

February • March • April • May • 2010

Computer
Help

416.494.4912
www.Computer-Help.ca

Toronto
North York
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Newmarket



**Computer Training
Courses**

Microsoft Office
Accounting
Graphics, Design & Presentation
Email & Web Design
Project Management

**SoftSkills Training
Seminars**

Human Resources
Management & Leadership
Communications
Professional Development
Finance & Accounting

ABOUT COMPUTER HELP

Computer Help has been offering training to Canadian businesses since 1986. During those 24 years, we've trained over 100,000 people.

Our clients are our most important asset. That's why a large part of our new business comes from referrals. We build long-term relationships with our clients, and succeed in doing this by ensuring their complete satisfaction. Computer Help is a 100% Canadian owned and operated company.

PUBLIC COURSES

Public courses are offered daily at our four training centres. Prices are shown with each course. All Courses are hands-on and Instructor-led. Courses begin at 9am and conclude at 4pm.

PRIVATE COURSES

Private training is offered at our four Training Centres, or at your office. All courses listed in this brochure can be conducted on a private basis. Course content can include any of our standard courses, or the topics of your choice (visit our web site at www.Computer-Help.ca for detailed outlines of all our courses).

DISCOUNTS (TICKETS)

Discounts are available with the advance purchase of Tickets. These prepaid course Tickets are valid for a period of one year after the date of purchase and can be used for all public computer and softskills classes by any person you choose. The number of tickets required per person for a course is shown with each course. (GST is extra.)

# of Tickets	Each
11 to 25	\$ 215.
26 to 50	\$ 195.
51 to 99	\$ 175.
100 to 199	\$ 150.
200 to 299	\$ 125.
300 or more	\$ 115.

TRAINING CENTRE LOCATIONS

Toronto

20 Queen Street West, Suite 3306
(Queen St. W & Bay St.)

North York

2 Lansing Square, Suite 505
(Victoria Park Ave & Sheppard Ave E)

Mississauga

1087 Meyerside Drive, Unit 10
(Dixie Rd. & Hwy. 401)

Newmarket

Amberwood Heights Plaza
16635 Yonge Street, Unit 19
(Yonge St. & Mulock Dr.)

SOME OF OUR CLIENTS

Air Canada
Air Miles
American Express
Bank of Montreal
Bell Canada
Bell ExpressVu
Bell Mobility
Bombardier Aerospace
Canada Customs & Revenue Agency
Canada Post
Canadian Depository For Securities
CIBC
Cineplex Odeon
City of Burlington Parks & Recreation
City of Hamilton
City Of Niagara Falls
City of Toronto
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Council of Ministers of Education
Department of National Defence
DeVry Institute of Technology
Federal Express
Gap Canada Inc
Girl Guides of Canada
Hallmark Cards
Honda of Canada
Hydro One
Indigo Books & Music Inc.
Liquor Control Board of Ontario
Loblaw Companies
Longo Brothers Fruit Markets
Magna International
Manulife Financial
Mars Canada Inc.
McMaster University
Ministry of Community and Social Services
Ministry of Education
Ministry of Finance
Ministry of Government Services
Ministry of Health
Ministry of Labour
Ministry of Training Colleges & Universities
MTS Allstream
Ontario Power Generation
Ontario Teachers Pension Plan
Pepsi-Cola Canada
Petro Canada
Pizza Pizza
Provincial Government of Ontario
Public Works & Gov't Services
Purulator Courier
Region of York
Rogers Cable
Rogers Cable
Royal Bank
Shoppers Drug Mart
Sleep Country Canada
Smucker Foods of Canada
Staples Business Depot
Sun Life
TD Canada Trust
The Hospital for Sick Children
Telus Mobility
Toronto Blue Jays Baseball Club
Toronto District School Board
Toronto Star
Town of Newmarket
University of Toronto
York Catholic District School Board
York Region District School Board
York Regional Police
York University-Faculty of Education

Microsoft Excel Introduction, 1 Day **(\$275. or 1 Ticket)**

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	FEB 1	FEB 4	FEB 3	FEB 5
	MAR 3	MAR 4	MAR 1	MAR 5
	APR 6	APR 1	APR 8	APR 7
	MAY 5	MAY 3	MAY 6	MAY 4
2007	FEB 2	MAR 2	FEB 9	MAR 8
	APR 9	MAY 7	APR 12	MAY 10

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

During this course you will learn how to create spreadsheets from scratch. Topics include: entering data, creating formulas, copy and move, column width and row height, inserting and deleting columns and rows, numeric formats, alignment, fonts, lines and shading, spell check, saving and opening files, and basic printing.

Microsoft Excel Intermediate Level I, 1 Day **(\$275. or 1 Ticket)**

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	FEB 3	FEB 10	FEB 5	FEB 12
	MAR 5	MAR 8	MAR 10	MAR 9
	APR 14	APR 9	APR 13	APR 20
	MAY 14	MAY 6	MAY 10	MAY 11
2007	FEB 19	MAR 17	FEB 16	MAR 15
	APR 16	MAY 18	APR 23	MAY 21

Course Prerequisite: Solid understanding of Excel Introduction topics.

Topics include: working with multiple sheets, window panes & freezing titles, views and cell comments, multiple files, creating range names, using autocorrect, sorting, autofilter, find & replace, using the list feature, and advanced page setup and printing.

Microsoft Excel Formulas, 1 Day **(\$275. or 1 Ticket)**

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	FEB 22	FEB 16	FEB 10	FEB 19
	MAR 15	MAR 19	MAR 17	MAR 18
	APR 15	APR 13	APR 16	APR 22
	MAY 20	MAY 14	MAY 12	MAY 13
2007	MAR 16	MAR 22	APR 27	APR 21

Course Prerequisite: Excel Introduction and Intermediate Level 1 or equivalent knowledge.

Topics include: a review of basic formulas, creating absolute formulas, formulas and range names, manipulating formulas, combining and splitting formulas, text formulas, date and time formulas, referencing cells on other sheets, or other files, auditing, goal seek, and array formulas.

Microsoft Excel Intermediate Level II, 1 Day **(\$275. or 1 Ticket)**

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	FEB 25	FEB 24	FEB 18	FEB 22
	MAR 19	MAR 23	MAR 22	MAR 26
	APR 26	APR 19	APR 30	APR 28
	MAY 21	MAY 17	MAY 19	MAY 27
2007	APR 27	APR 14	MAR 24	MAY 5

Course Prerequisite: Solid understanding of all Excel Introduction topics. Recommended: Knowledge of Excel Intermediate Level I topics.

Topics include: autofomat & styles, customizing toolbars, passwords, protecting sheets and workbooks, data validation, conditional formatting, creating charts (graphs), and using the drawing tools.

Microsoft Excel Functions, 1 Day **(\$275. or 1 Ticket)**

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 23	FEB 26	MAR 25	FEB 24
	MAY 26	APR 23	MAY 28	MAY 25
2007	APR 30	APR 26	MAR 30	MAY 14

Course Prerequisite: Solid understanding of Excel Introduction and Formulas topics. Recommended: Knowledge of Excel Intermediate Level I topics.

This course looks at a variety of Excel functions. Two widely used functions are covered in detail (If and Vlookup), other functions covered are: statistical, math and trig, date and time, text, logical, information, and financial.

Microsoft Excel Advanced Level I, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 29	MAR 18	MAR 31	FEB 26
	MAY 28	MAY 19	MAY 21	APR 30
2007	MAR 30	APR 28	MAR 26	MAY 31

Course Prerequisite: Solid understanding of all Excel Introduction and Intermediate Level I topics. Recommended: Knowledge of Excel Intermediate Level II and Formulas topics.

This course takes an in-depth look at pivot tables (creating pivot tables, totals and subtotals, averages and counts, formulas, layout, formatting, creating from external data, and more). Other topics include: group & outline, using subtotals, using database functions (dsum, daverage, dcount), and setting up advanced filters.

Microsoft Excel Advanced Level II, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	APR 29	APR 22	MAY 31	MAY 28
2007		MAY 26	MAY 18	

Course Prerequisite: Solid understanding of all Excel Introduction and Intermediate Level I topics. Recommended: Knowledge of Excel Intermediate Level II and Formulas topics.

Topics covered are: creating templates, designing and using forms, sharing workbooks and tracking changes, importing and exporting data, customizing Excel settings, custom number formats, scenarios, data tables, and a brief introduction to macros.

Microsoft Excel Macros & VBA Level I, 3 Days (\$825. or 3 Tickets)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003/2007	MAR 10/11/12	FEB 16/17/18	MAY 25/26/27	APR 12/13/14

Course Prerequisite: Solid understanding of all Excel Introduction, and Intermediate Levels I & II topics. Recommended: Knowledge of Excel Advanced topics.

Topics include: recording and running macros, relative mode, your personal macro workbook, custom macro icons, buttons and menus, debugging with stepmode, Visual Basic enhancements using objects, properties, methods, events, variables, constants, dialog boxes, "IF" controls, loops and using the Visual Basic Editor and the Object Browser.

Microsoft Excel Macros & VBA Level II, 3 Days (\$825. or 3 Tickets)

TORONTO
APR 21/22/23

Course Prerequisite: Solid understanding of all Excel Macros & VBA Level I topics.

This course builds on the Excel Macros and VBA Level I course. Topics covered include creating custom functions, public vs private declarations, working with ranges, working with files, select case, creating and designing user forms and custom dialog boxes, and returning arrays.

Microsoft Excel Macros & VBA Level III, 3 Days (\$825. or 3 Tickets)

TORONTO
MAY 17/18/19

Course Prerequisite: Solid understanding of all Excel Macros & VBA Levels I & II topics.

This course looks at advanced user forms & dialog boxes, creating wizards, developing text utilities, VBA & charts, using Excel events, working with other applications, and customizing toolbars & menus with VBA.

Microsoft Excel Upgrade to Version 2007, 1 Day (\$275. or 1 Ticket)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
MAR 31	APR 12	FEB 17	APR 16

Course Prerequisite: This course is not intended for beginners. An Intermediate or better knowledge of Excel (97, 2000, 2002 XP, or 2003) is essential.

This course is a must if you want to get up to speed quickly with the many changes and improvements in Excel 2007. Topics include: the brand new user-interface, changes in spreadsheet limits, themes and styles, conditional formatting, improved formula writing, improved sorting and filtering, table enhancements, the new look of charts, improved pivot tables, new file formats, changes in printing, improved sharing, and more.

Database Setup Help

Computer Help offers consulting and development in Microsoft Access.

If you need help setting up your database, or would like this development done by a programming expert, call us at 416-494-4912 or email us at info@computer-help.ca

Microsoft Access Introduction, 2 Days *(\$550. or 2 Tickets)*

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 1/2 MAY 12/13	MAR 8/9 MAY 3/4	FEB 1/2 APR 6/7	FEB 8/9 APR 8/9
2007		MAR 10/11	MAY 4/5	

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse. Recommended: Use of one or more other programs, such as Excel or Word.

This course is intended as a starting point for Access beginners, or people who use databases created by others. The main focus is to learn how to create tables and queries. Table topics: field names, types, setting the properties for each field, entering records, sorting, finding, filtering, and formatting. Query topics: the grid, adding tables, entering criteria, parameters, calculations, and totals. A brief look at forms and reports is also covered. From here, we highly recommend the Intermediate Level I course to learn about relational databases, forms and reports.

Microsoft Access Intermediate Level I, 3 Days *(\$825. or 3 Tickets)*

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	FEB 10/11/12	MAR 15/16/17	APR 19/20/21	MAY 17/18/19
2007		APR 14/15/16		

Course Prerequisite: Solid understanding of all Access Introduction topics.

This three-day course takes an in-depth look at three topics: relating tables, creating forms and creating reports. We'll show you how to determine when you need to use more than one table, and how to relate them, then we'll look at how to create queries, forms and reports that are based on related tables. (Form & Report topics: with and without the wizard, using tools, setting formats, setting control properties, sub-forms, grouping reports and more.)

Microsoft Access Intermediate Level II, 2 Days *(\$550. or 2 Tickets)*

VERSION	NORTH YORK	MISSISSAUGA
2003	MAR 29/30	MAY 13/14
2007	MAY 11/12	

Course Prerequisite: Solid understanding of all Access Introduction & Intermediate Level I topics.

This course builds on the Level I Intermediate course. We look further at relating tables (join types, 1-1 relationships, database analysis tools), more about reports (sub-reports, multiple column reports, letters) and more about forms (tab control, option groups, page breaks, sub-form sub-totals, list boxes, synchronizing combo boxes, printing options). Also covered are creating lookup tables and creating graphs. It is essential that you take the Intermediate Level I course, before taking this course.

Microsoft Access Queries, 2 Days *(\$550. or 2 Tickets)*

VERSION	NORTH YORK	MISSISSAUGA
2003	APR 26/27	MAR 18/19

Course Prerequisite: Solid understanding of all Access Introduction & Intermediate Level I topics.

Topics covered: query types (select, append, update, delete, make-table and crosstab), basic and advanced criteria, totals, union & parameter queries, referencing forms, properties, expression columns, and writing simple SQL statements.

Microsoft Access Advanced, 3 Days *(\$825. or 3 Tickets)*

VERSION	NORTH YORK
2003	FEB 17/18/19

Course Prerequisite: Solid understanding of all Access Introduction & Intermediate Level I topics.

Topics include: securing a database (activating security, adding users and setting permissions), using functions (domain, date, string, logical, and case), creating macros (macro actions, conditions, autoexec and autokeys macros), creating customized menus, creating customized toolbars, the Switchboard Manager, and creating unbound forms/reports.

Microsoft Access VBA Programming Level I, 3 Days *(\$825. or 3 Tickets)*

VERSION	NORTH YORK
2003	MAR 10/11/12

Course Prerequisite: Solid understanding of all Access Introduction & Intermediate Level I topics. Recommended: Understanding of Queries course topics and Advanced topics.

This course looks at using Access Visual Basic for Applications. Topics include: form, report and database modules, events, writing procedures, and using memory variables.



Microsoft Access VBA Programming Level II, 3 Days (\$1100. or 4 Tickets)

VERSION NORTH YORK
2003 MAY 5/6/7

Course Prerequisite: Solid understanding of all Access VBA Level 1 topics is essential.

This course picks up on where the VBA Level 1 course leaves off. Here we look at: working with recordsets, debugging code, creating custom functions, error handling, and creating dialog boxes that drive reports and query forms.

Microsoft Access Upgrade to Version 2007, 1 Day (\$275. or 1 Ticket)

TORONTO NORTH YORK MISSISSAUGA NEWMARKET
MAY 27 MAR 19 FEB 12 MAR 30

Course Prerequisite: This course is not intended for beginners. An Intermediate or better knowledge of Access(97, 2000, 2002 XP, or 2003) is essential.

Access 2007 has significant changes in the design aspect. This course is essential if you want to get back to developing where you left off. Topics include: new, improved user interface, templates, enhanced sorting and filtering, layout view, stacked and tabular layouts, automatic calendar, rich text in memo fields, enhanced quick create, improved datasheet view, total row in datasheets, field templates, split forms, multivalued fields, attachment data type, background color, navigation pane, embedded macros, improved help viewer and more.2002 XP, or 2003) is essential.

Crystal Reports Introduction, 2 Days (\$825. or 3 Tickets)

VERSION NORTH YORK
XI/2008 FEB 8/9, MAR 15/16
APR 12/13, MAY 10/11

Course Prerequisite: Knowledge of basic Windows use and an understanding of database concepts.

In this course, you will learn how to create reports from a database, such as Microsoft Access. Topics include: creating a list report, displaying data in a report, grouping report data, building formulas, formatting reports, enhancing reports, creating and modifying pie charts, and distributing data.

Crystal Reports Intermediate, 2 Days (\$825. or 3 Tickets)

VERSION NORTH YORK
XI/2008 FEB 22/23, MAY 25/26

Course Prerequisite: Solid understanding of Crystal Reports Introduction topics.

This course looks at creating running totals, adding subreports, cross-tabs, creating charts, report speed, dictionaries, and reporting Excel data. Knowledge of programming and/or SQL would be helpful.

ACCOUNTING

QuickBooks Pro Introduction, 3 Days (\$825. or 3 Tickets)

NORTH YORK
FEB 10/11/12

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

Topics include creating and printing invoices, entering and paying bills, receiving payments, making deposits, bank reconciliation, running payroll, and remittances, T4's, paying gst and pst, using the register, find, chart of accounts, vendors and customers, memorized transactions, journal entries, running reports and updating quickbooks.



Visit our Web Site...

To register online, or to view a more detailed description of a course, please visit our web site at www.Computer-Help.ca.

You will also find directions and maps to our training centres, as well as detailed information about private courses.

Microsoft Word Introduction, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 9	MAR 3	FEB 11	FEB 1
2007		MAR 1	FEB 19	

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

Topics include: editing text, fonts, centre/flush right, indent paragraphs, justify text, line spacing, setting margins and tabs, paper size, copying and moving text, the spell checker, saving and opening files, and printing documents.

Microsoft Word Intermediate Level I, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 17	APR 15	FEB 23	MAR 4
2007		APR 16	MAR 15	

Course Prerequisite: Understanding of Word Introduction topics.

Here we look closely at sections and all topics related to section breaks. This includes: inserting & removing breaks, all page setup options (e.g. margins, page orientation), headers and footers, page borders, page numbering, working with columns, footnotes, and protecting sections.

Microsoft Word Intermediate Level II, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	APR 7	APR 28	MAR 11	MAR 16
2007		APR 22	MAR 23	

Course Prerequisite: Solid understanding of Word Introduction topics. Recommended: Knowledge of Word Intermediate Level I topics.

This course looks at envelopes & labels, find & replace, format painter, drop caps, autocorrect & autotext, sorting, inserting dates, borders & shading, thesaurus, symbols, graphics, using the drawing tools, wordart, bullets & numbered lists, and customizing the toolbars.

Microsoft Word Tables & Merge, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	APR 13	APR 30	MAR 29	MAR 31
2007		APR 29	APR 1	

Course Prerequisite: Solid understanding of Word Introduction & Intermediate Level I topics. Recommended: Knowledge of Word Intermediate Level II topics.

Tables topics: inserting and drawing, selecting cells, adding and deleting columns/rows, row height and column width, moving columns and rows, autoformat, borders & shading, merging & splitting cells, splitting a table, headings, and formulas. Merge topics: setting up a data source, creating a main document (letters, catalogs, envelopes, and labels), using merge codes, setting filters, and merging with access or excel data.

Microsoft Word Advanced, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	APR 28	MAY 27	APR 15	MAY 6
2007		MAY 31	MAY 7	

Course Prerequisite: Solid understanding of Word Introduction & Intermediate Level I topics

Topics include: fields, bookmarks, styles, autoformat, combining documents, tracking changes, inserting objects, linking, document map, splitting a document, advanced legal outline numbering, table of contents, forms, templates, customizing word, and macros.

Microsoft Word Upgrade to Version 2007, 1 Day (\$275. or 1 Ticket)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
FEB 24	MAR 31	FEB 4	MAR 19

Course Prerequisite: This course is not intended for beginners. An Intermediate or better knowledge of Word (97, 2000, 2002 XP, or 2003) is essential.

In Word 2007 you will see many enhancements and differences. This course will take you through the commonly used features in Word to see what has been changed and added. Topics include: preformatted elements, high-impact graphics, improved spell checker, share documents, compare documents, digital signature, convert to PDF or XPS, reduced file sizes and improved corruption recovery, the document information panel, and more.

GRAPHICS, DESIGN & PRESENTATION

Microsoft PowerPoint Introduction, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 4 APR 8	FEB 5 APR 6	MAR 2 MAY 3	MAR 3 MAY 7
2007	MAR 8	FEB 2	MAR 9	MAR 29

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

Topics include: creating title, bullet, pie, bar and line charts, using clip art images, using master pages, using templates, saving and opening files, and printing.

Microsoft PowerPoint Intermediate, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 18 MAY 25	FEB 12 APR 20	MAR 12 MAY 17	MAR 23 MAY 26
2007	MAR 22	APR 21	APR 14	APR 26

Course Prerequisite: Understanding of PowerPoint Introduction topics.

This course looks at using WordArt, drawing tools, creating templates, speaker notes, organization charts, creating and editing diagrams, creating a photo album, adding sound and movies, transitions, basic animation, and basic slide shows.

Microsoft PowerPoint Advanced, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAY 31	MAY 19	APR 26	APR 27
2007		APR 30	MAY 20	

Course Prerequisite: Solid understanding of PowerPoint Intermediate topics.

During this course, we look at advanced animations, advanced slide shows, action buttons and settings, macros, design and planning your presentation, the content, multimedia, use of colours and fonts, creating handouts, rehearsing & packaging your presentation, and use of technology when presenting.

Microsoft PowerPoint Upgrade to Version 2007, 1 Day (\$275. or 1 Ticket)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
APR 1	MAR 26	APR 29	MAR 12

Course Prerequisite: An Intermediate or better knowledge of PowerPoint (97, 2000, 2002 XP, or 2003) is essential.

PowerPoint 2007 has a completely new look and many changes and improvements. During this course we'll take a look at these differences, including, the new fluent interface, themes and quick styles, custom slide layouts, designer-quality SmartArt graphics, new and improved effects, new text options, table and chart enhancements, proofing tools, presenter view, sharing information, new file formats, protecting and managing information, and more.

Microsoft Visio Introduction, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003/2007	FEB 18	MAR 18	FEB 8	APR 19

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

During this course you will learn how to create and format shapes, create flow charts, create organization charts, and create a floor plan.

Microsoft Visio Intermediate, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003/2007	MAR 25	MAY 25	APR 22	MAY 12

Course Prerequisite: Understanding of Visio Introduction topics.

Topics include: customizing Visio, using the drawing tools, custom shapes, advanced stencil techniques, creating templates, styles, and layers, and sharing files with other programs.

Adobe Acrobat Introduction, 1 Day **(\$275. or 1 Ticket)****TORONTO**
FEB 4**NORTH YORK**
MAR 9**MISSISSAUGA**
FEB 24**NEWMARKET**
APR 6

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse. You should also be using one or more other programs, such as Word or Excel.

This course looks at creating PDF files using Acrobat. Topics covered: creating PDF files, modifying PDF files (headers, footers, bookmarks, links), performing searches, working with multiple PDF documents, and reviewing documents.

Adobe InDesign Introduction, 2 Days **(\$825. or 3 Tickets)****NORTH YORK**
FEB 3/4

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

This course looks at the InDesign environment, basic documents, master pages, importing and threading text, colours, swatches, and gradients, formatting type, graphics and layout, transparency, using tables, preparing for handoff to a service provider, and creating acrobat PDF files.

Microsoft Publisher Introduction, 2 Days **(\$825. or 3 Tickets)****NORTH YORK**
PLEASE CALL

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

Topics include: document wizards, adding and importing text, formatting text, importing and placing graphics, working in columns, using designs, creating tables, drawing tools, guides & rulers, page types and page formatting.

Adobe Illustrator Introduction, 2 Days **(\$825. or 3 Tickets)****NORTH YORK**
FEB 24/25

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

During this course you will learn how to create drawings using Illustrator. Topics include: the Illustrator environment, working with paths, working with objects, fill and stroke attributes, layers, working with type, and creating output.

Adobe Illustrator Intermediate, 2 Days **(\$825. or 3 Tickets)****NORTH YORK**
APR 7/8

Course Prerequisite: Understanding of Illustrator Introduction topics.

This course looks at advanced drawing tools, advanced path editing, gradients and blends, transforming, compound paths and shapes, raster images and filters, live effects and appearance, and masking.

Adobe Photoshop Introduction, 2 Days **(\$825. or 3 Tickets)****NORTH YORK**
MAR 24/25

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

Topics include: Photoshop's environment, resolution issues, sizing images & cropping, selecting image areas, layers, blending and compositing, image colour modes, colour and painting tools, text, layer effects and filters, adjusting colour and tone of images, saving completed images.

Adobe Photoshop Intermediate, 2 Days **(\$825. or 3 Tickets)****NORTH YORK**
MAY 12/13

Course Prerequisite: Understanding of Photoshop Introduction topics.

This course looks at masking and layers, vector paths, swatches, gradients and patterns, layer types and styles, and advanced masking. If time permits, additional colour correction and some tips & tricks will be covered.



WEB DESIGN

Adobe Dreamweaver Introduction, 2 Days **(\$825. or 3 Tickets)**

NORTH YORK

APR 19/20

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse. Recommended: Working knowledge of one or more other programs, such as Word or Excel.

This course looks at planning and creating a web site in Dreamweaver. Topics include: creating a web site, adding pages, working with text and images, creating tables, adding links, and managing and uploading the web site.

Adobe Dreamweaver Intermediate, 2 Days **(\$825. or 3 Tickets)**

NORTH YORK

MAY 20/21

Course Prerequisite: Understanding of Dreamweaver Introduction topics.

This course looks at some of the more advanced features in Dreamweaver, as well as creating a database-driven site. Topics include: basic use of Access databases and tables, basic HTML, and in Dreamweaver: creating forms, rollovers and navigation bars, styles, layers, working with recordsets, creating detail, search, and results pages, dynamic form and HTML elements, inserting, editing and deleting database records.

Adobe Flash Introduction, 2 Days **(\$825. or 3 Tickets)**

NORTH YORK

MAR 4/5

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

During this course you will create Web pages or Web page components that contain text, graphics, and animation. Topics include: exploring Adobe Flash, working with graphics, adding text to a movie, adding animations to a movie, adding interactivity with buttons, creating interactive movies, adding media to a movie, and publishing documents.

Microsoft FrontPage Introduction, 2 Days **(\$825. or 3 Tickets)**

VERSION

2003

NORTH YORK

MAY 4/5

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse. Recommended: Working knowledge of one or more other programs, such as Word or Excel.

This course looks at designing and creating a website. Topics include: adding pages, adding text, creating tables, adding graphics and animations, adding hyperlinks, creating forms, creating a frame page, navigations bars, styles, special effects (hover buttons, banners, marquee, etc.), and themes.

PROJECT MANAGEMENT

Microsoft Project Introduction, 2 Days **(\$825. or 3 Tickets)**

VERSION

2003/2007

TORONTO

MAY 6/7

NORTH YORK

APR 8/9

MISSISSAUGA

MAR 3/4

NEWMARKET

FEB 10/11

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse and familiarity with Project Management concepts.

Topics include overview of project management, managing resources & tasks, managing calendars & task linkages, project costs & printing, formatting project plans, and tracking project plans.

Microsoft Project Intermediate, 2 Days **(\$825. or 3 Tickets)**

VERSION

2003/2007

NORTH YORK

MAY 17/18

Course Prerequisite: Understanding of Project Introduction topics.

This course continues from the previous level and demonstrates some of the advanced functions you can use with projects. Topics include: web functions and sharing data, multi-project management, cost management and tracking results, and resource and task management.

Microsoft Outlook Introduction, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	FEB 23	MAR 3	FEB 25	MAR 17
2007		MAR 2	MAR 5	

Course Prerequisite: Knowledge of basic Windows use and ability to use keyboard and mouse.

This course is designed for people who are currently using Outlook at a basic level, or are new to Outlook. We start from the beginning and look at these topics: overview and screen appearance, using email (sending, receiving, replying, forwarding, etc., introduction to the calendar, introduction to contacts, using tasks, using notes and using find to perform searches.

Microsoft Outlook Intermediate, 1 Day (\$275. or 1 Ticket)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	MAR 26	APR 21	APR 28	APR 29
2007		APR 27	MAY 11	

Course Prerequisite: Participants should be familiar with Outlook Introduction topics.

In this beyond the basics course we look at advanced email options (voting, receipts, junk email, tracking, hyperlinks, stationery, etc.), advanced calendar options (inviting, sharing calendars, etc.), advanced contacts (distribution lists, finding, mail merge, backup, exporting), the journal, setting rules & alerts, and customizing Outlook settings.

Microsoft Outlook Upgrade to Version 2007, 1 Day (\$275. or 1 Ticket)

NORTH YORK	NEWMARKET
MAY 31	MAR 22

Course Prerequisite: This course is not intended for beginners. An Intermediate or better knowledge of Outlook (97, 2000, 2002 XP, or 2003) is essential.

Outlook 2007 has been significantly improved. We'll take you through these changes, such as the new user-interface, instant search, the to-do bar, new calendar sharing capabilities, integration of InfoPath 2007, Outlook e-mail postmark, junk e-mail filter/phishing protection, using contextual spelling and more.

BLACKBERRY

BlackBerry User-Training Introduction, 1 Day (\$275. or 1 Ticket)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
MAY 4	FEB 3	FEB 26	MAR 24

Course Prerequisite: Participants must bring their own BlackBerry and cable to connect to USB port of computer.

During this course you will learn how to maximize your efficiency as a BlackBerry end-user. Topics include: time-saving shortcuts for phone, email messages, calendar, and general tips, customizing settings, backing up data, synchronizing with Microsoft Outlook, saving keystrokes with AutoText, using BlackBerry Messenger to PIN other users, using the MemoPad, working with Maps, setting and using Profiles, and using the Search feature. Course Prerequisite: Participants must bring their own BlackBerry and cable to connect to USB port of computer.

GETTING STARTED

Keyboarding Skills, 1 Day (\$275. or 1 Ticket)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
FEB 26	MAY 28	MAR 16	APR 1

Course Prerequisite: None.

This course is designed for "hunt and peck" computer users who would like to improve their typing skills. Topics include: the keys, shift, capitalization, punctuation, numbers, the number keypad, speed and accuracy, and speed drills.

Introduction to Computers, 1 Day (\$275. or 1 Ticket)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
APR 12	APR 23	MAR 8	FEB 2

Course Prerequisite: None.

This course is designed for people who have no computer experience. Topics include: the keyboard, computer components (hard drive, memory, monitors, cpu, etc.) an operating system (Windows), overview of the Internet (how to perform searches and navigate web sites), creating a hotmail account and sending email messages, and finally a brief discussion and look at application programs, such as Excel and Word. After taking this course, you're ready to learn a software program, such as Word or Excel.

SOFTSKILLS SEMINARS

CAREER DEVELOPMENT

Building Self Esteem and Assertiveness Skills, 1 Day

(\$425. or 2 Tickets)

NORTH YORK • FEB 5

Building your self-esteem is essential for confidence and success, and it all begins with you. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. This one-day workshop will teach participants how to: Grow in the conviction that they are competent and worthy of happiness; Make a positive first impression; Turn negative thoughts into positive thoughts; Make requests so that you get what you want; Find ways of connecting with people.

Business Etiquette: Gaining That Extra Edge, 1 Day

(\$425. or 2 Tickets)

NORTH YORK • MAR 10

Fear of embarrassment from doing or saying the wrong thing is one of the most common sources of stress in a business or professional setting. Many people have had some awkward moments where they aren't sure which fork to use or which side plate is theirs, or they have had to make small talk with some VIP and been lost for words. However, what can be even more damaging to a person's career are those things they aren't aware of, the social gaffes they aren't even aware of making, such as e-mail and telephone etiquette. This one-day workshop will teach participants: the elements of a good handshake, how to manage business cards, professional telephone etiquette tips on remembering names, ways to make a good first impression, the basics of dining etiquette, and how to communicate properly and politely.

Customer Service: Critical Elements of Customer Service, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • MAY 13/14

All of us serve customers, whether it's an external customer purchasing your product, or an internal customer like your supervisor. Being able to offer excellent customer service is a crucial component to anyone's career. This two-day workshop will teach participants how to: recognize that service delivery is an individual response value, understand how an individual's behavior impacts the behavior of others, develop more confidence and skill as a problem-solver, and communicate more assertively and effectively, make customer service a team approach.

Dealing with Difficult People, 1 Day

(\$425. or 2 Tickets)

NORTH YORK • FEB 11

MISSISSAUGA • APR 9

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

Great advice for those who work by themselves at home: it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy. During this one-day workshop, you will learn: how your attitudes and actions impact others, new and effective techniques for dealing with difficult people, coping strategies for dealing with difficult people and difficult situations, how to identify times when you have the right to walk away from a difficult situation, and techniques for managing and dealing with anger.

Public Speaking & Presenting, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • FEB 22/23

A great presenter has two unique qualities: appropriate skills and personal confidence. This confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, participants will master the skills that will make them a better speaker and presenter.

This workshop will teach participants how to gain a rapport with your audience, reduce nervousness and fear, recognize how visual aids can create impact and attention, create a professional presence, and prepare and organize information in different ways.

Essential Communication Skills, 2 Days

(\$825. or 4 Tickets)

TORONTO • MAY 10/11

NORTH YORK • MAR 22/23

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this workshop is to help participants understand the impact their communication skills have on other people, and how improving these skills can make it easier for them to get along in the workplace.

Professional Business Writing Skills, 2 Days

(\$825. or 4 Tickets)

TORONTO • APR 19/20

NEWMARKET • FEB 16/17

We all know what good writing is. It's the novel we can't put down, the poem we never forgot, and the speech that changed the way we look at the world. Good writing is the memo that gets action, the letter that says what a phone call can't.

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. This two-day workshop will teach participants how to use the five C's of writing, ensure their writing meets basic grammatical standards, differentiate between the active and passive voice, and write business letters, reports, memos, and e-mails.

Skills for the Administrative Assistant, 2 Days**(\$825. or 4 Tickets)****NORTH YORK • FEB 25/26**

We all want some measure of success in life. However, our work should not be a burden to us, and our offices shouldn't be battlefields. We are human beings working with other human beings, so this workshop is about working to the best of your abilities, and encouraging the best in those who work with you or for you.

This workshop will help participants: understand the importance of professional presence on the job, learn how to self-manage to become more effective and efficient, improve their communications skills, including listening, questioning, and being more assertive, and increase their effectiveness in recognizing and managing conflict, and dealing with difficult people.

Time Management:**Get Organized for Peak Performance, 1 Day****(\$425. or 2 Tickets)****TORONTO • FEB 5 NEWMARKET • APR 23**

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. In this one-day workshop, participants will learn how to make the most of their time by getting a grip on their office space, organizing their workflow, learning how to use their planner effectively, and delegating some of their work to other people. Specific learning objectives include: better organize yourself and your workspace for peak efficiency, understand the importance of, and the most useful techniques for, setting and achieving goals, identify the right things to be doing and develop plans for doing them, learn what to delegate and how to delegate well, and take control of things that can derail workplace productivity.

Working Smarter:**Using Technology to your Advantage, 2 Days****(\$825. or 4 Tickets)****NEWMARKET • MAR 10/11**

Rudeness in the workplace is increasing to the level that universities are studying it. Everyone is busy, everyone is stressed, and most people take it out on their colleagues at one time or another.

We've all been in a situation where we need to print something ASAP and someone has left the printer jammed, or we need coffee and the coffeepot is empty. Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets.

This two-day course will teach participants how to make the most of technology, including how to: make their workplace a technology-friendly place, make the most of computers, telephones, instant messaging, e-mail, contact management applications, and scheduling software, communicate better with the IT department, make the best software and training choices, set expectations and responsibilities for security and privacy, develop and implement a system usage policy, make telecommuting work, deal with workplace rage, and address technological issues.

SUPERVISORS & MANAGERS**Coaching: A Leadership Skill, 1 Day****(\$425. or 2 Tickets)****TORONTO • MAR 24**

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees.

This one-day workshop will teach participants how to: use coaching to develop their team, develop the coaching skills that help improve individual performance, demonstrate the behaviors and practices of an effective coach, recognize employees' strengths and give them the feedback they need to succeed, and identify employee problems and ways you can help to correct them

Delegation: The Art of Delegating Effectively, 1 Day**(\$425. or 2 Tickets)****NORTH YORK • FEB 19**

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization. This one-day workshop will explore many of the facets of delegation, including when to delegate and who to delegate to. We will also go through the delegation process step by step to see where the pitfalls lie and what we can do about getting around them.

This course will teach participants how to: Clearly identify how delegation fits into their job and how it can make them more successful; Identify different ways of delegating tasks; Use an eight-step process for effective delegation; Give better instructions for better delegation results; Ask better questions and listen more effectively; Recognize common delegation pitfalls and how to avoid them; Test their delegation skills.

Human Resources Training:**HR for the Non-HR Manager, 2 Days****(\$825. or 4 Tickets)****NORTH YORK • MAY 27/28**

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, sit in on interviews, or take responsibility for discipline.

This two-day workshop will teach those managers some human resource concepts, including: the latest trends in the human resource field and the changing role of the human resource professional, how to write job specifications and identify core competencies, methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques, how to get employees off to a good start, how to deal with compensation and benefits, how to maintain healthy employee relations, and how to make performance appraisals a cooperative process.



Entry Level Managers: The ABC's of Supervising Others, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • MAR 29/30

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are lead hands or part-time supervisors without a great deal of authority.

This workshop is designed to help participants overcome many of the supervisory problems they will encounter in their first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

Specific objectives of this workshop include: clarify roles and responsibilities of the new job, adjust to the new role with confidence and an assurance you can handle the position, develop skills in listening, asking questions, resolving conflict, and giving feedback to employees, develop a technique for giving employees instructions that are clear and understood, identify techniques to deal with employee challenges, such as hostility, complaints, and laziness, and understand the importance of developing good relationships with employees and peers.

Team Building: Developing High Performance Teams, 2 Days

(\$825. or 4 Tickets)

TORONTO • FEB 8/9

The difference between a high-performance team and an average team is enormous. Average teams often struggle just to get through a meeting or to get a policy drafted. High performance teams work well together to maximize energy, resources, and creativity, resulting in amazing things.

This two-day workshop will teach participants how to build a high performance team, including how to: Identify different types of teams; Build teamwork by recognizing and tapping into the twelve characteristics of an effective team; Promote trust and rapport by exploring their team player style and how it impacts group dynamics; Recognize the key elements that move a team from involvement to empowerment and how to give these elements to their team; Develop strategies for dealing with team conflict and common situations; Use action planning and analysis tools to help their team perform better.

Negotiating for Results, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • MAR 24/25

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. This two-day workshop will give participants confidence when negotiating with both internal and external clients. This interactive workshop also includes techniques to promote effective communications and to turn face-to-face confrontation into side-by-side problem solving.

This workshop will teach participants: the benefits of good negotiation skills, the importance of preparing for the negotiation process, regardless of the circumstances, various negotiation styles and their advantages and disadvantages, strategies for dealing with tough or unfair tactics, how to develop alternatives and recognize options, and basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

Motivation Training: Motivating Your Workforce, 1 Day

(\$425. or 2 Tickets)

NORTH YORK • MAR 26

It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

This workshop will teach participants: what motivation is, common motivational theories and how to apply them, about the carrot, the whip, and the plant, how fear and desire affect employee motivation, ways to create a motivational climate and design a motivating job.

HUMAN RESOURCES

Anger Management: Understanding Anger - Yours and Others, 1 Day

(\$425. or 2 Tickets)

NORTH YORK • APR 1

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome.

This workshop will teach participants how to: recognize how anger affects your body, your mind, and your behavior, use the five-step method to break old patterns and replace them with a model for assertive anger, control their emotions when faced with other peoples' anger, and identify ways to help other people safely manage some of their repressed or expressed anger.

Conducting Effective Performance Reviews, 2 Days

(\$825. or 4 Tickets)

TORONTO • FEB 16/17

Performance reviews are an essential component of employee development. Someone once said, "If you always do what you've always done, you'll always get what you've always got." And, remember what the German philosopher Goethe said: "Treat people as if they were what they ought to be and you help them become what they are capable of being."

Setting goals and objectives to aim for will give supervisors and employees a unified focus and targets to aim for. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop.

This two-day workshop will teach participants all these activities, including: The importance of having a performance review process for employees; How to work with employees to set performance standards and goals; Skills in giving feedback, listening, and asking questions; A proven interview process; How to make the performance review legally defensible.

Conflict Resolution: Getting Along in the Workplace, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • MAY 20/21

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a hockey game. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict.

That's the first thing to learn about conflict. It isn't wrong or bad; it's just part of being a person in contact with other people. The only people who don't experience conflict are hermits.

During this two-day workshop, participants will learn some other things about conflict, including: what conflict is and how it can escalate, the five most common conflict resolution styles, how to increase positive information flow through non-verbal and verbal communication skills, some effective techniques for intervention, how to strengthen staff trust and morale, and how to be more confident of their ability to manage conflicts.

Performance Management: Managing Employee Performance, 1 Day

(\$425. or 2 Tickets)

NORTH YORK • MAY 10

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best?

This one-day workshop will teach participants some ways of achieving those tasks, including: tools to help employees set and achieve goals, a three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills, motivational tools and techniques, coaching methods and skills.

Stress Management, 1 Day

(\$425. or 2 Tickets)

TORONTO • MAY 3

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

Specific learning objectives include: understand that stress is a positive, unavoidable part of everybody's life, recognize the symptoms that tell you when you have chronic stress overload, identify those situations in your life that cause you the greatest stress, identify those actions which add to your stress, change the situations and actions that can be changed, deal better with situations and actions that can't be changed, and create an action plan for work, home, and play to help reduce and manage stress.

ACCOUNTING & FINANCE

Bookkeeping and Accounting, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • FEB 1/2

This is a comprehensive workshop for anyone who comes into contact with the day-to-day functions of the company's books and financial routines. Topics include: purpose of bookkeeping, accounting cycle, the fundamental accounting equation, accounting principles and concepts, double entry bookkeeping (debits and credits), accounts, the journal, general ledger, trial balance, journal entries, adjusting entries, summary journals, control accounts and subsidiary ledgers, balance sheet and income statement, year-end considerations, purpose of financial accounting, financial statements, preparing for year-end, budgets and planning, cash budget, capital budget, and accounting department benchmarks.

Finance for the Nonfinancial Manager, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • FEB 8/9

This two-day seminar is an extraordinary opportunity for corporate managers to delve into the world of corporate finance and understand the financial decision making processes. What you can expect from this course: You will learn to understand how corporate decisions are made which affect the organization at every level!; we will perform in-depth Financial Statement Analysis giving you a thorough understanding of "the numbers"; You will learn how & why the "numbers" can look a lot different when presented to a banker vs. the tax man!; We will show you how "the numbers" are used to determine the health of the organization; We will give you a glimpse of how and why seemingly healthy organizations rarely show a profit!; You will do "the numbers" - ROI; ROE; ROA; Current Ratio; Quick Ratio; EBIT and More!; We will perform Budget Analysis and justify it against the Corporate Financial Statement; You will learn how budgets are judged and (dis)approved at "the top" based on "the books".

TRAIN-THE-TRAINER

The Practical Trainer, 2 Days

(\$825. or 4 Tickets)

NORTH YORK • APR 6/7

Few children decide they want to grow up to be trainers. Even fewer know what a trainer is. And most people who call themselves trainers today probably didn't start out to be trainers. Trainers evolve. They are usually recruited from other professions or positions, like teaching, writing, researching, or managing. One thing is clear: more and more people are becoming trainers, either by choice or because their other job demands it. Often they are thrust into a difficult situation without much understanding of what training is or how to do it well.

This two-day workshop will teach participants how to: recognize the importance of considering the participants and their training needs, including different learning styles and adult learning principles, write objectives and evaluate whether these objectives have been met at the end of a training session, and develop an effective training style using appropriate training aids and techniques.



Registration Form

To register for a course, please fax this registration form to us at (416) 494-9952. If you prefer, you can register by phone or on-line. Call us at (416) 494-4912, or visit our web site at www.computer-help.ca

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ADDRESS _____

YOUR NAME _____

YOUR PHONE NO. & EXT. _____

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PHONE & EXT. _____

EMAIL ADDRESS _____

COURSE NAME & LEVEL _____

COURSE DATE _____

YOUR VERSION NUMBER OF PROGRAM (e.g. 2003) _____

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