



## **Memo to Members of IBEW Local 37**

**From Ross Galbraith, Business Manager**

### **IBEW Canada, in cooperation with Local 37 and your Training Trust Fund, is proud to offer 145 Prepaid Online Training Courses for IBEW members, their friends and families**

We are proud to announce an outstanding educational opportunity for IBEW Local 37 members and their friends and families. We have prepaid 145 courses covering subjects from Improving Your Listening Skills to Back Safety, with a number of courses authored in French. Courses are available 24 hours a day, 7 days a week until May 15, 2010. We are confident that you and friends and family members will find courses that will address both your needs and interests.

Before you start in on your learning experience there are some minimum requirements for your PC, details are included at the end of this memo. When you are ready to begin go to: <http://vubiz.com/chaccess/IBEW2/>

**Every time** that you sign on, you will need to enter:

- The IBEW Password which is: IBEW2
- Where you are asked for Membership number, enter your **date of birth**. (any format will do as long as it is at least 6 characters in length and no more than 12)

The **First time** you sign on, you need to enter a little extra information so your personal account can be set up.

- Date of Birth This is to confirm the information that you keyed in above.
- First Name: So that you will be identified in the system when you return.
- Last Name: So that you will be identified in the system when you return.

Hundreds of other courses will also be available to you for discounted prices that we have negotiated on your behalf. These include courses that are offered Online, on CD and in Book form to accommodate all learning styles. A number of these courses are also available in French.

We hope that you enjoy the training and take advantage of it. If these courses were bought individually, the value be over \$3,000.00 and would be accessible for only 12 months. We are proud to be able to offer this opportunity to our members.

## **IBEW Course List –**

Courses are organized into logical groups as opposed to an alphabetical list.

Achieving Personal Goals  
All About Access  
All About Excel  
All About Introduction to PCs  
All About Outlook  
All About PowerPoint  
All About the Internet  
All About Windows XP  
All About Word  
Applying Leadership Basics  
Back Safety  
Balancing Work and Family  
Basic E-Commerce Security  
Basics of Effective Communication  
Basics of Effective Selling  
Becoming an Effective Team Member  
Bloodborne Pathogens for Employees  
Building Strong Customer Relations  
Building Web Site Traffic  
Business Writing: Letters and E-Mails  
Business Writing: Being Effective  
Business Writing: Preparation  
Business Writing: Reports and Proposals  
Closing the Sale  
Communicating as a Team  
Communicating at Work  
Communicating Cross Culturally  
Communicating Interpersonally  
Communicating Negative Messages  
Communicating Non Verbally  
Communicating Persuasively  
Communicating Proactively  
Communicating Reactively  
Conducting Performance Reviews  
Conflict Intervention  
Conflict Management  
Creating a Strong Leadership Team

Creating an Effective Sales Team  
Customer Support & Personalization  
Customers and the Internet  
Dealing with Difficult Customers  
Dealing with Violence in the Workplace  
Delegating  
Developing a Strategic Plan  
Developing Brand You  
Developing Diverse Teams  
Developing Your Career Path  
Driving Safety  
Electrical Hazards  
Electrical Hazards - **French**  
Employee Ethics  
Enhancing Your Speaking Skills  
Ethics for Supervisors/Managers  
Fall Prevention and Fall Arrest  
Fall Prevention and Fall Arrest - **French**  
Financial Basics for Non-financial Managers  
Fire Prevention and Safety  
First Aid  
Goal Commitments and Challenges  
Goal Contracting  
Goal Setting: An Overview  
Improve Your Listening Skills  
Improving Customer Loyalty  
Individual Leadership Power  
Individual Productivity Enhancement  
Intercultural Business Etiquette  
Internet Basics  
Interviewing Job Candidates  
Interviewing Skills for Job Candidates  
John Bulloch on Small Business - A Lone Wolf is a Dead Wolf  
John Bulloch on Small Business - A Lone Wolf is a Dead Wolf - **French**  
John Bulloch on Small Business - Entrepreneurs Are Made Not Born  
John Bulloch on Small Business - Entrepreneurs Are Made Not Born - **French**  
John Bulloch on Small Business - It's All About People  
John Bulloch on Small Business - It's All About People - **French**  
John Bulloch on Small Business - New Ventures - Getting It Right  
John Bulloch on Small Business - New Ventures - Getting It Right - **French**  
John Bulloch on Small Business - Opportunities, Opportunities

John Bulloch on Small Business - Opportunities, Opportunities - **French**  
Ladder Safety  
Ladder Safety - **French**  
Leadership for the Future  
Leading Effective Meetings  
Leading Effective Teams  
Litigation and Dispute Resolution  
Lockout/Tagout 1: Electrical Sources of Energy  
Lockout/Tagout 1: Electrical Sources of Energy - **French**  
Lockout/Tagout: Other Sources of Energy  
Lockout/Tagout: Other Sources of Energy - **French**  
Managing a Virtual Office  
Managing Anger at Work  
Managing Change  
Managing Priorities  
Managing Projects  
Managing Stress  
Managing Your Career Path  
Mastering Cold Calls  
Meeting Effectiveness  
Mentoring for Improved Performance  
Motivating Employees  
Negotiating for the Professional  
Networking Your Career Path  
Office Safety  
Office Safety - **French**  
Overview of 360 Degree Feedback  
Performance Appraisal Basics  
Personal Protective Equipment  
Personal Protective Equipment - **French**  
Personalizing Your Goals  
Presentation Skills  
Preventing Sexual Harassment for Employees  
Preventing Sexual Harassment for Leaders  
Preventing Workplace Violence  
Problem Solving and Decision Making  
Problem Solving in the Workplace  
Problem Solving The 5 Steps  
Project Management: Getting Ready  
Project Management: Goals and Stakeholders  
Project Management: The Basics

Providing Effective Feedback  
Qualifying Sales Prospects  
Quality Management Refresher  
Recognizing and Avoiding Burnout  
Recognizing and Managing Anger  
Recognizing Employee Performance  
Setting Performance Goals and Expectations  
Sexual Harassment Series  
Skills for Interviewing  
Slips, Trips and Falls  
Slips, Trips and Falls - **French**  
Solving Problems as a Team  
Strategies for Meeting Goals  
Succeeding as a Supervisor  
Telephone Sales Skills  
Telephone Techniques  
The Basic Internet Marketing Model  
The Internet & the Digital World  
Time Management  
Time Management for Employees  
Understanding and Using Contracts  
Value Diversity  
WHMIS – Workplace Hazardous Materials Information System  
WHMIS – Workplace Hazardous Materials Information System - **French**  
Work Process Basics  
Workplace and Personal Skills Certificate

**What are the minimum requirements for my PC in order to take a course?**

Our courses are optimized to run on a PC with Windows 98 or higher equipped with Internet Explorer 5.5 or later and connected to the internet.

- Ensure you have no pop-up blockers installed
- Pentium class computer
- 266 MHz processor (300+ MHz recommended)
- 32 MB RAM (64 MB recommended)
- Any Windows Based Operating System
- SVGA monitor capable of 16-bit colour and 800 x 600 screen resolution
- Sound card with speakers or headphones (optional)
- Internet Explorer 5.5 or greater, or Netscape 7 or greater
- Some courses require the Macromedia Flash 6 Player or Shockwave Player. Both players are downloadable for FREE.
- Minimum 56.6 Kbps Internet connection (High Speed cable, DSL-class or broadband access recommended)