



## **Training, North Region**

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*Northern College* is an  
Authorized Delivery Agent of

**ONTARIO BUILDING CODE COURSES**

In an effort to assist all individuals needing to meet the requirements of **Bill 124**, Northern College is authorized to deliver the following OBC courses:

- General Legal/Process for Inspectors and Designers, Powers and Duties for CBOs and RCAs - 2003
- House - 2003
- Small Buildings - 2003
- Large Buildings - 2003
- Complex Buildings - 2003
- HVAC-House - 2003
- Detection Lighting and Power - 2005
- Building Services - 2003
- Building Structural - 2003
- Plumbing-House - 2003
- Plumbing-All Buildings - 2003
- Fire Protection - 2003
- On-site Sewage Systems - Supervisor - 1997
- On-site Sewage Systems - Inspector - 1997

*For more information please call:*  
Norm Bolduc at (705) 235-7213

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## **MAINTENANCE MANAGEMENT PROFESSIONAL CERTIFICATION PROGRAM**

In partnership with the Plant Engineering and Maintenance Association of Canada (PEMAC), Northern College is pleased to offer the eight modules that make up the Maintenance Management Professional Certificate Program.

This program will be of interest, to all individuals aspiring to management positions in the maintenance field, those already in maintenance management and looking for formal training, as well as for individuals seeking the full maintenance designation (**MMP – Maintenance Management Professional**), or those seeking only focused training in selected areas.

- **Module 1 – Maintenance Management Skills and Techniques (15 hrs.)**  
(Module 1 is a pre-requisite to all modules)
- **Module 2 – Production and Operations Management for the Maintenance Manager (30 hrs.)**
- **Module 3 – Human Resources Management for the Maintenance Manager (30 hrs.)**
- **Module 4 – Accounting and Finance for the Maintenance Manager (30 hrs.)**
- **Module 5 – Planned Maintenance Management (30 hrs.)**
- **Module 6 – Predictive Maintenance Techniques (30 hrs.)**
- **Module 7 – Computerized Maintenance Management (30 hrs.)**
- **Module 8 – Capstone Course (30 hrs.)** – Review of major points in previous modules to assist in applying the principles, latest concepts and techniques to real maintenance problems found in participants work.

*For more information please call:*  
**Norm Bolduc at (705) 235-7213**

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# Train the Trainer /Presentation Skills Workshop

(3 day – 24 hours)

Individuals in the workplace are increasingly being asked to make professional presentations in a variety of different settings such as: training proposals, briefings and public speaking engagements. This 3 day workshop is designed to provide workers and/or supervisors with the necessary skills to train/instruct workers within a business or industrial environment. This workshop meets the guidelines for the Train-the-Trainer Program requirements as set out by the Mining Industry Tri-Partite Committee (Aug. 1 2004)

## Purpose of the Train the Trainer workshop:

To develop and practice the skills necessary to conduct structured on-the-job training (OJT) and to develop and apply the techniques necessary to develop and practice group facilitation skills.

## Instructional Objectives:

At the end of the workshop you will be able to:

- Discuss and define Due Diligence
- Discuss the responsibilities of a Trainer
- Discuss the Training Cycle
- Define structured on-the-job training
- Explain the importance of structured On-the-Job Training
- List the steps in a simple model for conducting structured On-the-Job Training
- Apply the principles of effective adult learning.
- Define learning style
- Modify methods based on individual learning style.
- Design Training by identifying training needs, determining objectives based on needs
- Understand and Apply the appropriate Acts, Regulations, Policies and Procedures
- Prepare and Perform on-the-job training session
- Provide Feedback through evaluation/demonstration of skills and knowledge acquired
- Define the Importance of Presentations
- Handle the "ME" Syndrome
- Overcome Nervousness
- Prepare Performance Objectives for Presentation
- Organize Presentation
- Choose appropriate Audio Visual aids
- Use Facilitation Skills; Attending, Observing, Listening, Questioning
- Practice Presentation Skills; Presence, Voice
- Use of A/V materials
- Prepare and make a class Presentation

This workshop is highly participative and has 10 specific exercises plus each participant will perform a One-on-One Training practice exercise as well as a seven to ten (7 – 10) minute class Presentation

## Detailed Objectives for Train the Trainer (OJT)

At the end of this session, you will be able to:

- Discuss and define Due Diligence
- Discuss the responsibilities of a Trainer
- Define Structured On-The-Job Training (OJT)
- Distinguish Structured from Unstructured OJT
- Explain the importance of OJT
- Discuss and overcome the barriers to effective OJT
- Discuss the responsibilities of Supervisor/Trainer/Trainee
- Describe steps that must be taken to prepare for the delivery of Structured OJT
- Write a simple Job Description
- Carry out a Task Analysis
- Carry out a Learner Analysis
- Discuss and Apply Adult Learning Principles
- Carry out a simple Organization/Work Unit Analysis
- Understand and Apply the appropriate Acts, Regulations, Policies and Procedures
- Discuss and Apply proper Communications Techniques
- Apply the principles of effective adult learning
- Monitor and Evaluate the learning process
- Apply a simple model to guide structured OJT
- Apply each step of the model delivery of Structured OJT
- Define learning style
- Explain how learning styles affect OJT
- Establish an Individualized Learning/Lesson Plan
- Provide Feedback through evaluation/demonstration of skills and knowledge acquired
- Evaluate training in Structured OJT

⇒ Each Participant will prepare and deliver a one-on-one Training Session putting into practice the principles described and defined in the content of the course as well as evaluate the progress made by the trainee in the knowledge he/she is able to demonstrate.

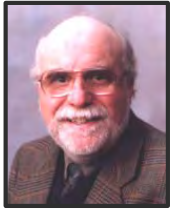
## Detailed Objectives of the Presentation Skills:

At the end of the course you will be able to:

- Define the Importance and the Types of Presentations
- Overcome Nervousness through appropriate preparation
- Prepare Performance Objectives that focuses your Presentation
- Organize and prepare a Presentation with a clear Purpose, Objectives, Content and Summary
- Choose and Use appropriate Audio Visual aids
- Use Facilitation Skills
- Apply Attending Skills
- Apply Observing Skills
- Apply Listening Skills
- Apply Questioning Skills
- Practice Presentation Skills; Presence, Voice and Setting
- Use of A/V materials

⇒ Each participant will make a 7 to 10 minute presentation. The instructor and participants will constructively critique the format and presentation.

## DICK O'BRIEN SEMINARS



Dick O'Brien is a professional speaker and a consultant in human relations. He has been a therapist and a trainer for 30 years. Mr. O'Brien has held senior management positions in government and business and for the past seventeen years, he has been assisting corporations, school boards hospitals and police departments with issues of stress, wellness, counselling and leadership.

His training sessions in Wellness, Leadership and Stress Management are based on the universal principles of wisdom of the past 5000 years. Dick O'Brien combines his personal experience as a counsellor and trainer with practical psychology and corporate consulting to develop common sense presentations. Dick has presented to employee groups, parents, teachers, professional caregivers, supervisors, business people, police officers and students with very positive results. He uses humour, case descriptions and a high degree of enthusiasm to create a worthwhile and practical training seminar.

Sample seminars include:

### *The Journey of Life – Making The Most of Whatever Life Sends You*

*This is a positive, uplifting and inspirational seminar that focuses on dealing with the inevitable surprises that life may send you. It is a combination of practical stress management, personal resiliency and realistic optimism. It helps people to create balance in their life, reduce conflict at work and refocus on what is important.*

*This presentation reflects on how you handle life when it throws you a curve? It includes:*

- 1. The capacity to deal with stuff when Stuff Happens*
- 2. The capacity to focus less on the events of your life and more on the responses*
- 3. An attitude that circumstances don't determine a person they reveal them*
- 4. The habit of responding over reacting*
- 5. The acceptance of responsibility for self motivation*
- 6. The acceptance of ownership, authorship and stewardship for their lives*

*This presentation exposes people to the new realities and demands in our fast changing world. It demonstrates key strategies for maintaining your health and spirit regardless of what is going on around you. It examines issues of morale, motivation, balance and personal health.*

### *Exceptional Customer Service*

*Customer service is one of the most demanding and expanding areas of employment today. This presentation deals with insightful principles of wisdom that can guide all of when navigating the difficult and challenging customer service situations, which can arise on a day-to-day basis.*

*The presentation will include the following topics:*

*How to deal with an irate customer  
How to open a closed mind  
How to leave a great impression  
How to build bridges with customers  
How to prevent conflict*

*How to listen attentively  
How to recover from the whole thing  
Life lessons  
15 rules of customer services  
Safe harbors in stormy seas*

*For more information please call:*

**Norm Bolduc at (705) 235-7213 or Lori Scott at (705) 235-3211 Ext. 2270**

## **Professional Development:**

### **Leadership Seminars**

Designed to make learning new skills fast and easy, these leadership seminars will help you immediately put into practice newly acquired skills.

#### **Seminars include:**

Group Facilitation Skills  
Effective Negotiation Skills  
Effective Stress Management  
Behavioural Management for the Difficult to Serve  
Effective Time Management  
Effective Stress Management  
Interview Skills and Techniques

*For more information please call:*

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## HEALTH & SAFETY COURSES:

### FIRST AID & CPR

Three year certification

At the end of this course, participants will be able to recognize and treat musculo-skeletal, soft tissue and spinal injuries, heat and cold emergencies, poisoning and medical conditions such as diabetic emergencies and convulsions. Also covers CPR, recognizing, treating and preventing airway, breathing and cardiovascular emergencies. Skills include rescuer breathing, obstructed airway techniques and CPR.

### EMERGENCY FIRST RESPONDER

This course has been specifically designed for dedicated first response teams. Participants are certified for a period of three years. Our goal is to ensure that all participants maintain competency while instilling greater confidence in their abilities. This course also includes a medically licensed AED component.

*For more information please call:*

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## **COMPUTERS COURSES**

Looking for a computer course not listed? Simply give our Workforce Development & Training Division a call and we will gladly assist you in setting up a course to meet your needs.

### **How to Use a Computer - (Intro. To Computers)**

You don't have to be intimidated by your computer! Learn how to use your computer in a relaxed atmosphere. Learn how to use a computer, create and save files, surf the Internet to get more out of your home computer.

## **MICROSOFT EXCEL**

### **Introduction to Spread-sheeting with Excel**

Do you love working with numbers? Do you want to work on your home budget and let the computer do most of the calculations for you? Do you want this information to be well organized and easy to understand? This workshop will show you how to easily do this on a computer.

### **Intermediate Spread-sheeting with Excel**

Want to buy a new car, a house, take that long needed vacation. Can I afford it, you may ask. This workshop will show you how to use a spread-sheeting program to perform 'what-if analysis' and answer those important questions. You will also learn how to improve the looks of your spreadsheets and make people think a professional created them.

### **Advanced Excel**

Covers features such as Analyzing List Data, Enhancing Charts and Worksheets, summarizing data with pivot tables, exchanging data with other programs, working with Excel and the Internet.

## **MICROSOFT WORD**

### **Introduction to Word Processing with Word**

Have you tried to build a document on a computer but it just wasn't "working"? How about inserting a piece of clipart or a picture for that special effect? Have you tried changing the "looks" of your document but the text came out all wrong? Need help? This workshop will do it for you.

### **Intermediate Word Processing with Word**

Ever heard of templates? Microsoft has lots of them for you to download and use free for "your special needs". This workshop will help you work with templates. Learn to create a template in less than 25 minutes. Other templates will be studied based on participants' requests

### **Advanced Word Processing with Word**

Your employer has assigned the following task. Create a letter and mail it to hundreds of customers. You want to send to your friends and relatives a message describing your present endeavors. How do you create one document and address it to so many people? It's called mail merge. This workshop will help you create that letter and list (of friends or customers) containing names and addresses. It will show you how to merge with simple commands that list and letter, and print them to paper. Time is valuable; let the computer do the work.

## MICROSOFT POWERPOINT

Learn about PowerPoint design templates, objects, and attributes. Use a Design Template and Auto Layouts to create a Presentation.

## MICROSOFT ACCESS

**Data, Data, Data Everywhere!** Keeping information on bits and pieces of paper everywhere is out and unproductive! Learn how to use Access to take control of all that information in a database. But you won't stop there. You'll also learn how to put the data to good use by querying the database getting what you want to know from all that info to track trends, contacts, sales, household information, and so much more.

## OUTLOOK

This course helps you manage your information more efficiently. Material covered is as follows: manage appointments and events using calendar, working with incoming/outgoing e-mail, maintaining contact lists and keeping track of daily activities.

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## TEST OF WORKPLACE ESSENTIAL SKILLS

### TOWES Testing – Test of Workplace Essential Skills

*What is TOWES?* **TOWES**, a national assessment tool, measures workplace essential skills needed for safe and productive employment: reading text, document use and numeracy. These skills differ from academic skills measured by credentials such as Grade 12 diplomas.

#### Why TOWES?

##### For Employers

TOWES is used for job applicant assessment, succession planning, and training needs identification. TOWES helps to increase workplace safety, improve quality and productivity, screen for skills in potential employees, and assist current employees in adapting quickly to new technologies.

##### For Job Applicants

TOWES can help improve your job prospects. Your TOWES score shows employers that you have workplace essential skills. They will feel more comfortable hiring you and paying you accordingly.

#### How is TOWES Testing done?

TOWES is a versatile pen-and-paper test! Questions range in difficulty and mimic actual workplace tasks: the test-taker assumes the role of a worker who needs to process information taken from workplace documents to complete the task.

TOWES scores are aligned to national occupational standards established by the Canadian government through the Essential Skills Research Project.

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Lori Scott at (705) 235-3211 Ext. 2270

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