

Training Calendar Report

0309-Pathlore-0018

Report Parameter(s):

Course Code:

Course Category: PERSONAL & PROFESSIONAL

Course Owner: TDD

Start Date: 2019/02/08

End Date: 2020/02/08



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **ASSERTIVENESS SKILLS**

Course Code: HRDAST Class Size - Min:6 Max: 16

Target Audience: This course is for employees who would like to enhance their self-confidence and become more assertive. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes how to develop assertiveness skills necessary to present viewpoints effectively.

Course Objectives: Upon completion of this course, participants will:

- Gain self-awareness of your attitudes, behaviour patterns and habits
- Understand the characteristics of aggressive, passive and assertive behaviours
- Benefit of acting assertively
- Cope with criticism
- Be able to say "no"
- Learn Assertive Techniques
- Learn how to get your ideas across
- Increase self-confidence
- Accept compliments
- Give constructive negative feedback
- Deal with confrontation
- Learn how to deal with intimidation
- Enhance ability to take control of unpleasant situations

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **8:00 am - 11:00 am**

Wed Jun 12, 2019

Fri Nov 1, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **ASSERTIVENESS SKILLS - VIRTUAL**

Course Code: HRDAST-V

Class Size - Min:6 Max: 16

Target Audience: This course is for employees who would like to enhance their self-confidence and become more assertive. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes how to develop assertiveness skills necessary to present viewpoints effectively.

Course Objectives: Upon completion of this course, participants will:

- Gain self-awareness of your attitudes, behaviour patterns and habits
- Understand the characteristics of aggressive, passive and assertive behaviours
- Benefit of acting assertively
- Cope with criticism
- Be able to say "no"
- Learn Assertive Techniques
- Learn how to get your ideas across
- Increase self-confidence
- Accept compliments
- Give constructive negative feedback
- Deal with confrontation
- Learn how to deal with intimidation
- Enhance ability to take control of unpleasant situations

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Virtual Classroom

Training Location: VIRTUAL - AT YOUR DESK

Recertification: N/A

Delivery Schedule : **1:00 pm - 3:00 pm**

Thu Mar 28, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **CRITICAL AND CREATIVE THINKING**

Course Code: HRDCCT Class Size - Min:10 Max: 25

Target Audience: This course is for employees who want to apply creativity and critical thinking skills to their decision-making process. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes a fun and exciting way to learn how to think creatively and critically by applying various thinking tools.

Course Objectives: Upon completion of this course, participants will:

- Review creative thinking techniques such as brainstorming, Mind-mapping, storyboarding, six thinking hat and random input
- Review left brain / right brain and whole-brain thinking
- Recognize and remove barriers to individual creativity to foster an innovative work environment
- Recognize faulty thinking patterns

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **9:00 am - 4:00 pm**

Wed Apr 3, 2019

Mon Sep 23, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **EFFECTIVE COMMUNICATIONS**

Course Code: HRDCOM Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance their communication skills. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes how to identify the barriers to effective communication, the importance of listening as part of the communication process and apply a variety of techniques to improve overall communications.

Course Objectives:

- Create awareness about what impacts communication (e.g. channel, perception, tone, body language)
- Identify your learning and communication styles
- Discover how to tailor your approach to others' styles to become a more effective communicator
- Practice active listening skills

Prerequisites: N/A

Other Requirements: N/A

Materials: To access course materials, please copy and paste link to your browser:
<http://ceo.int.ttc.ca/dc/humanresou/employeeede/training/trainingco/courses00010/ppnl/Forms/Group%20By%20Content%20Type.aspx>

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **8:00 am - 3:00 pm**

Mon Feb 25, 2019

Tue Jun 25, 2019

Wed Oct 30, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name:	CONFLICT RESOLUTION	
Course Code:	HRDCON	Class Size - Min:6 Max: 16
Target Audience:	This course is for all employees who want to enhance their conflict management skills. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.	
Course Duration:	1 day(s).	
Course Description:	The course includes the sources of conflict and effective resolution strategies.	
Course Objectives:	<ul style="list-style-type: none">• Discuss the definition of conflict and conflict resolution• Become more aware of your own conflict style and recognize the conflict style of others• Identify how different styles might be appropriate in different situations• Identify barriers that can contribute to conflict	
Prerequisites:	N/A	
Other Requirements:	N/A	
Materials:	To access course materials, please copy and paste link to your browser: http://ceo.int.ttc.ca/dc/humanresou/employee/training/trainingco/courses00007/ppnl/Forms/Group%20By%20Content%20Type.aspx	
Delivery Method:	Instructional Led Training	
Training Location:	HR Training 250 BLOOR ST. E. - 11th Floor Training Room	
Recertification:	N/A	
Delivery Schedule :	8:00 am - 3:00 pm	
Mon Apr 15, 2019	Wed Oct 2, 2019	



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **CUSTOMER SERVICE**

Course Code: HRDCUS Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance their customer service skills and gain a better understanding of their customers. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes the benefits of providing quality customer service to both internal and external customers.

Course Objectives: Upon completion of the course, participants will:

- Define customer service
- Respond to customer needs - know what they want
- Deal with irate customers
- Know the seven C's of effective customer service

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **8:00 am - 3:00 pm**

Wed Mar 27, 2019

Tue May 14, 2019

Mon Sep 9, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **DEALING WITH DIFFICULT BEHAVIOURS**

Course Code: HRDDIF Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance their strategies and techniques to manage relationships and people in the workplace. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: Workshop Outline

- Techniques to Manage Various Behaviours and Social Styles
- Manage your own emotions when dealing with a Difficult Behaviour
- Understanding Difficult Behaviours and what may cause them
- Types of Difficult Behaviours and the Coping Strategies

Course Objectives: Upon completion of this course, participants will:

- Understand why people resist
- Learn the reasons for being confrontational
- Learn strategies and techniques to manage relationships and people in the workplace

Prerequisites:

Other Requirements:

Materials:

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification:

Delivery Schedule : **8:00 am - 3:00 pm**

Wed Mar 6, 2019

Tue May 28, 2019

Wed Nov 13, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name:	GRAMMAR REFRESHER	
Course Code:	HRDGRA	Class Size - Min:6 Max: 16
Target Audience:	This course is for all employees who are required to write letters, memos, general business correspondence and/or various types of reports. This course is also recommended for employees who may require a refresh in Grammar. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.	
Course Duration:	1 day(s).	
Course Description:	The course includes how to identify common errors in grammar, punctuation and word use. It also reviews punctuation, style and mechanics of grammar.	
Course Objectives:	Upon completion of this course, participants will: <ul style="list-style-type: none">• Review six common faults in grammar• Review four problem areas in punctuation• Identify four elements in writing styles• Understand mechanics of writing• List proof-reading tips• Learn sentence structure• Learn paragraph structure• Review word use	
Prerequisites:	N/A	
Other Requirements:	N/A	
Materials:	N/A	
Delivery Method:	Instructional Led Training	
Training Location:	HR Training 250 BLOOR ST. E. - 11th Floor Training Room	
Recertification:	N/A	
Delivery Schedule :	8:30 am - 4:00 pm	
	Fri Mar 1, 2019	Tue Apr 30, 2019
		Fri Sep 13, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **OCCUPATIONAL HEALTH & SAFETY LAW**

Course Code: HRDOHS Class Size - Min:6 Max: 25

Target Audience: This course is for employees who want to be able to apply legislation and TTC standards to their work environment and learn how to deal with safety, health and emergency issues. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes how legislation and TTC standards apply to your work environment and how to deal with safety, health and emergency issues.

Course Objectives: Upon completion of this course, participants will:

- Understand the roles and responsibilities of a employer / supervisor / worker as defined in the Occupational Health & Safety Act (OHSA)
- Review the incident investigation and reporting process
- Be able to identify hazards
- Understand the principles of loss control
- Be able to deal with work refusals/work stoppages
- Be familiar with the TTC System Safety Plan
- Be able to apply occupational hygiene controls and programs

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 1st Floor Inglis Bldg - 1st Floor Inglis Building - Hillcrest

Recertification: N/A

Delivery Schedule : **8:00 am - 4:00 pm**

Tue Mar 5, 2019

Thu Jun 20, 2019

Wed Oct 30, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **PROJECT MANAGEMENT FOR NON-PROJECT MANAGERS**

Course Code: HRDPMB Class Size - Min:6 Max: 16

Target Audience: This course is for employees who would like to prepare themselves to better manage projects and/or participate in project teams. It is part of the Personal & Professional Skills Certificate but can also be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: This introduction to project management provides the theory and core methodology needed to manage projects or participate in project teams. Participants will learn how to define, plan, implement, and close out their projects successfully and with minimum risk.

Note: this course does not make use of project management software applications.

Course Objectives: Upon completion of this course, participants will be able to:

- Explain the theory behind project management
- Outline the roles and responsibilities of the project manager
- Identify the lifecycle of a project
- Identify and create project management documents
- Perform basic project management tasks

Prerequisites:

Other Requirements:

Materials:

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification:

Delivery Schedule : **8:00 am - 4:00 pm**

Mon Mar 25, 2019

Fri May 10, 2019

Tue Nov 26, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **PRESENTATION SKILLS**

Course Code: HRDPRE Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who would like to enhanced their ability in preparing and delivering presentations. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 2 day(s).

Course Description: This is a two day course, and each day is one week apart.
It includes information on how to develop presentations that are informative, interesting and persuasive to audiences. Participants will design and deliver a 15 minute presentation as part of this course on day two.

Course Objectives: Upon completion of this course, participants will:

- Review 4 P's in Presentation - Plan, Prepare, Practice, Present
- Adapt a presentation according to the audience, purpose and content
- Create effective visuals
- Deal with presentation anxiety

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **8:00 am - 4:00 pm**

Mon Jun 10, 2019 - Mon Jun 17, 2019 Mon Oct 21, 2019 - Mon Oct 28, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **SETTING GOALS AND OBJECTIVES**

Course Code: HRDSGO Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who set goals and objectives for daily, weekly and monthly planning. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course is designed for employees looking to achieve more professionally and personally through creating 'SMART' goals and objectives.

Course Objectives:

- Review what goals and objectives are and the benefits they offer
- Learn how to create and write effective goals and objectives
- Have a chance to practice writing some that are relevant to you personally

Prerequisites: N/A

Other Requirements: N/A

Materials: To access course materials, please copy and paste link to your browser:
<http://ceo.int.ttc.ca/dc/humanresou/employee/training/trainingco/courses00015/ppnl/Forms/Group%20By%20Content%20Type.aspx>

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **8:00 am - 11:00 am**

Mon Feb 11, 2019

Wed May 8, 2019

Thu Nov 7, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **SETTING GOALS AND OBJECTIVES - VIRTUAL**

Course Code: HRDSGO-V Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who set goals and objectives for daily, weekly and monthly planning. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course is designed for employees looking to achieve more professionally and personally through creating 'SMART' goals and objectives.

Course Objectives: Upon completion of this course, participants will:

- Understand what goals and objectives are and the benefits they offer
- Learn how to create and write effective goals and objectives
- Have a chance to practice writing some that are relevant to them personally

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Virtual Classroom

Training Location: VIRTUAL - AT YOUR DESK

Recertification: N/A

Delivery Schedule : **1:00 pm - 3:00 pm**

Thu Nov 14, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **STRESS MANAGEMENT**

Course Code: HRDSTR Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance their stress management techniques. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes how to identify ways to recognize and avoid unnecessary stress in all aspects of life or cope with it through self-management, self-awareness and personal development strategies.

Course Objectives: Upon completion of this course, participants will:

- Understand the stages and symptoms of stress
- Identify stress signals
- Learn methods of coping with stress
- Set personal goals to manage stress

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **9:00 am - 4:00 pm**

Tue Apr 9, 2019

Thu Sep 19, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **TIME MANAGEMENT**

Course Code: HRDTIM Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance their time management skills. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes information on how to apply time management principles in order to improve personal/workplace effectiveness and efficiency and implement and utilize planning tools.

Course Objectives: Upon completion of this course, participants will:

- Know the principles of time management
- Be able to set priorities using appropriate criteria
- Learn to manage/organize your time
- Use tools such as Daily, Weekly and Monthly Planning Charts/Logs
- Review self-generated times-wasters
- Understand the importance of commitment to change old habits

Prerequisites: N/A

Other Requirements: N/A

Materials: To access course materials, please copy and paste link to your browser:
<http://ceo.int.ttc.ca/dc/humanresou/employee/training/trainingco/courses00018/ppnl/Forms/Group%20By%20Content%20Type.aspx>

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **12:00 pm - 3:00 pm**

Mon Feb 11, 2019

Wed May 8, 2019

Thu Nov 7, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **WINNING ATTITUDE**

Course Code: HRDWIN Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance how to regain a positive attitude. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes information on how negative attitudes can have an unfavorable impact on the team or company. Participants will understand how attitudes impact relationships and provide a process for overcoming attitudes that may be stifling their individual and team performance.

Course Objectives: Upon completion of this course, participants will:

- Recognize and describe the characteristics of a negative attitude
- Know how to diagnose an attitude problem in oneself or colleagues
- Recognize the need to take responsibility for a negative attitude and its consequences
- Learn how to regain a positive attitude

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **12:00 pm - 3:00 pm**

Wed Jun 12, 2019

Fri Nov 1, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **WINNING ATTITUDE - VIRTUAL**

Course Code: HRDWIN-V

Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who want to enhance how to regain a positive attitude. It is part of the Personal & Professional Skills Certificate or can be taken as a stand alone course.

Course Duration: 1 day(s).

Course Description: The course includes information on how negative attitudes can have an unfavorable impact on the team or company. Participants will understand how attitudes impact relationships and provide a process for overcoming attitudes that may be stifling their individual and team performance.

Course Objectives: Upon completion of this course, participants will:

- Recognize and describe the characteristics of a negative attitude
- Know how to diagnose an attitude problem in oneself or colleagues
- Recognize the need to take responsibility for a negative attitude and its consequences
- Learn how to regain a positive attitude

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Virtual Classroom

Training Location: VIRTUAL - AT YOUR DESK

Recertification: N/A

Delivery Schedule : **1:00 pm - 3:00 pm**

Mon Jun 17, 2019



TORONTO TRANSIT COMMISSION

Training Calendar Report

For the period of Fri Feb 08, 2019 - Sat Feb 08, 2020

Course Name: **WRITING STRATEGIES FOR PROFESSIONALS**

Course Code: HRDWRI Class Size - Min:6 Max: 16

Target Audience: This course is for all employees who are required to write letters, memos, general business correspondence and/or various types of reports. It is part of the Personal & Professional Skills Certificate or can be taken as stand alone course.

Course Duration: 2 day(s).

Course Description: The course includes information on how to create professional documents using appropriate structure, language, and tone that are clear and effective, through the application of basic techniques for organizing information and proper editing.

Course Objectives: Upon completion of this course, participants will:

- Be able to assess their writing styles
- Be able to create professional documents
- Learn to write with style
- List the techniques for preparing effective reports

Prerequisites: N/A

Other Requirements: N/A

Materials: N/A

Delivery Method: Instructional Led Training

Training Location: HR Training 250 BLOOR ST. E. - 11th Floor Training Room

Recertification: N/A

Delivery Schedule : **8:30 am - 4:00 pm**

Thu Mar 21, 2019 - Fri Mar 22, 2019 Mon Jun 3, 2019 - Tue Jun 4, 2019 Wed Oct 16, 2019 - Thu Oct 17, 2019