

Chinook Learning Services Continuing Education

Find your next professional
experience inside

Certificates of Recognition

**Accounting, Bookkeeping
& Investing**

Computer Training

Interpersonal Skills

School-Based Training

Writing & Workplace Skills



Experience.

Learn.

Succeed.

chinook learning services



Calgary Board
of Education

Continuing Education 2019 - 2020

Please Note: All details are subject to change. Please refer to our website at ChinookLearningServices.com for the most up to date information.

Computer Training

Accounting Software

QuickBooks - Level 1

Learn how QuickBooks® handles invoices and payables, finance charges, estimates, collections, inventory management and payroll. Having a basic knowledge of bookkeeping concepts and terminology is helpful for this course. This course does NOT cover the online version. Limited seating.

Recommended prerequisites: Windows Basics & File Management or equivalent experience and Bookkeeping 1 - Basics.

Instructors: Courtney Den Boer (See instructor profile on our website) & Lyne Vaillancourt (See instructor profile on our website)

12 Hours *\$329

QuickBooks - Level 2

A continuation of QuickBooks® - Level 1. Learn to manage a wide range of transactions that can be encountered during regular bookkeeping. This course does NOT cover the online version. Limited seating. Recommended prerequisite: QuickBooks® - Level 1.

Instructors: Courtney Den Boer (See instructor profile on our website) & Lyne Vaillancourt (See instructor profile on our website)

12 Hours *\$329

Sage 50 Accounting - Level 1

Learn how to set up a bookkeeping and accounting system using Simply Accounting®. Having a basic knowledge of bookkeeping concepts and terminology is helpful for this course. This course does NOT cover the online version.

Limited seating. Recommended prerequisites: Windows Basics & File Management or equivalent experience and Bookkeeping 1 - Basics.

Instructor: Courtney Den Boer (See instructor profile on our website)

12 Hours *\$329

Sage 50 Accounting - Level 2

A continuation of Simply Accounting® - Level 1 covering such topics as month-end reconciliations, remitting GST and payroll. This course does NOT cover the online version. Limited seating. Recommended prerequisite: Simply Accounting® - Level 1.

Instructor: Courtney Den Boer (See instructor profile on our website)

12 Hours *\$329

Adobe® Creative Suite

Acrobat

Learn how to create, edit and manage your library of electronic portable document format (PDF) files and understand how Adobe® Acrobat documents are created from standard desktop applications. Be introduced to the main methods of creating Adobe® PDF files; then, enhance those files using Adobe® Acrobat, Acrobat Distiller and Acrobat Catalog.

Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$250

Illustrator

Adobe® Illustrator is the main graphic creation package used in desktop publishing. Establish a firm foundation in Illustrator by mastering the primary tools and techniques necessary to create complex and attractive illustrations and artwork that could be used in printed materials or for distribution on the web. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$250

InDesign

Adobe® InDesign is a robust and easy to use design and layout program. Learn the basics of creating documents of many types from single-page advertisements and flyers to complex multi-page colour publications. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$250

InDesign - Level 2

Using Adobe InDesign, you can create interactive documents and export them for viewing in a web browser with various features such as buttons, page transitions, movies and audio files, hyperlinks, and animation. You have the ability to assign color profiles and establish print presets. In creating longer documents, you'll be able to include such features as a table of contents, footnotes, cross-references, and an index.

6 Hours *\$250

Photoshop

Become familiar with the capabilities and use of Adobe® Photoshop tools, palettes and filters. Save images in formats for print and web use. This course uses the Windows version but the skills learned are interchangeable with the Macintosh version. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

12 Hours *\$350

Computer Training Bundles

Save time and money if you want to take a whole suite of courses together. **Early Bird** fees are offered for most of these bundles.

Adobe Creative Suite

Become familiar with all the components of Adobe® Creative Cloud (CC) Suite including Acrobat, Illustrator, InDesign and Photoshop in 30 hours. An e-manual for each component is included. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

30 Hours *\$929

Early Bird Fee: *\$879 (Check our website for details)

Computer Skills for Job Readiness Certificate of Recognition

Are you considering improving your computer application skills or rejoining the workforce? Up-to-date training on the Windows operating system using Microsoft® Office is valuable in any workplace. The courses in the Computer Skills for Job Readiness Certificate enable you to combine your software skills to complete in-class projects during the Project Integration class. This flexible 60-hour program prepares you to embark on an office career or to improve your career opportunities.

Recommended prerequisites: Basic Computer Skills

Completion Requirements: Achievement of this certificate requires the completion of the mandatory certificate courses with a minimum grade of 60% and successful completion of all classroom assignments and exercises. The program can be completed within 2 weeks of full-time, daytime study.

60 hours *\$1395

Excel Boot Camp

Attend our boot camp and learn the content covered in our Excel - Level 1, 2 and 3 courses in just three days. This Excel series of courses meets the Microsoft® Proficiency Guidelines for Excel at the Core and Expert level. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

18 Hours *\$639

Early Bird Fee: *\$589 (Check our website for details)

Office in a Week

A fast and easy way to learn the basics of Microsoft® Office. This course includes Level 1 in Windows Basics & File Management, Word, Excel and Outlook. Recommended prerequisites: Mouse skills and Keyboarding.

30 Hours *\$779

Early Bird Fee: *\$729 (Check our website for details)

Office on Saturdays

A fast and easy way to learn the basics of Microsoft® Office. This course includes Level 1 in Windows Basics & File Management, Word, Excel and Outlook all on Saturdays. Recommended prerequisites: Mouse skills and Keyboarding.

30 Hours *\$779

Early Bird Fee: *\$729 (Check our website for details)

QuickBooks Boot Camp

Attend our boot camp and learn the content covered in the following 2 courses: QuickBooks® - Level 1 and QuickBooks® - Level 2. Recommended prerequisites: Windows Basics & File Management or equivalent experience and Bookkeeping 1 Basics.

24 Hours *\$599

Early Bird Fee: *\$569 (Check our website for details)

Computing Basics

Basic Computing Skills

Put your fears aside! Come and learn how a computer works, how to operate a mouse and be introduced to the Windows operating system. With this gentle introduction to computers, you'll feel more comfortable taking other courses. Basic hardware concepts, an introduction to word processing and a taste of the Internet and email will be covered. Three reference folders provided. No experience necessary.

12 Hours *\$325

Keyboarding / Typing

Need to learn keyboarding/typing skills? Develop proper keyboarding techniques as well as speed and accuracy. The speed and accuracy you achieve depends on your previous experience and typing practice outside class time. If you've taken this course with us within the past two years and wish to increase your speed, take Keyboarding / Typing again at half price. Recommended prerequisites: basic computer knowledge and mouse skills.

12 Hours *\$275

Protecting Your Cyber Assets

Don't become 'phish' food! Phishing has become the single biggest modern security threat both at home and at work. While old school scams still exist, much more sophisticated and targeted 'spear phishing' attacks are becoming common. Criminals have ways to gather personal details and target their attacks to appear legitimate. In this session, learn about the various methods criminals use to try to motivate you to 'click that link'. Learn why strong passwords are vital, how to create them and how to manage them so you don't have to memorize them. This is the security training everyone needs before going online or connecting to a corporate network.

Instructor: Karl Plesz (see instructor profile on our website)

2 Hours *\$109

Troubleshooting & Maintaining Your PC

Discover simple PC troubleshooting and maintenance techniques to keep your computer running at its best. Learn about hard drive management, care and cleaning of computer equipment, preventing computer problems as well as handling common problems when they occur. On the second session, take troubleshooting basics to the next level. Focus on software issues, such as disabling, 'tuning up', malware, uninstalling software, start-up options, partitions, file structures and more. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$195

Microsoft® Office Access

Access - Level 1

Learn to create a new database, construct data tables, design forms and reports, and create queries. Recommended prerequisites: Windows Basics & File Management AND Excel - Level 1 or equivalent experience.

6 Hours *\$295

Microsoft® Office Excel

Excel - Level 1

Gain the foundational understanding of Excel that is necessary to create and work with electronic spreadsheets.

Recommended prerequisite: Windows Basics & File Management or equivalent experience.

Comfortably Paced 12 Hours *\$295

Energetically Paced 6 Hours *\$245

Excel - Level 2

Take advantage of higher-level functionality in Excel to organize, analyze, and present data. Learn to customize your Excel environment, create advanced formulas, conditional formatting, and basic charts. Recommended prerequisite: Excel - Level 1 or equivalent experience.

Comfortably Paced 12 Hours *\$325

Energetically Paced 6 Hours *\$245

Excel - Level 3

Learn to troubleshoot large, complex workbooks, automate repetitive tasks, engage in collaborative partnerships involving workbook data, construct complex Excel functions, and use those functions to perform rigorous analysis of extensive, complex datasets. Recommended prerequisite: Excel - Level 2 or equivalent experience.

6 Hours *\$250

Microsoft® Office Outlook

Outlook - Level 1

Learn how to use Outlook as an email client to manage your email communications, calendar events, contact information, and other communication tasks. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$225

Outlook - Level 2

Explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. Learn to use the Tasks workspace provided in the application to manage task assignments to you and others. Learn to share your workspaces with other users, and use Outlook data files to save and back up your important information. Recommended prerequisite: Outlook - Level 1 or equivalent experience.

6 Hours *\$225

Microsoft® Office PowerPoint

PowerPoint - Level 1

Gain the foundational understanding of PowerPoint that is necessary to create and develop engaging multimedia presentations. Looking for a companion course? Take Speaking with Confidence. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$225

PowerPoint - Level 2

Take advantage of PowerPoint's higher-level usability, security, collaboration, and distribution functionality. Recommended prerequisite: PowerPoint - Level 1 or equivalent experience.

6 Hours *\$250

Microsoft® Office Word

Word - Level 1

Learn to create, edit, format, insert simple tables and create lists. Employ a variety of techniques for improving the appearance and accuracy of document content.

Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$225

Word - Level 2

Learn to create and modify complex documents and use tools that allow you to customize those documents. Recommended prerequisite: Word - Level 1 or equivalent experience.

6 Hours *\$225

Word - Level 3

Learn to create and work with lengthy documents, collaborate with others on documents, and create forms in Word. Recommended prerequisite: Word - Level 2 or equivalent experience.

6 Hours *\$250

Microsoft® Productivity

Office 365 Overview

Have you noticed the rising trend to create virtual workspaces? Microsoft is taking the lead on building collaborative environments using Office 365. This cloud-based solution provides teams with the option of working from multiple locations while maintaining optimum collaboration. In this one day end-user training, learn tools and best practices to ensure that Office 365 is serving you. After taking this course, you and your team will have a good grasp of Outlook Online, Office Online Apps, Skype for Business, Teams, Delve and OneDrive. E-manual and Quick Reference Card included.

1 Class *\$275

Publisher

Gain the foundational understanding of Publisher that is necessary to create, layout, edit, and share publications. Recommended prerequisites: Windows Basics & File Management AND Word - Level 1 or equivalent experience.

6 Hours *\$250

Visio

Diagrams and charts play a key role in knowledge dissemination, making complex data easy to understand. Learn about the features that are instrumental in creating pictorial representations of information. Recommended prerequisite: Comfortable in an IT environment.

6 Hours *\$250

Windows Basics & File Management

Whether you are new to computers or eager to enhance your skills, this course will answer your questions about the Windows operating system and help you work smarter. Emphasis is on mastering foundation skills needed to continue with future computer classes. The class combines hardware and software discussion along with hands-on exercises that familiarize participants with the basic Windows skills required to learn other Microsoft applications. A reference card rich with information pertaining to the new Windows operating system is provided. Recommended prerequisite: comfortable with computers or Computers for the Absolute Beginner.

6 Hours *\$225

Online Professional Development**Percipio Online Training**

Experience Percipio, an intelligent online learning experience platform that delivers an immersive learning experience. It leverages highly engaging content, curated into over 500 learning paths (channels) that are continuously updated to ensure customers always have access to the latest information. Powered by Skillssoft. Over 500 Learning Channels in the areas of:

- Browsers & Operating Systems for Windows and Mac
- Collaboration (Basecamp, Cisco Jabber, IBM Connections, Join.me, Yammer, and more)
- Adobe Design (Dreamweaver, Flash, Illustrator, InDesign, Photoshop, and more)
- Microsoft Office (Access, Excel, Office 365, OneDrive, Outlook, PowerPoint, Project, Word, Publisher, and more)
- Productivity Tools (Dropbox, Facebook Business, Google Analytics for Marketers, LinkedIn, Microsoft Dynamics 365, QuickBooks, Salesforce and many more)

6 Months Subscription: *\$479

12 Months Subscription: *\$899

Web Content Management**Online Skills**

Learn the basics of browsing, conducting searches, and the most talked about - social networking. Learn the dos and don'ts of navigating online tools such as Facebook, LinkedIn, Twitter, Scribd and blogging. As well, you will learn some basic tips around cyber security. Recommended prerequisite: Windows Basics & File Management or equivalent experience.

6 Hours *\$195

WordPress

WordPress is a web publishing software program that is extremely easy to use, free, and enormously popular. During this 6-hour workshop, learn more about WordPress and use it to set up a website, customize your site, and explore ways to keep your site functioning well. No programming knowledge is required, just a little comfort using a computer and the desire to build a website.

Instructor: Warren Clendining (See instructor profile on our website)

9 Hours *\$325

Finance Courses

Accounting & Bookkeeping

Bookkeeping 1 - Basics

Little or no formal bookkeeping training? Having trouble understanding your accountant? Learn the basics, including bookkeeping terminology and methodology. Each session includes a lecture and exercises to reinforce the concepts. Build a strong foundation in the fundamentals in preparation for computerized accounting such as Simply Accounting and QuickBooks. The manual bookkeeping process demonstrates what software programs do behind the scene. At the conclusion of this course, you are able to take everyday transactions, record them using the manual process, and create financial statements. This course is required for students enrolled in the Canadian Payroll Association certification. A modified fee is available for students who have taken this course in the last two years. This is a concentrated and robust learning experience complete with extensive in-class exercises.

Instructor: Doug Reeh, BComm, CPA, CA. (See instructor profile on our website)

18 Hours *\$399

Bookkeeping 2 - Accounting Essentials

Through the application of knowledge acquired in Bookkeeping 1 - Basics, learn how to do month-ends and year-ends by learning the accounting cycle. Learn how adjusting, closing and reversing entries accomplish the continuous recording of business transactions. Every Balance Sheet and Income Statement account is reviewed to match the revenue and expenses at a cut-off date. Emphasis is given to recording entries for petty cash, receivables, bad debts, inventories, fixed assets, depreciation, accruals, partnership and corporation entries. Gain the knowledge to reduce the use of professional accounting services. This course is required for students enrolled in the CPA certification. This is a concentrated and robust learning experience complete with extensive in-class exercises. Required prerequisite: Bookkeeping 1 - Basics.

Instructor: Doug Reeh, BComm, CPA, CA. (See instructor profile on our website)

12 Hours *\$309

Bookkeeping Exam Evening

This time is for writing the Bookkeeping 1 - Basics exam. You will have 4 hours to write this exam. The Bookkeeping Exam Evening is free. However, you must register to reserve your seat.

5 Hours *Free

Bookkeeping Principles & Applications Practicum

Applying the knowledge attained throughout the certificate courses provides the confidence and skill level necessary to succeed. Following the theory courses, complete a handwritten assignment that can take approximately 20-30 hours. Following the software application courses of your choice, continue to build upon the initial practicum to ensure you can apply your knowledge and skills. You must achieve 100% on the practicum exercise in order to receive your Certificate of Recognition. For assistance, your instructors are available to you during the designated practicum time slot. Completion of the practicum assignments is required. However, you are not required to attend the classroom portion unless you feel you need assistance to complete the assignment.

Bookkeeping Practicum

Sage 50 Accounting Practicum

QuickBooks Practicum

Taxation Basics

What are the 10 concepts you need to know to do a basic business tax return? Discover what a business owner needs to know and what they are responsible for under the Income Tax Act and the Excise Tax Act (includes GST). Learn what accounts to set up in your accounting records to facilitate the preparation of a tax return so you can minimize the costs of using professional advisors and preparers. Upon completion of this course, you will understand the importance of the four types of income for tax purposes, general rules affecting deductibility of expenses, and be able to gather information required for Reconciliation of Accounting to Taxable Income, Capital Gains, and Capital Cost Allowance (income tax depreciation). This is a concentrated and robust learning experience complete with extensive in-class exercises.

Instructor: Doug Reeh, BComm, CPA, CA (See instructor profile on our website)

12 Hours *\$309

Understanding Financial Statements & Budgeting

Learn to read and interpret financial statements, which are the result of recording transactions for a period of time, using GAAP (Generally Accepted Accounting Principles). Understand the various forms of communication an accountant has with the readers of the financial statements and what they mean. Apply ratios and formulas to understand where the enterprise has been, where it is going and how to help steer its direction. Learn what information to gather, who to involve, and how to assemble information into a budget, which contains the financial goals of a business. Learn how new business ventures are evaluated using break-even analysis. This is a concentrated and robust learning experience complete with extensive in-class exercises.

Instructor: Doug Reeh, BComm, CPA, CA (See instructor profile on our website)

7 Hours *\$229

Investing

Investing 101

This course is developed and delivered in conjunction with the Alberta Securities Commission (ASC). Investing can be a complicated and sometimes overwhelming process. The key is to understand the risks and to make an investment decision that makes sense for you. If you are an investor or are thinking about investing, this plain-language, non-promotional course provides you with an overview of investing. Gain basic knowledge to make a well-informed decision when you are presented with an investment opportunity. Topics include: an overview of the stock market, investing and compound interest, types of investments, financial planning and advisors, fees and charges, risk and return, tax considerations, investment scams, and protecting your money.

Instructor: Jane Bolstad, CFP, B.Comm

6 Hours *\$119 or *\$169 per couple

Investing in Real Estate

Real estate can be a good investment vehicle, but what are the advantages and disadvantages of investing in this form of asset? What are the different types of real estate and how can the average investor become involved? What should you look for in a real estate investment? This course starts with the basics of owning your own home and the nature of viewing it as an asset. It moves on to owning your first rental property, multi-family units, and more complex strategies such as REITs, limited partnership projects, undivided interest purchases, commercial development trusts, land banking syndications and other real estate-backed investments.

Instructor: Randy McCord

6 Hours *\$179 or *\$239/couple

Stocks, Bonds & Your Portfolio - Investing in Today's Economy

Invest with confidence. Learn about financial markets and how to research and evaluate stocks, bonds, and other products. Become aware of the types of investment questions to ask. Examine asset allocation and building a portfolio suited to investor risk tolerance and investment objectives.

Instructor: Michael Kolodnicki, BA Econ, CIM, FMA, FCSI, FCIP, CRM, CSWP (See instructor profile on our website)

18 Hours *\$329 or *\$479/couple

Retirement

Retirement - Successful Strategies

An informative course designed to assist people of all ages in developing a personal retirement plan. Comprehensive manual included. This professionally designed and instructed course focuses on:

- Income sustainability
- Managing money with inflation protected income and reduced taxes
- Wealth preservation
- Allocating your assets wisely
- Ensuring your financial plan is complete
- Pension options and
- Estate planning.

Bring a friend for *\$5

7.5 Hours *\$119

Interpersonal Skills

Career Preparation

Resume Building Workshop

Does the thought of preparing a resume overwhelm you? Does sitting in an interview make your palms sweat and your skin turn red and blotchy? In this workshop, learn the basics of resume and cover letter writing using various template models. Learn how to include the key elements from the job posting in your resume so that it will catch a manager's eye. Next, learn about different interviewing styles and techniques, how to prepare for interviews, and how to use proper interviewing etiquette. Lastly, explore how to best answer questions in order to display your talents and experience and win that job competition.

Instructor: Lee-Ann Chisholm, HRM
3 Hours *\$109

Communication

Communicating Through Crisis

Whether the focus is on you, your team, or your entire organization, how you communicate under stress is the most critical element of any situation. In this highly interactive session, develop the skills to:

- Build individual resilience and team strength
- Break down negative, unproductive communication patterns and build up positive, proactive communications.
- Assess the relationship between how you communicate and the culture of your organization and build the tools to foster growth.
- Work through communication challenges in a constructive manner.
- Make decisions and take action with greater momentum.

Instructor: Jennifer Sanford (See instructor profile on our website)
6 Hours *\$229

Difficult Conversations

'We need to talk'.... Develop the tools needed to approach challenging conversations with a higher level of skill and confidence. Understand your current conflict style and learn about handling emotional energy. Explore the preparation and structure needed for creating safety, trust and awareness leading to improved communication, understanding and solution-building.

Instructor: David Gross
6 Hours *\$189

Effective Communication & Relationships

Are you a deliberate communicator - someone who knows what to say and understands the impact of a message? Establishing and maintaining good workplace relationships requires skill and affects efficiency, productivity, career progression and well-being. This course is recommended for managers seeking the skills, tools and strategies needed to enhance prominence, influence and respectability within their organizations.

Instructor: David Gross
18 Hours *\$399

Effective Listening Skills

Effective listening involves awareness of yourself and your inner dialogue. It includes mental preparation, receiving, interpreting, and responding to verbal messages and nonverbal cues from others. This interactive course invites you to identify and overcome barriers to listening, strengthen your personal power in communicating with others, drastically improve your productivity and persuasiveness, teach others to listen to you, and develop effective responses in any situation.

Instructor: Janet Desautels (See instructor profile on our website)
6 Hours *\$179

English Pronunciation Mastery – Online

Are your English skills holding you back from advancing in your career or getting a job? Do you have to repeat yourself to be understood? The goal of this highly interactive online course is to teach you clear and confident English pronunciation, word stress, sentence flow and intonation in the privacy of your own home or office.

Online *\$499

Manage Your Workplace Emotions

You can't change conflict and opposing points of view in the workplace. You can, however, change the way you react. Become more emotionally aware, harness your emotions and express them positively with control, confidence and composure.

Instructor: Wilma Rubens (See instructor profile on our website)
3 Hours *\$109

Managing Stress in the Workplace

Are you feeling anxious and frustrated throughout the day? Are you short-tempered and over sensitive? Learn how to recognize stress and stress-caused tension, and develop an awareness of its effects in daily life. Understand your own personal stress triggers and the techniques to manage exhaustion, concentration and relaxation.

Instructor: Drew Price (See instructor profile on our website)
6 Hours *\$179

Negotiate for Win-Win Results

Want to turn tough negotiations into collaborative problem-solving partnerships? Learn the methods, techniques and processes needed to achieve positive outcomes in a variety of situations. Achieve win-win-win outcomes (The Win Triangle) in a manageable atmosphere of trust and cooperation. Identify simple profiling to recognize diverse negotiation styles as well as your own personal negotiating characteristics.

12 Hours *\$329

Presentation Excellence

Like most people, you probably become nervous and apprehensive at the thought of having to deliver a presentation. Shortness of breath, a jittery stomach, and rapid heartbeat are common. This workshop is designed to help you prepare, illustrate and deliver a winning presentation. Learn how to organize your thoughts and ideas into a logical framework for maximum impact and audience acceptance. Gain confidence in your ability to deliver highly effective business presentations through a variety of skill practice exercises and structured activities. Seating is limited to a maximum of 9 participants.
6 Hours *\$329

Speaking With Confidence

Learn how to plan your presentations while conquering your fear of public speaking. Whether you're speaking to large groups or at a small meeting, you need this course. Channel your nervous energy into masterful speaking that engages audiences and helps relay your message. Your ability to speak effectively can make or break your career. In this course, you will master Six Steps and Seven Keys to speaking with power. This program is based on the supplied textbook, *Speak With Power* by Betty Cooper.
21 Hours *\$399

Telephone Etiquette

Learn how to enhance your professional image and communication skills through effective telephone etiquette. Gain the necessary guidelines, knowledge, skills and strategies to ensure a positive impact on all callers. Learn about: effective greetings, voice technique, taking messages/voice mail, conference calls, handling difficult callers and much more. Instructor: Heather Meadows (See instructor profile on our website)
3 Hours *\$109

Entrepreneurship

Sales 101 – Fundamentals

New to sales? Own a business and want to improve your sales skills? Today's sales process is challenging. From initial contact, it can take 7 to 12 interactions with a customer before a salesperson succeeds in closing the sale. Add to this the customer's ability to research and compare your company and your competitor's products and services online. Now, the salesperson is no longer selling products or services, but instead is helping the customer decipher information to determine which solution is best for them. In this one-day workshop, learn the current skills you need to succeed as a professional salesperson. This program helps emerging salespeople develop the fundamental skills necessary throughout the entire sales process: from prospecting to closing and following up. The ultimate goal is to increase your sales results.
Instructor: David Saxby
6 Hours *\$249

Sales Advantage 201

As a seasoned sales professional, have you reached a plateau? Are you working harder to keep customers? Are sales stagnant and customers moving on to the competition? Often sales people are hired in a company or the industry because they have extensive product or service knowledge. This can be a detriment to sales because the salesperson tends to sell with a technical approach rather than a solution-based approach. This two-day workshop helps the experienced salesperson develop the skills necessary for dealing with a range of personality styles as well as buyer types and needs. Hone your skills at sourcing the right solutions for customers, close more sales, build relationships with loyal customers, and ultimately increase sales results. This workshop allows time for participants to practice skills.
Instructor: David Saxby
12 Hours *\$479

Small Business - Get Started

Tired of helping someone else get rich or need a new challenge in your life? Get started in your own business, but before you do, find out what it really takes to become successful in business. Learn from an experienced business owner to evaluate your own potential as a business owner. In this course, learn about the basic business skills needed to be successful, the essential contents of a business plan, financing small business options, the best legal structures for your business, financial statements, and tax issues. Become knowledgeable about business skills and parameters to help you decide on your best course of action and be successful once you enter the fast moving business world! This course is about starting a physical business. It is not intended to cover purely online business models.
Instructor: John Breeze (See instructor profile on our website)
6 Hours *\$169

Leadership & Management

Behavioural Interviewing Skills

Hiring the right person the first time is not only cost effective but good for an organization to get the right fit. Explore the difference between traditional interview techniques and behavioral interview techniques, including developing the right questions and making sure you get the full answer, keeping on schedule and evaluation. Touch on the legal side of what questions cannot be asked.
Instructor: Ruthanne Wutzke (See instructor profile on our website)
7 Hours *\$229

Coaching Your Business Team

Build your confidence as your business team's coach. Coaching and mentoring involves deliberate and specific activities focusing on both the strengths and weaknesses of individual team members. Use the same approach as sports coaches to enhance your team's performance.
Instructor: Drew Price (See instructor profile on our website)
6 Hours *\$189

Conflict Resolution for the Workplace

Successful conflict resolvers are not born - they are trained. In this technological age, people often find it difficult to communicate face to face and there exists the very real possibility for miscommunication and conflict. Build your skills as an effective conflict resolver and mediator. Learn to recognize conflict patterns and what triggers and escalates conflict in others, master strategies that reduce conflict escalation, assert yourself confidently and give constructive feedback. These skills will help you work more productively and harmoniously with clients, colleagues and supervisors. Good agreements help you reach and exceed your own objectives and they leave the other party feeling more satisfied.

Instructor: Wilma Rubens (See instructor profile on our website)

12 Hours *\$329

Contract Law for Non-Lawyers

This two-day interactive, plain English course is designed for non-lawyers who require an understanding of the law and practice relating to contract law. Review the elements of a contract, how a contract can be breached and the remedies available. Get guidance as to what constitutes a basic contract and the clauses that are required in it. Learn what to watch for when drafting and reviewing contracts while taking into consideration corporate policy and process. Become comfortable with creating contracts, reviewing and vetting third party contracts, and approving contracts for signature. This course is ideally suited for individuals who are involved in drafting or reviewing contracts, those seeking knowledge of the formation of contracts, and those who would benefit from learning and discussing the key principles of contract law.

Instructor: Robert Malach LLM

12 Hours *\$529

Critical Thinking & Effective Decision Making

An essential skill in today's workplace is the ability to think about, understand, and act on information in a way that is effective and responsible. It is crucial to become a critical thinker - effectively research, weigh, analyze and prioritize information, and apply reasoned judgement to make good decisions. As a leader, you need to always strive for results through clear priorities, clear communication, and good decisions. Learn how to assess your decision making and how to apply the skills of critical thinking, creative thinking, and effective problem solving to make sound, balanced decisions. This interactive, insightful and practical course offers a toolbox of knowledge and skills you can apply to many situations in your workplace and personal life.

Instructor: Janet Desautels (See instructor profile on our website)

7 Hours *\$209

Customer Service

The most successful businesses of the day have all come to one common conclusion. No matter how well you perform all the other business functions, if you fail to take care of your customers, your business will not succeed. Great products and marketing are just the beginning of great customer relationships. It's what happens after, that really makes the difference. With a fiercely competitive market, it is not just owners and managers who must have strong customer service skills - your whole staff must have the training that will set your business apart when the inevitable customer problems arise. Providing great customer service is a solid business decision with lasting results.

Instructor: Drew Price (See instructor profile on our website)

6 Hours *\$189

Dealing with Difficult Behaviours

Do you encounter difficult behaviours at work? Colleagues, customers and students - we can all exhibit difficult behaviours at times. In this dynamic course, learn to identify and manage the difficult behaviours of others. Learn to recognize and deal with the many difficult personality types, while controlling your own emotions and fears when faced with difficult situations. Many opportunities are provided to reflect on the nature of difficult interactions, share experiences, and enhance skills for defining and defusing conflict. Includes KATO Profile Inventory.

Instructor: Darlene Readwin (See instructor profile on our website)

6 Hours *\$179

Ethics Management

Managing organizational, team or even personal ethics begins with knowing how to think through a situation and come to a decision that can be trusted to be both high-integrity and effective. Discover the ethical decision process - something of high practical value to participants. From the smallest decision to the most difficult dilemmas, experience how to make good, ethical choices and develop clear reasons to support them. From your own shared values and experience and by studying positive examples and models, learn approaches to making integrity-based decisions.

Instructor: Viorica Craciunescu (See instructor profile on our website)

6 Hours *\$199

Fostering Accountability

Every work team and organization faces disappointments. We rely on others for results only to let each other down; we make promises and break them. What is the 'blame game' costing you in lost productivity, reduced profits, poor communication, and decreased employee motivation? This course is designed to help participants understand the concept of accountability and build a framework for improving their own accountability and helping team members through leading by example. Participants explore their personal communication styles, improved communication and the personal benefits of assuming accountability. Fostering Accountability helps build a core foundation to improving employee morale and productivity and enhancing the customer experience. Corporate cultures that embrace and promote personal accountability have a substantial advantage.

Instructor: Drew Price (See instructor profile on our website)

6 Hours *\$189

Implementing Change: A Leader's Roadmap

Change is one of the most common occurrences in today's workplaces, with changes happening at an almost unprecedented rate. Focused on technology implementations or upgrades, process improvements and a host of other outcomes, organizations have nearly perfected the project implementation side of change but still struggle with the human element. This course seeks to close that gap and provides the skills and tools needed to create support for workplace changes.

14 Hours *\$489

Jobstacles - Eliminating Obstacles in the Workplace

What is keeping us from doing our jobs effectively? We need to ask this question from both a personal and leadership viewpoint. After all, it affects the bottom line. In this course, we will identify the most common hurdles and generate strategies to overcome them to help build a progressive work culture.

Instructor: Karl Plesz (see profile on our website)

3 Hours *\$129

Leadership Skills for Managers

Want to learn the keys to getting people to perform better for you? Discover the difference between leading people and managing things, and how to acquire and accentuate the characteristics that make people want to follow you. Learn to communicate expectations, accountability and personal responsibility in a positive, friendly manner. Motivate your staff and handle difficult situations by developing relationships and trust with your team. Recommended prerequisite: Supervisory Training. Instructor: Drew Price (See instructor profile on our website)

12 Hours *\$329

Perfecting the Performance Discussion

Performance discussions focused on assessing annual goal achievement and the setting of new goals are a common foundation for performance management programs. Meaningful performance discussions may be the difference between engagement and disengagement for many employees. The most valuable component of these discussions is a realistic discussion of the employee's performance in comparison with performance objectives. Were performance objectives reached, exceeded or missed? Learn about the key elements of meaningful performance discussions and how to conduct them effectively.

Instructor: Dasa Chadwick

6 Hours *\$229

Science of Leadership & Communication

As a leader, it is your job to harness the strengths and abilities of both you and your team. The most successful leaders are those with a deep understanding of themselves and an ability to adapt their approach to connect, communicate and collaborate more effectively with others. There is real science behind how our brains are wired for thinking and behaving. Join us for a valuable, practical, unique and engaging session exploring how you can be the most effective leader possible! In this session, be prepared to:

- Discover your unique combination of strengths.
- Understand the core differences between you and others.
- Learn ways to communicate more effectively.

Who should attend?

- Professionals interested in communicating better at work and home.
- Leaders looking to develop a strong team through collaboration, trust and teamwork.
- Consultants or trainers looking for a science-based tool that resonates with people and organizations.
- HR professionals looking to expand their toolbox and acquire 3.5 CHRP Professional Development Hours.

The workshop fee provides:

- Your unique Emergenetics Profile Assessment (\$160 value)
- Access to Emergenetics+, a mobile communication coach in your pocket.

Instructor: Tara-Lee Goerlitz (See instructor profile on our website)

6 Hours *\$339

Supervisory Training

Learn how to analyze employee performance, identify and solve performance problems, implement leverage strategies, improve time and team management, as well as set and achieve goals. The Supervisory Training and Responsibilities (STAR) program is best suited for retail outlets, business offices, manufacturing and wholesale businesses and allows you to make the shift from employee to management with maximum effectiveness.

15 Hours *\$489

Survival of the Facilitator

This session is about learning to bring people together to solve problems. Led by a board-certified leadership coach, learn the collective best practices of facilitators and how to:

- Identify the objectives of your group and facilitate decision making
- Navigate challenges, opportunities, disagreements, and obstacles
- Coach your participants to explore ideas and reach consensus
- Break down big ideas into manageable parts

Participants will have the opportunity to demonstrate the skills they learn in practical activities.

Instructor: Jennifer Sanford (See instructor profile on our website)

6 Hours *\$229

Teambuilding

The team approach is certainly recognized as one of the best ways to achieve success in a project or endeavour of any size. However, not everyone is a natural team player nor does everyone have the ability to build high performance teams. Learn the theory and the practical skills necessary to deliver success to your organization whether you lead or work in a team.

Instructor: Drew Price (see profile on our website)

6 Hours *\$189

Time & Task Management

People to see and places to go, but no time to spare? Learn that you cannot manage time, only yourself. Identify the tools to make better choices, including the critical tool of delegation. Discover how to overcome time wasters and bad habits by changing your behaviour.

Instructor: Drew Price (See instructor profile on our website)

6 Hours *\$189

The Complete Professional

Success in getting, keeping and advancing in a job depends 85% on soft skills and only 15% on technical knowledge and skills, according to 3 separate studies conducted by Harvard University, the Carnegie Institute and the Stanford Institute. The Complete Professional training enhances your personal and professional life by providing you with leadership skills including simple strategies to quickly build rapport with others, overcome shyness (theirs or yours), start small talk and take it to big talk, and enter and exit conversations with finesse. This workshop includes a module to help you gain an understanding of the power of image in building a consistent corporate brand and how to use your personal image in an effective business manner. It offers practical tools to gauge your image impact and enable you to appear well dressed in all business and social situations. Ample scenario demonstrations ensure that you gain skills, confidence and feel more comfortable networking both internally and externally, and thereby increase your personal effectiveness. The one-day workshop includes:

- Highly interactive skills practice
- Peer group discussions
- Networking mixer and lunch
- Access to online Dining For Success training
- Limited enrollment to focus on your needs

Workshop Content:

- Exceptional Modern Business Etiquette
- Social versus business manners
- Hosting and touring visitors with finesse

Instant Credible Impression Management:

- Discovering your personal style and corporate brand profile
- Key components to update a winning image
- New dress-for-success rules to enhance your credibility
- Finesse Internal / External Networking
- Conversation techniques to build rapport
- Meeting, greeting and mingling
- Nurturing relationships to gain and give support

8 Hours *\$523.95

Early Bird Fee: *\$418.95 (Check our website for details)

The Emotionally Intelligent Leader

The workplace is increasingly competitive and complex. Many leaders are challenged with engaging employees and establishing competitive advantage during rapid change and constant uncertainty. Those who create and sustain strong business results engage hearts and minds. They manage complexity, urgency, and competing agendas with savvy understanding and awareness. We call this emotional intelligence and have come to see these skills as increasingly critical and strategic.

The Emotionally Intelligent Leader is a 1-day course based on the Multi-Health Systems (MHS) EQ-i 2.0 model. It includes a personalized assessment and report, as well as supporting course materials. This course, led in a facilitative style, is an interactive experience for participants that includes both class discussions and individual work.

Five (5) days prior to the course, each participant will complete an online EQ-i 2.0 assessment, resulting in a Leadership Report. Participants will receive their report during the workshop. All aspects of the report are confidential and individuals are able to reference their reports during the workshop but are not required to reveal any details about their reports. The EQ-i 2.0 Leadership Report and the supporting course materials are valued at \$200.

Instructor: Robin Parsons, MBA, CPF, CTF

7 Hours *\$529

Project Management

Project Management Overview

Project Management is an essential and critical skill to have in any corporate work environment. Gain a solid grounding in both the hard 'technical' skills of project management as well as the all-important 'softer' people management skills. Examine the project life cycle, project definition, project planning, project manager's role, creation of a project team, progress tracking, organizational responsibilities, time management and project evaluation. Textbook included: PMBOK® Guide (6th edition). Chinook Learning Services recommends this course if you wish to pursue the PMI Certified Associate in Project Management (CAPM™) designation. As of August 28, 2019, CAPM applicants no longer need 1500 hours of work experience to qualify. Applicants must have a high school diploma (or equivalent) plus the 23 hours of project management education.

Instructor: Trina Morison, PMP, ITIL, PMI-ACP (See instructor profile on our website)

24 Hours *\$625

Project Management – 1

In this course, put into action the project management (PM) theories that you learned in Project Management – An Overview. Delve deeper into PM subject matter with thoughtful and engaging lessons and activities that will help you kick off your project so it starts strong and stays healthy. Through activities created to teach you to plan the scope of your project, learn to ward off the dreaded scope creep, and learn to create realistic timelines and budgets.

Chinook Learning recommends this course if you wish to pursue the PMI Certified Associate in Project Management (CAPM™) designation. Please bring *PMBOK® Guide (6th edition)* to class.

Required Prerequisite: Project Management – An Overview
Instructor: Trina Morison, PMP, ITIL, PMI-ACP (See instructor profile on our website)
16 Hours *\$495

Project Management – 2

This 2-day course will help you round out your Project Management knowledge and skills by exploring project constraints, identifying project risk, examining risk triggers and developing risk responses. Learn about integrated change control and how to apply your learnings quickly and efficiently to your current projects. Learn about Earned Value Management (EVM), a trending tool in project management monitoring and control. Explore the theory behind EVM and complete hands-on exercises, which can be included as experience on your resume. Explore and put into practice product and project quality requirements of the project stakeholder.

Chinook Learning recommends this course if you wish to pursue the PMI Certified Associate in Project Management (CAPM™) designation. Please bring *PMBOK® Guide (6th edition)* to class.

Required Prerequisite: Project Management 1
Instructor: Trina Morison, PMP, ITIL, PMI-ACP (See instructor profile on our website)
16 Hours *\$495

School-Based Training

Classroom Support

Braille Transcription (UEB) Online Certificate of Recognition

Braille is a tactile system that enables the blind to read and write. Learn and practice the Unified English Braille Code (UEB), an international braille code that governs the transcription of literary material, math, science and technology. This course is suitable for individuals who are new to braille or who have previously taken a Literary Braille course and would like extra review and practice while learning UEB. Access the course from your home computer. Classes are delivered online through the CBE's Brightspace by D2L and 'Virtual Classrooms'. The Virtual Classroom uses the Chrome or Firefox browser. Software used for the lesson exercises are Perky Duck, a free software program from Duxbury, and Microsoft® Word. Headphones with a microphone and access to a printer are also required. The CNIB's manual, *From Print to Braille with UEB*, and *The Rules of English Braille* are provided. PLEASE NOTE: This course is labour intensive. Each lesson requires 10-15 hours of homework to be successful. This 300-hour certificate is recognized by the Calgary Board of Education as a requirement for the position of Education-Assistant Braille. After successfully completing this course and achieving CNIB's minimum requirements, individuals may apply to the CNIB to complete the UEB Certification Test. Upon successful completion, the CNIB will award you the designation of Certified Braille Transcriber. Instructor: Carolyn Malcolm, Certified Braille Transcriber
300 Hours *\$490

Brain & Behaviour: Building Positive Supports

Recent research has helped us develop a better understanding of human behaviours based on early childhood experiences and the potential impact on brain development. This course presents an introductory and basic look at the developing brain, the effects of chronic stress, the Adverse Childhood Experiences study, and how these relate to working with children in a classroom setting. How we respond when children are acting out plays an important role in their further development. Learn about preliminary strategies for providing safe, dignified supports which create the conditions for student learning and success. This course is designed to inform the practice of people working in educational environments. Instructor: Teresa Vancise, B Ed, M Ed
20 Hours *\$389

English Language Learning Assistant 1 Certificate of Recognition

Program content includes theoretical and practical applications for working with ELL learners, from elementary through adult, within the Calgary Board of Education. Upon completion of the program, you will have a broad understanding of ELL learners and their diversity of needs, understand second language acquisition and implications for instructors, develop awareness of the Calgary Board of Education policies and procedures concerning ELL students and become familiar with a variety of resources that support ELL learners. You will receive the English Language Learning Assistant 1 Certificate of Recognition upon completion of this program. English proficiency of Canadian Language Benchmark 8 is required to succeed in this course.

Instructor: Dayna Duman (see profile on our website)
35 Hours *\$589

English Language Learning Assistant 2 Certificate of Recognition

This certificate program is a continuation of the ELL Assistant Training Program. The focus is on ways to support ELL students and ELL Assistants. You will receive the English Language Learning Assistant 2 Certificate of Recognition upon completion of this program. See our website for course content and specific schedule details appear with each course code.

This 25-hour certificate is designed to increase your professional skills as an English Language Learning Assistant. Required prerequisite: English Language Learning Assistant 1 Certificate of Recognition.

Instructor: Dayna Duman BFA, BEd, MEd (See instructor profile on our website)
24 Hours *\$399

Library Assistant Certificate of Recognition

This introductory program provides an orientation to the work environment of a Library Assistant within the Calgary Board of Education school library learning commons in support of 21st century learners. Upon completion of the program, you will have an understanding of basic library management, school library policies within the CBE and become familiar with a variety of strategies, resources and procedures that support working in a school library. You will receive the Library Assistant Certificate of Recognition upon completion of this program. English proficiency of Canadian Language Benchmark 8 is highly recommended to succeed in this course.

Instructor: Linda Shantz-Keresztes, B Ed, Dip Ed (See instructor profile on our website)
30 Hours *\$509

Lunch Supervision Service Certificate of Recognition

Lunch supervision service is an important part of a child's educational experience. Learn information and strategies to help you as a noon supervisor feel comfortable in your role and create a positive, safe environment for students. This one-day training session introduces lunch supervisors to the philosophy and goals of the Calgary Board of Education's lunch supervision service for elementary students. Lunch is provided. You will receive the Noon Supervision Service Certificate of Recognition upon completion of this program. This 7-hour certificate is recognized by the Calgary Board of Education to meet the qualifications for the position of Lunch Supervisor.

7.5 Hours *\$159

Sign Language – Level 1

Learn how to overcome obstacles to communicating with special needs students. This introduction to the alphabet of ASL provides an excellent start to expressing a basic vocabulary in ASL through body movement, gestures and facial expressions including finger spelling and basic signs. You will begin to put sentences together and convey messages. Learn vocabulary through a variety of activities, practice and visual presentations. This course covers Chapters 1-4 of *A Basic Course in American Sign Language*. Textbook and study guide included. It is essential to attend the first class as it provides the necessary understanding of the deaf culture. This course is taught by hearing impaired instructors.

16 Hours *\$379

SMART Board® Introduction

Are you an education assistant, library assistant, teacher or administrator wanting to use a SMART Board® as something other than a projector? Discover the possibilities of using SMART Boards® in the classroom. Learn how to use the main features and functions of the SMART software and hardware. Build proficiency with the SMART Notebook and other SMART educational tools. Focus on strategic use with the opportunity to translate the knowledge acquired in this course to an interactive classroom experience.

Instructor: Steven deWolfe
5 Hours *\$129

Spanish for Parents - Level 1

Learning Spanish can be both easy and fun. This beginning level course will help parents of bilingual Spanish students learn or refresh their Spanish language skills. Parents will become more comfortable interacting with their children in Spanish, build their network of bilingual parents and become familiar with the school environment. Includes a textbook and CD.

16 Hours *\$289

Spanish for Parents - Level 2

This course is for parents and caregivers of CBE bilingual Spanish students who have developed some knowledge of the Spanish language through our Spanish - Get Started for Parents course. Continue to strengthen your knowledge and communication skills through conversation and fun activities in this 8-week next level course. Bring your textbook and handout from Spanish - Get Started for Parents. Recommended prerequisite: Spanish - Get Started for Parents or equivalent experience.

16 Hours *\$289

Writing & Workplace Skills

Business Writing

Business Blogging & Social Media

Interested in exploring the world of blogging? In the first half of this course, learn everything you need to know about blogging including how to set up a blog, pick themes, and post photos and video. Find a focus and then capture your experiences to share with the world. Now, take it a step further. In the second half of this course, learn that Social Media offers a variety of platforms with their own individual strengths. This course provides an overview of the most popular Social Media platforms that can spread the word quickly. Create a buzz about your organization, your cause, or your passion! Best of all - the accounts are free. Learn to tell your story using the online language best suited to your message.

Instructor: Karl Plesz (See instructor profile on our website)
6 Hours *\$169

Business English Grammar

Do you find it a challenge to write concise sentences? Do you find it difficult to keep pace with the increased workplace demand for competent English skills? Make use of practical exercises to reinforce grammar, word usage, conciseness, clarity, punctuation, spelling and dictionary study. Textbook included: *Know More English*.

12 Hours *\$379

Business Writing Boot Camp

Skilful business writing increases your professionalism, reduces workload, prevents duplication of work, builds credibility, promotes positive relationship in the workplace, and enhances customer service skills. Writing is a core competency that is required in most careers world-wide. Due to the prevalence of new technologies, which often require writing, this competency is sought after more than ever before. In this express and interactive course, you will improve your existing writing skills, and learn specific techniques to strengthen the effectiveness of your writing that you can apply immediately.

Instructor: Janet Desautels (See instructor profile on our website)

6 Hours *\$229

Email Fundamentals

The statistics of email are staggering. With more than 2.7 billion email users, 212 billion messages move from inbox to inbox each day. In North America, the average professional sends and receives 131 emails per day. With so many messages, how can we ensure our email is read, understood, and acted upon? This course focuses on skills and strategies for effective e-mail correspondence. Instructor: Jennifer Sanford (See instructor profile on our website)

6 Hours *\$199

Proposal Writing

Successful proposal writing is not complicated; it does, however, take a considerable amount of preparation and good organizational skills. Mastering the art of proposal writing requires a unified approach in its overall management. It is a means of presenting a project to the outside world in a format that is immediately recognized and accepted. In this workshop, gain understanding and learn the process required to create a solid program plan on which the proposal will be based. Writing clear, thorough and targeted proposals is essential to an organization's success.

Instructor: Garth Roberts (See instructor profile on our website)
6 Hours *\$259

Social Media #OMG

Are you overwhelmed by all the social media options? This workshop will introduce you to the major social media platforms, their strengths and weaknesses, and demographics to better collaborate with your audience. We'll also discuss the risks of using social media including sensitive material, managing exposure and harassment.

Instructor: Karl Plesz (See instructor profile on our website)
3 Hours *\$109

Speechwriting: The Art & Science of Informal Remarks

We are drawn to the power of words. They form our history, make us think and feel, give us pause, and encourage us to take action. How this happens is not by accident. In this session, learn to assess your audience, create a compelling vision for your words, structure ideas, and build your words into an opus of its own. Whether you are looking to conquer a fear, address a challenge, or master a skill you are already good at, this session is a welcoming place to explore speechwriting.

Instructor: Jennifer Sanford (See instructor profile on our website)

6 Hours *\$229

Writing Skills for Business

Become a positive, productive writer. Get your desired action and results with clear, concise writing. Write effective correspondence for the audience you want to influence. Learn to eliminate unnecessary words and ideas from your writing, and turn all your messages into positive communication to help achieve your business goals.

Instructor: Janet Desautels (See instructor profile on our website)

18 Hours *\$379

Office Skills

Meetings, Agendas & Minutes

If people can't remember what occurred or what was decided at a meeting, how can the group accomplish its objectives? Discover the top minute-taking tips and techniques, and develop key minute-taking skills that include listening, critical thinking and organization. Learn to produce minutes that include essential, accurate information for informal, semi-formal, formal and action-oriented meetings. When you know what belongs on an agenda and how to write minutes for a meeting, you know how to keep track of business. This course addresses the roles and responsibilities of the meeting leader, note-taker and attendees.

Instructor: Louise Blank

6 Hours *\$179

Proofreading Perfected

Mistakes always reflect on the writer! Using a proven method, learn how to spot unnecessary errors quickly before they are released for all to see. Learn this technique and become a valuable asset to your team and organization.

Instructor: Joy Carlson (See instructor profile on our website)

6 Hours *\$179

Speed Reading

Discover how to significantly increase your effective reading speed by up to 400% and save up to an hour a day in reading time - and time is money. Learn where the most important information is in a book, so you can read a book in half the time. Your comprehension and understanding of the material will also increase dramatically.

Instructor: Bruce Lee (See instructor profile on website)

6 Hours *\$189

Records Management

Data Management Technology

Explore the application of imaging and micrographic technology to records management, including short and long term storage and retrieval of electronic documents. Topics include: metadata, life expectancy of electronic storage media, secure storage media, migration and image file formats.

Instructor: Barbara Bellamy (See instructor profile on our website) Prerequisite: Record Management Theory

12 hours *\$269

Records Management Application

Investigate the skills and techniques needed to effectively manage and control active records in various formats. Examine file plan development, typical filing systems, storage systems and equipment, file maintenance procedures and retention rules including legislation.

Instructor: Michele Labbe (See instructor profile on our website)

12 Hours *\$269

Records Management Theory

Explore the field of records management and the role of records management programs in organizations. Learn about recordkeeping principles for vital records programs. Develop your skills in life-cycle management for hard copy and electronic records, inventorying, indexing, classification, retention and disposition.

Instructor: Michele Labbé (See instructor profile on our website)

12 Hours *\$349

Retention & Disposition

Develop understanding of retention and disposition theory and practice. Focus on the protection of critical business information through the application of retention and disposition programs, developing retention schedules, acquisition and appraisal of records, arrangement and description, reference services, preventive conservation, and facility planning and security.

Instructor: Barbara Bellamy (See instructor profile on our website)

12 hours *\$309

Professional Certificates of Recognition

Invest in yourself and enhance your career. Certificate programs at Chinook are available in a variety of disciplines and formats. Certificate courses can be taken individually, and some courses can be applied towards more than one certificate.

Visit our website at www.chinooklearningservices.com for all Certificate of Recognition details.

Bookkeeping Principles & Applications

This flexible 62-hour program is designed to have you learn the theory and acquire the practical skills associated with daily bookkeeping transactions and accounting practice.

Braille Transcription (UEB) Online

This 300-hour certificate is recognized by the Calgary Board of Education to meet the qualifications for the position of Braille Assistant.

Business Communication

This flexible 96-hour program is designed to help you build valuable professional communication skills for the workplace.

Computer Skills for Job Readiness

This 60-hour program prepares you to embark on an office career or to improve your career opportunities.

Core Leadership Development

This 108-hour series of courses presents a current comprehensive approach to developing your leadership abilities and performance.

English Language Learning Assistant 1 & 2

Interested in working with ELL learners, from elementary through adult, within the Calgary Board of Education? Consider taking the two levels of ELL Assistant which combined are 60 hours of comprehensive learning focussed on ways to support ELL students.

Library Assistant

This program provides an orientation to the work environment of a Library Assistant. This 30-hour certificate is recognized by the Calgary Board of Education to meet the qualifications for the position of Library Assistant.

OACP – Office Administration Certificate Program

This 270-hour, flexible program is recognized and valued by the Calgary Board of Education and highly endorsed by the CBE Staff Association.

Project Management

Project Management has become one of the most sought after designations. The skills required to be a successful project manager are broadly applicable and relevant to nearly every industry and most occupations. This 84-hour program is designed to help you build critical project management skills and communication skills appropriate for any workplace.

Records Management

This 105-hour certificate is recognized by the Calgary Chapter of ARMA (Association of Records Managers and Administrators). Learn industry standards and best practices.

Records Management 2

This 96-hour certificate is recognized by the Calgary Chapter of ARMA (Association of Records Managers and Administrators).