

Custom & Corporate Training

Gain a competitive edge by investing in your greatest resource — your employees.

Educating the workplace is Metro's business. Rely on Metro's 100 years of continuing education experience, and the expertise of Metro's facilitators, to provide your employees with business skills for today's fast-paced, diverse global market.

All of Metro's **existing classroom courses** (as listed throughout this *Class Calendar*) can be customized to meet your training needs. Training subject areas include:

- Supervision & Management
- Administrative Professional Skills & Training
- Business Communications
- Computer Training
- Employee Wellness & Team-Building

If your organization requires **specialized training**, Metro also has the ability to build a custom workshop with session topics tailored to your organization's specific needs.

Metro's Custom & Corporate Training program is the perfect blend of theoretical and practical learning to provide your organization with effective results.

Workshops and sessions can be delivered at your location of choice, at a Metro location or via videoconferencing.

"Investment in human capital, that is, in education and skills training, is three times as important to economic growth as investment in physical capital, such as machinery and equipment."

— Statistics Canada

If you dream it, we can build it!

For more information and to discuss your company's business training needs, call our corporate training consultants:

Deanna Fitzmaurice, 780.917.8668
Christine Murphy, 780.917.8666

Supervision & Management

Managers must possess the right mix of skills to not only meet, but exceed, objectives while managing staff and the bottom line. Support your managers with advanced skill training to ensure they become outstanding leaders and mentors. Examples of Supervision & Management topics include:

- Building Cohesive Team Dynamics
- Coaching Conversations That Work
- Effective Meeting Skills
- Enhanced Executive Performance
- Leadership & Professionalism
- Supervision Essentials
- The Art of Negotiation

Administrative Professional Skills & Training

Your frontline staff is the first point of contact for current and potential clients. Make sure your team makes the right first impression and presents customers with a unified customer service experience. Examples of Administrative Professional Skills & Training topics include:

- Business Dress Code
- Customer Service: The Competitive Edge
- Dealing with Difficult People
- Minute Taking
- Time Management Mastery

Business Communications

Communication skills are essential for an effective workplace. Give every member of your staff the confidence to be a powerful writer, skilled listener and commanding communicator. Examples of Business Communications topics include:

- Assertiveness: Business Language That Works
- Effective Interpersonal Communication
- Effective Written Communication

Computer Training

A firm grasp of the latest desktop applications will improve your organization's productivity rates and overall efficiency. Examples of Computer Training topics include:

- Adobe (Lightroom, Photoshop and Premiere)
- Microsoft Office 2003/2007 (Excel, PowerPoint and Word)
- Microsoft Tips & Tricks 2007
- QuickBooks and Simply Accounting

Employee Wellness & Team-Building

Building a cohesive team is imperative for organizational success. Energize and inspire your team while enhancing your organization's retention rates and increasing work quality. Examples of Employee Wellness & Team-Building topics include:

- Capitalizing on Team Talent
- Nutrition on the Run
- The Importance of Humour at Work

