

WELCOME TO COSTI ONLINE SERVICES

www.costi.org/onlineservices

JULY-AUGUST 2017 COURSE CALENDAR

COURSE	DESCRIPTION	DATES
<p style="text-align: center;">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;">July 10 to July 28</p>
<p style="text-align: center;">Writing a Strategic Resume</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. 1 week</p>	<p style="text-align: center;">July 17 to July 21</p>
<p style="text-align: center;">Communication in the Workplace</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>A Certificate of Completion is awarded upon completion of 75% of the course. 1 week</p>	<p style="text-align: center;">August 14 to August 18</p>



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