

**COSTI ONLINE SERVICES**  
[www.costi.org/onlineservices](http://www.costi.org/onlineservices)  
**April to May 2017 Course Calendar**

	DESCRIPTION	DATES
<a href="#"><u>Communication in the Workplace</u></a>	<p>This online course will help you better understand how to communicate with co-workers, managers and clients in a diverse Canadian workplace. You will learn how to deal with different situations that you might encounter while working in Canada. Some of the topics are: participating in meetings, communication both spoken and written, as well as non-verbal communication <b>1 week</b></p>	<p style="text-align: center;"><b>April 3 to April 7</b></p> <p style="text-align: center;">*Certificate of Completion Awarded upon completion</p>
<a href="#"><u>Writing a Strategic Resume</u></a>	<p>This online course will help you to understand the purpose of the resume. You will learn how to create a Strategic Resume and how to make your resume appeal to employers. Y</p> <p>You will examine the different styles of resume and pick the best one for you. <b>1 week</b></p>	<p style="text-align: center;"><b>April 10 to April 17</b></p> <p style="text-align: center;"><b>May 1 to May 5</b></p>
<a href="#"><u>Customer Service Preparation</u></a>	<p>This course is an interactive online course designed for individuals interested in learning more about the Customer Service Industry in Canada. In the course you will learn and explore:</p> <ul style="list-style-type: none"> <li>• Sector specific terminology workplace communication skills</li> <li>• Dealing with difficult customers and situations</li> <li>• Telephone skills</li> <li>• Representing your Company</li> <li>• Improving your listening skills</li> </ul> <p>A Certificate of Completion is awarded upon completion of 75% of the course. <b>3 weeks</b></p>	<p style="text-align: center;"><b>April 10 to April 28</b></p> <p style="text-align: center;"><b>May 15 to June 2</b></p> <p style="text-align: center;">*Certificate of Completion Awarded upon completion*</p>

*Join COSTI's [Virtual Employment Resource Workshops](#). Learn about the skills that are necessary to help you in your job search. Accessible at any time of the day at your own pace.  
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<p><u><a href="#">“Employment Strategies for Office Administration”</a></u></p>	<p>This course is designed for Office Administration professionals. In the course you will learn about and explore:</p> <ul style="list-style-type: none"> <li>• Sector specific terminology and communication skills</li> <li>• Cultural differences in office work and communication</li> <li>• Handling conflict resolution in an office including miscommunication</li> <li>• Resumes and cover letter for office administration positions</li> <li>• Exploring the labour market, looking for jobs and understanding what employers look for</li> </ul> <p>A Certificate of Completion is awarded upon completion of 75% of the course. <b>3 weeks</b></p>	<p style="text-align: center;"><b>May 8 to May 26</b></p> <p style="text-align: center;"><b>*Certificate of Completion Awarded upon completion*</b></p>
<p><u><a href="#">“Starting Your Own Business”</a></u></p>	<p>This online course will help you decide if self-employment is something, you want to explore. It will help you to obtain and/or develop the necessary skills and knowledge required. Finally you will explore how to enter the labour market and conduct research to develop a business plan in order to start a business in Canada. <b>2 weeks</b></p>	<p style="text-align: center;"><b>May 15 to May 26</b></p> <p style="text-align: center;"><b>*Certificate of Completion Awarded upon completion*</b></p>

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