

Canada-Alberta Job Grant Bundles

The programs below qualify for the [Canada-Alberta Job Grant \(CAJG\)](#), which covers up to two-thirds of the tuition.

Tuition fee ranges from \$400/participant to \$2,000/ participant based upon the training program and number of employees attending the training.

1. Soft Skills Training

Hours of instruction: 21 hours

What skills lead to success in the workplace? Job- or task-specific skills are important—but having the right mindset and strong interpersonal skills is at least as critical. These “soft skills” help you work more productively and interact harmoniously with people both inside and outside your organization, including co-workers, management and customers. Useful for employees of all levels, soft skills training helps to build an efficient, respectful and collaborative culture.

Modules

- Leadership Skills
- Communication Skills
- Conflict Resolution
- Emotional Intelligence
- Time Management
- Work Ethics

2. Workplace Skills Training

Hours of instruction: 21 hours

Hone the administrative, interpersonal and communication skills that keep any workplace running smoothly. Learn to provide leadership in any role, handle difficult situations, and run efficient, productive and well-documented meetings.

Modules

Customize your training by choosing three of the following modules:

- Dealing With Difficult People
- Leadership & Professionalism for Administrative Pros
- Everyday Negotiation
- De-escalation Strategies & Techniques
- Effective Minute Taking
- Becoming a Leading Facilitator

3. Customer Service & Conflict Management Training

Hours of instruction: 21 hours

Whether you're dealing with customers or co-workers, the same best practices for communication apply. Learn to be effective and assertive in managing needs—and conflict—in the workplace. Topics will include what customer service is (and is not!), the science of influence, how to handle angry people and how to communicate in a way that makes others feel understood.

Modules

- Understanding Customer Service
- Assertiveness & Effective Communication
- Dealing With Conflict

4. Business Communication

Hours of instruction: 21 hours

Strong business communication skills are essential to both individual success and productive collaboration in the workplace. Boost your ability to communicate effectively, whether you're writing an executive summary or a text message, speaking one-on-one, delivering a formal presentation, emceeding an event or delivering a thank-you speech. Topics will include defining a clear purpose and message, tailoring communications to the situation and audience, providing constructive feedback, composing professional electronic communications, and presenting and speaking with confidence in public.

Modules

- Business Writing
- Verbal Communication
- Presentation Skills
- Public Speaking Skills

5. Management Skills for Supervisors

Hours of instruction: 21 hours

You've been promoted. Now what? This course provides basic tools to help you transition into the role of manager or supervisor. Develop the interpersonal and organizational skills you'll need in order to meet daily challenges. Learn to keep people engaged and motivated through coaching, counselling, mentoring and discipline. You'll leave with the confidence to make decisions, lead others, provide clear directions and effective feedback, delegate tasks and manage conflict.

Modules

- Skills, Characteristics & Responsibilities
- Decision Making
- Leadership & Engagement
- Delegating & Providing Direction
- Feedback & Discipline
- Managing Conflict & Change

6. Leadership Development Training

Hours of instruction: 21 hours

Not all skilled managers are naturally skilled leaders. While successful managers execute a strategic vision through rules, processes and tasks, leaders must actually create the vision itself. This requires a different skill set and mindset—which must be learned. Whether you’re an experienced leader looking for a refresher or are just making the leap into a leadership role, this course will give you inspiration and confidence. Learn about power and performance, trust and conflict, ways to build an authentic leadership style, and leadership strategies that have proven successful for centuries.

Modules

Customize your training by choosing three of the following modules:

- Basic Leadership Principles
- Building Powerful Teams
- Problem Solving & Decision Making
- Planning & Leading Change
- Innovation & Creativity

7. ESL in the Workplace

Hours of instruction: 21 hours

In today’s culturally diverse workforce, many employees require ESL training in order to carry out their responsibilities effectively. Recent research links English proficiency to job success, performance and progression. This course aims to build the language and essential skills you need to work in the food processing industry and other industries in Alberta.

Modules

- Workplace Safety
- Workplace Vocabulary
- Personal Protection Equipment
- Workplace Communication
- Workplace Document Use

8. Computer Training: Microsoft Applications & G Suite

Hours of instruction: 21 hours

Boost your productivity in the workplace with an introduction to essential computer skills and tools. Microsoft Office and Google G Suite offer a range of programs that are indispensable for working with documents, communicating and collaborating with colleagues, and handling bookkeeping and administration. In these hands-on courses, you'll learn all the basics and build confidence in a supportive environment. All computer courses comprise of 21 hours of instruction.

Courses:

- Computer Essentials: Scared Stiff
- Microsoft Office Level 1
- Microsoft Office Level 2
- Master Excel: Excel Level 1 & 2
- G Suite Training

Computer Essentials: Scared Stiff

Scared to turn on a computer? This absolute beginner's course will teach you the basics, from logging on and using mouse controls and desktop toolbars to managing and searching for files and folders. Discover how to create, view, edit, save and print documents. You'll also change fonts and styles, use formatting tools and learn to browse the Internet. Most importantly, you'll gain the confidence necessary to make efficient use of your computer.

Microsoft Office Level 1:

A fast and easy way to learn the basics of Microsoft Office: Word, Excel and PowerPoint. Learn to create, edit and format a document in Word; edit and use formulas, functions and ranges in Excel; and create presentations, work with views, and insert images and objects in PowerPoint.

Microsoft Office Level 2:

Enhance your understanding of two prominent Microsoft Office applications, Word and Excel, and also spend a day examining Microsoft's database application, Access. In Word, learn referencing tools such as tables of contents, fields, mail merges and advanced graphics tools. In Excel, discover advanced functions, filters, data analysis tools, tables and charts. In Access, learn about simple databases, including how to query data, create relationships between tables and create reports based on the data.

Master Excel: Excel Level 1 & 2

This course begins by covering basic spreadsheet techniques such as data entry, editing, creating formulas, range editing, using functions, printing and making charts and gradually moves on to cover advanced excel features like comparing data information within spreadsheets, using filters & ranges, pivot tables, scenario & conditional formatting, performing numerical calculations with named cells and 3-D referencing in a supportive and engaging environment.

Google Essentials:

We all know that Google is a big part of the online landscape—but does your Google savvy go beyond the search engine? Join us for a relaxed introduction to a series of Google’s most useful apps, including Google Drive, Docs, Sheets and Slides. We’ll also cover Google Photos, Gmail, Maps, YouTube and Blogger. By the end of the course, you’ll have a handle on what these apps do and how they work together.