

**E**ducating the workplace is Metro's business. Successful companies recognize the value of needs assessment, staff recognition, relevant training, measureable outcomes and performance coaching.

How do we differ from other corporate training institutions? Metro recognizes the value of intensive one and two day training sessions that minimize the time a valuable employee is out of the office or the field. Metro sessions get to the core of the relevant issues of management, supervision, and customer service, getting results that are observable and applicable. Our business sessions are case-study based, fact-filled, with a perfect blend of theoretical and practical information taught by engaging facilitators who understand business and know how to promote thoughtful discussion and invoke change.

Metro Continuing Education offers customized training solutions for your business in:

## Supervision/Management Skills & Training

A successful manager must possess the skills to effectively build and sustain their team and to achieve goals in a timely manner while managing costs. Metro will teach your employees the necessary skills to make them outstanding leaders: managing workplace politics, assertiveness training, time mastery, management coaching, supervision techniques and successful screening and interview methods.

## Administrative Professional Skills & Training

Your frontline staff is the first connection to your clients. They need to offer exemplary customer service, have excellent verbal and written communication skills, supervise other staff, take minutes and keep accurate detailed reports and records. Metro provides training in all of these areas to all levels of administrative and support staff.

## Team Building

Building a cohesive team is another of Metro's fortés. We provide coaching for success and a wide variety of half or full day stress less and energizing collaborative workshops. Choose from existing courses or have one tailored or customized to meet your specific needs.

## Marketing & Sales Strategies

Target your market with staff training in introductory marketing, approaching and closing sales, advertising through traditional methods or a media based approach and visual displays. Regardless of the economy, having staff who can market your business effectively is critical to remain vital and visible.

## Computer & Internet Training

Keeping pace with the ever changing world of technology is crucial in our global economy. Use our state of the art Microsoft Metro computer lab or let us come to your site and train staff in:

- Access
- Adobe Photoshop
- Dreamweaver
- Excel
- Jump-Start Simply Accounting
- PowerPoint
- Microsoft Project
- QuickBooks
- Simply Accounting
- Web Design & Layout
- Word



## Staff Incentives

Letting your staff know how much you appreciate them is important. Metro's Mind, Body & Soul, Passions & Pastimes, Cooking, Dance, Fitness & Sports classes are just a few affordable options to reward productivity and help keep your staff healthy and happy. Group discounts available.

**Call 780.917.8666/8668 for more information on Metro Corporate Training.**

**Workshops can be delivered at various Metro locations, via video conferencing or at your location of choice.**



EDMONTON PUBLIC SCHOOLS  
**metro** continuing education

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