

Canadian Beaver Training



Formation Castor Canadien

Business Skills Public Course Rates – April 2008 to March 2009



Live The Custom
Training
Experience



Canadian Beaver Training Centre

214 Montréal Road
Ottawa, Ontario
K1L 8L8
613.742.6800
www.cbit-ccti.com

Canadian Beaver's business skills training courses will make you and your team more productive and more effective. Whether you want to learn to better manage stress, customers or time, we will build the course(s) you need to achieve your objectives.

All our instructors are seasoned business professionals with extensive industry experience. They are always willing to share their expertise with you in order to provide you with that business edge that will advance your career and your projects. We also offer the internationally recognized Certified Business Professional training program.

When you call us for an Business Skills course, we will begin by introducing you to one of our professional and highly qualified Account Managers. Our Account Managers will assess your training requirement and make recommendations as to how to best achieve your stated objectives.

Our New By Request Services

Canadian Beaver Training offer's a complete complement of courses. However we understand that sometimes our public schedule may not match yours. That's why we offer the By Request services. We will arrange to open a scheduled date just for you and use all of our resources to ensure the courses run on time and on schedule.

We have a 90% success rate.

This means that if you want to take advantage of our public course rates and you do not see a course title or scheduled date that you or your clients need (This pertains to all three streams of offerings posted at www.cbit-ccti.com, email us the request with the name of the course required and number of participants who require this course and we will post this request on our Website.

We require 40 business days from your original request date in order to enable us to solicit other participants. If you have more than 1 registration then we are able to do so within a 30 business day timeline.

Canadian Beaver Training also offers custom 1on1 training, small and large group training session. We will work with you and your team to identify your specific training needs. We will perform a thorough analysis of your team's operational requirements in order to create a training solution that is right for you.

For more information or to register please contact us directly and we will assess your training requirements and make recommendations as to how to best achieve your stated objectives.

Communication & Writing Courses



Course Title	Duration	Public Course	Group Training
Advanced Writing Skills	1 day	\$495.00	Contact us
Business Communication Service Series	2 days	\$900.00	Contact us
Communication Strategies	2 days	\$900.00	Contact us
Non Violent Communication	2 days	\$900.00	Contact us
Business Writing that Works	2 days	\$900.00	Contact us
Writing Reports & Proposals	2 days	\$900.00	Contact us
Writing Effective and Targeted Resumes	1 day	\$495.00	Contact us
Assertive Communication	1 day	\$495.00	Contact us
Building your Self-Esteem and Assertiveness Skills	1 day	\$495.00	Contact us
The Minute-taker's Workshop	1 day	\$495.00	Contact us

Conflict Management Courses



Course Title	Duration	Public Course	Group Training
Dealing with Difficult People	1 day	\$495.00	Contact us
Anger Management	1 day	\$495.00	Contact us
Getting Along in the Workplace	2 days	\$900.00	Contact us
Problem Solving & Decision Making	2 days	\$900.00	Contact us
Employee Dispute Resolution: Mediation through Peer Review	1 day	\$495.00	Contact us
How to Manage Anger in the Workplace	3 days	\$1,350.00	Contact us

Customer Service & Sales Courses



Course Title	Duration	Public Course	Group Training
Customer Service Series	2 days	\$900.00	Contact us
Sales Series	2 days	\$900.00	Contact us
Building Relationships for Success in Sales	1 day	\$495.00	Contact us
Critical Elements of Customer Service	2 day	\$900.00	Contact us
Managing Customer Service	1 day	\$495.00	Contact us
Dynamite Sales Presentations	1 day	\$495.00	Contact us
Marketing & Sales	1 day	\$495.00	Contact us
Overcoming Objectives: Nailing The Sale	1 day	\$495.00	Contact us
Prospecting For Leads like a Pro	1 day	\$495.00	Contact us
Negotiating for Results	1 day	\$495.00	Contact us
Selling Smarter	1 day	\$495.00	Contact us
TeleMarketing: Using the Telephone as a Sales Tool	1 day	\$495.00	Contact us
Negotiating for Results Follow-up Workshop	1 day	\$495.00	Contact us
Developing Networks & Establishing Partnerships	1 day	\$495.00	Contact us



Problem Solving & Decision-Making Courses



Course Title	Duration	Public Course	Group Training
Problem Solving Techniques	1 day	\$495.00	Contact us
Problem Solving & Decision Making	2 days	\$900.00	Contact us
Effective Decision Making	1 day	\$495.00	Contact us
Office Ethics & You: Making Good Decisions	2 days	\$900.00	Contact us

Human Resource Management Courses



Course Title	Duration	Public Course	Group Training
Human Resources Training for the Non-HR Manager	3 days	\$1,350.00	Contact us
Conducting Effective Performance Reviews	3 days	\$1,350.00	Contact us
Coaching: A Leadership Skill	1 day	\$495.00	Contact us
Facilitation Skills: Becoming a Great Trainer	2 days	\$900.00	Contact us
Orientation: Getting Employees Off to a Good Start	2 days	\$900.00	Contact us
Train The Trainer: The Practical Trainer	3 days	\$1,350.00	Contact us
Celebrating Diversity in the Workplace	1 day	\$495.00	Contact us
Safety in the Workplace	1 day	\$495.00	Contact us
Making Sure that the Workplace is Harassment Free	2 days	\$900.00	Contact us
Conducting an Employment Equity Review	3 days	\$1,350.00	Contact us

Leadership Courses



Course Title	Duration	Public Course	Group Training
Delegation the Magic of Involvement	1 day	\$495.00	Contact us
Leadership Series	2 days	\$900.00	Contact us
Business Etiquette: Gaining that extra Edge	1 day	\$495.00	Contact us
Business Leadership: Becoming Management Material	3 days	\$1,350.00	Contact us
Motivating your Workforce	1 day	\$495.00	Contact us
The ABC'S of Supervising Others	2 days	\$900.00	Contact us
The Art of Mindful Listening	1 day	\$495.00	Contact us
Coaching: A Leadership Skill	1 day	\$495.00	Contact us



Personal Development & Professional Development Courses



Course Title	Duration	Public Course	Group Training
Change & How to Deal with it	1 day	\$495.00	Contact us
Building your self Esteem and Assertiveness Skills	1 day	\$495.00	Contact us
Manage Stressors Before They Manage You	1 day	\$495.00	Contact us
Time Management: Organized for Peak Performance	1 day	\$495.00	Contact us
Budgets and Managing Money	2 days	\$900.00	Contact us
Business Etiquette - Professionalism Series	2 days	\$900.00	Contact us
Speaking Under Pressure	2 days	\$900.00	Contact us
Stress Management	1 day	\$495.00	Contact us
Becoming Management Material	3 days	\$1,350.00	Contact us
Management Skills for the Administrative Assistant	2 days	\$900.00	Contact us
Tourism and Hospitality	5 days	\$2,495.00	Contact us
Working Smarter: Using technology to Your Advantage	2 days	\$900.00	Contact us

Project Management Courses



Course Title	Duration	Public Course	Group Training
Understanding Project Management	2 days	\$900.00	Contact us
Introduction to Project Management	3 days	\$1,350.00	Contact us
Project Management: Complete solution	5 days	\$1,875.00	Contact us

Presentation Courses



Course Title	Duration	Public Course	Group Training
Speakeasy: Conquering You Fear of Speaking in Public	1 day	\$495.00	Contact us
Speaking Under Pressure	2 days	\$900.00	Contact us
Public Speaking: Presentation Survival School	2 days	\$900.00	Contact us
Presentation Skills	2 days	\$900.00	Contact us
Presentation Skills	3 days	\$1,350.00	Contact us
Engaging and Convincing Presentations	1 to 3 days	n/a	Contact us

Teamwork Courses



Course Title	Duration	Public Course	Group Training
Developing High Performance Teams	2 days	\$900.00	Contact us
Emotional Intelligence and Teamwork	2 days	n/a	Contact us
Emotional Intelligence	3 days	n/a	Contact us
Team Building and Workplace Efficiency	1 day	\$495.00	Contact us
The Personality Dimensions Workshop	1 day	\$495.00	Contact us
Building Better Teams	1 day	n/a	Contact us

Management Courses



Course Title	Duration	Public Course	Group Training
The Professional Supervisor	3 days	\$1,350.00	Contact us
The Art of Delegating Effectively	1 day	\$495.00	Contact us
Meeting Management: The Art of Making Meetings Work	1 day	\$495.00	Contact us
Inventory Management: The Nuts & Bolts	1 day	\$495.00	Contact us
Hiring Smart: Behavioral & Performance-Based Techniques	2 days	\$900.00	Contact us
Team Building: Developing High Performance Teams	3 days	\$1,350.00	Contact us
Performance Management: Managing Employee Performance	3 days	\$1,350.00	Contact us
Conducting Effective Performance Reviews	3 days	\$1,350.00	Contact us
Building Better Teams	1 day	\$495.00	Contact us
Budgets & Managing Money	2 days	\$900.00	Contact us
Business Leadership: Becoming Management Material	3 days	\$1,350.00	Contact us
Motivating your Workforce	1 day	\$495.00	Contact us
The ABC'S of Supervising Others	2 days	\$900.00	Contact us
Effective Decision Making	1 day	\$495.00	Contact us
Critical Skills for Supervisors and Managers	3 days	\$1,350.00	Contact us
Delegation, the Magic of Involvement	1 day	\$495.00	Contact us
Motivating Your Workforce	1 day	\$495.00	Contact us

Dr. Ken Andrews High Impact Series



CBIT has partnered with *Dr. Ken Andrews* to create a unique portfolio of world-class skills development programs exclusively designed to increase the efficiency and productivity of your organization.

Based on practical first-hand experience, these programs are highly interactive and energizing, each is designed to stimulate innovative dialogue and thinking among participants. The tools and techniques are intended on-the-job application and results.

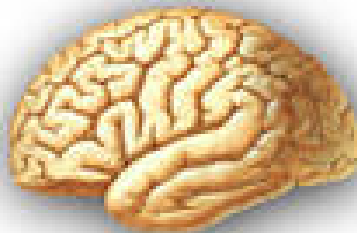
Course Title	Duration	Group Training
Total Quality Management (TQM: Process Improvement & Six Sigma)	2 days	Contact us
Communicating Effectively with Clients	1 day	Contact us
Strategies for Growing your Business	2 days	Contact us
Effective Teamwork & Productive Meetings	2 days	Contact us
Manage and Implement Positive Change Initiatives	1 day	Contact us
Positive Interactions (Internal & External)	1 day	Contact us
Overcoming Barriers to Really Good Leadership & Vision	1 day	Contact us
Signature Presentations for Managers	1 day	Contact us
Powerful Communications: Presentations, Writing/Email & Meetings	3 days	Contact us
Engaging and Convincing Presentations for Managers	1 day	Contact us

Jim Muckle Series



CBIT has partnered with *Jim Muckle* to offer programs that are designed to improve individual health and wellness, increase employee motivation, enhance workplace culture, reduce stress, and generally help employers to get more done in less time with better results by using more of the capacity they're already paying for by working with the brain in mind.

Course Title	Duration	Group Training
Introduction to Using More of your Natural Capacity	1 day	Contact us
Manage your Brain Development	1 day	Contact us
Manage your Personal Productivity	1 day	Contact us
Lead & Manage with the Brain in Mind	1 day	Contact us
Tell your Brain where you want it to take you	1 day	Contact us
Is my Brain on Cruise or Hyperdrive?	1 day	Contact us
Working Skills for Taking charge in the Information Age	1 day	Contact us
Longevity & Brain Fitness: Health & Wellbeing in the 21 st Century	1 day	Contact us
Improving your Memory	1 day	Contact us
Speed Reading	1 day	Contact us



DISC Personal Assessments

Would you like to know more about your self and your team members? Introducing **DISK** the original, oldest, and most validated, reliable, personal assessment tool used by over 50 Million people worldwide to improve lives, interpersonal relationships, work productivity, teamwork, and communication. The DISC Behavioral Assessments are based on the work of Psychologist William Moulton Marston. **DISC** reports are used to measure four dimensions of behavior.

D (DOMINANCE) - how you respond to problems and challenges.

I (INFLUENCE) - how you influence others to your point of view.

S (STEADINESS) - how you respond to the pace of the environment.

C (COMPLIANCE) - how you respond to rules and procedures set by others.

Types of DISC Assessment	1 to 10 DISC Assessment	11 to 25 DISC Assessment	26 to 50 DISC Assessment
Customer Service DISC Assessment	\$125.00 per Assessment	\$110.00 per Assessment	\$95.00 per Assessment
Interviewing Insights DISC Assessment	\$125.00 per Assessment	\$110.00 per Assessment	\$95.00 per Assessment
Time PLUS DISC Assessment	\$125.00 per Assessment	\$110.00 per Assessment	\$95.00 per Assessment
Team Building DISC Assessment	\$125.00 per Assessment	\$110.00 per Assessment	\$95.00 per Assessment
Management DISC Assessment	\$125.00 per Assessment	\$110.00 per Assessment	\$95.00 per Assessment



We Guarantee



Telephone & Web Support

Training Manuals & Certificate

Professional & Expert Instructors

Breakfast and Deserts served Daily

Eco Friendly Priorities

Satisfaction Guarantees or we do not invoice

Parking Included (23 spaces available)



**Don't see the course or date you need
on our Web-Site?**

**No Problem Just Use Our
By Request Services**



CBIT offer's a complete complement of courses. However we understand that sometimes our public schedule may not match yours. That's why we offer the By Request services. We will arrange to open a scheduled date just for you and use all of our resources to ensure the courses run on time and on schedule.

We have a 90% success rate.

This means that if you want to take advantage of our public course rates and you do not see a course title or scheduled date that you or your clients need (This pertains to all three streams of offerings posted on our web-site), email us the request with the name of the course required and number of participants who require this course and I will post this request on our Website.

We require 40 business days from your original request date in order to enable us to solicit other participants. If you have more than 1 registration then we are able to do so within a 20 business day timeline.

CBIT can also works with you to identify your specific training needs. We perform a thorough analysis of your team's operational requirements in order to create a training solution that is right for you.

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What Our Clients Are Saying



Public Safety Canada - Chief - Informatics Training and Liaison

I just wanted to send you a quick note to express our appreciation in how quickly you set up the customized course for our employees. I just spoke to my co-worker and he indicated that the course was exactly what they required. He commented that the Instructor was very professional and ensured that the course was structured in a way that provided ample opportunity for questions and answers and addressed their specific requirements. Great client service!!!



National Defence - IT Manager

I am impressed with the quality of services and delivery of course content. I think you create a wonderful learning atmosphere and your customer service focus is great. In addition to your quality training your personal touch makes you stand out beyond others in the same industry. Keep doing what you're doing!!!!



Royal Canadian Mounted Police - Manager

CBIT people took the time to meet with us to assess and discuss our needs and customized several programs to meet these needs. We are a bilingual facility and therefore need both French and English courses. No problem for CBIT, providing instruction and hand out materials in both languages.



Department of Finance

I do not believe you could improve on the excellent materials, instructor, or the welcoming friendly staff. You exceeded my expectations ten-fold. Thank you for a great learning experience.

