



ONLINE SERVICES

COURSES & EVENTS SCHEDULE | JUNE 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
				1
4	5	6	7	8
COMMUNICATION IN THE WORKPLACE (week 2)				
11	12	13	14	15
18	19	20	21	22
CUSTOMER SERVICE PREPARATION, EMPLOYMENT STRATEGIES FOR OFFICE ADMINISTRATION, STARTING YOUR OWN BUSINESS, COMMUNICATION IN THE WORKPLACE (week 1 of 2/3)				
WRITING A STRATEGIC RÉSUMÉ (1 week)				
25	26	27	28	29
CUSTOMER SERVICE PREPARATION, EMPLOYMENT STRATEGIES FOR OFFICE ADMINISTRATION, STARTING YOUR OWN BUSINESS, COMMUNICATION IN THE WORKPLACE (week 2 of 2/3)				
THE BASICS OF WRITING A RÉSUMÉ (1 week)				

Workshops

Join COSTI's Online Employment Workshops. Learn skills to help with your job search. Accessible at any time of the day while working at your own pace. **Workshops include:** Identifying Your Skills and Qualifications; Labour Market Information; Understanding What Employers Are Looking For; Cover Letters; Networking; Preparing for the Interview; Orientation to the Workplace; Sensitivity and Diversity in the Workplace; Tips for Staying Employed; Safety in the Workplace; LinkedIn: Job Search Fundamentals; Maintaining a Job for Youth; Trades and Apprenticeships

May Courses/Events Descriptions

COMMUNICATION IN THE WORKPLACE: Interactive online course designed for people interested in learning how to communicate in the Canadian workplace. Learn how to communicate effectively with your manager, and peers in a team situation; avoid conflict and practice good conflict resolution skills; recognize the cues related to non-verbal communication and body language; understand protocols and procedures for participating in meetings; present ideas; communicate professionally in writing; negotiate, persuade and present your opinion; improve your listening skills to avoid misunderstandings. A **Certificate of Completion** is awarded upon completion of 75% of the course. **1 Week Course Starting May 7**

CUSTOMER SERVICE PREPARATION COURSE: Interactive online course designed for people with little to no experience working on the front line. Customer service preparation includes: what is customer service; the fundamentals of customer service; representing your company positively; using active listening and effective communication styles; determining customer needs; providing quality customer service on the phone; building positive customer relationships; handling difficult situations and customers; problem solving; effective response to customer complaints and using customer service online. A **Certificate of Completion** is awarded upon completion of 75% of the course. **3 Week Course Starting May 14**

EMPLOYMENT STRATEGIES FOR OFFICE ADMINISTRATION: This course is designed for Office Administration professionals. In this course you will learn about and explore: sector specific terminology and communication skills; cultural differences in office work; dealing with conflict resolution in an office including miscommunication; creating résumés and cover letters for office administration positions; understanding the labour market; searching for jobs and understanding what employers look for. A **Certificate of Completion** is awarded upon completion of 75% of the course. **3 Week Course Starting May 14**

STARTING YOUR OWN BUSINESS: 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 to choose and run your own business. 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. A **Certificate of Completion** is awarded upon completion of 75% of the course. **2 Week Course Starting May 14**

WRITING A STRATEGIC RÉSUMÉ: This online course will help you to understand the purpose of the résumé. 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 résumé 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 Course starting May 7**

EMPLOYMENT STRATEGIES FOR ENGINEERS: Interactive online self-directed course designed for Engineering professionals in the areas of Civil, Mechanical, Chemical and Electrical. This course aims to provide Information about the regulatory bodies and the certification process for working in this field. It will also increase your understanding of the labour market, provide recommendations for engineering specific job search skills and explain the procedure for applying for the P. Eng Application. **Continuous intake**