

# CCE Courses List

COURSE	DURATION
<b>Business Management &amp; Entrepreneurship</b>	
Balanced Scorecard Basics	1 Day
Basic Business Management - Boot Camp for Business Owners	3 Days
Building a Consulting Business	1 Day
Business Ethics for the Office	1 Day
Business Etiquette - Gaining That Extra Edge	2 Day
Business Leadership - Becoming Management Material	3 Days
Business Process Management	2 Days
Business Succession Planning - Developing and Maintaining a Succession Plan	1 Day
CRM - In Introduction to Customer Relationship Management	1 Day
Encouraging Sustainability and Social Responsibility in Business	2 Days
Entrepreneurship	3 Days
Global Business Strategies	3 Days
High Reliability Organizations	1 Day
Intrapreneurship	1 Day
Lean Process Improvement	1 Day
Logistics and Supply Chain Management	2 Days
Managing Across Cultures	1 Day
Process Improvement with Gap Analysis	1 Day
Purchasing and Procurement Basics	2 Days
Risk Management	1 day
Strategic Planning	2 Days
<b>Caregiving</b>	
Caregiving Fundamentals Course	11 Weeks
<b>Communication Skills</b>	
Active listening	1 Day
Communication Strategies	2 Days
Telemarketing - Using the Telephone as a Sales Tool	1 Day
Communications for Small Business Owners	2 Days
Public Speaking - Presentation Survival School	2 Days
Public Speaking - Speaking Under Pressure	2 Days
Skype for Business	TBC
<b>Community Trainings</b>	
Basic Nursery Management Techniques	1 Day
Basic Plant Propagation Techniques	1 Day
Hydroponics for Beginners	2 Day
Soap Making with Natural Ingredients	1 Day

<b>Event Management</b>	
Conference and Event Management	1 Day
Creating a Top-Notch Talent Management Program	2 Days
<b>Finance</b>	
Accounting Skills for New Supervisors	2 Days
Budgets and Managing Money	2 Days
Inventory Management - The Nuts and Bolts	1 Day
<b>Human Resource Management</b>	
Bullying in the Workplace	1 Day
Conducting Effective Performance Reviews	3 Days
Conflict Resolution - Dealing With Difficult People	1 Day
Conflict Resolution - Getting Along In The Workplace	2 Days
Disability Awareness - Working with People with Disabilities	2 Days
Employee Accountability	1 Day
Employee Dispute Resolution - Mediation through Peer Review	1 Day
Hiring for Success - Behavioral Interviewing Techniques	2 Days
Human Resource Training - HR and Collective Bargaining	1 Day
Human Resource Training - HR for the Non-HR Manager	2 Days
Orientation Handbook - Getting Employees Off to a Good Start	2 Days
Performance Management - Managing Employee Performance	1 Day
Successfully Managing Change	1 Day
Workplace Harrassment - What It is and What to Do about It	2 Days
Workplace Wellness	2 Days
Workplace Violence - How to Manage Anger and Violence in the Workplace	3 Days
<b>Information Technology</b>	
Basic PC Maintenance	1 ½ Days
Database Design & Development	1 ½ Days
First Principals of Graphics Design	20 hours
Basic Principals of Graphics Design	20 hours
Advanced Principals of Graphics Design	20 hours
CCNA1	11 weeks
CCNA2	11 weeks
CCNA3	11 weeks
Introdroduction to Formulas in Microsoft Excel	½ Day
Introduction to IT	30 hours
Microsoft Excel Core Essentials	1 ½ Days
Microsoft Excel Intermediate	1 day
Microsoft Excel Advanced I	1 day
Microsoft Outlook Beginners	1 day
Microsoft Outlook Intermediate	1 day
MYOB for Beginners	30 hours
MYOB - Intermediate	30 hours
MYOB - Advanced	30 hours

<b>Leadership and Management</b>	
Coaching and Mentoring	1 Day
Building Better Teams	1 Day
Conversational Leadership	1 Day
Creating a Positive Work Environment	1 Day
Creating Successful Staff Retreats	1 Day
Delegation - The Art Of Delegating Effectively	1 Day
Developing Your Executive Presence	1 Day
Diversity Training - Celebrating Diversity in the Workplace	1 Day
Leadership Skills for Supervisors	1 Day
Meeting Management - The Art of Making Meetings Work	1 Day
Motivation Training - Motivating Your Workforce	1 Day
Prospecting for Leads like a Pro	1 Day
Self-Leadership	1 Day
Talking to Employees about Personal Hygiene	1 Day
Team Building - Developing High Performance Teams	1 Day
The ABCs of Supervising Others	2 Days
The Professional Supervisor	3 Days
Workplace Leadership Training	2 months
<b>OHS</b>	
An Environmental Audit Primer	1 Day
Developing a Safety Procedures Manual	1 Day
Environmental Sustainability: A Practical Approach to Greening Your Organization	1 Day
OHS Modules 1&2	3 Days
OHS Modules 3&4	2 Days
Planning for Workplace Safety	1 Day
Safety in the Workplace	1 Day
Workplace Ergonomics for Injury Prevention	1 Day
<b>Professional Development</b>	
Anger Management - Understanding Anger	1 Day
Building Your Self-Esteem and Self-Confidence	1 Day
Conquering Your Fear of Speaking in Public	1 Day
Creating a Dynamite Job Portfolio	1 Day
Crisis Management	2 Days
Customer Service Training - Critical Elements of Customer Service	2 Days
Managing Customer Service	1 Day
Effective Planning and Scheduling	2 Days
Emotional Intelligence	1 Day
Giving Effective Feedback	1 Day
Goal Setting	1 Day
Influence and Persuasion	1 Day
Knowledge Management	2 Days
Managing Difficult Conversations	1 Day
Managing Pressure and Maintaining Balance	1 Day
Mastering the Interview	1 Day

Negotiating for Results	2 Days
Networking for Success	2 Days
NLP Tools for Real Life	1 Day
Personal Brand: Maximizing Personal Impact	2 Days
Problem Solving and Decision Making	2 Days
Public Relations Boot Camp	2 Days
Skills for the Administrative Assistant	1 Day
Stress Management	1 Day
Time Management - Get Organised for Peak Performance	1 Day
Professional Development Training	3 Months
<b>Project Management</b>	
Project Management Fundamentals	1 Day
Intermediate Project Management	1 Day
Advanced Project Management	1 Day
Microsoft Project	2 Days
Project Planning: All You Need to Know	1 Day
Understanding Project Management	3 Days
Project Management: All You Need to Know	1 Day
<b>Research Skills</b>	
Conducting Accurate Internet Research	1 Day
Research Skills	1 Day
<b>Sales &amp; Marketing</b>	
Basic Internet Marketing	1 Day
Body Language: Reading Body Language as a Sales Tool	1 Day
Branding: Creating and Managing Your Corporate Brand	2 Days
Building a Brand on Social Media	1 Day
Building Relationships for Success in Sales	1 Day
Call Centre Training - Sales and Customer Service Training for Call Center Agents	3 Days
Creating a Google AdWords Campaign	1 Day
Dynamite Sales Presentations	1 Day
E-Commerce Management	2 Days
Introduction to E-Mail Marketing	2 Days
Introduction to Digital Marketing with Trending Social Media Platforms	1 Day
Marketing and Sales	1 Day
Marketing for Small Businesses	2 Days
Overcoming Objections to Nail the Sale	1 Day
Selling Smarter	1 Day
Social Media and Your Business	2 Days
<b>Train the Trainers (TOTs)</b>	
TOTs: The Practical Trainer	3 Days
TOTs: Advanced Skills for the Practical Trainer	1 Day
TOTs: Facilitation Skills	1 Day
Developing a Lunch and Learn Program	1 Day
Developing a Training Needs Analysis	1 Day

Developing Your Training Program	2 Days
Making Training Stick	1 Day
Measuring Training Results	1 Day
Survival Skills for the New trainer	1 Day
Training with Visual Storytelling	1 Day
Using Activities to Make Training Fun	1 Day
<b>Writing Skills</b>	
Advanced Writing Skills	1 Day
Business Writing That Works	2 Days
Creating Winning Proposals	2 Days
The Minute Taker's Workshop	1 Day
Writing a Business Plan	2 Days
Writing for the Web	1 Day
Writing Reports and Proposals	2 Days