onboarding process for millennial employees benefits both the employee and the workplace.

At the end of this workshop, participants should be able to:
- Define onboarding
- Discuss the characteristics of Millennials
- Create an onboarding process for Millennials
- Develop action plans for working with Millennials
- Learn from introspection

IK-8520-HR, **mLearning Essentials**
The use of technology is on the rise, so it's no wonder that different methods of learning have emerged over the years. Recently, MLearning has become a new method for employees to learn and grow at work. With easy access, portability and a variety of resources available, MLearning is the user favorite for fast and convenient training and education.

At the end of this workshop, participants should be able to:
- Know the meaning of MLearning
- Recognize different methods of MLearning
- Know the benefits/challenges of using MLearning
- Train other employees regarding MLearning
- Form an MLearning plan

IK-2211-HR, **Performance Management**
Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactorily manner.

The objectives for this course are as follows:
- Define performance management
- Understand how performance management works and the tools to make it work
- Learn the three phases of performance management and how to assess it
- Discuss effective goal-setting
- Learn how to give feedback on performance management
- Identify Kolb's Learning Cycle
- Recognize the importance of motivation
- Develop a performance journal and performance plan

IK-5228-HR, **Social Learning**
We are continually placed in social learning situations. Whether we are continuing education, learning new skills at work, or participating in a club, learning often takes place in social settings. By fully understanding the process of social learning, it is possible to enhance both social and learning skills to reap the full benefits of any social learning situation.

At the end of this workshop, participants should be able to:
- Define and use social learning
- Identify social learning tools
- Manipulate group dynamics and culture
- Craft and lead role play scenarios
- Practice being a role model
- Understand modeling and observation

IK-8444-HR, **Talent Management**
Talent management is essential to the success of any organization. Leaders need to recruit, train, and retain qualified employees. Providing incentives and developing individuals is the difference between engaging people and merely employing them. Investing in talent management will provide financial benefits as it improves the company's culture.

At the end of this workshop, you should be able to:
- Define talent and talent management
- Understand the benefits of talent management
- Recognize performance management and ways to review talent
- Identify employee engagement
- Create assessments and training programs
- Learn how to improve employee retention

IK-8872-HR, **Workplace Diversity**
With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.

By the end of this workshop, you should be able to:
- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Understand the importance of body language, both your own, and that of others, and recognize its importance in interpersonal communications
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action
- Identify the process an organization must follow to receive and respond to a complaint, and then creating mechanisms to prevent or reduce repeat situations

IK-5555-HR, **Workplace Diversity and Inclusion**
Workplace Diversity & Inclusion Training provides participants with a thorough understanding of their role in creating and promoting a safe and welcoming work environment for colleagues and customers. Ensuring that a corporate organization is aware of cultural and organizational bias can provide the foundation for a diverse and inclusive workplace. Employers have a responsibility to create and promote a diverse and inclusive workplace, but what's more, there is strong evidence to suggest that workplaces that not only participate in, but adopt and encourage diverse and inclusive workplaces have better economic standing and revenue. It behooves an organization to train employees to create and promote, foster and encourage a diverse and inclusive workplace.

By the end of this training course participants will be able to :
- Identify their own biases related to diversity and inclusion
- Understand and be able to articulate the difference between diversity and inclusion
- Understand and create a plan for adopting and incorporate diversity and inclusion in the workplace
- Identify situations in which further discussion and planning needs to take place in their own workplaces related to diversity and inclusion
- Create a plan for taking action after completion of the training

PERSONAL DEVELOPMENT

IK-7774-PD, **10 Soft Skills You Need**
Soft skills are those skills which allow us to effectively work with others. No matter what your position, organization, or industry, you work with people! Taking the time to build effective soft skills can contribute to a more efficient, more harmonious, and more productive workplace, as well as to your own overall job happiness and satisfaction.

At the end of this workshop, participants should be able to:
- Discuss how soft skills are important to success in the workplace
- Understand the 10 key soft skills everyone should have
- Use soft skills to relate more effectively to others in the workplace
- Understand how to use soft skills to communicate, problem-solve, and resolve conflict
- Apply soft skills to specific situations

IK-2587-PD, **Anger Management**
Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. This workshop will help teach participants how to identify their anger triggers and what to do when their angry.

By the end of this workshop, participants will be able to:
- Understand anger dynamics in terms of the anger cycle and the fight or flight theory
- Know common anger myths and their factual refutations
- Know the helpful and unhelpful ways of dealing with anger
- Know techniques in controlling anger, particular reading anger warning signs, using coping thoughts, exercising relaxation techniques and blowing off steam
- Understand the difference between objective and subjective language
- Know tips in identifying the problem
- Express a feeling or position using I-messages
- Know skills and techniques in making a disagreement constructive, including effective negotiation and solution-building
- Reflect on one's hot buttons and personal anger dynamics
- Know alter, avoid and, accept ways of responding to an anger-provoking situation
- Understand the energy curve and how it can help in responding to someone else's anger
- Learn and practice de-escalation techniques
- Gain an integrated view of anger management and how it can be best practiced

IK-1256-PD, **Assertiveness and Self-Confidence**
Welcome to the Assertiveness and Self-Confidence workshop. Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced. This workshop will provide you with many tips, techniques, and opportunities to try out your own skills.

At the end of this workshop, participants should be able to:
- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing, and understand the importance of body language and questioning skills in communication
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth -- and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Use the STAR model to make your case during a presentation challenge
- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques
- Practice strategies for gaining positive outcomes in difficult interpersonal situations

IK-2412-PD, **Attention Management**
Welcome to the Attention Management workshop. A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Attention management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals.

At the end of this workshop, participants should be able to:
- Define and understand attention management
- Identify different types of attention
- Create strategies for goals and SMART goals
- Be familiar with methods that focus attention
- Put an end to procrastination
- Learn how to prioritize time

IK-5005-PD, **Business Acumen**
Many people believe you are born with business acumen, which is loosely defined as the ability to assess an external market and make effective decisions. Knowing what is necessary to navigate and create a successful business seems innate for certain people. The right training combined with experience will improve your business savvy.

At the end of this workshop, you should be able to:
- Know how to see the big picture
- Develop a risk management strategy
- Know how to practice financial literacy
- Develop critical thinking
- Practice management acumen
- Find key financial levers

IK-4736-PD, **Conflict Resolution**
Welcome to the Conflict Resolution workshop. Wherever two or more people come together, there is the possibility of conflict. This course will give participants a six-step process that they can use to modify and resolve conflicts of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

At the end of this workshop, participants should:
- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

IK-5234-PD, **Digital Citizenship**
The Internet has changed the way that people connect, communicate, and conduct business. The digital age has provided many benefits, but it does have a downside. Given the sheer volume of digital information that we send and receive each day, it is important to learn basic citizenship skills. These skills will help prevent missteps and keep your digital relationships running smoothly.

At the end of this workshop, participants should be able to:
- Define digital citizenship
- Use technology appropriately
- Use social networking to create your brand
- Protect your reputation online
- Practice safe use of technology
- Understand digital etiquette

IK-1952-PD, **Emotional Intelligence**
Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.

This workshop is designed to help you in the following ways:
- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy
- Understand, use and manage your emotions
- Verbally communicate with others
- Successfully communicate with others in a non-verbal manner
- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace
- Balance optimism and pessimism
- Effectively impact others

IK-9257-PD, **Entrepreneurship**
So, you want to break into Entrepreneurship? Well, that's great, but know that it is no easy feat. There are many steps you must take just to prepare yourself to embark on the journey, and once you have started your business, many more steps to maintain the business. This workshop is designed to give you the tools you need to start, run, and grow a business you can be proud of!

At the end of this workshop, participants should be able to:
- Understand how to start a business
- Develop a business plan
- Get financing for your business
- Hire and train employees
- Run your business
- Grow your business

IK-7412-PD, **Goal Setting & Getting Things Done**
Everyone has dreams and goals. Achieving personal and professional goals, however, requires planning and action. Learning how to manage time and set realistic goals will increase your chance of success in every area of your life. Following the advice in this course will help increase your productivity and help you achieve your dreams.

At the end of this workshop, participants should be able to:
- Overcome procrastination
- Manage time effectively
- Accomplish important tasks
- Self-motivate
- Create SMART goals

IK-4102-PD, **Improving Mindfulness**
Life constantly demands our attention, but when we become fixated on the past or worried about the future, we often miss vital information in our present situations. Cultivating a state where you are consistently aware of your present moment is not impossible, but it takes practice.

At the end of this workshop, participants should be able to:
- Define mindfulness
- Develop techniques to make oneself more attuned to the present moment
- Understand the value and utility of one's emotions
- Learn how to identify and counter distorted thinking
- Learn how to cultivate genuine positive emotions
- Become more fully present in social interactions

IK-1123-PD, **Improving Self-Awareness**
A vital way of becoming more effective in both business and life is by becoming more self-aware. If you can become aware of your self – your strengths and your weaknesses – then, you can become aware of the effects you create. Only once you know your effects can you know how to change them, or even whether you should. Implementing the guidelines in this module is the first step in a continual process of deepening your awareness of your self and the effects you create. Becoming more effective can only deepen your rewards in both your professional and personal life.

At the end of this workshop, participants should be able to:
- Define the self and different aspects of the self
- Learn from introspection
- Understand the nature and value of emotions
- Appreciate themselves
- Appreciate others
- Improve effectiveness

IK-2119-PD, **Increasing Your Happiness**
It might sound a little strange to say that we should be happy at work. After all, it's called work! But we spend more time at our jobs than we do engaged in almost any other activity. If we're unhappy at work, we're likely to feel the effects in other areas of our lives, too. Finding ways to be happy at work not only brings you greater productivity and greater job satisfaction, but will help you achieve greater overall mental, emotional, and physical health.

At the end of this workshop, participants should be able to:
- Discuss how planning ahead cultivates workplace happiness
- Create a nightly routine and daily plan
- Relate more effectively to others in the workplace
- Understand how the workspace environment impacts happiness
- Think more positively
- Take actions that will create greater workplace happiness

IK-2866-PD, **Interpersonal Skills**
Welcome to the Interpersonal Skills workshop. We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

By the end of this workshop, participants will be able to:
- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power
- Understand what non-verbal communication is and how it can enhance interpersonal relationships
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name
- Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people
- Understand how the use of facts and emotions can help bring people to your side
- Identify ways of sharing one's opinions constructively
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation
- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive

IK-4083-PD, **Managing Personal Finance**
For many people, finances are an unsolvable Rubik's cube filled with anxiety. There are millions of Americans who live with the shackles of debt each day. We don't teach children when they are young the value of a good credit score. Many people have a hard time formatting and sticking to a budget. You can easily solve the finance puzzle with a little hard work, self-control, and the right tools. Today is a new day; you are taking the first steps to reclaiming your financial freedom.

At the end of this workshop, participants should be able to:
- Understand your personal expenses
- Know the benefits of making a budget
- Set financial goals
- Develop good spending habits
- Learn how to pay off debt
- Learn how to effectively make a budget

IK-9954-PD, **Office Politics for Managers**
Office politics, or work politics, are the strategies and procedures that employees use to function and advance in a work setting. It is important for managers to learn and understand the office environment and the employees that make it tick. Since the manager interacts with several aspects of the workplace, one should learn how to effectively work with colleagues, supervisors, and upper management in order to help keep the department functioning as a whole.

At the end of this workshop, participants should be able to:
- Understand the purpose and benefits of office politics
- Setting boundaries and ground rules for new employees
- Learn to interact and influence among colleagues
- Learn how to manage various personality types in the office
- Determine how to gain support and effectively network
- Recognize how you are a part of a group and how you function

IK-4822-PD, **Personal Branding**
In the information age, personal branding is necessary for the success of any company or individual. Failing to manage personal branding can lead to misinformation about you or your company becoming public. Taking control of your public image is no longer an option. Identifying and using the tools that affect personal branding correctly will ensure that the public sees the image that you want them to see. A positive brand is necessary for success.

At the end of this workshop, participants should be able to:
- Define your image
- Control your image
- Understand how to sharpen your brand
- Use social media appropriately
- Manage your brand in a crisis
- Develop a professional appearance

IK-4451-PD, **Personal Productivity**
Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

At the end of this workshop, participants should be able to:
- Set and evaluate SMART goals
- Use routines to maximize their productivity
- Use scheduling tools to make the most of their time
- Stay on top of their to-do list
- Start new tasks and projects on the right foot
- Use basic project management techniques
- Organize their physical and virtual workspaces for maximum efficiency
- Take back time from e-mail and handheld devices
- Beat procrastination

IK-2639-PD, **Self-Leadership**
As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

At the end of this workshop, participants should be able to:
- Understand what self-leadership is
- Motivate yourself
- Set goals
- Reward yourself when positive things happen
- Think positively

IK-6555-PD**, Social Intelligence**
Social intelligence can seem like a complicated term and can make many of us feel nervous. But social intelligence is something we deal with every day and it can help us navigate better experiences from our social environment. Whether we're at home or at work, knowing how to be more aware of ourselves and our surroundings can help us make the best out of any social situation!

At the end of this workshop, participants should be able to:
- Be aware of our own behaviors
- Learn to be empathetic with others
- Know tools for active listening
- Effectively communicate interpersonally
- Recognize various social cues
- Determine appropriate conversation topics
- Know various forms of body language

IK-2222-PD, **Time Management Course**
Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

At the end of this workshop, participants should be able to:
- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively

PERSONAL DEVELOPMENT con't

IK-5883-PD, **Women in Leadership**
Women make up almost half the workforce, yet they are promoted to leadership positions at a rate far lower than are their male colleagues. How can organizations foster and develop women leaders? Studies show that having women in leadership positions brings many benefits to an organization, including greater accountability and a culture of work-life balance.

At the end of this workshop, participants should be able to:
- Discuss the barriers women face in entering leadership positions
- Understand the importance of developing women leaders
- Determine steps your organization can take to foster women leaders
- Understand the benefits of developing women leaders
- Apply the principles of fostering women leaders to your own organization

IK-7587-PD, **Work-Life Balance**
Work- life balance is essential to combat stress, ensuring both individual and company success. The stress associated with an unbalanced lifestyles is costly; it damages productivity and increases individual health risks. Employees who have the tools to balance their professional and personal lives are happier, healthier, and more productive. In addition to improving performance, many younger employees place a high value on work-life balance.

By the end of this workshop, participants should be able to:
- Explain the benefits of work life balance
- Recognize the signs of an unbalanced life
- Identify employer resources for a balanced lifestyle.
- Improve time management and goal setting.
- Use the most effective work methods for you
- Create balance at work and at home
- Manage stress

WORKPLACE HEALTH & SAFETY

IK-2541-WS, **Health and Wellness at Work**
Health and wellness are important aspects in anyone's life. Having employees who are happy and healthy is important in a company. Employees who are happy are more productive, and stay employed longer, with the company. Having a health and wellness program to help those employees stay healthy helps you as an employer, and the employee.

At the end of this workshop, participants should be able to:
- Access Health and Wellness Program Needs
- Plan a Health and Wellness Program
- Implement a Health and Wellness Program
- Maintain a Health and Wellness Program

IK-9002-WS, **Managing Workplace Anxiety**
It is normal to have some fear or feel out of place at work sometimes, but when the anxiety begins to control you and keep you from performing your normal activities it becomes a serious problem. For many workers that suffer from some sort of workplace anxiety, their productivity decreases and they fail to contribute to the job, which can make them more anxious. While there are many forms of workplace anxiety, we can all learn to overcome them by identifying the key problem and finding a way to manage them, before they manage you.

By the end of this workshop, participants should be able to:
- Explore different types of workplace anxieties
- Learn to recognize symptoms and warning signs
- Determine ways of coping and managing problems
- Recognize common trigger and accelerants
- Learn the difference between anxiety and common nervousness

IK-5150-WS, **Risk Assessment and Management**
Risk assessment and management is essential for the success of any business. However, many companies do not always take the necessary precautions, which leads to disaster. Successfully managing risks will prevent mistakes, which leads to a safer work environment, happier employees, and increased productivity. Following a few basic steps will place your organization on the path to success.

At the end of this workshop, you should be able to:
- Identify hazards and risks
- Update control measures
- Grasp the fundamentals of accident reports
- Identify risk management techniques
- Outline a disaster recovery plan
- Communicate to the organization

IK-4471-WS, **Safety in the Workplace**
Those who are in management are responsible for protecting the safety of their employees. Workplace safety, however, is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

At the end of this workshop, participants should be able to:
- Define workplace safety
- Understand legal responsibilities associated with a safe work environment
- Create a safety plan and identify hazards
- Recognize the role of management
- Develop training procedures
- Learn how to implement a safety plan

IK-8243-WS, **Stress Management**
Welcome to the Stress Management workshop. Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. This workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system.

At the end of this workshop, you should be able to:
- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- Understand what lifestyle elements you can change to reduce stress
- Use routines to reduce stress
- Use environmental and physical relaxation techniques
- Better cope with major events
- Use a stress log to identify stressors and create a plan to reduce or eliminate them

IK-5295-WS, **Universal Safety Practices**
The importance of safety cannot be overstated. Every organization is responsible for the safety of employees while they are working. In 2015, OSHA estimated safety problems cost companies $1 billion a week. Understanding and universal safety practices and how to implement them will help keep everyone protected while ensuring the company's financial security.

At the end of this workshop, participants should be able to:
- Understand the importance and legal responsibilities of safety
- Perform risks assessments
- Establish a safety program
- Monitor safety
- Communicate safety policies

IK-0856-WS, **Workplace Harassment**
Welcome to the Workplace Harassment workshop. Workplace Harassment can be based on a variety of factors that differ from one person to another, such as race, sex, and disability. This course will give you the tools necessary to recognize harassment in the workplace as well understand your rights and responsibilities under the law. It will also touch on safety in the workplace, which is in of itself a very important item in any organization.

By the end of this workshop, you should be able to:
- Identify the words and actions that constitute harassment
- Understand what the law says about harassment
- Implement anti-harassment policies
- Educate employees and develop anti-harassment policies
- Discuss employer and employee's rights and responsibilities
- Address accusations of harassment
- Apply proper mediation procedures
- Deal with the aftermath of harassment

IK-1234-WS, **Workplace Violence**
Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace harassment training is essential to the welfare of all businesses and their employees. Allowing workplace harassment to continue will cause legal problems while destroying company morale.

At the end of this workshop, participants should be able to:
- Define workplace violence
- Understand bullies and how to avoid hiring them
- Create a risk assessment and understand how to handle violence
- Recognize social and business responsibility
- Develop relevant policies and procedures
- Learn how to investigate complaints

IK-4444-WS, **WSCC Supervisor Regulatory Familiarization** *2 days
Supervisors working in the Northwest Territories and Nunavut must attend an approved course that familiarizes them with occupational health and safety legislation. This course is approved by WSCC and should be taken by anyone with not just the title of supervisor but acting in the capacity of a supervisor.

At the end of this course, participants should be able to:
- Understand the role of a supervisor in relation to the Safety Act & Regulations
- Understand safety paperwork & how to read the Act & Regulations
- Basic knowledge of safety investigations
- Participate/run Joint Occupational Health and Safety Committees