



## WELCOME TO COSTI ONLINE SERVICES

[www.costi.org/online services](http://www.costi.org/online services)

### June 2017 Course Calendar


	DESCRIPTION	DATES
<b>Communication in the Workplace</b>	<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>A Certificate of Completion is awarded upon completion of 75% of the course.</p>	<p><b>June 12 to June 16, 2017</b></p> <p><b>( 1 Week )</b></p>
<b>Employment Strategies for Office Administration Professionals</b>	<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</p>	<p><b>June 12 to June 30, 2017</b></p> <p><b>(3 weeks)</b></p>

To register for COSTI's upcoming Online Courses and Self- Directed Employment Workshops please create your online registration. Within 24 hours you will receive an e-mail confirming your enrollment. For more information please contact us via Email: [costionlineservices@costi.org](mailto:costionlineservices@costi.org)

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<p><b>Writing a Strategic Resume</b></p>	<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><b>1 week</b></p>	<p><b>June 19 to June 23, 2017</b></p> <p><b>( 1 Week)</b></p>
<p><b>Starting Your Own Business” Part I</b></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.</p> <p> A <u>Certificate of Completion</u> is awarded upon completion of 75% of the course.</p>	<p><b>June 26 to July 7, 2017</b></p> <p><b>( 2 Weeks)</b></p>

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