



TRAINING DIRECTORY

We offer our training services
on site and online!

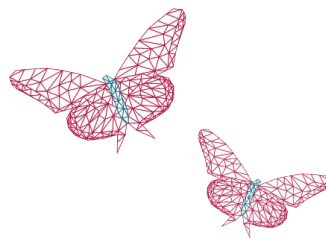
Trainings available by
category of expertise:

HR and management
General and technical skills
Sales and customer service
Other value-added services

HR AND MANAGEMENT



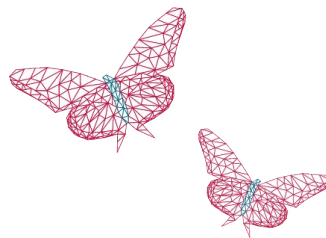
- Co-development workshops
- Coaching: fostering a coaching approach in the workplace
- Intergenerational collaboration
- Communication
- Delegation
- Instructor training
- Conflict management and best resolution practices
- Telecommuting: how to be organized and productive
- Time & priority management
- Change management
- Stress management
- Political influence
- Leadership and mobilization
- Collective intelligence
- Emotional intelligence
- Mindfulness in the workplace
- Psychology of human relations
- Conducting effective meetings: on site and remotely
- Types of personalities in work teams
- Recruitment and retention
- Performance management



GENERAL AND TECHNICAL SKILLS



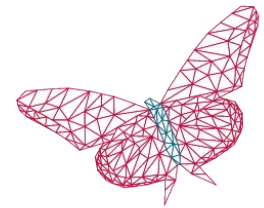
- Improvement in written French
- Francization and literacy (11 levels available)
- Francization – customized workshops
- English – beginner to advanced
- Business English workshops
- Spanish – beginner to advanced
- Access
- Excel
- Microsoft 365
- Office 2010, 2013, 2016 et 2019
- OneDrive
- OneNote
- Outlook
- Powerpoint
- Publisher
- Teams
- Windows 7 and 10
- Word
- Zoom
- Health and Safety – WHMIS, forklift driving, and others.



SALES AND CUSTOMER SERVICE



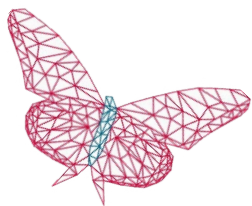
- Optimizing customer service and client experience
- Sales, business development, negotiation and prospecting
- Complaint management
- Social media



OTHER VALUE-ADDED SERVICES



- Coaching : individual and in groups
- Implementation of an annual training program



ONLINE SELF-TRAINING COURSES



You have access to several virtual training courses via the **FQR ONLINE** portal.

These inexpensive trainings can be completed on your own, at a time that suits you.

**Do not forget to indicate the name of our school board
(Sir-Wilfrid-Laurier) when purchasing a course!**

To consult the list of training courses available on FQR ONLINE, click [HERE](#).

**SEVERAL SUBSIDIES* ARE AVAILABLE TO
SUPPORT COMPANIES IN DEVELOPING THE
SKILLS OF THEIR EMPLOYEES AND MANAGERS**

*some conditions apply

**CONTACT US FOR
MORE INFORMATION!**

CLICK [HERE](#)