PROGRESSIVE LEARNING ACADEMY

ESSENTIAL SKILLS COURSES

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C. WORKPLACE ESSENTIALS COURSES

1. Being a Team Player

Course Description

Most people like to think of themselves as good team players, but are you? Your personal success depends, to a large degree, on how well you support others.

Being a Team Player is a course that teaches about the desirable characteristics of a team player, how to recognize one, different types of teams and which ones are essential to every organization. It then covers why teams falter, and how to better ensure success.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

For more options, please contact us through email or phone.

Course Material

Participants get access to the course material, which they can go through even after the course is complete. They can also watch session recordings for upto 2 weeks after completing the course.

Program Structure

STEP 1->PRE-ASSESSMENT: After enrollment, participants complete a pre-assessment.
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STEP 4->CERTIFICATE: Students who successfully complete the course, get a certificate.

2. Business Ethics For The Office

Course Description

What exactly makes a decision ethical? This *Business Ethics for the Office* course will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. It will also provide tools and techniques to use to avoid becoming involved in an ethical quandary.

In this training course, trainers will help participants to understand what exactly an ethical dilemma is, the difference between ethics and morals, the value of being ethical, how to use tools to make better decisions, and how to deal with common ethical dilemmas.

Course Duration

This course can be completed in two ways: -
- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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3. Creating a Positive Work Environment

Course Description

A positive work environment is important for both productivity and the emotional health of employees. And everyone within an organization — from employers and leaders to employees — has a responsibility to create an encouraging, progressive, and optimistic atmosphere.

This course has been created to give students the tools and mindset they need to develop a positive environment in the workplace.

The course will touch on how to recognize what a positive workplace looks like, the key elements needed to create and maintain a positive work environment, the importance of working as a team, how to deal with workplace problems that may occur, and how to make meetings more positive and effective, among other topics.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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4. Creating a Workplace Wellness Program

Course Description

Creating a Workplace Wellness Program can have a huge impact on employee health and engagement, and this course will help participants achieve their goals in this area.

Whether they have realized a dip in employee engagement, or an increase in health and benefit costs (both signs of less than optimal health for the workforce), intervention can influence a range of conditions when a workplace wellness program is implemented in the right way.

Sessions include how to establish a workplace wellness committee; conducting a needs analysis; engaging the leadership and meeting employee needs; selecting program elements, implementation, measurement, reporting; and more.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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5. Crisis Management

Course Description

The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work overtime. This *Crisis Management course* allows trainers to assist organizations with managing any kind of crisis, from fire to weather disasters, with one solid plan to help prevent, respond to, or recover from them.

This course will help teach participants how to: assign people to an appropriate crisis team role; conduct a crisis audit; establish the means for business continuity; determine how to manage incidents; help teams recover from a crisis; and apply the crisis management process.

Launch effective Crisis Management today!

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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6. Developing a Safety Procedures Manual

Course Description

Safety procedures are the backbone of an organization's Safety Management System. They provide consistency, and when followed, create a safe working environment, which leads to greater productivity due to less injury down time. However, safety procedure writing can sometimes be difficult and time consuming.

This course makes this process easier by giving students the foundation to start writing effective safety procedures, and the tools and experience to develop and build a safety procedures manual.

This course introduces students to procedure writing and provides tips to make them effective, along with how to develop flowcharts to depict process activities, and how to understand a variety of procedure types. It concludes with a look at other methods for manual creation and procedure building.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEK/WEEKEND:** 1-2 HR SESSIONS PER DAY

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7. Digital Citizenship: Conducting Yourself in a Digital World

Course Description

Digital Citizenship: Conducting Yourself in a Digital World is an opportunity for everyone to learn skills that will enable them to make choices that will ensure their time spent in the digital world is safe and rewarding, not only for themselves but also for others.

The content is reinforced with activities throughout this course. The concept of digital citizenship and its principles is introduced. Each of these principles contains three elements, which explain the expected behaviors. Instruction on developing specific skills and habits to meet the expectations is supported by activities in each session.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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8. Disability Awareness: Working with People with Disabilities

Course Description
People with disabilities represent a significant and largely underutilized resource for so many businesses. This course will give supervisors, managers, and human resources consultants the tools and tips they need to create a diverse workplace and leverage the skills and knowledge that people with disabilities have to offer.

During this course, participants will learn to: prepare to welcome people with disabilities into their workplace; interact with people with disabilities; identify and overcome barriers in the workplace; use respectful, appropriate, acceptable language in any circumstance; understand what their company can do during hiring and interviewing; and understand what job accommodation is and how it applies in their workplace.

Course Duration
This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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9. Employee Accountability

Course Description

Trainers who want to help organizations and individuals with growth will appreciate this comprehensive, one-day training course. Participants will learn what employee accountability is, how to promote it in their organization, and how to become more accountable to themselves and others.

Training sessions include: what accountability is and what events in history have shaped our view of it; the requirements for personal and corporate accountability; the cycle of accountability and the fundamental elements required to build an accountable organization; and the skills required for accountability, including goal-setting, giving and receiving feedback, and delegation.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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10. Encouraging Sustainability and Social Responsibility in Business

Course Description

Today's consumers have access to a wider range of information than ever, and they use that information to check up on the companies and organizations that they support. This means that there is more pressure on businesses than ever to be socially responsible.

This *Encouraging Sustainability and Social Responsibility in Business* course covers all the elements of corporate social responsibility, including environmental awareness, human rights, labor standards, ethics, organization governance, and operating practices. Program implementation strategies and business case information is also included.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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11. English as a Second Language: A Workplace Communications Primer

Course Description

English as a Second Language: A Workplace Communications Primer is a course designed to improve the ability of employees, particularly those whose second language is English, to avoid negativity and gain cooperation through positive, plain, and professional communications.

This course covers tone as well as literal meaning, while engaged in face-to-face conversations, on the phone, sending emails or videoconferencing. Word choices and how to put them together is covered in detail.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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12. GDPR Readiness: Creating a Data Privacy Plan

Course Description
Creating a Data Privacy Plan: In today's digital world, concerns about personal data privacy are at the top of consumer's minds. And with the advent of the EU's new GDPR regulation, organizations need to take data privacy seriously to avoid large fines and a tarnished reputation. This puts it in every business's best interest to adopt good privacy practices.

Writing a data privacy plan is one of the best ways to kick-start compliance with the GDPR and other privacy laws by outlining policies and procedures that will guide employees towards good privacy practices. It is also an important record to keep. Learn how to create a data privacy plan for your organization in this *GDPR Readiness: Creating a Data Privacy Plan* course.

Course Duration
This course can be completed in two ways: -
   ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
   ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY
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13. Safety in The Workplace

Course Description

Health and safety training is essential in every workplace. Workplace accidents, injuries, and the absence of a safety culture cost corporations, healthcare, and communities millions of dollars and contribute to lost work hours every year. These incidents also have a profound impact on workers and their families. With this comprehensive courseware, trainers will introduce the concept of a safety culture, where safety is valued as an integral part of a business' operation, and provide the foundation to start building an effective safety culture. In this course, participants will learn:

- The difference between a safety program and a safety culture
- How to launch a safety committee
- To identify hazards and reduce them
- Hiring measures that can improve safety
- To identify groups with an increased risk of injury, and how to protect them
- How to write, implement, and review a safety plan
- To respond to incidents and near misses
- The basics of accident investigation and documentation

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
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STEP 4->CERTIFICATE: Students who successfully complete the course, get a certificate.

14. Planning for Workplace Safety

Course Description
A safety policy is one of the most important documents that a company can produce, demonstrating that senior management takes worker health and safety seriously.

This *Planning for Workplace Safety* program gives students the tools to craft a practical workplace safety plan.

In this course, students are introduced to developing a safety policy, and then they learn how to introduce a safety plan to employees and how to develop a communications plan. Safety training is covered, along with incident response plans, health and safety inspections, and safety audits.

Course Duration
This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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15. Workplace Ergonomics: Injury Prevention Through Ergonomics

Course Description

An employer that is committed to the health and safety of their employees understands the value of an effective workplace ergonomics program, which can maintain and even increase productivity. *Workplace Ergonomics: Injury Prevention Through Ergonomics* is a soft skills training course for trainers to teach about the susceptibility of the human body when it's exposed to repetitive strain. Topics include: the basic principles of ergonomics, how to design an ergonomic workstation, ergonomic practices for common postures and movements, how to identify ergonomic hazards and minimize their effects, and much more.

Course Duration

This course can be completed in two ways: -

❖ **FULL-TIME:** 3-4 DAY WORKSHOP
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16. Workplace Harassment: What It is and What to Do About It

Course Description

Trainers involved in workplace harassment reaction and prevention will appreciate the depth and richness in this course, *Workplace Harassment: What it is and What to do About it*. This important course helps employers to meet their obligations in workplace harassment situations, and includes sessions on defining it, establishing workplace policies, the importance of managers' support in an effective program, how to intervene, handling complaints, and more.

Course Duration

This course can be completed in two ways: -

❖ **FULL-TIME:** 3-4 DAY WORKSHOP
❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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17. Workplace Diversity Training: Celebrating Diversity in the Workplace

Course Description
Diversity training is extremely important in today's multi-culturally rich workplaces.

Workplace Diversity Training enables trainers to enhance communication and understanding, as well as educating employees and supervisors to support the wealth of talent, ideas, and skills within our workplaces. In this course, trainers can help participants learn how to bring together various needs, backgrounds, and strengths in a respectful way.

Participants will learn: what diversity and its related terms mean; how to be aware of their own behaviors and how they can improve them; how to identify stereotypes; the Four Cornerstones of Diversity; the STOP technique; and how to take action when discrimination takes place.

Course Duration
This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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