

COSTI ONLINE SERVICES

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February 2017 Course Calendar

	DESCRIPTION	DATES
<u>"Writing a Strategic Resume"</u>	<p>This online course will help you to understand the purpose of the resume. You will learn how to create these documents and how to make them appeal to an employer in Canada. You will examine the different styles of resume and pick the best one for you. In addition, you will create a cover letter that you can adapt to the variety of positions you will be applying to.</p> <p>1 week</p>	February 6-10
<u>"Customer Service Preparation"</u>	<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"> • Sector specific terminology workplace communication skills • Dealing with difficult customers and situations • Telephone skills • Representing your Company • Improving your listening skills <p>A Certificate of Completion is awarded upon completion of 75% of the course. 3 weeks</p>	<p>February 20-March 10</p> <p>*Certificate of Completion Awarded upon completion*</p>
<u>"Employment Strategies for Office Administration"</u>	<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"> • Sector specific terminology and communication skills • Cultural differences in office work and communication • Handling conflict resolution in an office including miscommunication • Resumes and cover letter for office administration positions • Exploring the labour market, looking for jobs and understanding what employers look for. 3 Weeks 	<p>February 27-March 17</p> <p>*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. For more information visit www.costi.org/onlineservices

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<p><u>“Starting Your Own Business”</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. 2 weeks</p>	<p>February 20-March 3</p> <p>*Certificate of Completion Awarded upon completion*</p>
<p><u>Communication in the Workplace”</u></p>	<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 1 week</p>	<p>February 27-March 3</p> <p>*Certificate of Completion Awarded upon completion*</p>
<p><u>“Employment Strategies for Internationally Trained Accountants”</u></p>	<p>This 3-week online course has been designed for Internationally Trained Accounting professionals <u>new to Canada</u> interested in learning about sector-specific terminology, Workplace Communication, Labour Market Information and Jobs search strategies. A Certificate of Completion is awarded upon completion of 75% of the course. 3 weeks</p>	<p>February 20-March 17</p> <p>Certificate of Completion Awarded upon completion</p>

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