



E-Learning Catalogue

English products

LEADERSHIP AND MANAGEMENT

ACCOUNTABILITY AND RESPONSIBILITY

C106E	Essentials of Public Service Employment Act (PSEA)
C105E	Essentials of Public Service Labour Relations Act (PSLRA)/Financial Administration Act (FAA)
E001E	Responding to Gomery: The Future of the Public Service of Canada
C324E	Responsible Government: Responsibility and Accountability

CHANGE MANAGEMENT

HMMP004E	Capitalizing on Change
PD0332	Making the Change
MGMT0330	Managing Others through Change Simulation
MGMT0333	Overcoming the Challenges of Change
PD0333	The Paradigm Shift of Change

COACHING

HMMP006E	Coaching
LEAD0126	Dynamics of Leadership
MGMT0113	The Manager as Coach and Counsellor

LEADERSHIP SKILLS AND DEVELOPMENT

C100E	Active Leadership in Values and Ethics
ADM0105	Advancing Your Administrative Career
HMMP002E	Becoming a Manager
LEAD0142	Communicating a Shared Vision
C343E	Crisis and Emergency Management: A Guide for Managers of the Public Service of Canada
C101E	Diversity Leadership in Action
LEAD0126	Dynamics of Leadership
C327E	Horizontal Management
MGMT0102	Lead and Develop Your Staff
HMMP018E	Leading a Team
HMMP020E	Leading and Motivating

MANAGING PEOPLE AND TEAMS

HMMP001E	Assessing Performance
HMMP002E	Becoming a Manager
HMMP004E	Capitalizing on Change
HMMP006E	Coaching
LEAD0142	Communicating a Shared Vision
MGMT0111	Competencies for Tomorrow's Managers
HMMP009E	Delegating
MGMT0261	Delegation Basics
HMMP010E	Dismissing an Employee
TEAM0171	Effective Team-building Strategies
C449E	Essentials for New Managers
HMMP015E	Hiring
C340E	Human Resources Management: Success through People
HMMP035E	Implementing Innovation
HMMP037E	Implementing Strategy
JED007E	Interpersonal Strategies for the Workplace
HMMP029E	Keeping Teams on Target
HMMP017E	Laying Off Employees
MGMT0102	Lead and Develop Your Staff

HMMP018E	Leading a Team
HMMP020E	Leading and Motivating
HMMP034E	Making Business Decisions
HMMP007E	Managing for Creativity and Innovation
C342E	Organizing for Deliberate Innovation: A Toolkit for Teams
COMM0331	Planning Effective Business Meetings
HMMP025E	Retaining Valued Employees
JED002E	Setting Goals that Stretch
G002E	Skills for New Managers Self-Learning Guide
JED001E	Successful Team Dynamics
COMM0512	Teamwork and Results Without Authority
PD0031	The Foundations of Creativity and Innovation
C323E	The Learning Organization
HMMP032E	Working with a Virtual Team

THE ORGANIZATIONAL ENVIRONMENT

ABOUT THE PUBLIC SERVICE

C447E	Access to Information and Privacy
C100E	Active Leadership in Values and Ethics
C001E	Act on Employment Equity: Expand Your Vision
C341E	A Fine Balance: A Guide to Workplace Wellbeing
C338E	Consulting Skills: Providing Your Expertise
C326E	Creating a Career in the Public Service
C343E	Crisis and Emergency Management: A Guide for Managers of the Public Service of Canada
C101E	Diversity Leadership in Action
C339E	Essentials of Financial Management
C106E	Essentials of Public Service Employment Act (PSEA)
C105E	Essentials of Public Service Labour Relations Act (PSLRA)/Financial Administration Act (FAA)
C449E	Essentials for New Managers
D001E	Explore the Canada Site
C327E	Horizontal Management
C335E	How Government Works
C340E	Human Resources Management: Success through People
C344E	Introduction to Contracting for Services
C318E	Modern Comptrollership: An Integrated Approach to Decision Making
C329E	Modern Comptrollership: Effective Control of Public Resources
C331E	Modern Comptrollership: Integrated Performance Information
C330E	Modern Comptrollership: Integrated Risk Management
C328E	Modern Comptrollership: Values and Ethics
D002E	Occupational Health and Safety
C342E	Organizing for Deliberate Innovation: A Toolkit for Teams
E001E	Responding to Gomery: The Future of the Public Service in Canada
C324E	Responsible Government: Responsibility and Accountability
C323E	The Learning Organization
C446E	The Passage to E-Learning
C336E	Values in Staffing

CLIENT-BASED SERVICE/CUSTOMER SERVICE

CUST0104	Advancing Your Service Expertise
C338E	Consulting Skills: Providing Your Expertise
HMMP012E	Focusing on Your Customer
HMMP019E	Marketing Essentials
CUST0106	Overcoming Challenging Service Situations
OPER0131	Six Sigma Introduction

FINANCIAL MANAGEMENT

HMMP003E	Budgeting
C339E	Essentials of Financial Management
HMMP011E	Finance Essentials
C344E	Introduction to Contracting for Services
HMMP022E	Preparing a Business Plan

MODERN COMPTROLLERSHIP

C318E	Modern Comptrollership: An Integrated Approach to Decision Making
C329E	Modern Comptrollership: Effective Control of Public Resources
C339E	Essentials of Financial Management
C331E	Modern Comptrollership: Integrated Performance Information
C330E	Modern Comptrollership: Integrated Risk Management
C328E	Modern Comptrollership: Values and Ethics

POLICIES AND REGULATIONS

C447E	Access to Information and Privacy
C001E	Act on Employment Equity: Expand Your Vision
C449E	Essentials for New Managers
C106E	Essentials of Public Service Employment Act (PSEA)
C105E	Essentials of Public Service Labour Relations Act (PSLRA)/Financial Administration Act (FAA)

PROJECT MANAGEMENT

PROJ0022	Essential Project Management Tools
HMMP008E	Managing Crises
HMMP024E	Project Management
PROJ0451	Project Resource Planning
PROJ0361	Strategic Planning and Positioning for IT Projects

RISK MANAGEMENT

PD0242	Approaches to Risk Management
HMMP008E	Managing Crises
C330E	Modern Comptrollership: Integrated Risk Management

STRATEGIC MANAGEMENT AND PLANNING

HMMP037E	Implementing Strategy
STGY0301	Strategic Management - Planning
PROJ0361	Strategic Planning and Positioning for IT Projects

PERSONAL / INTERPERSONAL EFFECTIVENESS**ANALYTICAL AND COGNITIVE SKILLS**

ADM0105	Advancing Your Administrative Career
PD0234	Dynamic Decision-Making
PD0232	Framing the Problem
HMMP034E	Making Business Decisions
HMMP007E	Managing for Creativity and Innovation
HMMP027E	Solving Business Problems
C337E	Speed Reading
PD0031	The Foundations of Creativity and Innovation

CAREER DEVELOPMENT

ADM0105	Advancing Your Administrative Career
MGMT0111	Competencies for Tomorrow's Managers
C326E	Creating a Career in the Public Service
HMMP005E	Managing Your Career
C446E	The Passage to E-Learning

COMMUNICATION SKILLS

C100E	Active Leadership in Values and Ethics
CUST0104	Advancing Your Service Expertise
COMM0521	An Essential Guide to Giving Feedback
COMM0012	Avoiding Errors in Usage and Punctuation
COMM0013	Avoiding Grammatical Errors in Business Writing
C118-1E	Brisons la glace (mode libre)
C118-2E	Brisons la glace (mode guidé)
JED008E	Building Blocks to Better Writing
COMM0191	Building Effective Inter-functional Relationships
LEAD0142	Communicating a Shared Vision
G001E	Communication Self-Learning Guide
COMM0302	Delivering Your Message
COMM0161	Difficult People in the Workplace
C122E	ELOQUIUM en français
JED010E	E-Mail: Writing for Results
JED005E	Expressions I for Advanced French Second Language Learners
JED006E	Expressions II for Advanced French Second Language Learners
COMM0201	Foundations of Grammar
LANG001	French for Me
STGY0211	Fundamental Components of a Business Case
C111E	Gambits 1: Openers
C112E	Gambits 2: Links
C113E	Gambits 3: Responders, Closers, and Inventory
C116E	GIFT – French Grammar at Your Own Pace
C334E	Giving Feedback
HMMP013E	Giving and Receiving Feedback
C120E	Idioms 1
C121E	Idioms 2
HMMP035E	Implementing Innovation
HMMP023E	Making a Presentation
C332E	Managing a Meeting
HMMP016E	Managing Difficult Interactions
HMMP031E	Managing Upward
CUST0106	Overcoming Challenging Service Situations
C108E	Second Language Evaluation Prep. Exercises (SLE)
C117E	Sounds of French and English
C115E	Telephone Gambits
JED003E	The H-Club: Homonyms, Heteronyms, Homographs, and Homophones
COMM0001	The Process of Interpersonal Communication
COMM0203	Understanding Writing Mechanics
HMMP033E	Writing for Business
JED009E	Writing Well: Strategic Streamlining
COMM0011	Writing with Intention

CONFLICT AND DISPUTE RESOLUTION

COMM0161	Difficult People in the Workplace
COMM0342	Handling Conflict with Others
C317E	Managing the Harassment Complaint Process

NEGOTIATION

HMMP021E Negotiating
 COMM0507 The Master Negotiator

INTERPERSONAL SKILLS

CUST0104 Advancing Your Service Expertise
 COMM0191 Building Effective Inter-functional Relationships
 COMM0161 Difficult People in the Workplace
 LEAD0126 Dynamics of Leadership
 TEAM0171 Effective Team-building Strategies
 C334E Giving Feedback
 JED007E Interpersonal Strategies for the Workplace
 HMMP016E Managing Difficult Interactions
 HMMP031E Managing Upward
 CUST0106 Overcoming Challenging Service Situations

LANGUAGE SKILLS

C118-1E Brisons la glace (mode libre)
 C118-2E Brisons la glace (mode guidé)
 JED008E Building Blocks to Better Writing
 C122E ELOQUIUM en français
 JED005E Expressions I for Advanced French Second Language Learners
 JED006E Expressions II for Advanced French Second Language Learners
 LANG001 French for Me
 C111E Gambits 1: Openers
 C112E Gambits 2: Links
 C113E Gambits 3: Responders, Closers, and Inventory
 C116E GIFT – French Grammar at Your Own Pace
 C120E Idioms 1
 C121E Idioms 2
 C108E Second Language Evaluation Prep. Exercises (SLE)
 C117E Sounds of French and English
 C115E Telephone Gambits
 JED003E The H-Club: Homonyms, Heteronyms, Homographs and Homophones
 JED009E Writing Well: Strategic Streamlining

PERSONAL DEVELOPMENT AND WELL-BEING

C341E A Fine Balance: A Guide to Workplace Wellbeing
 PD0114 Coping with Stress
 PD0111 Discovering Balance
 C448E Exploring Life's Journey
 C333E Learning through Self-Study
 PD0332 Making the Change
 HMMP028E Managing Workplace Stress
 HMMP036E Persuading Others
 HMMP025E Retaining Valued Employees
 PD0031 The Foundations of Creativity and Innovation
 PD0333 The Paradigm Shift of Change
 C446E The Passage to E-Learning

PLANNING AND ORGANIZATIONAL SKILLS

JED008E Building Blocks to Better Writing
 STGY0211 Fundamental Components of a Business Case
 C332E Managing a Meeting
 COMM0331 Planning Effective Business Meetings
 HMMP022E Preparing a Business Plan
 HMMP026E Running a Meeting
 HMMP014E Setting Goals

TIME MANAGEMENT

PD0124 Create Your Time and Memory Management Program
 HMMP030E Managing Your Time
 G003E Time Management Self-Learning Guide

TECHNOLOGY**COMPUTER SKILLS**

114461 Advanced Data Management in Excel 2002
 114635 Advanced Data Manipulation and Analysis in Excel 2002
 114983 Advanced Document Features in Word 2002
 114968 Advanced Formatting and Navigation in Word 2002
 115096 Basic Features of Excel 2002
 ECDL01E Basics IT Concept I
 ECDL02E Basics IT Concept II
 115008 Collaborative Features in Word 2002
 113469E Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003
 PD0124 Create Your Time and Memory Management Program
 117007 Creating Diagrams in Visio 2002
 114325 Creating Documents in Word 2002
 115027 Creating Presentations Using PowerPoint 2002
 131326E Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003
 116195 Customizing, Running and Broadcasting PowerPoint Presentations
 128879E Formatting and Managing Messages in Outlook 2003
 63364 Fundamentals of Internet Explorer 6
 35669 Getting Started with Adobe Acrobat 5.0
 73269 Getting Started with a Palm Handheld Device
 31706 Getting Started with Internet Explorer 5.5
 59301_D Getting Started with Microsoft Windows XP
 33871 Getting Started with Paint Shop Pro 7
 71695 Getting Started with Pocket PC 2002
 39612 Getting Started with Roxio Easy CD Creator
 115146 Introducing Outlook 2002
 57897_D Introducing Windows XP
 LD5051E Lotus Notes R5 End-User: Introducing the Notes Client
 LD5052E Lotus Notes R5 End-User - Working in Domino Databases: Fundamentals
 LD5053E Lotus Notes R5 End-User: Moving to Notes Mail
 LD5054E Lotus Notes R5 End-User: Using Notes Calendaring and Scheduling
 LD5055E Lotus Notes R5 End-User - Extending the Notes Client: Optimizing Mail
 LD5056E Lotus Notes R5 End-User - Extending the Notes Client: Remote Users
 LD5057E Lotus Notes R5 End-User - Extending the Notes Client: Customizing and Securing
 LD5058E Lotus Notes R5 End-User - Working in Domino Databases: Advanced
 107783 Lotus Notes 6 End User: iNotes
 106926 Lotus Notes 6 End User: Using Notes 6 Mail Remotely
 112937 Lotus Notes 6 End User: Personalizing Notes 6 Features
 99908 Lotus Notes 6 End User: Using Notes and NotesMail
 110772 Lotus Notes 6 End User: Using the Calendar and To Do List Features and TeamRoom Collaboration
 114389 Managing Outlook 2002
 IE5001E Microsoft Internet Explorer 5.0: Getting Started

IE5002E Microsoft Internet Explorer 5.0: Up and Running
 MSOF29E_D Microsoft Office 2000: Access - Beginning
 MSOF30E_D Microsoft Office 2000: Access - Intermediate
 MSOF31E_D Microsoft Office 2000: Access - Advanced
 MSOF25E_D Microsoft Office 2000: Excel - Beginning
 MSOF26E_D Microsoft Office 2000: Excel - Intermediate
 MSOF27E_D Microsoft Office 2000: Excel - Advanced
 MSOF28E_D Microsoft Office 2000: Excel - for Power Users
 MSOF38E_D Microsoft Office 2000: FrontPage - Beginning
 MSOF39E_D Microsoft Office 2000: FrontPage - Advanced
 MSOF35E_D Microsoft Office 2000: Outlook - Beginning
 MSOF37E_D Microsoft Office 2000: Outlook - Advanced
 MSOF33E_D Microsoft Office 2000: PowerPoint - Beginning
 MSOF34E_D Microsoft Office 2000: PowerPoint - Advanced
 MPJ015E_D Microsoft Office 2000: Project - Beginning
 MPJ025E_D Microsoft Office 2000: Project - Intermediate
 MPJ035E_D Microsoft Office 2000: Project - Advanced
 MSOF21E_D Microsoft Office 2000: Word - Beginning
 MSOF22E_D Microsoft Office 2000: Word - Intermediate
 MSOF23E_D Microsoft Office 2000: Word - Advanced
 MSOF24E_D Microsoft Office 2000: Word - for Power Users
 MW212SE_D Microsoft Windows 2000 Professional: Getting Started
 MW213SE_D Microsoft Windows 2000 Professional: Up and Running
 MW9804E Microsoft Windows 98: Getting Started
 MW9805E Microsoft Windows 98: Up and Running
 63365 Moving on with Internet Explorer 6
 115117 Optimizing Excel 2002
 116211 PowerPoint 2002 Customization and Office XP Integration
 128880E Scheduling Events, Appointments, and Meetings in Outlook 2003
 113430E Sending and Receiving Messages in Outlook 2003
 129976E Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003
 131341E Tracking, Categorizing, Searching, and Printing in Outlook 2003
 35672 Up and Running with Adobe Acrobat 5.0
 59306_D Up and Running with Microsoft Windows XP
 33877 Up and Running with Paint Shop Pro 7
 59476 Using a Digital Camera
 128881E Using Task Lists, Contact Lists, and Notes in Outlook 2003
 40555_D Windows XP: Fundamentals
 40560_D Windows XP: Advanced
 117090 Working with Diagrams in Visio 2002
 114346 Working with Documents in Word 2002

E-GOVERNMENT

C280E Engaging and Consulting Citizens Online

INFORMATION TECHNOLOGY

PROJ0361 Strategic Planning and Positioning for IT Projects
 HMMP032E Working with a Virtual Team