



COSTI ONLINE SERVICES

www.costi.org/onlineservices

May 2017 Course Calendar

COURSE	DESCRIPTION	DATES
Writing a Strategic Resume"	<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.</p> <p>You will examine the different styles of resume and pick the best one for you. 1 Week</p>	May 1 to May 5
Employment Strategies for Office Administration	<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 <p>A Certificate of Completion is awarded upon completion of 75% of the course. 3 weeks</p>	<p>May 8 to May 26</p> <p>*Certificate of Completion* Awarded upon Completion</p>
Starting your Own Business Part 1	<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>May 15 to May 26</p> <p>*Certificate of Completion Awarded upon completion*</p>

Join COSTI's [Virtual Employment Resource Workshops](http://www.costi.org/virtual-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>Customer Service Preparation”</p>	<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 style="text-align: center;">May 15 to June 2</p> <p style="text-align: center;">*Certificate of Completion Awarded upon completion*</p>
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