




## WELCOME TO COSTI ONLINE SERVICES

[www.costi.org/onlineservices](http://www.costi.org/onlineservices)



### January 2018 Course Calendar

| COURSE  | DESCRIPTION  | DATES                                       |
|---|--|---|
|  <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. <b>1 week</b></p>   | <p><b>January 8 to January 12, 2018</b></p> |
|  <p><b>Starting your Own Business Part 1</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 <b>Certificate of Completion</b> is awarded upon completion of 75% of the course. <b>2 weeks</b></p>   | <p><b>January 8 to January 19, 2017</b></p> |
|  <p><b>Customer Service Preparation</b></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"> <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 <b>Certificate of Completion</b> is awarded upon completion of 75% of the course. <b>3 weeks</b></p> | <p><b>January 8 to January 26, 2018</b></p> |

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|  <p><b>Communication in the Workplace</b></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 <b>1 week</b></p> <p>A <b>Certificate of Completion</b> is awarded upon completion of 75% of the course. <b>1 week</b></p>  | <p><b>January 15 to January 26, 2108</b></p> |
|  <p><b>Employment Strategies for Office Administration Professionals</b></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 <b>Certificate of Completion</b> is awarded upon completion of 75% of the course. <b>3 weeks</b></p> | <p><b>January 15 to February 3, 2018</b></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 and to register please visit  
[www.costi.org/onlineservices](http://www.costi.org/onlineservices)