



Universal Competency

This suite of courses helps you develop the required skills for the WCB universal competency “Building Relationships”. Working with clients and colleagues as individual contributors and as team contributors is an important part of our business, and the ability to develop and maintain effective relationships impacts everything we do. In this suite you will learn to communicate more effectively with others, deal with difficult situations and conversations, and support your peers and team.

Once you have completed any five of the nine courses in this suite you will be eligible to apply for a Building Relationships Certificate. But don't stop there, you are more than welcome to complete all nine courses in the suite if you so choose!

The Courses:

Interpersonal Communication Skills

Generations at Work

Giving and Receiving Feedback

Peer Coaching

Increasing your Self-Awareness

Networking

Relationship Building

Conflict Styles

Speak Up for Respect in the Workplace

Visit the Training Calendar page on the EW for course descriptions and to register for any of the above listed courses.

2014 Open Registration Course Suites





For Aspiring Leaders

The nine courses that make up the Exploring Leadership suite will get you thinking about what it means to be a leader in our organization. If you are aspiring to one day move to a formal leadership role, or are just interested in how you can increase your effectiveness as an informal leader these courses will help you get there.

Pick and choose the courses that are most interesting to you and best meet your professional development needs. Once you have completed six of the nine courses you will be eligible to apply for an Exploring Leadership Certificate. But don't stop there, you are more than welcome to complete all nine courses in the suite if you so choose!

The Courses:

- Leadership at the Desk Level
- Peer Coaching
- Influencing Others
- Team Development
- Giving and Receiving Feedback
- Project Management
- Problem Solving & Decision Making
- How to Thrive When the Going Gets Tough - **NEW**
- Listening Skills - **NEW**



Universal Competency

This suite of courses has been selected to develop skills in the WCB universal competency Customer Focus. Developing great client relationships and having the ability to meet the needs of both our internal and external clients with a high level of satisfaction is an important measure in our organization.

The courses in this suite will assist you in developing the customer service and communication skills you need to effectively deal with clients in a variety of situations.

Once you have completed any five of the eight courses in this suite you will be eligible to apply for a Customer Focus Certificate. But don't stop there, you are more than welcome to complete all eight courses in the suite if you so choose!

The Courses:

- Your Business Image
- Telephone Power
- Handling Difficult Situations
- More about Handling Difficult Situations
- Email Essentials for Business - *New Online Format*
- Generations at Work
- Interpersonal Communication Skills
- Listening Skills - **NEW**



Learning and Development Competency

This suite of courses is focused on the WCB universal competency of Learning and Development. Each of the eleven courses in this suite will assist you in developing your professional presence in the workplace. You will learn about your own strengths and increasing your professional image, how to develop relationships across the organization, and demonstrate personal leadership.

Pick and choose the courses that are most interesting to you and best meet your professional development needs. Once you have completed any five of the eleven courses in this suite you will be eligible to apply for a Developing Professional Effectiveness Certificate. But don't stop there, you are more than welcome to complete all eleven courses in the suite if you so choose!

The Courses:

- Problem Solving & Decision Making
- Exercising Your Strengths*
- Increasing Your Self Awareness
- Networking
- Presentation Skills
- Effective Time Management - *New Online Format*
- Your Business Image
- Email Essentials for Business - *New Online Format*
- Changing My Habits**
- How to Thrive When the Going Gets Tough - **NEW**

*Available as a self study course
** Formerly called Changing Behavior