








– LEARNING OPPORTUNITIES SCHEDULE 2010 –

UPDATED FOR JANUARY 2010

	PROGRAM	DATE & TIME	LOCATION
EMPLOYEE ORIENTATION	New Employee Orientation Program (NEOP) (1 day) Welcome/Orientation (1.5 hours) Working Together – Respect in the Workplace (2 hours) WHMIS (2 hours) Human Resources Documentation (1.5 hours)	Employees are automatically scheduled for this day of training (8:30 - 4:30). Please refer to your offer letter for the date you are required to attend.	AHQ
	New Manager Orientation (3.5 hours) (Position, M)	Feb. 24, May 11, Sept. 28, Dec. 8, (9 - 12:30)	AHQ
DOCUMENT MANAGEMENT (DOCS)	DOCS - Corporate (1 day)	Document Management workshops are offered monthly. Please refer to the portal for details.	
	Back to Basics (2.5 hours)		
	Organizing Your Documents (2.5 hours)		
	Webtop: (customized)		
CORPORATE HEALTH & SAFETY (some programs are task-specific, position-specific and/or mandatory. See the Learning Opportunities 2010 calendar for details. Discuss with your supervisor prior to registering.)	Arc Flash Awareness (half day) (Position, M)	May 6, (8 - noon)	OPS
	Collision Investigation for Supervisors (3.5 hours) (Position, M)	February 19, May 20, October 22, (8:30 - noon)	AHQ
	Commercial Motor Vehicle Inspection (3 hours) (Position, M)	Feb. 16, April 1, May 12, June 8, Sept. 9, Nov. 3, (9 - noon)	OPS
	Confined Space (1 day) (Task, M)	Jan. 6, Jan 12, Jan.18, Jan. 25, Jan. 28, Sept. 3, Sept. 9, Sept. 13, Sept. 20, Sept. 28, (8:30 - 4:30)	external
	Confined Space (awareness/refreshers) (half day) (Task, M) 	Jan. 14, Jan. 22, Sept. 15, (8:30 - noon)	external
	Corporate Defensive Driving (4 hours) (Position, M)	Jan. 20, May 11, June 17, Sept. 17 - OPS March 12, Nov. 17 - AHQ, (8 - noon)	various
	Driver's Handbook (1 hour) (Position, M)	Feb. 16, April 1, May 12, June 8, Sept. 9, Nov. 3, (8 a.m. - 9 a.m.)	OPS
	Electrical Safety - Low Voltage (1 day) (Position, M)	March 9, (8 - 4)	OPS
	Electrically Safe Work Conditions - lockout/tagout (half day) (Position, M)	April 20, May 10, (8:30 - 12:30)	OPS
	Emergency First Aid & CPR (1 day)	Jan 19, May 18, Sept. 16, Nov 17 -OPS, Feb. 12, April 16, June 22, Dec. 2 -AHQ, (8:30 - 4:30)	various
	Fall Protection (half day) (Task, M)	Feb. 10, May 13, Dec. 8, (8:30 - noon)	external
	Forklift Theory (1 day) (Task, M)	March 23, June 24, Oct. 28, (8 - 4)	OPS
	Overhead Crane Operator (1 day) (Position, Task, M)	Mar. 4 - Airport, June 23 - OPS, Sept. 22 - Mannheim, Dec. 2 - WRESTRC, (8:30 - 4:30)	various
	Standard First Aid (2 days)	March 25/26 - AHQ, Oct 14/15 - OPS, (8:30 - 4:30)	various
	Transportation of Dangerous Goods (Part I) (half day) (Task, M)	March 10, September 15, (8 - noon)	OPS
EMPLOYEE DEVELOPMENT	Abilities Awareness (1 day)	April 28, June 8, October 26 - PHSS November 16 - OPS, (9 - 4:30)	various
	Building Trust in the Workplace (1 day) 	February 10, September 8, (9 - 4:30)	AHQ
	Coaching Conversations (1 day) \$	May 4, November 16, (9 - 4:30)	AHQ
	Communication and Conflict (1 day) 	June 3, (9 - 4:30)	AHQ
	Conducting High Performance Meetings (1 day) 	February 25, September 1, (9 - 4:30)	AHQ
	Customer Service Basics (4 hours)	May 19, September 21, (9 - 1)	AHQ
	Dealing with Challenging Customers (4 hours) 	June 17, November 25, (9 - 1)	AHQ
	Dealing with Increased Work Demands (half day) 	June 15, November 3, (9 - noon)	AHQ
	Developing Your Resilience to Change (1day)	Feb. 23, Oct. 26, (9 - 4:30)	AHQ
	Email Essentials (half day) 	May 5, (9 - 12:30)	AHQ

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Position = Position-specific training
\$ = Costs associated with the course

Task = Task-specific training

M = Mandatory training



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	PROGRAM	DATE & TIME	LOCATION
EMPLOYEE DEVELOPMENT	Enhancing Personal Leadership with Emotional Intelligence (part I) (1 day)	March 30, September 22, (9 - 4:30)	AHQ
	Enhancing Personal Leadership with Emotional Intelligence (part II) (1 day) PREREQUISITE REQUIRED	November 23, (9 - 4:30)	AHQ
	Freedom of Information & Privacy Training Awareness and Orientation (1.5 hours)	May 13, October 21, (9 - 10:30)	AHQ
	Freedom of Information & Privacy Training Awareness (in-depth) (3 hours)	March 2, September 16, (9 - noon)	AHQ
	How to Apply for a Job at the Region (1 hour)	March 24, (3:00) - OPS, June 9, (noon) - AHQ, November 24, (noon) - PHSS	various
	Learning to Lead (3 days) PREREQUISITE REQUIRED	April 29/May 6/May 13, Oct. 21/Oct 28/Nov 4, (9 - 4:30)	AHQ
	Plain Language Writing (5 hours)	April 21, October 14, (9 - 3)	AHQ
	Presentation Skills (2 days)	April 27/28, October 5/6, (9 - 4:30)	AHQ
	Project Management (1 day)	April 13, November 2, (9 - 4:30)	AHQ
	Pull Conversations (1 day)	February 11, May 12, July 14, Oct. 19, (9 - 4:30)	AHQ
	Taking Control of Your Career (2 half day sessions)	February 3/10, October 20/27, (8:30 - 12:30)	AHQ
	Time Mastery for Success (1 day)	April 22 - OPS, November 18 - AHQ, (9 - 4:30)	various
	Working with Others - Introduction to Myers-Briggs (MBTI) (1 day)	February 4, April 27, June 24, September 29, (9 - 4:30)	AHQ
	Writing Basics (1 day)	February 23, September 30, (9 - 4:30)	AHQ
WELLNESS	Being in Balance (1 day)	April 15, October 13, (9 - 4:30)	AHQ
COURSES FOR MANAGERS & SUPERVISORS	A Manager's Guide to Interviewing and Selection (4 hours)	January 14, May 27, September 16, (noon - 4)	AHQ
	Conflict Management for Leaders (1 day)	June 10, (9 - 4:30)	AHQ
	Facilitative Leadership (half day) NEW!	September 23, (9 - noon)	AHQ
	Five Drivers of Employee Engagement (1 day)	May 18 - AHQ, September 28 - WRESTRC, (9 - 4:30)	various
	Health and Safety for Supervisors (1 day) (Position, M)	March 3, June 16, Sept. 15, Dec. 9, (9 - 4:30)	AHQ
	Management/Leadership Development Program (MLDP) \$ PREREQUISITE REQUIRED	Orientation Start Dates: March 10, Sept. 14 - AHQ	various
	Managing in a Unionized Environment (1 day)	March 24, October 7, (9 - 4:30)	AHQ
	Performance Management for Supervisors (1.5 days) (Position, M)	April 8/22, June 7/21, Nov 23/Dec. 7, (9 a.m. start)	AHQ
The Heart of Coaching (1 day) \$	June 1, (9 - 4:30)	WRESTRC	
COMPUTER SKILLS (All Computer Skills courses are at 50 Queen St. N., Kitchener)	Word - Intermediate (1 day)	June 2, (9 - 4)	50
	Word - Advanced (1 day) PREREQUISITE REQUIRED	October 20, (9 - 4)	Queen
	Access - Introduction (1 day)	June 23, October 1, (9 - 4)	St. N.
	Access - Intermediate (1 day) PREREQUISITE REQUIRED	October 7, (9 - 4)	Kitchener
	Excel - Introduction (1 day)	March 11, Sept. 29, (9 - 4)	
	Excel - Intermediate (1 day) PREREQUISITE REQUIRED	April 21, October 22, (9 - 4)	
	Excel - Advanced (1 day) PREREQUISITE REQUIRED	May 5, Dec. 3, (9 - 4)	
	Powerpoint - Introduction (1 day)	May 20, August 18, Nov. 25, (9 - 4)	
	Powerpoint - Advanced (1 day) PREREQUISITE REQUIRED	September 16, (9 - 4)	
	Tips & Tricks - Excel (half day) NEW!	January 27, (9 - noon)	
	Tips & Tricks - Word (half day) NEW!	January 27, (1 - 4)	
	Microsoft Project (1 day)	June 16, (9 - 4)	

