



# 2021 Course Offerings

## **The Basics of Customer Service**

Pg. 2

## **Ministry of Labour Worker Safety Awareness Certification**

Pg. 3

## **The Basics of Health and Safety and Ministry of Labour Worker Awareness Certification**

Pg.4

# Sue Boychuk



Sue is widely recognized as an expert in developing and delivering effective and award-winning programs.

She strategically tackles issues, evaluates and analyzes, and based on your unique needs... can magically makes sense out of what others may see as chaos and turn it all into common sense approaches that work.

We prepare comprehensive reports, strategic project plans, innovative initiatives, resource material, and training programs.



# 2021 Course Offerings

## The Basics of Customer Service

\$395

Reinforce key skills to make your customers feel welcome and appreciated and to keep them coming back. Ensure your staff reflect your company values in every customer transaction.

- Covers the principles of service excellence, why it's critical for both employers and workers and focuses on building personal skills.
- Addresses handling rude or aggressive customers, workplace harassment policies and problem solving skills.
- Interactive session with short videos, lots of examples and role playing.
- Best if customized to include your company's specific customer service policies and practices.
- Can be delivered in a 2-hour training session or customized to your needs.





# 2021 Course Offerings

## Ministry of Labour Worker Awareness Certification

\$250\*

***It's the law! Employers must ensure that their workers all have their Ministry of Labour Worker Awareness Certificate.***

- This one-hour session is recommended for anyone who has had basic health and safety education but has not obtained their mandatory Ministry of Labour-issued Certificate required for every worker in Ontario.
- Participants will be guided through the Certification and be able to produce their certificates at the end of the session.
- Maximum 15 participants. All must have access to a computer or other device connected to the internet.



\* Course fees are for course delivery and do not include any extra development work requested, HST and travel .



# 2021 Course Offerings

## The Basics of Health and Safety and Ministry of Labour Worker Awareness Certification

\$395

***It's the law! Employers must ensure that their workers all have their Ministry of Labour Worker Awareness Certificate.***

- Interactive, with short videos, real life stories and examples
- First hour: Generic safety education: Roles, responsibilities, hazards, prevention, and all principles workers are required to know to complete their Ministry of Labour certification.
- Second hour: On-line work for participants to complete their mandatory Ministry of Labour Worker Awareness Certificates. This training and certification is required under the Occupational Health and Safety Act for every worker in Ontario
- 2 hours. Maximum 15 participants. All must have access to a computer or other device connected to the internet.

