

WORKPLACE LANGUAGE & SKILLS TRAINING



JOIN US FOR A 6-WEEK VIRTUAL COURSE DESIGNED TO HELP NEWCOMERS

Canadian Workplace Culture and Communication

JULY 5, 2021 TO AUGUST 13, 2021

MONDAY TO FRIDAY

FROM 9:00 AM TO 11:30 AM

This 6-week course is for skilled immigrants looking to enter the Canadian labour market and is designed to equip you with the essential communication skills needed to succeed in a diverse and highly competitive professional Canadian workplace. The course focuses on key aspects of culture and communication such as understanding Canadian workplace culture rules and application of such rules for greater professional success, effective use of verbal and non-verbal forms of communication when interacting with colleagues and clients as well learning how to effectively receive, interpret and respond to feedback.

Enrollment Requirements:

- Must have a valid Language Assessment - CLB 4+
- Must be 18 years of age or older

Attend part-time or full-time. Clients who attend full-time and successfully complete both courses may be eligible for a non-paid work placement. All participants will be eligible for 1-on-1 job coaching.

For more information or to register contact

519-258-4076 or email linc@ncce1.org

Client Eligibility: Permanent Residents, Protected Persons and Persons in Canada who have received initial approval of their application from Immigration, Refugees and Citizenship Canada.

English for Office Administration and Customer Service

JULY 5, 2021 TO AUGUST 13, 2021

MONDAY TO FRIDAY

FROM 12:00 PM TO 2:30 PM

This 6-week course is for skilled immigrants seeking employment in office administration and/or customer service occupations and is designed to develop the essential soft and hard skills for a successful career in these sectors. The course focuses on key aspects of general office administration procedures, office equipment, customer service delivery best practices (over the phone/in person), customer relationship management, customer needs diagnostic tools and strategies to deal with difficult customers.



@NCCEINC1



Funded by:  Immigration, Refugees and Citizenship Canada  Immigration, Réfugiés et Citoyenneté Canada

Please email: linc@ncce1.org for more information

www.ncceinc.org | (519) 258-4076