

— free —
**COURSE
BUNDLES**

available for a limited time!



SOCIAL MEDIA -
eForcePEI.ca edition

- » Introduction to Social Media
- » Selling Products and Services with Social Media
- » Creating and Managing your Brand Online
- » Integrating Social Media into Your Business
- » Bridging the Gap with Your Customers Through Social Media
- » Tools and Applications for Social Media
- » Measuring Return on Investment

HR FUNDAMENTALS -
eForcePEI.ca edition

- » Employment Standards
- » Occupational Health & Safety
- » Introduction to Human Rights

**WORKING WITH
DIFFICULT PEOPLE**

- » Dealing with Micromanagers
- » Working with Aggressive People
- » Working with Manipulative People
- » Working with Negative People
- » Working with Procrastinators
- » Working with Self-Serving People
- » Identifying Difficult People

MARKETING ESSENTIALS

- » Advertising Costs, PR Pays
- » Introduction to Marketing
- » Marketing and Ethics
- » Place
- » Planning and People
- » Product and Price
- » Promotion
- » Using Online Strategies to Accelerate Sales Performance
- » Using Web Analytics to Increase Sales

**SMALL BUSINESS
MANAGEMENT**

- » Talent Management: Basics
- » Building Your Influence as a Leader
- » Setting Mission and Goals for Your Business
- » Accounting and Finance
- » Cash Flow Management
- » Budgeting
- » Financial Statements
- » Introduction to Information Security
- » Email, the Internet, & Social Media in a Corporate Environment

**PERSONAL PRODUCTIVITY
IMPROVEMENT**

- » Self-organization and Overcoming Procrastination
- » Managing Your Workspace
- » Managing Meetings for Productivity and Effectiveness
- » Preparing for an Internal Interview

WORKPLACE CONFLICT

- » Managing Conflict
- » Personal Conflict Styles
- » Recognizing & Responding to Conflicts
- » Strategies for Resolving Conflicts

FINANCIAL LITERACY
for non-financial professionals

- » Principles of Accounting and Finance
- » Cash Flow Management Essentials
- » Time Value of Money and Investment Decisions
- » Essentials of Budgeting
- » Analyzing Financial Statements

MS WORD 2010 - BASICS

- » Getting Started with Word 2010
- » Formatting and Working with Text
- » Organizing and Arranging Text
- » Moving Around in Word 2010
- » Structuring Documents
- » Reviewing Documents
- » Saving, Sharing, and Printing
- » Customizing the Behavior & Appearance
- » Drawing and Inserting Graphics

MS EXCEL 2010 - BASICS

- » Getting Started with Excel 2010
- » Applying Basic Data Formatting
- » Moving and Getting Around
- » Moving Data & Modifying Worksheets
- » Saving, Sending, & Printing Workbooks
- » Using Conditional Formatting, Tables, and Sparklines
- » Reviewing and Protecting Content
- » Using Basic Formulas
- » Using Basic Functions
- » Inserting Basic Charts

**MICROSOFT OFFICE 2010:
DEBUT EXCEL (French)**

- » Démarrer avec Excel
- » Application d'une mise en forme de base à des données
- » Déplacements et navigation
- » Déplacement de données et modification de feuilles de calcul
- » Enregistrement, envoi et impression des classeurs Excel
- » Utilisation de la mise en forme conditionnelle, des tableaux et des graphiques sparkline
- » Révision et protection de contenu
- » Utilisation de formules simples
- » Utilisation des fonctions de base
- » Insertion de graphiques de base

CONTACT US TODAY
to get your
LEARNING NETWORK SET UP!

BASICS OF BUSINESS MATH

- » Averages and Equations
- » Charts and Graphs
- » Percentages and Ratios
- » Using Whole Numbers and Decimals

PROFESSIONAL NETWORKING ESSENTIALS

- » Developing Confidence
- » Finding Opportunities to Make Connections

ADMINISTRATIVE SUPPORT PROFESSIONALS

- » Common Administrative Support Tasks
- » Interacting with Others
- » Putting Your Best Foot Forward
- » Representing Your Boss

ENGAGING GEN-Y

- » The Who, the What, and the Why
- » Attracting and Retaining Employees
- » Talking to My Employees
- » Motivating Employees to Perform
- » Managing the Expectations of Employees

DAY-TO-DAY PERFORMANCE MANAGEMENT

- » Dealing With Poor Employee Performance
- » Difficult Personalities & Conflict Resolution
- » Effectively Managing Older Workers
- » Managing Absenteeism and Sick Leave Abuse
- » Minimizing Employee Turnover

OPERATIONS MANAGEMENT

- » Managing Procurements
- » Facilities Planning and Management
- » Forecasting and Capacity Planning
- » Inventory Management
- » Management of Quality
- » Operations Scheduling
- » Product and Service Management
- » Operations Management and the Organization
- » Planning Project Procurement

BASIC PRESENTATION SKILLS

- » Creating a Presentation
- » Planning a Presentation
- » Delivering a Presentation

The 7 Essential Skills program includes training on the most popular skills sought after by employers.

7 ESSENTIALS TIER 1

- » How to Write Clearly and Concisely
- » Getting Started with Word 2010
- » Communicating with Confidence
- » Listening Essentials
- » Self-organization and Overcoming Procrastination
- » Personal Accountability
- » Working with Difficult People

7 ESSENTIALS TIER 2

- » Delivering a Presentation
- » Building Rapport in Customer Relationships
- » Building Relationships and Credibility
- » Getting Started with Excel 2010
- » Getting Started with PowerPoint 2010
- » Problem Solving: The Fundamentals

BUSINESS WRITING BASICS

- » How to Write Clearly and Concisely
- » Know Your Readers and Your Purpose

COMPENSATION

- » Introduction to Total Compensation
- » Direct Compensation
- » Indirect Compensation
- » Intrinsic Benefits & Non-Monetary Rewards
- » Variable Pay Programs

THE HIRING PROCESS

- » When is the Right Time to Hire?
- » The Interviewing Process
- » Employee Screening
- » Hiring the Right People
- » Hiring Globally
- » Managing the On-Boarding Process

LEADING & IMPLEMENTING SUSTAINABLE GREEN BUSINESS STRATEGIES

- » Leading Sustainability Strategies
- » Introduction: Green Business and Sustainability
- » Planning Sustainability Strategies

SELLING

- » Closing the Sale
- » Mastering Cold Calling
- » Qualifying Sales Prospects
- » Developing Confidence
- » Finding Opportunities To Make Connections
- » Confident Public Speaking
- » Preparing Effective Speeches

PROJECT MANAGEMENT

for non-project managers

- » Project Management Fundamentals
- » Transitioning into a Project Management Role
- » Initiating and Planning a Project
- » Managing a Project
- » Troubleshooting & Closing the Project
- » Project Management for Non-Project Managers

LEADING TEAMS

- » Building Trust and Commitment
- » Dealing with Conflict
- » Developing the Team and its Culture
- » Establishing Goals, Roles, & Guidelines
- » Fostering Effective Communication and Collaboration
- » Motivating & Optimizing Performance

CROSS CULTURAL COMMUNICATIONS

- » Communicating Across Cultures
- » Communicating with a Cross-cultural Audience
- » Culture & its Effect on Communication
- » Dispute Resolution in International Contracts
- » Improving Communication in Cross-cultural Relationships

NON-PROFIT ESSENTIALS

- » Becoming a Registered Charity
- » Creating a Board That Works for You
- » Creating an Effective Non-Profit Policy Framework
- » Getting a Handle on Good Governance
- » Social Fundraising for Non-Profits
- » What is Risk?
- » What is Risk Management?
- » What is a Non-Profit Organization?