



TRI-ANAGRAM

ENTREPERNEURSHIP, EMPLOYMENT, EMPOWERMENT AND GROWTH THROUGH TRAINING

TRAINING PROGRAMMES

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ACCREDITED SKILLS PROGRAMMES

Mathematics

SP 0129/07-17 Numeracy Skills Credits 11

- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9007 Work with a range of patterns and functions and solve problems
- 12444 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts

SP 0358/09-17 Use Mathematics to Solve Workplace Problems Credits 6

- 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- 9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

SP 0360/09-17 Essential Workplace Statistics Credits 15

- 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- 8969 Interpret and use information from texts

SP 0368/09-17 Applied Workplace Mathematics Credits 11

- 9007 Work with a range of patterns and functions and solve problems
- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9008 Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts

Computer

SP 0378/09-17 Computer Systems Operator Credits 14

- 116932 Operate a personal computer system
- 116938 Use a Graphical User Interface (GUI)-based word processor to create and edit documents
- 117867 Managing files in a Graphical User Interface (GUI) environment
- 117902 Use generic functions in a Graphical User Interface (GUI)-environment

Welding

SP 0287/08-17 Basic Gas Metal Arc Welder Credits 39

- 14667 Describe and apply the management functions of an organization
- 14713 Use welding definitions and symbols
- 243061 Assemble work pieces in jigs (minor amendments include the use of manipulators)
- 243064 Weld carbon steel workpieces, using the gas metal arc welding process in all positions
- 243075 Draw and interpret simple plate, pipe and structural steel plate, pipe and structural steel drawings

SP 0302/09-17 Assistant Welder**Credits 49**

- 12476 Select, use and care for engineering measuring equipment
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243069 Braze metals using the oxy-fuel brazing process
- 243072 Weld workpieces using the oxy-acetylene gas welding process in the downhand position

SP 0391/09-17 Fabrication Assistance Welder**Credits 79**

- 12219 Select, use and care for engineering power tools
- 116235 Operate a pendant controlled overhead crane
- 119456 Write/present for a defined context
- 119744 Select, use and care for engineering hand tools
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243064 Weld carbon steel workpieces, using the gas metal arc welding process in all positions
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243076 Weld carbon steel workpieces using the cored-wire welding process in the downhand position

SP 0393/09-17 Assistant Carbon Steel Welder**Credits 68**

- 243056 Weld carbon steel workpieces using the shielded metal arc welding process in all positions
- 243064 Weld carbon steel workpieces, using the gas metal arc welding process in all positions
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243068 Weld carbon steel workpieces using the gas tungsten arc welding process in the downhand position
- 243076 Weld carbon steel workpieces using the cored-wire welding process in the downhand position

SP 0425/10-17 Assistant Arc Welder**Credits 52**

- 12219 Select, use and care for engineering power tools
- 13222 Deal with safety, health and environmental emergencies in the workplace
- 14713 Use welding definitions and symbols
- 119744 Select, use and care for engineering hand tools
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)

SP 0508/10-17 Carbon Steel Welder 2**Credits 68**

- 243056 Weld carbon steel workpieces using the shielded metal arc welding process in all positions
- 243064 Weld carbon steel workpieces, using the gas metal arc welding process in all positions
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243068 Weld carbon steel workpieces using the gas tungsten arc welding process in the downhand position
- 243076 Weld carbon steel workpieces using the cored-wire welding process in the downhand position

SP 0544/11-17 Basic Arc And Gas Welder**Credits 57**

- 12219 Select, use and care for engineering power tools
- 119744 Select, use and care for engineering hand tools
- 243056 Weld carbon steel workpieces using the shielded metal arc welding process in all positions
- 243064 Weld carbon steel workpieces, using the gas metal arc welding process in all positions
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243069 Braze metals using the oxy-fuel brazing process

SP 0552/11-17 Basic Welding Course Level 2 Credits 42

- 119753 Perform basic welding joining of metals
- 243055 Prepare and secure work pieces for welding (includes the use of manipulators)
- 243056 Weld carbon steel workpieces using the shielded metal arc welding process in all positions
- 243072 Weld workpieces using the oxy-acetylene gas welding process in the downhand position

SP 0556/11-17 Basic Shielded Metal Arc Welder Credits 48

- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 14683 Apply work site practices
- 14713 Use welding definitions and symbols
- 14722 Describe the welding industry's composition its productivity requirements and communication techniques
- 119744 Select, use and care for engineering hand tools
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.

SP 0617/11-17 Welding industry Readiness Credits 37

- 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life
- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- 12219 Select, use and care for engineering power tools
- 14722 Describe the welding industry's composition its productivity requirements and communication techniques
- 119454 Maintain and adapt oral/signed communication
- 119463 Access and use information from texts
- 119744 Select, use and care for engineering hand tools

SP 0628/11-17 Basic Welding Skills Credits 35

- 12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243072 Weld workpieces using the oxy-acetylene gas welding process in the downhand position

SP 0634/12-17 Safe Use of Gas Cutting Tools Credits 24

- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 119744 Select, use and care for engineering hand tools
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)

SP 0635/12-17 Carbon Steel Arc And Gas Welding Operator Credits 30

- 14683 Apply work site practices
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243072 Weld workpieces using the oxy-acetylene gas welding process in the downhand position

SP 0690/12-17 Carbon Steel Plate (Structural Welding) Credits 50

- 12219 Select, use and care for engineering power tools
- 14713 Use welding definitions and symbols
- 119744 Select, use and care for engineering hand tools
- 243056 Weld carbon steel workpieces using the shielded metal arc welding process in all positions
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.

SP 0752/13-17 Welding in Down-hand Position Credits 39

- 13214 Operate and monitor a drilling machine to produce simple components
- 119744 Select, use and care for engineering hand tools
- 12476 Select, use and care for engineering measuring equipment
- 12219 Select, use and care for engineering power tools
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.

SP 0843/13-17 Gas Metal Arc Welding Operator Credits 23

- 14712 Identify and select material to specification
- 14713 Use welding definitions and symbols
- 14722 Describe the welding industry's composition its productivity requirements and communication techniques
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position

SP 854/13-17 Welding Workshop Assistance Credits 60

- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243068 Weld carbon steel workpieces using the gas tungsten arc welding process in the downhand position
- 243069 Braze metals using the oxy-fuel brazing process
- 243072 Weld workpieces using the oxy-acetylene gas welding process in the downhand position
- 243076 Weld carbon steel workpieces using the cored-wire welding process in the downhand position

SP 0864/13-17 Welding Machine Operator Credits 62

- 119744 Select, use and care for engineering hand tools
- 12219 Select, use and care for engineering power tools
- 12240 Form and shape sheetmetal using hand or power operated machines
- 14713 Use welding definitions and symbols
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243069 Braze metals using the oxy-fuel brazing process
- 12476 Select, use and care for engineering measuring equipment
- 13222 Deal with safety, health and environmental emergencies in the workplace

SP 0865/13-17 Basic Shielded metal arc welding in all positions using Jigs Credits 27

- 243055 Prepare and secure work pieces for welding (includes the use of manipulators)
- 243056 Weld carbon steel workpieces using the shielded metal arc welding process in all positions
- 243061 Assemble work pieces in jigs (minor amendments include the use of manipulators)

SP 0868/14-17 Basic Welding skills and Gas Cutting Credits 69

- 13222 Deal with safety, health and environmental emergencies in the workplace
- 14713 Use welding definitions and symbols
- 243063 Weld carbon steel work-pieces using the shielded metal arc welding process in the down-hand position.
- 243066 Weld carbon steel workpieces using the gas metal arc welding process in the down-hand position
- 243067 Cut materials using the oxy-fuel gas cutting process (manual cutting)
- 243068 Weld carbon steel workpieces using the gas tungsten arc welding process in the downhand position
- 243069 Braze metals using the oxy-fuel brazing process
- 243072 Weld workpieces using the oxy-acetylene gas welding process in the downhand position

- 113899 Demonstrate an understanding of basic programmable logic controllers
- 114952 Apply problem-solving techniques to make a decision or solve a problem in a real-life context
- 116218 Explain the planning and scheduling of tasks in a production environment
- 117877 Perform one-to-one training on the job
- 119465 Write/presenting and using texts for a range of communicative contexts
- 120383 Provide assistance in implementing and assuring project work meets quality requirements
- 243025 Monitor machining process, interpret statistical process control charts, and rectify production problems

SP 0838/13-17 Operate in a CNC Environment Credits 40

- 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- 13315 Write simple computer numerical controlled (CNC) programmes and set and operate a CNC machine
- 119187 Monitor maintenance of plastics manufacturing equipment, tooling and services
- 120375 Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget

SP 0847/13-17 CNC Machine Setter and Programmer Credits 24

- 13315 Write simple computer numerical controlled (CNC) programmes and set and operate a CNC machine

Production

SP 0126/07-17 Scheduling, planning and control Credits 8

- 12665 Control production and resource scheduling and planning in a manufacturing environment

SP 0127/07-17 Production scheduling and logistics control Credits 12

- 116287 Schedule and monitor production

SP 0288/08-17 Allocator and Planner Of Production Tasks Credits 12

- 9530 Manage work time effectively
- 116218 Explain the planning and scheduling of tasks in a production environment
- 244504 Describe and explain the principles of logistics support in a specific context

SP 0299/09-17 General Workshop Assistant Credits 34

- 12215 Read, interpret and produce basic engineering drawings
- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
- 13214 Operate and monitor a drilling machine to produce simple components
- 13220 Keep the work area safe and productive

SP 0524/10-17 Production Process Controller Credits 56

- 9913 Perform first line maintenance
- 13223 Apply safety, health and environmental protection procedures
- 13234 Apply quality procedures
- 116218 Explain the planning and scheduling of tasks in a production environment
- 119472 Accommodate audience and context needs in oral/signed communication
- 120379 Work as a project team member
- 242814 Identify and explain the core and support functions of an organisation

244504 Describe and explain the principles of logistics support in a specific context

SP 0608/11-17 Production Process Worker Credits 27

- 9964 Apply health and safety to a work area
- 13162 Identify and describe inputs, outputs, stages and quality indicators of the manufacturing, assembly or engineering process
- 117416 Comply with good housekeeping practices
- 119454 Maintain and adapt oral/signed communication
- 119463 Access and use information from texts

SP 0698/12-17 Production Systems Controller Credits 32

- 14586 Monitor and control quality control practices in a manufacturing/engineering environment
- 114878 Identify and measure the factors that influence productivity
- 120366 Demonstrate understanding of the implementation of occupational health, safety and environmental legislation in the work place
- 242816 Conduct a structured meeting

SP 0839/13-17 Productivity Improvement Credits 8

- 114877 Formulate and implement an action plan to improve productivity within an organisational unit

SP 0888/14-17 Production Coordinating Skills Credits 26

- 114877 Formulate and implement an action plan to improve productivity within an organisational unit
- 114884 Co-ordinate the improvement of productivity within a functional unit
- 116284 Solve operational problems in a manufacturing assembly context

Logistics

SP 0074/06-17 Principles and processes of warehousing Credits 20

- 116280 Demonstrate understanding of warehouse manufacturing and inventory assembly

SP 0124/07-17 Manufacturing logistics planning Credits 12

- 116292 Demonstrate an understanding of the principles of manufacturing and assembly logistics planning

SP 0130/07-17 Determine material requirements Credits 12

- 116294 Determine manufacturing and assembly material requirements

SP 0735/13-17 Inventory Management Skills Programme Credits 49

- 242815 Apply the organisation's code of conduct in a work environment
- 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met
- 242822 Employ a systematic approach to achieving objectives
- 242829 Monitor the level of service to a range of customers
- 377361 Understand the role of inventory and ordering costs
- 377363 Apply inventory replenishment and distribution systems
- 377364 Discuss the role of inventory in a manufacturing environment

SP 0749/13-17 Production Stock Control Credits 34

- 117897 Maintain stock balances in a distribution centre
- 117901 Receive stock in a DC/Warehouse
- 119454 Maintain and adapt oral/signed communication
- 244504 Describe and explain the principles of logistics support in a specific context

SP 0849/13-17 Logistics Operation Skills Credits 49

- 8019 Schedule transport
- 113829 Operate within a logistics environment
- 113835 Manage logistics operations
- 120366 Demonstrate understanding of the implementation of occupational health, safety and environmental legislation in the work place

SP 0851/13-17 Warehouse Controlling Skills Credits 30

- 377362 Discuss the role of stocktaking in ensuring inventory accuracy
- 377384 Describe the use of stores and warehousing in operations
- 377385 Explain the role of materials handling in the warehouse
- 378013 Describe the function of the purchasing cycle

SP 0866/13-17 Stores and Warehousing Credits 25

- 377362 Discuss the role of stocktaking in ensuring inventory accuracy
- 377384 Describe the use of stores and warehousing in operations
- 377385 Explain the role of materials handling in the warehouse

SP 0867/13-17 Principles of inventory control Credits 23

- 377361 Understand the role of inventory and ordering costs
- 377363 Apply inventory replenishment and distribution systems
- 377364 Discuss the role of inventory in a manufacturing environment

SP 0880/14-17 Logistics and planning phase 4 Credits 24

- 116287 Schedule and monitor production
- 116292 Demonstrate an understanding of the principles of manufacturing and assembly logistics planning

SP 0887/14-17 Logistics and planning phase 3 Credits 19

- 113829 Operate within a logistics environment
- 116218 Explain the planning and scheduling of tasks in a production environment
- 244504 Describe and explain the principles of logistics support in a specific context

Lifeskills

SP 0123/07-17 Life Skills Credits 14

- 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life
- 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- 9268 Manage basic personal finance
- 12463 Understand and deal with HIV/AIDS

SP 0129/07-17 Numeracy Skills Credits 11

- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9007 Work with a range of patterns and functions and solve problems
- 12444 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts

SP 0358/09-17 Use Mathematics To Solve Workplace Problems Credits 6

- 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- 9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

SP 0360/09-17 Essential Workplace Statistics Credits 15

- 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- 8969 Interpret and use information from texts

SP 0362/09-17 HIV/AIDS Counsellor Credits 6

- 13203 Counsel workgroup members in respect of HIV/AIDS
- 12463 Understand and deal with HIV/AIDS

SP 0368/09-17 Applied Workplace Mathematics Credits 11

- 9007 Work with a range of patterns and functions and solve problems
- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9008 Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts

SP 0879/14-17 Work in a team Credits 14

- 242814 Identify and explain the core and support functions of an organisation
- 120379 Work as a project team member

Drawing

SP 0119/07-17 Read and interpret drawings Credits 16

- 9885 Read and interpret engineering drawings
- 12455 Perform the role of a safety, health and environmental protection representative

SP 0184/07-17 Interpret drawings to mark off engineering shapes Credits 14

- 9881 Mark off basic regular engineering shapes
- 9882 Read and interpret basic engineering drawings

General

SP 0119/07-17 Read and interpret drawings Credits 12

9885 Read and interpret engineering drawings

SP 0299/09-17 General Workshop Assistant Credits 6

9881 Mark off basic regular engineering shapes

SP 0362/09-17 HIV/AIDS Counsellor Credits 32

12476 Select, use and care for engineering measuring equipment
12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
12481 Sling loads
13219 Maintain static seals in machines and / or equipment
13221 Perform routine maintenance
119744 Select, use and care for engineering hand tools

SP 0861/13-17 Leadership and problem solving skills Credits 46

242810 Manage Expenditure against a budget
242816 Conduct a structured meeting
242817 Solve problems, make decisions and implement solutions
242822 Employ a systematic approach to achieving objectives
242824 Apply leadership concepts in a work context
242829 Monitor the level of service to a range of customers

SP 0879/14-17 Work in a team Credits 14

242814 Identify and explain the core and support functions of an organisation
120379 Work as a project team member

Engineering

SP 0524/10-17 Production Process Controller Credits 56

9913 Perform first line maintenance
13223 Apply safety, health and environmental protection procedures
13234 Apply quality procedures
116218 Explain the planning and scheduling of tasks in a production environment
119472 Accommodate audience and context needs in oral/signed communication
120379 Work as a project team member
242814 Identify and explain the core and support functions of an organisation
244504 Describe and explain the principles of logistics support in a specific context

SP 0559/11-17 Individual's role and safe use of workshop tools Credits 38

12219 Select, use and care for engineering power tools
12466 Explain the individual's role within business
12476 Select, use and care for engineering measuring equipment
13220 Keep the work area safe and productive
13221 Perform routine maintenance
119744 Select, use and care for engineering hand tools

SP 0608/11-17 Production Process Worker**Credits 27**

- 9964 Apply health and safety to a work area
- 13162 Identify and describe inputs, outputs, stages and quality indicators of the manufacturing, assembly or engineering process
- 117416 Comply with good housekeeping practices
- 119454 Maintain and adapt oral/signed communication
- 119463 Access and use information from texts

SP 0627/11-17 Tool Room Assistant**Credits 72**

- 9322 Work in a team
- 9881 Mark off basic regular engineering shapes
- 12215 Read, interpret and produce basic engineering drawings
- 12219 Select, use and care for engineering power tools
- 12463 Understand and deal with HIV/AIDS
- 12466 Explain the individual's role within business
- 12476 Select, use and care for engineering measuring equipment
- 12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
- 13214 Operate and monitor a drilling machine to produce simple components
- 13220 Keep the work area safe and productive
- 116932 Operate a personal computer system
- 119744 Select, use and care for engineering hand tools
- 119753 Perform basic welding joining of metals
- 244690 Demonstrate basic knowledge of hydraulic components

SP 0638/12-17 Safe Use of Workshop Tools**Credits 26**

- 12215 Read, interpret and produce basic engineering drawings
- 12476 Select, use and care for engineering measuring equipment
- 13220 Keep the work area safe and productive
- 119744 Select, use and care for engineering hand tools

SP 0660/12-17 Basic Lift Rigger**Credits 31**

- 9839 Apply and maintain safety in an electrical environment
- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
- 14706 Perform basic rigging procedures
- 119744 Select, use and care for engineering hand tools

SP 0700/12-17 Safe Use of Tools and Equipment**Credits 25**

- 9879 Use and care for tools and equipment
- 9882 Read and interpret basic engineering drawings
- 9964 Apply health and safety to a work area
- 117416 Comply with good housekeeping practices

SP 0701/12-17 Basic Machining in Manufacturing**Credits 66**

- 12215 Read, interpret and produce basic engineering drawings
- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 12481 Sling loads
- 13204 Operate and monitor a milling machine to produce simple components
- 13205 Operate and monitor a lathe to produce simple components

- 13214 Operate and monitor a drilling machine to produce simple components
- 13215 Operate and monitor a surface grinding machine to produce simple components
- 119744 Select, use and care for engineering hand tools

SP 0705/12-17 Basic Engineering Fabrication Skills

Credits 29

- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 14683 Apply work site practices
- 119744 Select, use and care for engineering hand tools
- 243075 Draw and interpret simple plate, pipe and structural steel plate, pipe and structural steel drawings

SP 0763/13-17 Drilling Machine Operator

Credits 38

- 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life
- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9007 Work with a range of patterns and functions and solve problems
- 9008 Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- 9882 Read and interpret basic engineering drawings
- 12466 Explain the individual's role within business
- 12476 Select, use and care for engineering measuring equipment
- 13214 Operate and monitor a drilling machine to produce simple components

SP 0859/13-17 Mechanical Engineering Machine Operator

Credits 64

- 9881 Mark off basic regular engineering shapes
- 12476 Select, use and care for engineering measuring equipment
- 13204 Operate and monitor a milling machine to produce simple components
- 13205 Operate and monitor a lathe to produce simple components
- 13214 Operate and monitor a drilling machine to produce simple components
- 13215 Operate and monitor a surface grinding machine to produce simple components
- 13220 Keep the work area safe and productive
- 119744 Select, use and care for engineering hand tools

SP 0888/14-17 Production Coordinating Skills

Credits 26

- 114877 Formulate and implement an action plan to improve productivity within an organisational unit
- 114884 Co-ordinate the improvement of productivity within a functional unit
- 116284 Solve operational problems in a manufacturing I assembly context

SHEQ

SP 0111/07-17(a) Apply SHEQ Procedures and Systems

Credits 14

- 13223 Apply safety, health and environmental protection procedures
- 13234 Apply quality procedures

SP 0117/07-17 Maintain and monitor SHEQ systems and procedures

Credits 13

- 13234 Apply quality procedures
- 13235 Maintain the quality assurance system

SP 0133/07-17	Apply Safety Procedures	Credits 8
13220	Keep the work area safe and productive	
SP 0133/07-17(a)	Workplace Safety	Credits 6
13223	Apply safety, health and environmental protection procedures	
SP 0233/08-17	Basic fire fighting	Credits 4
12484	Perform basic fire fighting	
SP 0234/08-17	Basic first aid	Credits 4
12483	Perform basic first aid	
SP 0559/11-17	Individual's role and safe use of workshop tools	Credits 38
12219	Select, use and care for engineering power tools	
12466	Explain the individual's role within business	
12476	Select, use and care for engineering measuring equipment	
13220	Keep the work area safe and productive	
13221	Perform routine maintenance	
119744	Select, use and care for engineering hand tools	
SP 0638/12-17	Safe Use Of Workshop Tools	Credits 26
12215	Read, interpret and produce basic engineering drawings	
12476	Select, use and care for engineering measuring equipment	
13220	Keep the work area safe and productive	
119744	Select, use and care for engineering hand tools	
SP 0700/12-17	Safe Use of Tools and Equipment	Credits 25
9879	Use and care for tools and equipment	
9882	Read and interpret basic engineering drawings	
9964	Apply health and safety to a work area	
117416	Comply with good housekeeping practices	

Manufacturing

SP 0013/06-17	Assembler	Credits 22
9877	Assemble components	
9879	Use and care for tools and equipment	
SP 0304/09-17	Mechanical Workshop Assistant	Credits 58
9881	Mark off basic regular engineering shapes	
12219	Select, use and care for engineering power tools	
13204	Operate and monitor a milling machine to produce simple components	
13205	Operate and monitor a lathe to produce simple components	
13214	Operate and monitor a drilling machine to produce simple components	
13219	Maintain static seals in machines and / or equipment	
12476	Select, use and care for engineering measuring equipment	

119744 Select, use and care for engineering hand tools

SP 0559/11-17 Individual's role and safe use of workshop tools

Credits 38

- 12219 Select, use and care for engineering power tools
- 12466 Explain the individual's role within business
- 12476 Select, use and care for engineering measuring equipment
- 13220 Keep the work area safe and productive
- 13221 Perform routine maintenance
- 119744 Select, use and care for engineering hand tools

SP 0576/11-17 Mechanical Workshop Assistant Part 2

Credits 49

- 12219 Select, use and care for engineering power tools
- 12481 Sling loads
- 13214 Operate and monitor a drilling machine to produce simple components
- 13219 Maintain static seals in machines and / or equipment
- 13221 Perform routine maintenance
- 119744 Select, use and care for engineering hand tools
- 244688 Identify hose and fluid power connectors
- 244690 Demonstrate basic knowledge of hydraulic components
- 244691 Demonstrate basic knowledge of pneumatic components
- 253474 Install Pipe Hangers and Supports

SP 0614/11-17 Manufacturing Equipment Operator

Credits 32

Prepare, use and operate equipment to support a manufacturing process

SP 0615/11-17 Finisher and Components Assembler

Credits 39

- 9877 Assemble components
- 119456 Write/present for a defined context
- 119744 Select, use and care for engineering hand tools
- 119753 Perform basic welding joining of metals
- 265000 Complete post-production and finishing operations

SP 0627/11-17 Tool Room Assistant

Credits 72

- 9322 Work in a team
- 9881 Mark off basic regular engineering shapes
- 12215 Read, interpret and produce basic engineering drawings
- 12219 Select, use and care for engineering power tools
- 12463 Understand and deal with HIV/AIDS
- 12466 Explain the individual's role within business
- 12476 Select, use and care for engineering measuring equipment
- 12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
- 13214 Operate and monitor a drilling machine to produce simple components
- 13220 Keep the work area safe and productive
- 116932 Operate a personal computer system
- 119744 Select, use and care for engineering hand tools
- 119753 Perform basic welding joining of metals
- 244690 Demonstrate basic knowledge of hydraulic components

SP 0638/12-17 Safe Use Of Workshop Tools

Credits 26

- 12215 Read, interpret and produce basic engineering drawings
- 12476 Select, use and care for engineering measuring equipment

- 13220 Keep the work area safe and productive
- 119744 Select, use and care for engineering hand tools

SP 0660/12-17 Basic Lift Rigger

Credits 31

- 9839 Apply and maintain safety in an electrical environment
- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 12477 Identify engineering materials, their characteristics and applications and common metal tests used in engineering
- 14706 Perform basic rigging procedures
- 119744 Select, use and care for engineering hand tools

SP 0700/12-17 Safe Use of Tools and Equipment

Credits 25

- 9879 Use and care for tools and equipment
- 9882 Read and interpret basic engineering drawings
- 9964 Apply health and safety to a work area
- 117416 Comply with good housekeeping practices

SP 0701/12-17 Basic Machining in Manufacturing

Credits 66

- 12215 Read, interpret and produce basic engineering drawings
- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 12481 Sling loads
- 13204 Operate and monitor a milling machine to produce simple components
- 13205 Operate and monitor a lathe to produce simple components
- 13214 Operate and monitor a drilling machine to produce simple components
- 13215 Operate and monitor a surface grinding machine to produce simple components
- 119744 Select, use and care for engineering hand tools

SP 0705/12-17 Basic Engineering Fabrication Skills

Credits 29

- 12219 Select, use and care for engineering power tools
- 12476 Select, use and care for engineering measuring equipment
- 14683 Apply work site practices
- 119744 Select, use and care for engineering hand tools
- 243075 Draw and interpret simple plate, pipe and structural steel plate, pipe and structural steel drawings

SP 0763/13-17 Drilling Machine Operator

Credits 38

- 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life
- 7480 Demonstrate understanding of rational and irrational numbers and number systems
- 9007 Work with a range of patterns and functions and solve problems
- 9008 Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- 9882 Read and interpret basic engineering drawings
- 12466 Explain the individual's role within business
- 12476 Select, use and care for engineering measuring equipment
- 13214 Operate and monitor a drilling machine to produce simple components

SP 0859/13-17 Mechanical Engineering Machine Operator

Credits 64

- 9881 Mark off basic regular engineering shapes
- 12476 Select, use and care for engineering measuring equipment

- 13204 Operate and monitor a milling machine to produce simple components
- 13205 Operate and monitor a lathe to produce simple components
- 13214 Operate and monitor a drilling machine to produce simple components
- 13215 Operate and monitor a surface grinding machine to produce simple components
- 13220 Keep the work area safe and productive
- 119744 Select, use and care for engineering hand tools

SP 0065/06-17 Quality performance in manufacturing Level 3

Credits 42

- 8968 Accommodate audience and context needs in oral communication
- 8969 Interpret and use information from texts
- 8970 Write texts for a range of communicative contexts
- 8973 Use language and communication in occupational learning programmes
- 9012 Investigate life and work-related problems using data and probabilities
- 9530 Manage work time effectively
- 13234 Apply quality procedures
- 14445 Frame and implement an individual action plan to improve productivity within an organisational unit
- 116720 Show understanding of diversity in the workplace

Quality

SP 0081/06-17 Principles Of Quality

Credits 20

- 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- 13217 Collect and use information
- 119139 Monitor the quality of the input materials and the manufactured plastic product

SP 0090/07-17 Quality Assurance in Manufacturing & Assembly Processes Credits 10

- 13162 Identify and describe inputs, outputs, stages and quality indicators of the manufacturing, assembly or engineering process

SP 0111/07-17 Apply Quality Assurance Systems

Credits 8

- 13234 Apply quality procedures

SP 0135/07-17 Quality in the workplace

Credits 8

- 14586 Monitor and control quality control practices in a manufacturing/engineering environment

SP 0225/07-17 Measurements and statistics within quality control

Credits 18

- 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- 14586 Monitor and control quality control practices in a manufacturing/engineering environment

SP 0878/14-17 Understanding of quality indicators in manufacturing

Credits 13

- 13162 Identify and describe inputs, outputs, stages and quality indicators of the manufacturing, assembly or engineering process
- 14445 Frame and implement an individual action plan to improve productivity within an organisational unit

Supervisor, Management and Leadership

SP 0075/06-17 Supervisory Techniques Credits 27

- 10981 Supervise work unit to achieve work unit objectives (individuals and teams)
- 11473 Manage individual and team performance
- 13914 Conduct a formal meeting
- 14609 Participate in management of conflict

SP 0288/08-17 Allocator and Planner Of Production Tasks Credits 12

- 9530 Manage work time effectively
- 116218 Explain the planning and scheduling of tasks in a production environment
- 244504 Describe and explain the principles of logistics support in a specific context

SP 0375/09-17 Supervisory Management Phase 1 Credits 35

- 13914 Conduct a formal meeting
- 242812 Induct a member into a team
- 242817 Solve problems, make decisions and implement solutions
- 242819 Motivate and Build a Team
- 242822 Employ a systematic approach to achieving objectives

SP 0584/11-17 Operations Supervision Phase 3 (Effective Workplace Calculations) Credits 24

- 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- 12665 Control production and resource scheduling and planning in a manufacturing environment

SP 0755/13-17 Basic Leadership Skills Credits 27

- 242811 Prioritise time and work for self and team
- 242819 Motivate and Build a Team
- 242824 Apply leadership concepts in a work context

SP 0761/13-17 Basic Team performance Manager Credits 24

- 11473 Manage individual and team performance
- 242816 Conduct a structured meeting
- 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met
- 242829 Monitor the level of service to a range of customers

SP 0861/13-17 Leadership and problem solving skills Credits 46

- 242810 Manage Expenditure against a budget
- 242816 Conduct a structured meeting
- 242817 Solve problems, make decisions and implement solutions
- 242822 Employ a systematic approach to achieving objectives
- 242824 Apply leadership concepts in a work context
- 242829 Monitor the level of service to a range of customers

SP 0886/14-17 Project budget supervisory skills**Credits 13**

- 120375 Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget
- 120377 Identify, suggest and implement corrective actions to improve quality of project work

Warehouse and Inventory Control**SP 0074/06-17 Principles and processes of warehousing****Credits 20**

- 116280 Demonstrate understanding of warehouse manufacturing and inventory assembly

SP 0735/13-17 Inventory Management Skills Programme**Credits 49**

- 242815 Apply the organisation's code of conduct in a work environment
- 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met
- 242822 Employ a systematic approach to achieving objectives
- 242829 Monitor the level of service to a range of customers
- 377361 Understand the role of inventory and ordering costs
- 377363 Apply inventory replenishment and distribution systems
- 377364 Discuss the role of inventory in a manufacturing environment

SP 0749/13-17 Production Stock Control**Credits 34**

- 117897 Maintain stock balances in a distribution centre
- 117901 Receive stock in a DC/Warehouse
- 119454 Maintain and adapt oral/signed communication
- 244504 Describe and explain the principles of logistics support in a specific context

SP 0849/13-17 Logistics Operation Skills**Credits 49**

- 8019 Schedule transport
- 113829 Operate within a logistics environment
- 113835 Manage logistics operations
- 120366 Demonstrate understanding of the implementation of occupational health, safety and environmental legislation in the work place

SP 0851/13-17 Warehouse Controlling Skills**Credits 30**

- 377362 Discuss the role of stocktaking in ensuring inventory accuracy
- 377384 Describe the use of stores and warehousing in operations
- 377385 Explain the role of materials handling in the warehouse
- 378013 Describe the function of the purchasing cycle

SP 0866/13-17 Stores and Warehousing**Credits 25**

- 377362 Discuss the role of stocktaking in ensuring inventory accuracy
- 377384 Describe the use of stores and warehousing in operations
- 377385 Explain the role of materials handling in the warehouse

SP 0867/13-17 Principles of inventory control**Credits 23**

- 377361 Understand the role of inventory and ordering costs
- 377363 Apply inventory replenishment and distribution systems

377364 Discuss the role of inventory in a manufacturing environment

SP 0880/14-17 Logistics and planning phase 4

Credit 24

116287 Schedule and monitor production

116292 Demonstrate an understanding of the principles of manufacturing and assembly logistics planning

SP 0887/14-17 Logistics and planning phase 3

Credits 19

113829 Operate within a logistics environment

116218 Explain the planning and scheduling of tasks in a production environment

244504 Describe and explain the principles of logistics support in a specific context

Learnerships

CNC Machining

57877 National Certificate: CNC Production Machining NQF 3

57878 National Certificate: CNC Production Machining NQF 2

57885 Further Education and Training Certificate: CNC Production Machining NQF 4

58025 National Certificate: CNC Production Machining NQF 5

Welding

58534 National Certificate: Welding Application and Practice: Manufacturing and Engineering NQF 2

Production Technology

58779 Further Education and Training Certificate: Production Technology NQF 4

58781 National Certificate: Production Technology NQF 2

58785 National Certificate: Production Technology NQF 3

Mechanical Fitting

63473 National Certificate: Mechanical Engineering: Fitting: Manufacturing and Engineering NQF 2

General Management Inventory, Stores and Warehousing

83986 National Certificate: Management: Stores and Warehousing NQF 3

83987 Further Education and Training Certificate: Generic Management: Inventory and Inventory Control NQF 4

General Management

83946 National Certificate: Management NQF 3

57712 Further Education and Training Certificate: Generic Management NQF 4

59201 National Certificate: Generic Management NQF 5

General Management Skills Courses

ID 83946 LP23654 Firstline Leadership

Credits 5

13912 Apply knowledge of self and team in order to develop a plan to enhance team performance

Participants will be able to:

- Have better understanding of self
- Identify own role in the organisation
- Handle conflict
- Recognise strengths and weaknesses
- Plan to enhance team performance
- Understand the importance of recording information
- Keep relevant team records
- Report team achievements
- Record aspects of individual performance
- Understand the role of the team leader
- Realise the purpose of the team
- Obtain team members buy-in
- Monitor the achievement of team goals

ID 57712 LP74630

Topline Leadership

Credits 32

- 242819 Motivate and Build a Team
- 242822 Employ a systematic approach to achieving objectives
- 242824 Apply leadership concepts in work context

Participants will be able to:

- Describe management activities
- Explain managerial tasks
- Make decisions
- Explain roles and functions in an organisation
- Explain the concept of budgeting
- Control expenses and revenue against budget
- Analyse a business strategy
- Align with a business strategy
- Identify training needs
- Understand management functions and structures
- Understand the relationship between business functions
- Explain the role of management
- Explain the functions of managers
- Explain the responsibilities of managers
- Understand the importance of motivation
- Provide feedback to a team
- Recognise achievement
- Develop and perform management programme
- Investigate different performance management systems
- Monitor performance
- Address under performance
- Understand situational leadership
- Explain levels of development
- Diagnose leadership needs
- Plan the introduction of situational leadership

ID 59201 LP60269

Action Leadership

Credits 8

- 10043 Develop, implement and manage project/activity plan
- 15219 Develop and implement strategy and action plans for team, department or division
- 15224 Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks

Participants will be able to:

- Develop strategy for a department
- Evaluate proposals and select preferred options
- Encourage participants in decision-making
- Review decisions and performance of delegated tasks
- Obtain agreement from team members on output
- Lead team to complete workplace activities
- Recognise team member performance
- Conceptualise a plan
- Develop action plans
- Delegate tasks
- Implement action plans
- Review action plans
- Track a project
- Build teams

Cleaning and hygiene

243959 Maintain cleaning programme of own area of responsibility NQF 3, 4 Credits

Customer Service

114903 Interact with Customers NQF2

8 Credits

Non-Accredited Soft skills Courses

Accounting and Finance

Accounting Skills for New Managers

2 Day Course

Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you're going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!

Budgets and Managing Money

2 Day Course

For managers in today's business world, it's essential to have a working knowledge of finance. We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table.

Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This two-day workshop will help you prepare budgets and make decisions with confidence.

Participants should complete Tri-Anagram's Accounting Skills for New Supervisors course before this workshop or have equivalent knowledge.

Business Management

An Environmental Audit Primer

1 Day Course

This course provides participants with the knowledge and skills to conduct internal environmental audits. Practical, proven techniques for planning, conducting, and reporting on internal environmental audits will be introduced. Role-plays and case

studies based on actual audits will be used to reinforce the concepts and provide participants with practice in applying the principles to situations typically encountered during internal auditing.

Balanced Scorecard Basics

1 Day Course

Over the past several decades, organizations have come to realize that success cannot only be measured in dollars and cents. Intangible assets (like a company's reputation, the knowledge base created by their employees, and training initiatives) can make up a huge portion of a company's wealth.

It only makes sense, then, that we need a new tool to help us measure this expanded definition of success. Enter the balanced scorecard! This tool and its related components will help your organization identify, document, plan, and execute a balanced strategic mission. It will also help your organization evaluate and revise its strategic execution.

This one-day workshop will introduce participants to the basics of the balanced scorecard and help them determine if this powerful tool is a good fit for their organization.

Basic Business Management: Bootcamp for Business Owners

3 Day Course

Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future.

The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply.

This three-day course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.

Business Ethics for the Office

2 Day Course

What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another.

This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment

Code of Conduct: Setting the Tone for Your Workplace

1 Day Course

Workplaces are made up of diverse groups of people with diverse motivations, backgrounds, and ethics. When such groups are brought together, sometimes there are opportunities for ethical, moral, financial, or even legal, boundaries to be crossed. Sometimes those boundaries are crossed with disastrous results.

A workplace code of conduct is a tool that can be used to prevent such digressions by providing a framework for employees to follow of what is expected of them and how to conduct themselves in various situations.

This course will look at the material that goes into a code of conduct and will allow participants to build their own as the day goes on.

Creating a Positive Work Environment

1 Day Course

Not all of us have had the opportunity to work in a truly positive work environment. A positive work environment is important for the productivity of a company but it is also important to us personally. Our emotional and physical health can be improved by working in a positive work environment. We should wake up each morning wanting to go to work - not trying to think of excuses to not go. We want to be proud of where we work and enjoy telling others about where we work. As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment. Everyone has a responsibility to create and maintain a positive work environment. Even if this is not a companywide reality

you can seek to provide this type of environment for your department/ division or those within your sphere of influence. This one-day course will give you tools to be able to create the type of company environment that you crave through building and nurturing effective workplace relationships.

Developing a High Reliability Organisation

1 Day Course

Today's world is full of the unexpected. System failures, terrorism events, disease outbreaks, and superstorms disrupt businesses every day, sometimes to an unrecoverable point. Despite these challenges, some services (such as power plants, hospitals, and airports) have no choice but to continue operating.

This one-day course will explore how these organizations maintain high reliability even in times of serious crisis and stability. We will share their secrets in a way that can be applied to all organizations in order to create high reliability and continued success.

Entrepreneurship 101

3 Day Course

Wouldn't it be nice to be your own boss, work on your own schedule, and make money doing something that you're passionate about? Millions of people around the world are living that dream and running their own business.

This three-day course will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey.

Global Business Strategies

3 Day Course

Opportunities to take a regional business into the global market make it possible to strategically, smartly, and profitably accomplish more than you can by staying local. To prepare, you need to set your business up for success by being open to learning, to applying new ideas, and to continually reviewing how you can create success in the global market.

Topics such as trade financing, regulatory considerations, international business planning, sustainability, and much more are included in this three-day course. The materials here are well suited for small and medium sized business leaders as they prepare to take their company into the global marketplace.

We strongly recommend that participants complete our "Entrepreneurship 101" and "Basic Business Management" programs before taking this course.

Intrapreneurship

1 Day Course

Intrapreneurship has been described as a great way to make beneficial changes to organizations. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.

Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If participants answer yes to these questions, then this course will help them become energized and ready to push their ideas forward. After participants complete this workshop, they will have ways to get started and implement their plans.

Inventory Management: The Nuts and Bolts

1 Day Course

No business can survive very long without an effective program of controls over the parts and materials that are used in producing or distributing goods and services of the firm. Like many other things that depend on human interpretation, "control" means different things to different individuals.

This is an introductory workshop for you, the warehouse or stockroom manager, the person in charge of what comes in and goes out of your company. You want a smooth and cost-effective operation, with enough products on hand to satisfy needs without stockpiling too much.

This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.

Logistics and Supply Chain Management

2 Day Course

The supply chain is a crucial part of any business' success. Optimizing the flow of products and services as they are planned, sourced, made, delivered, and returned can give your business an extra competitive edge.

This two-day course will introduce you to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking your supply chain to the next level.

Purchasing and Procurement Basics

2 Day Course

Purchasing and procurement functions are about much more than bringing goods and services into an organization. They are the foundation of strong, collaborative relationships with suppliers. Since many companies source products from around the globe more frequently than ever, a procurement manager needs strong capabilities. These skills cannot just be learned on the job: they need to be taught. As well, the value of procurement is now recognized as an integral part of cost control within the organization.

In this course, you'll learn the basics of procurement, including what a supply chain looks like, the purchasing cycle, essential tools and strategies for making the best purchasing relationships work, managing bids, and more.

Skills for the Administrative Assistant

2 Day Course

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others.

Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This two-day workshop is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

Strategic Planning

2 Day Course

If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This two-day course will help you describe what you want to do and get people where you want to go.

The Minute-Taker's Workshop

1 Day Course

No matter who you are or what you do, whether at work or in the community, you are likely involved in meetings. Meetings are costly, whether they are held in a company boardroom or at the local coffee shop. To ensure that meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if accurate minutes have not been recorded, then the meeting may just as well not have taken place.

If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this one-day workshop you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.

Writing a Business Plan

2 Day Course

This two-day course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan.

Communication

Active Listening

1 Day Course

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.

Advanced Writing Skills

1 Day Course

This is a one-day workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports. Participants must complete Tri-Anagram's Business Writing That Works course before taking this workshop.

Business Writing that Works

2 Day Course

We all know what good writing is. It's the novel we can't put down, the poem we never forgot, and the speech that changes the way we look at the world. Good writing is the memo that gets action and the letter that says what a phone call can't.

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This two-day workshop will give participants the tools to become better writers.

Communication Strategies

2 Day Course

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this workshop is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

Communications for Small Business Owners

2 Day Course

Communication between individuals is a two-way street, but communication between a small business and its customers is a multi-lane highway. Navigate this highway successfully and you increase customer numbers and profits. Set out on this highway unaware, ill-prepared, or unconvinced of its importance, and you will lose ground to your competitors.

This is a two-day course to introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some communications expertise, this course will help you strengthen and polish your essential components.

Customer Service Training: Managing Customer Service

1 Day Course

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.

Customer Service Training: Critical Elements of Customer Service

2 Day Course

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This two-day course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

English as a Second Language: A Workplace Communications Primer

1 Day Course

The English language is recognized as an essential business tool throughout the world.

People who are learning English as a second language should be aware that even native English speakers can misunderstand the meaning and intent of communication in the workplace.

Employees with intermediate competency in English as their second language will gain the most from this course.

Continuous Improvement

Business Process Management

2 Day Course

Business process management helps organizations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated, and optimized to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs.

This course will introduce participants to business process management. Students will learn how business processes can help improve their company's bottom line by providing a higher level of quality and consistency for customers.

Continuous Improvement with Lean

1 Day Course

Companies everywhere, no matter what their industry, can benefit from the principles of continuous improvement with Lean. Whether they adopt a very formal process or commit to something less structured, they can follow its principles and improve their bottom line by reducing wasted time and resources.

This course is designed for learners who have completed the pre-requisite Lean Process Improvement course, and perhaps have been involved in implementation of its principles in their workplace. It is the ideal next step along the path of learning and creating a workplace culture committed to continuous improvement.

Lean Process Improvement

2 Day Course

Lean principles have come a long way over the past 300 years. From Benjamin Franklin's early ideas, to Henry Ford's work in the 1920's and the Toyoda precepts in the 1930's, to Jeffery Liker's publication of The Toyota Way in 2004, Lean processes have evolved from a simple concept to a set of widely used best practices.

This two-day course will give participants the foundation to begin implementing Lean process improvement tools in their workplace. The first day will explore the foundations of Lean through the Toyota precepts and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). The second day will give participants tools to perform continuous improvement in their organization, including 5S, 5W-2H, PDSA, DMAIC, Kaizen, Genchi Genbutsu, and various Lean data mapping methods.

Process Improvement with Gap Analysis

1 Day Course

Charles Kettering, an inventor for General Motors, once said, "A problem well-stated is half-solved." The gap analysis tool can help you define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help you define where you want to go and how you are going to get there.

This one-day course will give you the skills that you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

Six Sigma: Entering the Dojo

1 Day Course

Six Sigma is a set of qualitative and quantitative quality tools that can help a business improve their processes. The efficiency built into the business processes brings about improved profits, confidence and quality. Ultimately this effort is there to ensure customer satisfaction.

The term Six Sigma comes from statistics to indicate that the process outputs fall within three standard deviations from the center (expected value) giving a range of six standard deviations (or 6 sigma- 6 σ). As a result in terms of individual outputs it means you would have 3.4 defects per million items.

This course is designed to introduce students to basic concepts of Six Sigma particularly in continuous process improvement. Various quality tools used in process improvements will be explored as well as the importance of customer relationships. Courses in Lean, quality and teams will provide knowledge on the other aspects of how Six Sigma works. It is a predecessor to studies in Six Sigma Yellow, Green and Black Belt.

Human Resources

Business Succession Planning: Developing and Maintaining a Succession Plan

1 Day Course

Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place. This one-day course will help you teach the basics about creating and maintaining a succession plan.

Conducting Effective Performance Reviews

3 Day Course

Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the outcomes of the meeting should be known to the employee and supervisor before the meeting actually takes place. Remember what the German philosopher Goethe said: "Treat people as if they were what they ought to be and you help them become what they are capable of being."

Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.

Creating a Top-Notch Talent Management Program

2 Day Course

Organizations recognize that they do better business when their people are engaged, motivated, and yes, talented. Having the right people in place at the right time is a key aspect to continued growth, success, or even just stability. This course will provide you with just what it takes to have the right people ready. It will help you create a program to measure the talents of your people and how to help them grow in preparation for the future. It will also help you support and grow your organization by teaching you how to apply the most current research and adapt your organization to the ever-changing marketplaces.

Employee Recognition: Appreciating Your Workforce

1 Day Course

Everyone likes to be recognized for a job well done. Some people like more recognition than others, but it's all important on some level. It can be doubly important in the workplace, as it keeps employees happy and therefore results in a strong business that serves customers well and keeps the bottom line strong. Employee recognition can be a simple, but effective, tool.

This course looks at the value of recognizing employees and how to carry it out in the workplace, both formally and informally.

Hiring for Success: Behavioural Interviewing Techniques

2 Day Course

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This workshop will give you the skills and tools to hire successful candidates.

Human Resources Training: HR for the Non-HR Manager

2 Day Course

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This three-day workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

Onboarding: The Essential Rules for a Successful Onboarding Program 2 Day Course

Did you know that most employees decide to leave a job within their first 18 months with an organization? When an employee does leave, it usually costs about three times their salary to replace them.

You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that will guide the employee through their first months with the company. This two-day workshop will explore the benefits of onboarding, show you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program. (Statistics from a 2007 study by the Wynhurst Group)

Orientation Handbook: Getting Employees Off to a Good Start 2 Day Course

An effective human resource professional knows that managing employee performance is more than responding to problems, conducting performance reviews, or hiring staff. Performance management begins with an orientation to the organization and the job, and continues on a daily basis as employees are trained and coached.

A thoughtful new employee orientation program, coupled with an employee handbook (or website) that communicates workplace policies, can reduce turnover and those reductions save your organization money. Whether your company has two employees or a thousand employees, don't leave employee retention to chance. Engage them from the moment they are hired; give them what they need to feel welcome, and let them impress you with what they bring to your company. This two-day workshop is just the start that you need!

Creating a Workplace Wellness Program 2 Day Course

Whether you are creating a workplace wellness program from scratch, or enhancing what you already have, you're already on the right track! With increasing costs of health care, a shrinking workforce, and aging workers, a savvy workplace understands the value in supporting workers to improve their conditioning and to live a fitter lifestyle. This two-day course includes all aspects of designing or upgrading a program, from concept through implementation, to review.

Disability Awareness: Working with People with Disabilities 2 Day Course

People with disabilities represent a significant and largely underutilized resource for businesses. Many disabled persons are underemployed or unemployed. As a result of advocates for diversity, as well as a shrinking labor pool, employers are taking a serious look at hiring and retaining people with disabilities. This two-day workshop will give supervisors, managers, and human resource consultants tools and tips for creating a diverse workplace.

Marketing and Sales

Basic Internet Marketing 1 Day Course

This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This course includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.

Branding Creating and Managing your Corporate Brand 2 Day Course

Your brand is the vehicle that propels your product or service into your customer's lives, and into their hearts. A good brand is much more than an attractive image combined with some witty type. Your brand must reflect the heart and soul of your product, and offer a promise that you can live up to.

This two-day course will get you started on the road to creating a perfect brand. The first day will cover the basics of branding, including how to develop a visual identity from start to finish. We will also give you some graphic design tips to help you communicate your expectations to a professional designer. The second day will focus on how to put your brand out there in the right way. We'll also talk about how to keep your brand energized and alive with monitoring and evaluation tools.

Body Language: Reading Body Language as a Sales Tool

1 Day Course

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this one day workshop!

Building Relationships for Success in Sales

1 Day Course

No one questions that making friends is a good thing. In this workshop, participants will discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

Conference and Event Planning

2 Day Course

Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work. This two-day course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music).

While this course is specifically for corporate event planning, the elements here can also be applied to more personal event planning like anniversaries, special birthday gatherings, weddings, and more. Essentially, we're creating an effective and well planned design that is ready for implementation and can be used over and over again.

Conquering Your Fear of Public Speaking

1 Day Course

Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one day workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

Creating Winning Proposals

2 Day Course

Proposals are persuasive documents that are fundamental tools in organizational funding and output. This course will look at sources of funding, types of proposals and how to write proposals that will meet funding agencies requirements. This will include a number of tips and techniques to increase the potential success of your proposals.

An important but often overlooked aspect of proposal writing will also be covered- Building and Maintaining Relationships. Relationships are built on honesty. Potential projects must be a good fit for your organization and your organization must be ready to do the work contained in the proposal. The most successful proposals are going to be those that fulfill the mission and values of your organization and that of the funding agencies as well!

Dynamite Sales Presentations

1 Day Course

A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell and your understanding of their problems and the solutions they need.

This one-day workshop will help you teach participants how to create a winning proposal and how to turn it into a dynamite sales presentation.

Introduction to E-Mail Marketing

2 Day Course

E-mail marketing is here to stay, and knowing how to do it well is essential for marketers as well as small business owners, coaches, and consultants. In this two-day workshop you'll learn the essentials of planning, creating, and delivering exceptional e-mail marketing campaigns that support your overall marketing strategy. After this workshop, you will be able to reach more clients and potential clients through your efforts at being an e-mail influencer.

Marketing and Sales

1 Day Course

A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more creative in your marketing tactics. This workshop will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

Marketing for Small Businesses

2 Day Course

Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This two-day workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.

Marketing with Social Media

2 Day Course

Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This two-day course is designed for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level.

Negotiating for Results

2 Day Course

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Networking for Success

2 Day Course

Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this two-day course, participants will learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.

Overcoming Objections to Nail the Sale

2 Day Course

If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This one-day course will help you to work through objections effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.

Public Speaking – Presentation Survival School

2 Day Course

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, participants will master the skills that will make them a better speaker and presenter.

Public Speaking: Speaking Under Pressure

2 Day Course

This workshop has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization.

Speaking under pressure, or thinking on your feet, means being able to quickly organize your thoughts and ideas, and then being able to convey them meaningfully to your audience to modify their attitudes or behavior. It applies to formal speeches as well as everyday business situations.

It requires presence of mind, goal orientation, adaptation, and judgment. It also requires differentiating between oral and written communications.

This course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.

Prospecting for Leads Like a Pro

1 Day Course

Prospecting is one of the keys to your sales success. Keeping your pipeline full ensures that you will continue to attract new business, and so your success today is a result of the prospecting you did six months ago.

In this workshop, participants will become skilled at prospecting and learn the 80/20 rule. They will learn to target and how to target them, and commit to do some prospecting every day through warming up cold calls, following up on leads, or networking. Participants will also build their personal prospecting plan and learn how to ensure their future by planting seeds daily.

Public Relations Boot Camp

2 Day Course

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed however. In this comprehensive course, learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.

Telemarketing – Using the Telephone as a Sales Tool

1 Day Course

Virtually everybody in sales today sells over the phone at least part of the time. Perhaps it is time for you to evaluate how you use the telephone and where it fits into your sales and marketing mix.

This one-day workshop will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase your sales success. We will also talk about how to hone your communication skills, your ability to persuade, and techniques to personalize each sales call.

Selling Smarter

1 Day Course

It's no secret that the sales industry continues to change and evolve rapidly. This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence.

This one-day workshop will help you teach participants how to be one of those smart sales professionals.

Social Selling for Small Businesses

1 Day Course

Social selling isn't just a fad or the latest approach to selling that businesses need to adopt. It's a result of the massive integration of social media in how we conduct our lives. Sales professionals understand they can connect to and leverage these habits. This course is designed for entrepreneurs and sales professionals to learn how to function in that space.

In this one-day workshop, we're going to explore how social selling is an essential requirement for sales teams, and how the relationships that are created and nurtured within social media will help you grow and sustain your business. We'll also learn how to apply specific techniques to connect with your audience and potential fans in the social space.

Trade Shows: Getting the Most Out of Your Trade Show Experience 1 Day Course

Most companies spend huge amounts of time and money designing, construction, outfitting, transporting, and setting up their trade show booth. This course aims to have you understand some of the basic skills that would allow you to get the most out of your trade show experience. The workshop will start by looking at who attends trade shows and why they are there. It will explore a number of things that should be done before the show even starts, including setting trade show goals, understanding your company, and developing good trade show introductions. It will then look at trade show etiquette and skills emphasizing active listening, body language and questioning. A special emphasis will be placed on conducting prospecting. The workshop will end with an exploration of the follow-up necessary after the show. This course will highlight basic skills that should allow you to generate more leads, prospects and especially qualified prospects at your next trade show.

Occupational Health, Safety and Environment

Developing a Safety Procedures Manual 1 Day Course

Safety procedures are the backbone of an organization's Safety Management System. They provide consistency and when followed create a safe working environment and greater productivity due to less injury down time. However, safety procedure writing is more difficult and time consuming than it at first appears. This one-day course will give you the foundation to start writing effective safety procedures.

Encouraging Sustainability and Social Responsibility in Business 1 Day Course

The ideas behind encouraging sustainability and social responsibility in business seem noble, as organizations commit to creating optimal circumstances for people to live and work. The reality is that every company, whether it is a micro-business or a large multinational corporation, can take steps to create sustainable, socially responsible environments that contribute to positive workplaces, communities, and futures.

Environmental Sustainability: A Practical Approach to Greening your Organisation 1 Day Course

Environmental Management Systems (EMS) involve a set of processes and practices that enable an organization to reduce its environmental impacts and increase its operating efficiency. A well-designed EMS can help an organization address its regulatory demands in a systematic manner thereby reducing the risk of noncompliance. An EMS can also help address non-regulated issues such as pollution prevention, odor management, water usage and energy conservation.

In this one-day course participants will learn about EMS and how it can benefit their organization. Through the use of a Case Study and information they bring about their own company participants will leave with a draft EMS for their organization. It will include organizational Environmental Aspect and Impacts and Objectives and Targets for their organizations significant environmental impacts.

Planning for Workplace Safety 1 Day Course

Beginning with the Organizational Safety Policy, the company's Safety Plan shows that Senior Management takes the commitment to worker health and safety seriously. The safety plan provides a system of policies, procedures and practices to help prevent accidents/incidents, gives workers the knowledge to help them create a safe working environment and outlines a consistent methodology for the company's approach to Health and Safety. It is one of the more important safety documents that a company can produce.

This workshop will give you the foundation to develop your Organizational Safety Plan and take the next step in building your safety culture.

Risk Management

1 Day Course

Risk management has long been a key part of project management and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings.

The risk management framework provided in this workshop is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.

Safety in the Workplace

1 Day Course

Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business's operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This one-day workshop will give participants the foundation to start building your safety culture.

Workplace Ergonomics: Injury Prevention Through Ergonomics

2 Day Course

The human body is a fragile system, and we put many demands on it every day. Activities like reaching to get supplies off of a shelf, sitting in front of a computer for hours every day, and moving heavy products around the shop can all take a toll on our bodies. In this two-day workshop, you will learn how to make your environment as ergonomic as possible in order to make daily tasks easier on your body and mind.

Workplace Health and Safety: The Supervisor's Role and Responsibilities

1 Day Course

This course aims to provide an understanding of the supervisor's role in organizational health and safety. It will explore the requirements of due diligence, the rights of workers, supervisor and worker health and safety requirements, employee competency, and the role of Health and Safety Committees. The course will also look at supervisor's roles in hazard identification and control, accident reporting and investigation and the importance of communicating health and safety information.

This course will highlight the most important aspects of the supervisor's role so that they can participate effectively in health and safety responsibilities and work towards the continual improvement of health and safety performance in their organization.

Personal Development

Appreciative Inquiry

1 Day Course

Do you love those moments of exception, when everything seems to have come together and things are working beautifully? Would you like to create an environment where those rare extraordinary moments become the norm? Then you may just be ready to learn the value of Appreciative Inquiry, also known as AI. AI is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.

Business Etiquette: Gaining that Extra Edge

1 Day Course

If you've ever had an awkward moment where:

- You aren't sure which fork to use,
- You don't know which side plate is yours,
- You've ever had to make small talk with a Very Important Person and been lost for words...

Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make.

This one-day workshop will help you handle most of those socially difficult moments. You'll have an extra edge in areas that you may not have given a lot of thought of until now.

Beyond Workplace Politics: Using Social and Emotional Competencies **1 Day Course**

Workplace politics encompasses the power and authority processes and behaviors that are at work in a particular workplace. It is how the links between people in the workplace work. There are workplace politics at play in every organization!

In 1990, two American psychologists (Dr. Jack Mayer and Dr. Peter Salovey) purported that if there was a cognitive intelligence or IQ then there must be an emotional intelligence (sometimes known as EQ). Daniel Goleman, the co-founder of the Collaborative for Academic, Social, and Emotional Learning (CASEL) theorized the social aspect of behavior as a complement to the emotional. His definition expanded to: "Social and emotional intelligence involves understanding your feelings and behaviors, as well as those of others, and applying this knowledge to your interactions and relationships." In his work with CASEL he developed five interrelated sets of Social and Emotional Competencies: Self-Awareness, Self-Management, Social Awareness, Good Relationship Skills, and Responsible Decision Making. This course will explore the social and emotional competencies and their role in working beyond workplace politics!

Building Your Self-Esteem and Assertiveness Skills **1 Day Course**

A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this one-day workshop, participants will discover some techniques that can dramatically change how they feel about themselves, and how they approach the world to get the things that they want.

Critical Thinking **2 Day Course**

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This two-day workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.

Developing Your Executive Presence **1 Day Course**

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This workshop will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.

Emotional Intelligence **1 Day Course**

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence.

Getting Stuff Done: A Personal Development Boot Camp **2 Day Course**

Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you.

Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

Goal Setting

1 Day Course

We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This one-day workshop will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.

Influence and Persuasion

1 Day Course

When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This workshop will help participants learn how to influence and persuade in a variety of areas.

Introduction to Neuro Linguistic Programming

1 Day Course

Your brain, thoughts, and behavior are at the core of everything that you do every day, even if you aren't aware of it. In order to truly achieve the results that you want to achieve, you must master the art of bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world. Neuro linguistic programming can give you the tools to do just that.

In this one-day introductory workshop, you will learn the basics of neuro linguistic programming. We will give you the tools to manage your thoughts, and thereby manage yourself.

Managing Pressure and Maintaining Balance

1 Day Course

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

NLP Tools for Real Life

1 Day Course

Neuro linguistic programming (NLP for short) is all about bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world.

Once you have a grasp on NLP's basic principles, you might be interested in learning about some tools that can help you do more with NLP. This one-day workshop will give you some hands-on experience with important NLP techniques, including anchoring, establishing congruency, developing rapport, creating outcomes, interpreting and presenting information efficiently, and even some self-hypnosis techniques.

To get the most out of this workshop, participants should first complete An Introduction to Neuro Linguistic Programming.

Personal Brand: Maximizing Personal Impact

2 Day Course

Abigail Van Buren, the writer of Dear Abby, once said, "There are two kinds of people: those who come into a room with the attitude, 'Here I am!' and those who have the attitude, 'There you are!'"

This course is a two-day exploration about the type of impact we want to have in life and work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.

Self-Leadership

1 Day Course

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, middle managers, and CEOs. Self-leaders like Walt Disney and Wayne Gretzky worked hard to achieve their dreams without using the term self-leadership. However, they have clearly demonstrated that being in control of their behavior and results, focus, practice, and learning were necessary to achieve their goals.

Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

Problem Solving and Decision Making

2 Day Course

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work.

Likewise, we've probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That's what this two-day workshop is all about.

Time Management: Get Organized for Peak Performance

1 Day Course

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done.

In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

Workplace Success: Seven Key Skills You'll Need

1 Day Course

There have been a number of studies that identify the key skills that workers need to be successful. Various studies call them different things - critical employability skills, soft skills, or transferrable skills. Regardless of the name these skills are critical for workplace success. Seven of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. Luckily these skills can be improved upon through training.

This course looks to take you from where you are now to a new level of understanding for the key skills that will help to make you successful at work.

Project Management

Advanced Project Management

1 Day Course

It's easy to forget the "manager" part of your "project manager" title among the other range of activities you are responsible for. However, your management skills are an important part of your success as a project manager, so it is crucial that you grow both of those skill sets. There are also some advanced project management techniques that you can master to help bring your projects to successful completion.

This workshop presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

Effective Planning and Scheduling

2 Day Course

As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This workshop will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule.

Participants should complete the Intermediate Project Management workshop prior to this course, or have equivalent knowledge. This course presumes that participants:

- Can define projects and project management
- Understand a project's life cycle
- Are familiar with the basics of project planning and scheduling
- Know how to complete a Statement of Work and/or a project charter

Intermediate Project Management

1 Day Course

Project management is not just restricted to certain industries, or to individuals with certification as a project manager. Lots of us are expected to complete assignments that are not a usual part of our job, and to get the job done well, within our budget, and on time.

This workshop is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. Today will take you through the remaining three stages: planning, execution, and termination.

Project Management: All You Need to Know

1 Day Course

Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. These time tested tools can help you to get that small project done well, done under budget, and done on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

In this course, you will gain experience using the most common project management execution tools from Project Tracking Forms, Risk Monitoring Tables to Communications Plans, Change Request Forms, Issues Logs and Lessons Learned Forms. Your small projects will be more successful than ever!

Project Management Fundamentals

1 Day Course

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments, and to get that additional job done well, done under budget, and done on time.

This one-day workshop is not intended to take you from a supervisory or administrative position to that of a project manager. However, these topics will familiarize you with the most common terms and practices in terms of working on projects.

Project Management Training: Understanding Project Management 3 Day Course

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to regular job duties, people are often expected to take on extra assignments and to get that additional job done well, done under budget, and done on time.

This workshop is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these three days will familiarize them with the most common terms and the most current thinking about projects.

In this workshop, you will walk participants through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. They may still have to cope with the unexpected, but they'll be better prepared.

Project Planning: All You Need to Know

1 Day Course

Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. Statements of Work, Work and Resource Breakdown Structures and Project Planning

documents can help you to get that small project done well, under budget, and on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time. In this course, we will gain experience using the most common project management planning tools and will completely plan a case study project from Statement of Work through Work and Resource Breakdown, Scheduling and end up with a completed Project Planning Worksheet. Your small projects will be more successful than ever!

Soft Skills

Anger Management: Understanding Anger

1 Day Course

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This one-day workshop is designed to help give you and your organization that edge.

Change Management and How to Deal with It

1 Day Course

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

In this one-day workshop, you will learn how to manage and cope with change and how to help those around you too.

Coaching and Mentoring

1 Day Course

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

Conflict Resolution: Dealing with Difficult People

1 Day Course

Success comes from understanding how we behave, as well as how we can influence others. If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with. More often than not, we will also have more meaningful and significant conversations. In this one-day workshop, you will teach participants how to turn difficult situations into opportunities for growth.

Conducting Accurate Internet Search

1 Day Course

As the Internet grows, it becomes more challenging to find the correct information from a reliable source in a timely manner. As research expert Gary Price puts it, "The haystack is growing and finding the needles takes more time and requires greater skill."

This one-day course will teach students how to conduct accurate Internet research by creating a search plan, searching both the surface web and the deep web, and staying organized. Students will also learn how to think critically and find the best sources for their Internet search.

Conflict Resolution: Getting Along in the Workplace

2 Day Course

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs.

However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

This course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.

Crisis Management

2 Day Course

Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This two-day course will help you ensure your organization is ready to manage any kind of crisis.

Creative Thinking and Innovation

2 Day Course

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done.

While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process. That's what this two-day workshop is all about.

Diversity Training: Celebrating Diversity in the Workplace

1 Day Course

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team.

We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This one-day workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

Digital Citizenship: Conducting Yourself in a Digital World

1 Day Course

Technology is evolving at an ever-increasing speed. People are becoming increasingly reliant in ways many have never imagined. Digital tools are literally at our fingertips, and we use them to learn, communicate, buy, bank, share, and interact. For most of us, a significant part of our days is spent in the digital world.

Online interactions and transactions are replacing real world ones. Regrettably, digital use can become misuse and abuse, often without the responsible person realizing it. As citizens of the digital world, users should learn and accept that they have certain rights and responsibilities. Many are not educated in appropriate technology use; other people know but do not practice it. 'Digital Citizenship' is fundamental to a safe and satisfying digital world. This course aims to increase your knowledge and appreciation of the practices needed to ensure you are a good digital citizen.

Generation Gap: Closing the Generation Gap in the Workplace

1 Day Course

There are currently five generations in the workforce. Only a few short years ago employers who were expecting to be faced with mass retirements are now looking at accommodating workers who cannot afford to retire, or are simply healthy and happy enough they'd like to stay at work. However, the labor force continues to put in hard work and lots of strategy to find the right people to fill vacancies and to be able to serve their customers.

This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, we will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.

Mastering the Interview

1 Day Course

The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

Research Skills

1 Day Course

In this age of information overload, it can be hard to know where to find good information that you can trust. If you're doing research for an important project, report, or proposal, how do you find information that you can count on?

This one-day workshop will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the Internet.

After you complete this course, you'll be ready to find reliable information on any topic, and turn that information into a compelling, accurate piece of writing.

Stress Management

1 Day Course

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one-day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

Working Smarter: Using Technology to Your Advantage

2 Day Course

Rudeness in the workplace is increasing to the level that universities are studying it. Everyone is busy, everyone is stressed, and most people take it out on their colleagues at one time or another. We've all been in a situation where we need to print something ASAP and someone has left the printer jammed, or we need coffee and the coffeepot is empty. Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This two-day workshop will show participants how to leverage technology to work smarter, not harder.

Workplace Harassment: What It Is and What To Do About It

2 Day Course

In 2012 alone, the US Equal Employment Opportunity Commission ordered that \$365,400,000 (that's 365.4 million dollars!) be paid out for discrimination and harassment charges. No wonder companies are working to be more proactive in preventing harassment.

But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.

Workplace Violence: How to Manage Anger and Violence in the Workplace

3 Day Course

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.

Supervisory, Management and Leadership

Building Better Teams

1 Day Course

Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.

With teams at the core of corporate strategy, an organization's success can depend on how well team members operate together. How are their problem-solving skills? Is the team enthusiastic and motivated to do its best? Do they work well together? This one-day course can help participants get there!

Business Leadership: Becoming Management Material

3 Day Course

This three-day workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. Leaders must get their message out in a way that inspires, make the most of their limited time, and build roads to precious resources. They must negotiate alliances, improve their colleagues, and align the ambitions of the many with the needs of the organization.

What makes for a great leader? Is it something to do with inward characteristics, such as confidence and focus? Is it more about outward presence, including charm and compassion? Or is it about the ability to create a vision and get others to commit to it?

The answer is all of the above. By accepting the challenge to lead, you come to realize that the only limits are those you place on yourself.

Conversational Leadership

1 Day Course

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.

Delegating: The Art of Delegating Effectively

1 Day Course

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one day workshop will explore many of the facets of delegation, including when to delegate and whom to delegate to. We will also go through the delegation process step by step and learn about techniques to overcome problems.

Giving Effective Feedback

1 Day Course

As human beings, we often hunger for feedback. However, many people will tell you that when they do get feedback, it's often because of something they have done wrong. This one day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

Employee Accountability

1 Day Course

An article in the March 11, 2010 edition of TIME magazine purported to explain “why we have entered the post-trust era.” Indeed, we seem to be in a time where people act inappropriately and then refuse to take responsibility for their actions. Who can we blame for the world economic crisis, or issues with religion, or the outcomes of our governments, or the state of the environment? More to the point, why do we spend so much time and energy looking to pin the blame on someone (usually anyone but ourselves)?

With this in mind, it’s no wonder that organizations who promote accountability are more successful and more productive. In this one-day workshop, you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.

Employee Dispute Resolution: Mediation Through Peer Review **1 Day Course**

Have you ever been in a workplace situation where a supervisor has made a decision that you didn’t agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This one-day workshop will teach you everything you need to know about employee dispute resolution through mediation.

Facilitation Skills **2 Day Course**

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, and planning and coordinating meetings all take time.

There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions.

How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators.

This two-day workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

Leadership Skills for Supervisors: Communication, Coaching and Conflict **1 Day Course**

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This one-day course will give you the skills in communication, coaching, and conflict that you need to be successful.

Managing Across Cultures **1 Day Course**

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.

Managing Difficult Conversations **1 Day Course**

We have so many interactions in the run of a day, it’s reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

Managing the Virtual Workplace **1 Day Course**

Virtual workers and virtual teams are an essential part of today's workforce. More than ever, people are using technology to work anywhere, anytime.

There are big benefits to today's virtual workplace, but there can be big challenges, too. This one-day course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.

Meeting Management: The Art of Making Meetings Work

1 Day Course

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual

Motivation Training: Motivating Your Workforce

1 Day Course

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This one-day workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

Performance Management: Managing Employee Performance

1 Day Course

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best?

Team Building: Developing High Performance Teams

3 Day Course

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

The ABC's of Supervising Others

2 Day Course

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority.

This two-day course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

The Professional Supervisor

3 Day Course

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This three-day workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

Women and Leadership: Owning Your Strengths and Skills

1 Day Course

Women have a long-standing history in the workforce, in all roles from front-line worker to visionary founder, influential behind-the-scenes patron to front-and-center CEO. As women, however, what are the influences, barriers and benefits to our leadership? Do we use or even acknowledge our strengths and skills?

This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone, but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. However, there are some areas in which women could still be more visible and vocal.

This course will explore the history of women in the workforce and offer personal opportunities for exploration, identification, and development of leadership strengths and skills

Training and Development

Advanced Skills for the Practical Trainer

3 Day Course

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy.

To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This three-day workshop will help you reach that goal.

This workshop requires that you have a good understanding of basic training principles, including adult learning concepts, Tri-Anagram's experiential learning cycle, training methods, and designing a learning sequence. We strongly recommend completing Tri-Anagram's The Practical Trainer workshop before taking this course.

Developing a Training Needs Analysis

1 Day Course

The right training at the right time can make a huge difference in the productivity and profitability of your organization. Whether you are scanning your workplace for opportunities to make things better and training is the answer, or a client asks you to come into their organization and do an assessment, your answer is best framed in the form of a training needs analysis. Your ability to create an analysis that is comprehensive yet simply prepared is critical for it to be understood and acted upon. This one-day workshop will help you to gather the information, assess the data, and present your suggestions for training or non-training solutions.

Developing Your Training Program

2 Day Course

Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation (or 'onboarding') for newly hired employees is a key factor in retention.

Knowledge Management

2 Day Course

Understanding how to manage the knowledge within your organization is the key to business success. Mismanagement of organizational knowledge comes with a price: frustrated employees, angry customers, and decreased productivity. All of these things can affect a business' bottom line. The purpose behind knowledge management is to help us bridge organizational gaps and to use our greatest asset (our knowledge) to take our business performance to the next level. The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brain power of our businesses. This workshop will introduce participants to knowledge management tips, techniques, and proven processes.

Making Training Stick

1 Day Course

We have all participated in training courses or workshops. Some of these have been helpful and useful in our everyday lives and others have seemed redundant and a waste of time. How often have we cheered or grumbled at being asked to participate in a training day?

The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.

Measuring Training Results

1 Day Course

There are lots of good reasons to offer training, and even more reasons to participate and take training. But there is also an accountability element, where we ask ourselves:

- What was the value of that training?
- Did we meet the objectives that were set out?
- Did the training bring about some kind of lasting change in behavior?

In this one-day workshop, we'll explore the essential elements in evaluating training and measuring results, while creating a process that is simple for trainers and human resource practitioners to implement.

Survival Skills for the New Trainer

1 Day Course

Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees. Trainers also get started when they want to make some changes to their daily activities, but wish to continue contributing to a particular organization or industry.

If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This one-day workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.

The Practical Trainer

3 Day Course

Most people who call themselves trainers today probably didn't start out to be trainers. They often work in a field where they develop extensive knowledge and then are asked to share what they know. Many trainers have some experience with teaching, writing, or leadership, although they come from nearly every field.

As such, people who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development.

This three-day course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.

Participants will also have the opportunity to conduct a short group training session that incorporates these training concepts.

Training with Visual Storytelling

1 Day Course

Training is constantly evolving, just as the needs and desires of learners are constantly changing. This one-day course is for trainers who are ready to make their training stronger, more memorable, and more engaging for learners by using visual storytelling and graphical techniques to create better learning experiences that lead to better retention.

Using Activities to Make Training Fun

1 Day Course

Most people have been at a party or some other social occasion where someone has told an inappropriate joke and ruined the mood (at least temporarily). Likewise, we've all been somewhere where the class clown is able to lighten the mood and help people have fun.

The good news is that humor can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award-winning comedian to do it. This one-day workshop will help you

identify what kind of humor you can bring to the classroom, and how games can help you engage your participants.

Nail and Beauty*

Nail Services

- Perform basic manicure and pedicure
- Apply gel nail technology
- Apply liquid and powder nail enhancements
- Apply fibre/silk nail technology
- Perform a specialised manicure and pedicure using various techniques
- Prepare and perform nail art service
- Perform nail air brushing services
- Perform nail services using an electric nail drill

Beauty Care

- Perform temporary hair removal by means of waxing and bleaching
- Perform a relaxing back and neck massage
- Prepare for and perform a facial consultancy service
- Perform a facial and back cleanse service
- Perform eye lash tint and eyebrow tinting and shaping
- Identify disorders of the skin and hair
- Perform make-up services for all occasions
- Apply make-up to reflect historical periods

*Awaiting Services Seta accreditation