



COMPUTER COURSES

SOFTSKILLS SEMINARS

**JUNE, JULY, AUGUST
& SEPTEMBER 2009**

TORONTO

(Toronto Eaton Centre)

NORTH YORK

(Hwy 401 & Hwy 404/DVP)

MISSISSAUGA

(Dixie Rd. & Hwy. 401)

NEWMARKET

(Yonge St. & Mulock Dr.)

REGISTRATION &

ADMINISTRATION

P.O. Box 241

Newmarket ON L3Y 4X1

**Computer
Help**

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Spreadsheet

MICROSOFT EXCEL

INTRODUCTION, 1 DAY (\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 3	JUN 1	JUN 2	JUN 8
	JUL 8	JUL 6	JUL 7	JUL 10
	AUG 10	AUG 7	AUG 5	AUG 6
	SEP 3	SEP 1	SEP 2	SEP 4
2007	JUN 4	JUL 8	JUN 10	JUL 9
	AUG 11	SEP 8	AUG 4	SEP 11

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.

INTERMEDIATE LEVEL I, 1 DAY (\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 8	JUN 9	JUN 15	JUN 12
	JUL 13	JUL 15	JUL 14	JUL 17
	AUG 13	AUG 17	AUG 10	AUG 12
	SEP 8	SEP 11	SEP 10	SEP 14
2007	JUL 10	JUL 20	JUN 19	AUG 14
			AUG 24	

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.

FORMULAS, 1 DAY (\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 12	JUN 15	JUN 16	JUN 19
	JUL 16	JUL 21	JUL 20	JUL 24
	AUG 12	AUG 20	AUG 25	AUG 18
	SEP 14	SEP 15	SEP 17	SEP 18
2007	JUL 17	JUL 27	AUG 26	AUG 19

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.

INTERMEDIATE LEVEL II, 1 DAY (\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 18	JUN 24	JUN 22	JUN 25
	JUL 20	JUL 24	JUL 23	JUL 22
	AUG 24	AUG 19	AUG 21	AUG 27
	SEP 16	SEP 18	SEP 23	SEP 21
2007	AUG 25	AUG 18	JUL 21	SEP 22

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

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

FUNCTIONS, 1 DAY (\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUL 23	JUN 23	JUL 29	JUL 27
	SEP 17	AUG 26	SEP 18	
2007	JUL 24	AUG 24	SEP 9	SEP 16

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.

ADVANCED LEVEL I, 1 DAY (\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUL 30	JUN 22	JUL 22	JUN 24
	SEP 25	AUG 25	SEP 24	AUG 28
2007	JUL 31	AUG 27	JUL 24	SEP 28

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 indepth 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.

ADVANCED LEVEL II, 1 DAY (\$ 275. OR 1 TICKET)



VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	AUG 26	JUL 27	JUL 15	SEP 25
2007		AUG 31	SEP 28	

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.

MACROS & VBA LEVEL I, 3 DAYS (\$ 825. OR 3 TICKETS)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003/2007	JUL 27/28/29	JUN 10/11/12	SEP 14/15/16	AUG 24/25/26

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.

Spreadsheet

MICROSOFT EXCEL

MACROS & VBA LEVEL II, 3 DAYS

(\$ 825. OR 3 TICKETS)

TORONTO
AUG 17/18/19

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.

MACROS & VBA LEVEL III, 3 DAYS

(\$ 825. OR 3 TICKETS)

TORONTO
SEP 21/22/23

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.

UPGRADE TO VERSION 2007, 1 DAY

(\$ 275. OR 1 TICKET)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
JUL 2	AUG 28	JUN 23	SEP 24

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

MICROSOFT ACCESS

INTRODUCTION, 2 DAYS

(\$ 550. OR 2 TICKETS)

VERSIONS	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUL 6/7 SEP 1/2	JUL 9/10 SEP 8/9	JUN 8/9 AUG 13/14	JUN 4/5 AUG 10/11
2007		JUL 13/14	SEP 3/4	

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.

INTERMEDIATE LEVEL I, 3 DAYS

(\$ 825. OR 3 TICKETS)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 15/16/17	JUL 20/21/22	AUG 17/18/19	SEP 8/9/10
2007		AUG 12/13/14		

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.)

INTERMEDIATE LEVEL II, 2 DAYS

(\$ 550. OR 2 TICKETS)

VERSION	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUL 30/31	SEP 21/22	JUN 22/23
2007	SEP 14/15		

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.

QUERIES, 2 DAYS

(\$ 550. OR 2 TICKETS)

VERSION	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	AUG 24/25	JUL 27/28	JUN 29/30

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.

ADVANCED, 3 DAYS

(\$ 825. OR 3 TICKETS)

VERSION	NORTH YORK
2003	JUN 24/25/26

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.

Database

MICROSOFT ACCESS

VBA PROGRAMMING, LEVEL I, 3 DAYS

(\$ 825. OR 3 TICKETS)

VERSION	NORTH YORK
2003	JUL 13/14/15

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

VBA PROGRAMMING, LEVEL II, 3 DAYS

(\$ 1100. OR 4 TICKETS)

VERSION	NORTH YORK
2003	SEP 23/24/25

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.

UPGRADE TO VERSION 2007, 1 DAY

(\$ 275. OR 1 TICKET)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
JUN 19	AUG 6	AUG 31	JUL 6

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.

CRYSTAL REPORTS

INTRODUCTION, 2 DAYS

(\$ 825. OR 3 TICKETS)

VERSION	NORTH YORK
XI/2008	JUN 4/5, JUL 16/17 AUG 10/11, SEP 9/10

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.

INTERMEDIATE, 2 DAYS

(\$ 825. OR 3 TICKETS)

VERSION	NORTH YORK
XI/2008	JUN 29/30, SEP 28/29

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.

Word Processing

MICROSOFT WORD

INTRODUCTION, 1 DAY

(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 2	JUL 7	JUN 5	JUL 13
2007		JUN 25	JUN 4	

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.

INTERMEDIATE LEVEL I, 1 DAY

(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUL 14	AUG 17	JUN 29	JUL 20
2007		JUL 29	JUL 10	

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.

INTERMEDIATE LEVEL II, 1 DAY

(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	AUG 14	AUG 27	JUL 30	JUL 29
2007		AUG 7	JUL 31	

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.

TABLES & MERGE, 1 DAY

(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	AUG 27	SEP 4	AUG 28	AUG 7
2007		AUG 28	AUG 12	

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, autofomat, 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.

Word Processing

MICROSOFT WORD

ADVANCED, 1 DAY
(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	SEP 15	SEP 21	SEP 11	AUG 21
2007		SEP 16		SEP 3

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.

UPGRADE TO VERSION 2007, 1 DAY
(\$ 275. OR 1 TICKET)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
JUN 30	JUL 31	SEP 29	JUL 7

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.

BlackBerry

BLACKBERRY USER-TRAINING

INTRODUCTION, 1 DAY
(\$ 275. OR 1 TICKET)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
SEP 24	JUL 30	JUN 12	JUN 2

During this course you will learn how to maximize your efficiency as a BlackBerry end-user. Topics include: time-saving short-cuts 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.

Accounting

QUICKBOOKS PRO

INTRODUCTION, 3 DAYS
(\$ 825. OR 3 TICKETS)

NORTH YORK
JUN 17/18/19

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.

Graphics, Design & Presentation

MICROSOFT POWERPOINT

INTRODUCTION, 1 DAY
(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 1	JUN 3	JUL 3	JUL 8
	AUG 6	AUG 14	SEP 1	SEP 2
2007	JUN 9	JUN 12	JUL 2	JUL 14

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.

INTERMEDIATE, 1 DAY
(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	JUN 22	JUN 26	JUL 13	JUL 16
	AUG 28	SEP 2	SEP 8	SEP 15
2007	JUL 9	AUG 4	JUN 30	JUL 28

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.

ADVANCED, 1 DAY
(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003	SEP 4	SEP 14	AUG 27	AUG 13
		AUG 31	AUG 11	

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.

UPGRADE TO VERSION 2007, 1 DAY
(\$ 275. OR 1 TICKET)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
AUG 31	JUL 3	JUN 17	SEP 29

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

Topics include: 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, and more.

MICROSOFT VISIO

INTRODUCTION, 1 DAY
(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003/2007	JUN 11	JUL 28	JUL 6	AUG 17

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

INTERMEDIATE, 1 DAY
(\$ 275. OR 1 TICKET)

VERSION	TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
2003/2007	AUG 5	AUG 21	SEP 25	SEP 1

Course Prerequisite: Visio Introduction topics.

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

Graphics, Design & Presentation

ADOBE ACROBAT

INTRODUCTION, 1 DAY
(\$ 275. OR 1 TICKET)

TORONTO	NORTH YORK	MISSISSAUGA	NEWMARKET
JUN 29	AUG 26	JUL 8	AUG 4

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
JUN 22/23

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
JUN 8/9

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
JUN 10/11

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.

INTERMEDIATE, 2 DAYS
(\$ 825. OR 3 TICKETS)

NORTH YORK
JUL 22/23

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
AUG 12/13

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.

INTERMEDIATE, 2 DAYS
(\$ 825. OR 3 TICKETS)

NORTH YORK
SEP 23/24

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
AUG 20/21

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.

INTERMEDIATE, 2 DAYS
(\$ 825. OR 3 TICKETS)

NORTH YORK
SEP 16/17

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, & results pages, dynamic form & HTML elements, inserting, editing and deleting database records.

Web Design

ADOBE FLASH

INTRODUCTION, 2 DAYS

(\$ 825. OR 3 TICKETS)

NORTH YORK
JUL 9/10

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 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 NORTH YORK
2003 JUL 23/24

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, marquees, etc.), and themes.

Getting Started

KEYBOARDING SKILLS

INTRODUCTION, 1 DAY

(\$ 275. OR 1 TICKET)

TORONTO NORTH YORK MISSISSAUGA NEWMARKET
AUG 7 JUN 17 JUN 1 JUL 21

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

INTRODUCTION, 1 DAY

(\$ 275. OR 1 TICKET)

TORONTO NORTH YORK MISSISSAUGA NEWMARKET
JUL 15 JUN 16 JUN 25 JUL 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.

Email

MICROSOFT OUTLOOK

INTRODUCTION, 1 DAY

(\$ 275. OR 1 TICKET)

VERSIONS TORONTO NORTH YORK MISSISSAUGA NEWMARKET
2003 JUL 3 AUG 5 JUN 3 JUL 15
2007 SEP 3 JUL 9

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.



INTERMEDIATE, 1 DAY

(\$ 275. OR 1 TICKET)

VERSIONS TORONTO NORTH YORK MISSISSAUGA NEWMARKET
2003 AUG 4 SEP 22 JUN 24 AUG 31
2007 SEP 25 AUG 20

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.

UPGRADE TO VERSION 2007, 1 DAY

(\$ 275. OR 1 TICKET)

TORONTO NORTH YORK MISSISSAUGA NEWMARKET
SEP 18 AUG 6 JUN 18 JUN 1

Course Prerequisite: 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.

Project Management

MICROSOFT PROJECT

INTRODUCTION, 2 DAYS

(\$ 825. OR 3 TICKETS)

VERSION TORONTO NORTH YORK MISSISSAUGA NEWMARKET
2003/2007 SEP 10/11 AUG 10/11 JUL 16/17 JUN 15/16

Course Prerequisite: Knowledge of basic Windows use, 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.

INTERMEDIATE, 2 DAYS

(\$ 825. OR 3 TICKETS)

VERSION NORTH YORK
2003/2007 SEP 28/29

Course Prerequisite: Project Introduction.

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. entries, running reports and updating quickbooks.

Career Development

BUILDING SELF ESTEEM AND ASSERTIVENESS SKILLS

1 DAY , \$ 425. OR 2 TICKETS

NORTH YORK

JUN 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

JUL 2

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
- How to communicate properly and politely

CUSTOMER SERVICE: CRITICAL ELEMENTS OF CUSTOMER SERVICE

2 DAYS , \$ 825. OR 4 TICKETS

NORTH YORK

SEP 10/11

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
- Communicate more assertively and effectively
- Make customer service a team approach

DEALING WITH DIFFICULT PEOPLE

1 DAY , \$ 425. OR 2 TICKETS

MISSISSAUGA NEWMARKET

JUN 11

JUL 30

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
- Techniques for managing and dealing with anger

EFFECTIVE PRESENTATION SKILLS

2 DAYS , \$ 825. OR 4 TICKETS

NORTH YORK

JUN 15/16

Communication and presentation are fundamental elements of success in the business world, making the development and fine-tuning of these skills crucial and often critical. This 2-day action packed workshop will teach you how to create and deliver highly dynamic and vibrant presentations to a variety of audiences using simple and effective presentation techniques. Your presentation skills will significantly improve as the course will cater to your individual needs as well as group dynamics. Learn how to become an effective presenter, exceptional communicator, and outstanding leader. (Course Prerequisite: Knowledge of PowerPoint Introduction topics.)

ESSENTIAL COMMUNICATION SKILLS

2 DAYS , \$ 825. OR 4 TICKETS

TORONTO NORTH YORK

SEP 28/29 JUN 29/30

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 NORTH YORK

AUG 20/21 MAY 28/29

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

AUG 18/19

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.
- 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 NEWMARKET

JUN 24

JUL 31

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.
- Take control of things that can derail workplace productivity.

WORKING SMARTER: USING TECHNOLOGY TO YOUR ADVANTAGE

2 DAYS , \$ 825. OR 4 TICKETS

NORTH YORK

AUG 4/5

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
- Address technological issues

Supervisors & Managers

COACHING: A LEADERSHIP SKILL

1 DAY , \$ 425. OR 2 TICKETS

TORONTO

JUN 23

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
- 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

SEP 3

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

MISSISSAUGA

AUG 6/7

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
- 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

JUN 18/19

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.
- Understand the importance of developing good relationships with employees and peers.

TEAM BUILDING: DEVELOPING HIGH PERFORMANCE TEAMS

2 DAYS , \$ 825. OR 4 TICKETS

NORTH YORK

JUL 6/7

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

TORONTO

JUL 21/22

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.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

MOTIVATION TRAINING: MOTIVATING YOUR WORKFORCE

1 DAY , \$ 425. OR 2 TICKETS

NORTH YORK

JUL 3

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

SEP 4

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
- 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

JUN 25/26

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

SEP 17/18

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
- How to be more confident of their ability to manage conflicts

PERFORMANCE MANAGEMENT: MANAGING EMPLOYEE PERFORMANCE

1 DAY , \$ 425. OR 2 TICKETS

NORTH YORK

SEP 1

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

NORTH YORK

SEP 2

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
- 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

JUN 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

JUL 28/29

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 indepth 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

JUL 16/17

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
- Develop an effective training style using appropriate training aids and techniques

ADVANCED SKILLS FOR THE PRACTICAL TRAINER

2 DAYS , \$ 825. OR 4 TICKETS

NORTH YORK

SEP 21/22

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy.

To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development, because we want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This two-day workshop is your start to that goal.

This workshop requires that participants have a good understanding of basic training principles taught in 'The Practical Trainer' course, including adult learning concepts, Kolb's learning cycle, training methods, and designing a learning sequence.

Objectives for this workshop include:

- Enhance your understanding of learning styles and how to accommodate all four learning styles in the classroom
- Understand the key principles of effective communication in a workshop setting
- Use a variety of training techniques to stimulate participation
- Develop a plan and prepare for an effective training session
- Understand the different levels of evaluation and when to use each
- Understand how and when to add fun and humor to your training session
- Identify advanced interventions for difficult situations
- Practice the skills needed for a team presentation

TO REGISTER FOR A COURSE

- CALL (416) 494-4912, OR
- FAX THE REGISTRATION FORM ON PAGE 15 TO (416) 494-9952, OR
- REGISTER ON-LINE AT www.Computer-Help.ca, OR
- REGISTER BY EMAIL TO: register@computer-help.ca

About Computer Help

Computer Help has been offering computer training to Canadian businesses since 1986. We've trained over 100,000 people in PC software programs. During those 23 years, we've become experts at designing and delivering courses that give our students a solid understanding of the software. Our relaxed and casual atmosphere, along with our professional Instructors maximizes learning for each participant. In 1992, we began providing programming services in Microsoft Access. Since then, we have developed databases for over 100 clients. 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.

Classrooms

- ✓ Four Locations (Toronto, North York, Mississauga, Newmarket)
- ✓ Hands-on, Instructor-led Courses
- ✓ One Computer Per Person
- ✓ Small Classes

Private Courses

Private training is offered at all of our Training Centres, or at your office. Private Courses are available in all the programs listed in this brochure. 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). For more information, call us at 416-494-4912.

Private Course Fees

Private course fees are a flat rate per day for up to 10 people. For groups over 10, an additional charge will apply (GST is extra).

Course Name	Your Office (per day)	Our Classroom (per day)
Acrobat, Act!, BlackBerry, Keyboarding, Quickbooks, Simply Accounting, Visio	\$ 1395.	\$ 1595.
Dreamweaver, Effective Presentations, Flash, Fireworks, Illustrator, InDesign, Photoshop, Project, Publisher, QuarkXPress, and all SoftSkills Seminars	\$ 1595.	\$ 1795.
Crystal Reports, SQL Server, Windows Server	\$ 1795.	\$ 1995.
All Other Courses	\$ 1095.	\$ 1295.

Buy Tickets & Save

Course fees per person are as indicated with each course. 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 any regularly scheduled course by any person you choose. The number of tickets required per person for a course is shown with each course. (GST is extra.)

Number of Tickets	Price 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.

Partial Client List

- | | |
|-----------------------------------|---|
| Bank of Montreal | McMaster University |
| Bell Canada | Min.of Community & SocialServices |
| Business Depot | Ministry of Finance |
| Canada Customs & Revenue | Ministry of Health |
| Canada Post | Ministry of Labour |
| Canadian Tire | Min. of TrainingColleges & Universities |
| CIBC | MTS Allstream |
| City of Hamilton | Provincial Government of Ontario |
| City of Toronto | Royal Bank |
| Compaq Canada | Region of York |
| Council of Ministers of Education | Sun Life |
| Davis+Henderson Intercheques | TD Canada Trust |
| Department of National Defence | Toronto District School Board |
| DeVry Institute of Technology | Toronto Star |
| Federal Express | Town of Newmarket |
| Girl Guides of Canada | University of Toronto |
| Honda of Canada | York Catholic District School Board |
| Hydro One | York Region District School Board |
| Liquor Control Board of Ontario | York Regional Police |
| Manulife Financial | York University-Faculty of Education |

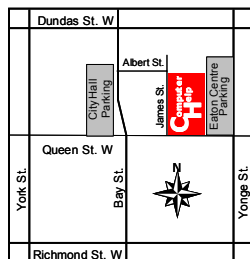
Training Centre Locations

Computer Help has 4 Training Centre Locations in the Toronto area. Each Centre is equipped with one PC person, a Windows Server 2003 network, and high-speed Internet access.

- 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.)



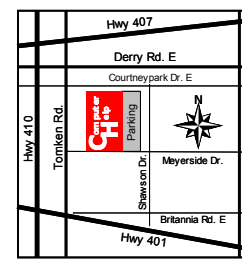
Newmarket Classroom



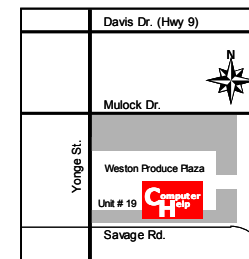
Toronto



North York



Mississauga



Newmarket

Directions

Location	Directions
Toronto	<p><u>By Car</u> Drive downtown to the Toronto Eaton Centre. The easiest place to park is the south end of the Eaton Centre Parking lot. (go as far south as possible). Take the parking elevator down to the lowest floor it will go. Walk to the south end. Daily parking rate is \$26.</p> <p><u>By TTC</u> Take the Yonge Subway line to the Queen St. stop. Exit into the Eaton Centre. Go to the top floor and walk to the south end.</p> <p><u>Getting into our Office</u> From within the Eaton Centre, walk to the far south end of the top retail level. The entrance doors to the lobby are between the Second Cup and the walkway to The Bay. We're on the 33rd floor (take the correct set of elevators).</p>
North York	<p><u>By Car</u> Take Sheppard Ave East to Settlers Road (Settlers Road is one set of lights west of Victoria Park Ave). Our building is located on the South/East corner of Sheppard Ave East and Settlers Road. It is a 12-storey concrete building, with a 'Union Energy' sign clearly displayed. There is a \$7.50 daily parking rate required upon arrival.</p> <p><u>By TTC</u> Take the Yonge subway line to Sheppard Ave, then transfer to the Sheppard Subway. Exit at Don Mills, then take the Sheppard Ave. East bus to Settlers Road (one bus stop before Victoria Park Ave.).</p> <p><u>Getting into our Office</u> The entrance to our building faces the parking lot. We are located on the 5th floor.</p>
Mississauga	<p><u>By Car</u> Take Hwy 407 or Hwy 401 to Dixie Road. Turn South off 407, or North off 401. Meyerside Drive is about half way between 407 and 401. You will see a Royal bank on the corner of Dixie Road and Meyerside Drive. Turn West on Meyerside. We are on the right side, just past Shawson Drive. There's a sign on the grass that says 'Restaurant Sandwich Shop'. We are located in Unit 10, right beside the Restaurant.</p> <p><u>Parking</u> Parking is available in front of our building, at no charge.</p>
Newmarket	<p><u>By Car</u> <i>From Hwy 400:</i> Take the Davis Drive exit (Hwy 9) and drive east to Bathurst. Turn South on Bathurst to Mulock Dr. Drive east on Mulock to Yonge St. From Yonge St. & Mulock Dr.: Drive South on Yonge St. to Savage Rd. Turn east on Savage Rd. and turn left into the Weston Produce/Amberwood Heights Plaza. <i>From Hwy 404/DVP:</i> Take Hwy 404/DVP North to Mulock Dr. Drive West on Mulock to Yonge Street. Turn South on Yonge Street, then turn East on Savage Rd (the first set of lights).</p> <p><u>Getting into our Office</u> We are located on the South side of the Plaza, next to Weight Watchers.</p>

Registration

To register for a course, call (416) 494-4912, or fax this registration form to us at (416) 494-9952. If you prefer, visit our web site at www.Computer-Help.ca to register on-line.

(Please Print)

Date _____

Payment Bill Me Later Visa Mastercard

Name _____

Cardholder Name _____ Signature _____

Company _____

Address _____

Card Number _____ Expiry _____

Your Name _____

Use Previously Purchased Tickets or

Your Phone & Ext _____

Order _____ Tickets Now (see page 13 for information)

Participant Name	Phone & Ext	Email Address	Course Name & Level	Course Date	Your Version	Location	Price or # Tickets

Please remit payment to our Head Office:

Computer Help
 P.O. Box 241
 Newmarket ON L3Y 4X1

Sub Total:	_____
GST (5%):	_____
TOTAL:	_____
GST # 12193 9672 RT0001	