Corporate Learning and Development provides services, programs and courses that support the development of employee skills and knowledge to meet the Corporation’s current and future needs.

Our team strives to create a more supportive and diverse workplace by engaging and developing exceptional people in public service who are representative of our community.

Take a look at the services, programs and courses offered to see how we can assist you. Our goal is to be at your service throughout your development, your career, and our future.

Corporate Learning and Development Team
HOW TO PARTICIPATE:

SERVICES AND PROGRAMS

- Contact your manager* or Talent Development at iLearn@London.ca for more information.

COURSES

- Talk to your manager to confirm their support for the courses applicable to your role within the corporation and your career.

- E-mail iLearn@London.ca, copying your manager, or call (519) 661-2500 ext. 8456 to register. You will receive confirmation once your request has been processed.

- Courses without a scheduled date(s) will be offered when enough interest has been received.

*Manager is the person you report to and may include other job titles (such as supervisor, acting supervisor, lead hand, captain, registered nurse and any others who lead teams or projects.)
SERVICES

CAREER PATHING

Uncertain of your future with the corporation? Interested in a new career? Career Pathing is a customized, employee initiated program to help you chart your career path and development.

Quick facts:
• All employees are eligible to participate – you initiate the process
• We will help you create an individualized Career Pathing Plan
• Career Pathing can help if you are:
  ◦ Contemplating the journey – exploration for those who are considering a change but don’t have a clear destination
  ◦ Preparing for the journey – for those who have identified a potential career path
  ◦ On the journey – for those actively completing a Career Pathing Plan
• Helps you to better understand the opportunities available at the City, the requirements for those opportunities, and your current knowledge, skill and ability

WANT TO LEARN MORE? Contact your supervisor/manager or Talent Management Specialist for your Service Area.
SUCCESSION PLANNING

Succession Planning develops employees to be job ready as potential applicants/candidates for positions identified as “critical positions” within the Corporation.

Quick facts:

• Employees identified as Talent Pool Members are eligible to participate
• Identifies gaps in current level of proficiency versus job ready proficiency
• Creates an Individualized Learning and Development Plan

WANT TO LEARN MORE? Contact a Talent Development Specialist.

EDUCATIONAL ASSISTANCE PLAN

The Educational Assistance Plan assists you in upgrading your skills/knowledge/qualifications to improve current job performance and the potential for taking on increased responsibilities.

Quick facts:

• Collective agreements and policies identify the amount of assistance available
• Priority will be given to courses at a college, university or professional association that link directly to achieving Corporate goals
• Eligible courses are those that:
  • Provide you with the knowledge and skills required to be successful in your current position;
  • Prepare you for another position within the Corporation; and/or
  • Allow you to complete a degree or certificate program that is a requirement of your position

WANT TO LEARN MORE? Contact your supervisor/manager, Talent Management Specialist for your Service Area, or the Talent Development team.
CUSTOMIZED TRAINING

Do you need training in a subject not listed in this catalogue? Do you need training that is a combination of content from 2 or more courses? Let us know. We can create and deliver a customized course for you and your team to address your specific requirements. If not, we will work with you to find a provider who can.

WANT TO LEARN MORE? Contact the Talent Development team.

CONSULTING SERVICES

Our Talent Development Specialists will provide consulting services to individual employees, managers and teams including:

- Needs assessments, identification of potential solutions, and delivery of learning and development programs as required
- Coaching for improved performance
- Workshops to address specific group, team or divisional needs — e.g. team dynamics, goal setting, or strategic planning

LEARNING AND DEVELOPMENT DATA MANAGEMENT AND ADMINISTRATION

The Talent Development team can also:

- Assist with course scheduling and registration
- Track attendance at learning and development activities
- Provide employee training records upon request

Contact a Talent Development Specialist to discuss your specific data management or administration needs.
EMERGING LEADER

The Emerging Leader program prepares employees for a career in management as an acting supervisor, supervisor, or manager.

Quick facts:

- Acceptance into the program is by application – either by self-nomination or your current manager
- You should consider participating in the Emerging Leader program if you are:
  - A union employee currently working as a lead hand or acting supervisor or are seeking these opportunities
  - An employee who has been recently promoted into a supervisor/manager position
  - An employee whose future career responsibilities may include management responsibilities
- Program components include four phases:
  - 8 required courses
  - On the job development
  - Feedback/mentoring/coaching
  - Evaluation

**Criteria for acceptance into this program is currently under review.**

REQUIRED COURSES:

- From Colleague to Boss
- Listening Skills
- 5 Waves of Trust
- Supervisor Skills for Managers
- Managing Difficult Conversations
- Customer Service – The Basics
- Supervisor’s Occupational Health & Safety
- Workplace Accident Investigation
EVOLVING LEADER

The Evolving Leader program is for managers and supervisors with 1 – 5 years' experience and prepares you for your current and future challenges. This program is designed to cultivate your communication, project/people management, and leadership skills.

Quick facts:
- 9 required courses
- 3 electives
- Learning and development opportunities such as on the job development, feedback, mentoring and/or coaching
- If required, you will receive assistance in the development or review of an Individual Learning and Development Plan

**Criteria for acceptance into this program is currently under review.

LEGACY LEADER

The Legacy Leader program is for employees within 5 years of retirement who wish to share their expertise/talents and be a “bridge builder” for our next generation of leaders.

Quick facts:
- This program provides opportunities to:
  - Share your knowledge, experience and wisdom with less experienced employees
  - Participate in a legacy project(s)
  - Mentor and/or coach future leaders
  - Participate in retirement coaching to prepare for the journey ahead

REQUIRED COURSES:
- Effective Delegation
- Coaching for Improved Work Performance
- Recruitment, Selection and Onboarding
- Health Promotion and Absence Support
- Working with the Collective Agreement
- Situational Leadership
- Supportive Workplace Policies
- The Trustworthy Leader
- Dealing with Difficult People – Part One

ELECTIVES:
- 3 courses from the Corporate Learning and Development Catalogue or other learning and development opportunities in consultation with your supervisor/manager and Corporate Learning and Development
MANAGEMENT SKILLS AND LEADERSHIP DEVELOPMENT

Management skills and leadership development opportunities are provided through a variety of training programs and learning opportunities designed to provide our leaders with the tools they need in support of the corporate Strategic Plan and related initiatives/policies.

Quick facts:

• Managers and supervisors can select courses from this catalogue specific to their individual needs
• Learning and development opportunities offered to all management employees, or groups of managers
• Delivered by internal and/or external facilitators
• A number of courses are required or recommended for supervisors or managers. Required courses are identified in this catalogue – email iLearn@London.ca to register
• Additional learning and development will be offered on an annual and intermittent basis to address emerging legislative and organization initiatives including:
  • Ivey Management Foundations Program courses
  • How to use the Halogen System
  • Management Performance Program – Annual Update
  • Understanding & Supporting Mental Health in the Workplace
• Past topics have included strategy, leadership and communications, customer-focused service, performance management, fostering employee engagement, negotiation, public relations, coaching for high performance, and attendance support
• Management employees will receive an e-mail invitation for annual and intermittent sessions

GRADUATE DIPLOMA IN PUBLIC ADMINISTRATION

The Corporation and Western University have partnered to offer a Graduate Diploma in Public Administration to City of London employees.

Quick facts:

• Program runs from September to August
• Requires completion of four courses and one concluding research paper
• Classes are held at City Hall and the Western campus
• All employees are eligible to apply to this program - limited seats available
• The cost of the program will be funded per the Corporation’s Educational Assistance Program

iLearn@London.ca

"The growth and development of people is the highest calling of leadership."
Harvey S. Firestone
CUSTOMER SERVICE PROFESSIONAL

The foundation of the Customer Service Professional certificate program is the City’s Mission: “At Your Service - a respected and inspired public service partner, building a better city for all.” This program provides skills for developing a strong service culture for both our internal and external customers.

Quick facts:

- The program consists of the following courses:
  - Customer Service – The Basics
  - Calming Upset Customers
  - Service Essentials for the Telephone
  - Dealing with Difficult People – Part One
  - Prepare Training
  - Listening Skills

CORPORATE ORIENTATION

This program is designed to provide new employees with a warm welcome to the City and key information for them to be successful with our Corporation. Topics covered include the City’s Strategic Plan, organizational structure, corporate policies, occupational health and safety, computer security, attendance support and the Accessibility for Ontarian’s with Disabilities Act (AODA) - Customer Service and Integrated Standards.

AUDIENCE: All newly hired employees will be invited to attend

CORPORATE ORIENTATION - MANAGEMENT

This program is designed to introduce new management employees to corporate processes, systems, and supports to effectively manage their functions and employees. Topics covered include budgeting, accounting, purchasing, risk management, health and safety, corporate security, learning and development, labour relations and the Employee Attendance Support Plan.

AUDIENCE: All new management employees will be invited to attend

If you would like to learn more about any of these programs, please contact your manager, Human Resources Talent Management Specialist, or the Talent Development team.
EFFECTIVE BUSINESS WRITING SKILLS

An interactive program for employees who want to improve their writing skills. This program, completed over six sessions, uses interesting and rewarding group and individual exercises. Self-assessments and facilitator feedback reinforce skill improvement.

Participants will learn how to apply appropriate rules for grammar and punctuation, write clear and concise sentences and paragraphs, and analyze words and phrases that are commonly misused. Additionally, participants will learn to use standard business format for all hard-copy correspondence and how to present ideas clearly and concisely in e-mail.

LENGTH: Six - 1/2 days
AUDIENCE: Available to all employees

EFFECTIVE MEETINGS

This workshop will assist those who are responsible for leading, chairing, or facilitating meetings to enhance their skills and achieve the best results possible from meeting participants.

It provides an opportunity to assess your effectiveness and review/acquire the skills, knowledge, and techniques to run efficient and productive meetings. In addition to developing facilitation skills necessary to meet a variety of challenges, participants will review problem solving and decision-making models in order to help achieve to the correct solution or resolution.

LENGTH: 1/2 day
AUDIENCE: Employees required to lead, chair, or facilitate meetings
GIVING BALANCED FEEDBACK

How many times have you heard a suggestion and your immediate impulse is to reject it given you believe it has flaws? This program teaches the skill of providing feedback on what aspects of the suggestion you agree with and would like to retain, as well as generate ideas to eliminate those aspects that are unworkable. Participants will learn how this technique can also be used to address issues of performance or behaviour which need to be modified.

LENGTH: 2 hours
AUDIENCE: Available to all employees

“...all need people who will give us feedback. That’s how we improve.”

Bill Gates

LISTENING SKILLS

Effective listening is a skill that can be acquired and developed with practice. This course will introduce you to the principles, skills, and benefits of active listening – a way of listening and responding to another person that improves mutual understanding. Participants will be given opportunities to practice active listening/responding skills with the goal of improving communication and customer service.

LENGTH: 4 hours
AUDIENCE: Available to all employees

MANAGING DIFFICULT CONVERSATIONS

Having difficult conversations with others and feeling confident about it takes courage. Not everyone feels self-assured when having to approach someone about a sensitive issue that could cause the other person to become angry, upset or even resentful. Does your job require you to do this on a regular basis, but you feel uncomfortable when doing so? This workshop can help you understand how to avoid the “battle” mentality that others may feel when discussing difficult situations with you and help you develop confidence and achieve better outcomes.

LENGTH: 1 day
AUDIENCE: Available to all employees
REPORT AND LETTER WRITING

This course focuses on writing effective reports and business letters. Emphasis is on format, order, sequence, and writing style.

The goal is to learn how to plan and structure your writing so that the intended audience understands your information, analysis, and recommendations. A template suitable for both formal and informal reports will be used. In addition, you will use two different writing styles for business letters, one for “good” news and one for “bad” news.

Participants are asked to bring at least one hard copy of a previous report and a business letter with proper names blanked out to protect the privacy of any individuals involved.

LENGTH: Two - 1/2 days
AUDIENCE: Available to all employees

SPEAKING CONFIDENTLY

This session will provide practical tools for use when speaking face-to-face, on the phone, or delivering a formal presentation. Participants will have an opportunity to practice confidence speaking skill sets in small groups. Guidelines and suggestions will be offered throughout the day to communicate more effectively with managers, supervisors, contractors, and co-workers. Participants will observe others, take part in simulations, and participate in case-based exercises.

LENGTH: 1 day
AUDIENCE: Available to all employees

TOASTMASTERS

Toastmasters is a world leader in communication and leadership development with clubs in more than 100 countries worldwide. A City Hall Toastmasters meeting is a learn-by-doing workshop in which participants develop speaking and leadership skills in a no-pressure atmosphere. There is no instructor in a Toastmasters meeting. Instead, members evaluate one another’s presentations. This feedback process is a key part of the program’s success.

Meeting participants give impromptu talks on assigned topics, conduct meetings and develop skills related to timekeeping, grammar and parliamentary procedure. Members learn communication skills by working in the Competent Communication manual, a series of 10 self-paced speaking assignments designed to instill a basic foundation in public speaking.

Meetings are held once per week at City Hall over a lunch hour.

LENGTH: 1 hour
AUDIENCE: Available to all employees
GOING BEYOND THE ARGUMENTATIVE CULTURE

Do you feel compelled to fight about everything? This workshop will explore the roots of the argument culture and present alternative ways to negotiate disagreement and mediate conflicts. The goal of this course is to improve interactions between people trying to resolve differences and get things done.

LENGTH: 1 day
AUDIENCE: Available to all employees

NEGOTIATING FOR RESULTS AND RELATIONSHIPS

Participants will develop skills to maintain good working relationships with others while still achieving desired outcomes through a principled negotiation process. You will be introduced to five conflict resolution approaches: principles of interest-based or collaborative problem solving, a ‘toolbox’ of communication techniques to increase effectiveness, structuring your discussions for best results, putting it all together – using the model and ‘toolbox’ in practice scenarios, and practical application in your job.

LENGTH: 2 days
AUDIENCE: Available to all employees

KEEP CALM AND CARRY ON

The objectives of this course are to raise awareness of your anger triggers and reactions, and to practice new responses to difficult situations and relationships. Course content includes: identifying the factors that increase the probability of an angry reaction, analyzing the effectiveness of your current reactions, learning techniques of self-control and using practical problem-solving responses for dealing with difficult situations.

LENGTH: 1 day
AUDIENCE: Available to all employees

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou

"I like to listen. I have learned a great deal from listening carefully. Most people never listen."

Ernest Hemingway
CALMING UPSET CUSTOMERS
We all have a natural instinct to see just one side of an issue - our own. By utilizing the DiSC Behavioural Profile, this powerful course helps individuals and groups develop the understanding and empathy to work through tough interpersonal conflicts. This course is designed to spark a lasting change in an individual. It builds fundamental skills that are crucial for effective teamwork and communication.

LENGTH: 1 day
AUDIENCE: Available to all employees

CUSTOMER SERVICE - THE BASICS
Our Mission, “At Your Service - a respected and inspired public service partner, building a better city for all” sets the stage for understanding your role in ensuring our customers have extraordinary service experiences. You will explore how your expectations as a customer are similar to those whom you serve, how to meet customer service expectations by sharing best practices and responding to challenging situations.

LENGTH: 1/2 day
AUDIENCE: Available to all employees

CUSTOMER SERVICE - ADVANCED
Each Service Area and Division has unique challenges of delivering extraordinary customer service. Building on the “Customer Service - The Basics” course, this program provides customized customer service training. Managers are encouraged to contact Corporate Learning and Development to discuss a tailored program to meet your needs.

LENGTH: 1/2 day
AUDIENCE: Available to all employees

DEALING WITH DIFFICULT PEOPLE (PART 1)
A key component to life balance is learning to live and work with difficult people. This workshop has been created to assist you with practical tools to effectively communicate with people on the job so that a conversation doesn’t escalate into an argument. You will be provided with the techniques, skills and insights needed to give you more confidence when dealing with difficult people.

LENGTH: 1 day
AUDIENCE: Available to all employees

DEALING WITH DIFFICULT PEOPLE (PART 2)
This workshop offers deeper insight into how conflicts can spiral out of control and ways for people to respond confidently when faced with difficult co-workers or customers. You will gain skills to turn a potentially negative interaction into a positive one. This practical workshop will provide participants with alternative strategies to safely address and provide the options to solve the difficult situation. Case studies and opportunities to practice these new skills will be used throughout the workshop.

LENGTH: 1 day
PREREQUISITE: Dealing with Difficult People - Part 1
AUDIENCE: Available to all employees
SERVICE ESSENTIALS FOR THE TELEPHONE

Everyone is responsible to make a winning first impression and maintain positive relationships with both internal and external customers. This workshop focuses on the importance of creating a service attitude over the phone, practicing a customer friendly tone of voice, the importance of managing the call process, the barriers to effective listening and interpreting and resolving problems effectively using case studies. Participants will come away with an understanding and skills for excellent telephone courtesy.

LENGTH: 1 day
AUDIENCE: Available to all employees

BUILDING TRUST

Trust can be hard to earn and easy to lose. Based on the Building Trust Model™, this program will teach you how to build trust and, if it’s been broken, how to repair it. The model is easy to learn, easy to remember, and most importantly easy to use on the job. After taking this course, you will be able to look at your relationships and focus on the aspects of those relationships that need repair. And, you will understand what behaviours lead to high trust with others.

LENGTH: 1 day
AUDIENCE: Managers and Supervisors

COACHING FOR IMPROVED WORK PERFORMANCE

Participants will learn to recognize when and how to use the skills necessary for conducting effective coaching meetings to improve an employee’s performance. The goal of the manager is to improve performance on a day-to-day basis, as well as over the long term, while continuing to build a relationship of mutual trust. Participants will complete a Coaching Skills Inventory and have an opportunity to role-play their newfound skill.

LENGTH: 1/2 day
AUDIENCE: Managers and Supervisors

BUILDING A MOTIVATED WORKFORCE

Are you stoked? Enthusiastic? Enjoy coming to work? Motivating others on the job begins with understanding yourself and having your own positive energy to give on the job.

If you have recently been promoted to a supervisory position or been in one for many years and would like to learn more about how to motivate people in a work environment, then this is the workshop for you!

LENGTH: 1 day
AUDIENCE: Managers and Supervisors

"An employee's motivation is a direct result of the sum of interactions with his or her manager."

Bob Nelson
RECOGNIZING POSITIVE PERFORMANCE
Recognizing and rewarding positive performance is key to motivating employees to work more productively, increase job satisfaction, and enhance commitment to the organization. In this course you will learn how to define and communicate expected performance and when/how to give recognition.

LENGTH: 2 hours
AUDIENCE: Managers and Supervisors

FIVE WAVES OF TRUST
The ability to establish, extend, and restore trust with customers and coworkers is a key competency in any organization. When there is high trust, everything moves faster and more efficiently, costs are lowered, and the team remains engaged.

This workshop uncovers the various layers of trust to which today’s employees must be attuned: self, relationship, team, market and societal. Participants will learn about the benefits of high trust, the negative impact of low trust and the high trust behaviours that great employees and leaders exhibit daily.

LENGTH: 1 day
AUDIENCE: Available to all employees

EFFECTIVE DELEGATION
Do you delegate tasks and projects only to find you should have done it yourself? Are delegated tasks not being done properly or on time? Do your team members constantly provide excuses why they can’t do something? Why do some people ‘get it’ and others don’t?

This workshop is designed to help bring greater effectiveness to your delegation of tasks and assignments, whether to direct reports or fellow team members.

Participants will examine the need to delegate differently to different people, resistance to delegation, delegating what – to whom, setting clear expectations, and measuring the effectiveness of delegation.

LENGTH: 1/2 day
AUDIENCE: Available to all employees

FROM COLLEAGUE TO BOSS
The transition from colleague to boss begins with understanding yourself, your new role and the expectations that go with the position - especially to hear from various people who have watched their old colleague become their boss and the kind of impact it had on them. Being a supervisor is a lot more than just earning the title and wanting to take a leadership role. It means making difficult and unpopular decisions at times, empowering others to work together towards a common goal, and effectively sharing your vision of how work is to be processed throughout the department. This workshop has been designed to provide the fundamentals needed to make the shift from colleague to boss.

LENGTH: 1 day
AUDIENCE: Managers and Supervisors
HEALTH PROMOTION AND ABSENCE SUPPORT

Explore the Employee Absence Support Program and related policies to understand your role in supporting employees who are experiencing absences from work. You will learn what information is confidential, when and how to contact absent employees, our duty to accommodate, development of return to work plans and the importance of following up on supports. Information will be shared on the variety of resources available to you to support both absent employees as well as those at work.

LENGTH: 1/2 day
AUDIENCE: Managers and Supervisors (Required)

RECRUITMENT, SELECTION AND ONBOARDING

In your role as a manager, the recruitment and selection of employees is key to building your team. This course will provide you with an understanding of your role as well as the role played by Human Resources leading to the development of the job posting, determining if and when to test candidates, the formulation of interview questions and the selection of the candidate. You will explore the requirements of the probationary period and managing employee performance.

LENGTH: 1/2 day
AUDIENCE: Managers and Supervisors (Required)

SITUATIONAL LEADERSHIP

The foundation of Situational Leadership lies in teaching leaders to diagnose the needs of an individual or a team and then use the appropriate leadership style to respond to their needs.

This workshop introduces participants to Situational Leadership in an engaging and informative way through video and case studies. Participants learn about the 3 Skills of a Situational Leader: Goal Setting, Diagnosing and Matching Development Levels. Participants leave the workshop understanding the difference between “micro-management” and “abandonment” of staff.

LENGTH: 1 day
AUDIENCE: Managers and Supervisors

“A manager is not a person who can do the work better than his men; he is a person who can get his men to do the work better than he can.”

Frederick W. Smith

SO YOU WANT TO BE A SUPERVISOR

This program will assist front-line employees to understand what is involved in being a supervisor and to identify the skills, experience, education, and characteristics that make up a good supervisor. Participants will consider whether they really want to be a supervisor and what they can do to better prepare themselves.

This is an interactive course with some advance self-analysis, including an on-line assessment and pre-workshop questionnaire.

LENGTH: 1 day
AUDIENCE: Employees who aspire to be an acting supervisor, supervisor or manager
SUPERVISORY SKILLS FOR MANAGERS

This program provides an overview of the broad spectrum of skills that a new manager must have to be successful on the job.

Content includes: leadership style, situational leadership, setting performance expectations, giving corrective feedback, effective coaching, managing conflict and difficult situations, and team development.

LENGTH: 2 days
AUDIENCE: Managers and Supervisors

SUPPORTING THE PEOPLE SIDE OF CHANGE

Despite change being inevitable, most people are challenged with it. This course will increase your skills to support people through significant organizational change. Learn the difference between change and transition and the stages people typically move through. Understand the common reactions people have to change and the potential supports for each. Gain tips on communicating through transitions and work hands-on with take away tools.

LENGTH: 3 hours
AUDIENCE: Available to all employees

SUPPORTIVE WORKPLACE POLICIES

Managers play a key role in ensuring a supportive work environment is maintained and upholding our policies that aid in that effort. This course will focus on your specific responsibilities as a supervisor or manager, how to respond when you witness or receive information from one of your employees about behaviour inconsistent with the expectations of our policies, what proactive measures you can take to promote supportive behaviours, and your role during investigations. Policies included in this training include: Code of Conduct for Employees, Workplace Harassment/Discrimination Prevention, and Workplace Violence Prevention.

LENGTH: 1/2 day
AUDIENCE: Managers and Supervisors (Required)

"Ultimately, leadership is not about glorious crowning acts. It’s about keeping your team focused on a goal and motivated to do their best to achieve it, especially when the stakes are high and the consequences really matter. It is about laying the groundwork for others’ success, and then standing back and letting them shine."

Chris Hadfield
THE TRUSTWORTHY LEADER

Trustworthy leaders have a fundamental and genuine belief in the value of others. They engender a deep, strong commitment among employees to the long-term success of the organization, its mission and vision. In this course you will learn the characteristics of a trustworthy leader – how to lead with honour and inclusion, promote respectful followership, share information, balance uncertainty and opportunities, and develop others.

LENGTH: 1 day
PREREQUISITE: Five Waves of Trust
AUDIENCE: Managers and Supervisors

WORKING WITH THE COLLECTIVE AGREEMENT

Collective agreements are written contracts of employment governing the terms and conditions of employment. Supervisors and managers have responsibilities to ensure the collective agreement is honoured. In this course, participants will review the key articles in the agreement and when and how these articles apply, and discuss scenarios to explore various interpretations. In addition, participants will learn the role of the union and their representatives as well as the grievance and arbitration process when violations of the agreement are alleged.

LENGTH: 1/2 day
AUDIENCE: Managers and Supervisors (Required)

CHARTING YOUR FUTURE

This intensive, five session course will help you understand your potential, identify career goals and set an action plan to reach them.

You will examine the traits and skills you exhibit both on the job and through outside interests; identify your key transferable skills and start examining your fields of interests; examine life goals; explore what might be your “ideal” job – the type of work and work environment; identify and analyze possible career directions and explore them in more detail; and identify your priority direction, set goals and develop an action plan to achieve them.

This course requires assignments between sessions.

LENGTH: Five - 1/2 days
AUDIENCE: Available to all employees

COACHING YOUR PEERS

This practical workshop will introduce strategies of how to coach and assist people to meet the challenges they face. You will learn the skills to act as a coach for fellow employees and to focus not only on helping yourself, but helping others.

Participants will be able to understand and practice the three essential elements of coaching – skills, strategies, and tools – as well as understand and use a variety of coaching techniques including listening, observing, questioning, and giving feedback.

LENGTH: 1 day
AUDIENCE: Available to all employees
COPING WITH STRESS
This workshop examines not only what can be the cause of stress in our lives, but how we cope with that stress. Stress comes from all aspects of our lives - both personal and at work.
In the workshop, you will have an opportunity to determine your current stress level, current coping resource strengths, growth areas and satisfaction levels in both your work and personal life.

LENGTH: 1 day
AUDIENCE: Available to all employees

DEALING WITH ON-THE-JOB CHANGES
The workplace is undergoing constant change and the outcomes can sometimes be overwhelming. This workshop is for those employees experiencing high degrees of change in their jobs. You will be given practical advice and guidelines on what you can do to help yourself succeed under such circumstances.
You will learn to develop strategies to overcome personal resistors and coping strategies to manage others who may be going through similar situations in their own jobs.

LENGTH: 1 day
AUDIENCE: Available to all employees

DEVELOPING EMOTIONAL INTELLIGENCE
Emotional intelligence refers to the ability to perceive, control and evaluate emotions. Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your goals. Participants will build their emotional intelligence by learning techniques to quickly reduce stress, recognize emotions and keep them from overwhelming you, connect emotionally with others by using nonverbal communication, use humor and lightheartedness to stay connected in challenging situations, and resolve conflicts positively with confidence.

LENGTH: 1 day
AUDIENCE: Available to all employees

ENHANCING YOUR WORKPLACE SOCIAL SKILLS
Do you think social skills are inherited or learned? Do you find yourself in workplace situations where you don’t know the right thing to say, or how to get your point across quickly and easily? Do you find it hard to talk to new people? This program will explore Social Intelligence and its relationship to Emotional Intelligence and help you learn specific skills for improving your social intelligence in the workplace.

LENGTH: 1 day
AUDIENCE: Available to all employees

HOW TO BECOME A CREATIVE THINKER
Since not all problems are successfully solved using a rational-thinking model, it is important you understand the value of ‘fun’ creative thinking and how it can benefit you personally and in the workplace.
This workshop will help you understand how people typically think and problem-solve, identify the barriers found in the current mindset, and complete a series of fun and interactive individual/group exercises meant to unlock the ‘creative juices’.
Participants will identify a specific problem in need of a creative solution, develop alternative strategies, analyze the pros and cons of each, and bring forth an ultimate recommendation.

LENGTH: 1 day
AUDIENCE: Available to all employees
PARTICIPATORY AND CREATIVE DECISION MAKING
Decision making is a complex cognitive process and an essential business skill. People make numerous decisions each day that are handled quickly and without much thought. Many of us procrastinate or over-analyze some of the most important decisions we must make. This workshop breaks down the process of making decisions into a structure that can relieve the delay and stress of choosing the right option when we face important opportunities or problems.

LENGTH: 1 day
AUDIENCE: Available to all employees

THE QUESTION BEHIND THE QUESTION
The lack of personal accountability can result in blame, victim thinking, complaining and procrastination. No organization — or individual — can achieve goals and objectives, provide outstanding service, engage in exceptional teamwork, or develop people without personal accountability. This course will help you identify negative, ill-focused questions like, “Why do we have to go through all this change?” and “Who dropped the ball?” that represent a lack of personal accountability. Better questions such as “What can I do to contribute?” or “How can I help solve the problem?” will be explored and practiced.

LENGTH: 1 day
AUDIENCE: Available to all employees

TIME MANAGEMENT WITH MULTIPLE PRIORITIES
You will learn strategies to manage multiple priorities in your life by working smarter, not harder. This course will assist you to identify your personal time management style and develop strategies to effectively deal with multiple projects, time robbers, and time savers.

LENGTH: 1 day
AUDIENCE: Available to all employees

YOUR ROLE IN A HIGH PERFORMANCE WORKPLACE
This program offers strategies that will help you remain focused and get the best results from yourself and each member on your team.

The goal is to look at the basic principles of motivation and emotional expression and implement behaviours that help you remain positive and optimistic.

You will learn how to identify the emotions that impact productivity and quality output, analyze the strengths and obstacles in your workplace, identify your personal workplace expectations and standards, and develop strategies to troubleshoot workplace issues.

LENGTH: 1 day
AUDIENCE: Available to all employees
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) - CUSTOMER SERVICE

The goal of the Accessibility for Ontarians with Disabilities Act, or AODA, is to make Ontario accessible and barrier free so that people with disabilities can go about their daily lives. In this legislated training you will become familiar with the City’s policies and procedures regarding accessible customer service including the Accessible Customer Service for Persons with Disabilities Policy. You will learn about the definition of “disability”, serving customers with disabilities, service animals, support persons, assistive devices, feedback and complaints, and temporary service disruptions.

LENGTH: 1 hour
AUDIENCE: All employees (Required)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) - INTEGRATED STANDARD

The Integrated Accessibility Standards of the AODA focus on removing barriers for people with disabilities in the areas of information and communications, employment, transportation, public spaces, and buildings. In this legislated training you will learn about the requirements under the standards as well as the City’s Integrated Accessibility Standards Policy and Accommodation of Employees with Disabilities Guideline.

LENGTH: 1 hour
AUDIENCE: All employees (Required)

CORPORATE COMPUTER SECURITY

Have you ever wondered why and how computers get viruses? What about identity theft, SPAM, on-line scams, password cracking or on-line credit card fraud? In this course you will be given valuable tips to protect the Corporation, and yourself from on-line predators. You will see a real-life hacking demonstration and learn about the hidden world of computer sabotage.

LENGTH: 2 1/2 hours
AUDIENCE: Available to all employees

I STEP FORWARD

The winner of the Canadian Association of Municipal Administrators Education Award, this program will increase your understanding of the impact of woman abuse, family violence (i.e. children, elders and men), and sexual violence/harassment in our community, workplace and home. You will increase your capacity to recognize and respond sensitively to situations of abuse and violence and understand how your individual actions help fulfill our shared responsibilities. The program’s aim is to engage City employees to step forward to end violence and abuse and become a Champion for Peace.

LENGTH: 1/2 day
AUDIENCE: All employees (Required)

I STEP FORWARD FOR MANAGERS/ SUPERVISORS

This program builds on the introductory course by defining your role as a leader and Champion for Peace. It will enhance your knowledge of the effects of violence/abuse in the workplace as well as the benefits of a supportive work environment. A hands-on component includes role playing to build your competence when engaging in difficult conversations. You will also learn about safety/accountability plans and your role in keeping employees safe.

LENGTH: 1/2 day
PREREQUISITE: I Step Forward
AUDIENCE: Managers and Supervisors (Required)
IT STARTS WITH ME

It Starts with Me highlights corporate behavioural expectations to foster a supportive workplace and encourage adoption of our Corporate values. Employees will engage in discussions on Workplace Harassment & Discrimination Prevention, Code of Conduct, Workplace Violence Prevention, and Use of Technology policies. Course objectives include the following: learning how to make decisions that are consistent with City policy, finding your voice and speaking up against violence, abuse and bullying behaviour, and understanding the resolution options for resolving issues in the workplace.

LENGTH: 1 day
AUDIENCE: All employees (Required)

MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (MFIPPA) AWARENESS

MFIPPA training will provide employees with a basic understanding of Ontario’s local government access and privacy legislation. Participants will gain an understanding of what personal privacy is and the importance of protecting it, the definition of personal information and how to decide what information may be made public and what information should not, and where to turn for more MFIPPA information and resources.

LENGTH: 1/2 day
AUDIENCE: All employees who handle any corporate information or those who collect, use and dispose of personal information

OMERS - GETTING TO KNOW YOUR PENSION - GENERAL INFORMATION SESSION

This workshop will provide employees with a better understanding of their OMERS Pension Plan. The following topics will be discussed: member and employer contributions, normal and early retirement pensions, survivor benefits, termination options, and inflation protection for pensions.

LENGTH: 2 hours
AUDIENCE: Available to all employees

UNDERSTANDING AND SUPPORTING MENTAL HEALTH

As a part of the City’s Mental Health Strategy, “Understanding and Supporting Mental Health” is an 1 ½ hour training which helps employees gain understanding and awareness about mental health for both themselves and others. It reviews how an employee can seek support for mental health or how they can provide support to a co-worker, friend or family member.

LENGTH: 1.5 hours
AUDIENCE: All employees

WORKPLACE DIVERSITY AND INCLUSION

This course introduces you to workplace diversity and inclusion at the City. You’ll learn about our Workplace Diversity and Inclusion Statement and Plan, as well as the employee committee that supports the plan’s initiatives. You will also gain awareness of your own dimensions of diversity and how you can contribute to an inclusive and supportive workplace.

LENGTH: 1 hour
AUDIENCE: Available to all employees (Required)
COMMUNICATION - NOT LITIGATION

The words we choose whether explaining something in writing or in person may be interpreted very differently than what we intend. In this session, we focus on why you need to ‘think first – write later’ and how to ensure that what you say is what you mean to say.

This session focuses on management of corporate documents to protect the municipality from risk of lawsuits arising from mistakes made in their creation, distribution and retention.

LENGTH: 1/2 day
AUDIENCE: All employees who regularly provide technical and expert information/advice to the public and to co-workers.

DEMystIFYING SURETY BONDS

Most people find the whole topic of surety bonds confusing. In this session you will learn what surety bonds do, and don’t, do, to protect your project from financial loss if the contractor is unable (or unwilling) to complete the work. We will discuss why some contractors have difficulty getting bonds, or why they find them very expensive, and whether alternatives to surety bonds are a logical choice. In addition, you will learn what ‘red flags’ to watch for and when to notify the surety of your concerns.

LENGTH: 1/2 day
AUDIENCE: All employees whose work requires surety bonds to financially guarantee successful performance of contracted work.

ESSENTIALS FOR SMART CONTRACTING

Are you confused about leases, agreements, memorandums of agreements, tenders, RFPs, RFQ’s and contracts? Or have you ever wondered about the legal implications of contracts you draft? In this workshop you will learn what a contract is and how you can prepare and revise it to say what you really want it to say. You will take away practical ideas that can be used to minimize risks.

LENGTH: 1/2 day
AUDIENCE: All employees whose work involves contracting with suppliers of goods and services.

NEGLIGENT MISREPRESENTATION

Negligent misrepresentation can occur quickly and easily in a fast-paced customer service environment. This workshop provides a detailed view of the tort of negligent misrepresentation, what it is, how and why these situations happen, legal consequences, and how risks can be avoided. Participants will learn what actions can lead to lawsuits against the municipality as well as simple tips for providing clear, accurate and useful information to customers.

LENGTH: 1 day
AUDIENCE: Managers, Supervisors and staff who provide advice to the public.

OPTIMIZE VOLUNTEER RELATIONSHIPS/ MINIMIZE RISK

You will learn why it is not always easy accepting volunteers’ offers to help, what your responsibilities are when working with volunteers, and why we cannot afford to “just say yes” to everyone willing to help. Leave knowing strategies to minimize the risk of working with volunteers, when and how to transfer risk to someone else and how to improve your odds of establishing a successful volunteer/employee relationship.

LENGTH: 1/2 day
AUDIENCE: All employees in a position to screen, select or supervise volunteers.
PREPARING TO TESTIFY

Testifying at a trial or examination for discovery can be a nerve-wracking experience. This session will help you prepare for that first (or fourth!) experience. Through a clearer understanding of the overall legal process you will be better prepared for your role in the process. You will learn how to focus on the questions and facts presented to you and to give the most accurate, truthful answer without encouraging third party counsel to use your answers to press for more information than was originally asked.

Topics include:

- The litigation process
- The initial interview of a witness
- How examinations for discovery differ from trials
- Direct examination at trial (by City legal counsel)
- Cross-examination at trial (by third party legal counsel)

LENGTH: 1/2 day
AUDIENCE: This course is for employees whose work requires them to attend court or other legal proceedings for the purpose of testifying on behalf of the City.

RISK MANAGEMENT 101

It is not sufficient or practical to buy insurance to cover every loss the municipality might face. Managers need to be aware of the risks taken through their activities and to find appropriate ways to manage those risks. This program will familiarize you with the Risk Management Policy Manual, the role of the Risk Management Division and your responsibilities as a manager to reduce or eliminate exposures, report material changes in exposure and comply with conditions of our insurance policies.

LENGTH: 1/2 day
AUDIENCE: Managers and Supervisors

THE CRISIS IS OVER - RETURNING TO BUSINESS

When your trucks are under water, your offices are flooded and your communications systems are weeks from replacement, how can your staff get back to work delivering necessary community services? This course is not an emergency response course; instead, it addresses recovery and continuity including:

- Crisis plans vs. continuity plans
- Pre-incident vs. post-incident strategies
- Assessing likelihood and outcome of interruption
- The tolerance level of Council, senior management and citizens
- Business continuity preparedness – what to include

LENGTH: 1 day
AUDIENCE: This course is for supervisors and managers who will be called upon after a crisis to get their service area or division back to delivering public services.
FROM ACCIDENT TO RECOVERY
This course will provide managers and supervisors with insight into the Workplace Safety and Insurance Board (WSIB) requirements for reporting and managing employees who are injured or become ill as a result of a workplace incident. Participants will obtain the necessary knowledge and skills to successfully manage employees back to work. Obligations of the employer, employee and union in the return to work process as defined under the Ontario Human Rights Code and Workplace Safety and Insurance Act will be discussed.

LENGTH: 1 hour
AUDIENCE: Managers and Supervisors (Required)

HEALTH AND SAFETY MANAGEMENT SYSTEM
A health and safety management system is a comprehensive approach to health and safety that involves both management and workers, and identifies problem areas and potential solutions. It is an in-depth look at all aspects of an operation from a health and safety standpoint. This course assists our workplaces to view their health and safety management system as an integral part of their management and operational functions. The course also provides an in-depth review of the City of London’s Risk Assessment and Continuous Improvement Programs.

LENGTH: 2 hours
AUDIENCE: Managers and Supervisors (Required)

OCCUPATIONAL HEALTH AND SAFETY AND THE LAW - DUE DILIGENCE
This course will provide managers and supervisors with a strong understanding of their duties and responsibilities in health and safety law, their personal liability, the internal responsibility system, the City of London Health and Safety Management System, and due diligence.

LENGTH: 3.5 hours
PREREQUISITE: Supervisor’s Occupational Health and Safety
AUDIENCE: Managers and Supervisors (Required)

WHMIS - 2015
Canada has aligned the Workplace Hazardous Materials Information System (WHMIS) with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). This online course outlines the changes from the old WHMIS 1988 to the new WHMIS 2015. Available on-line.

LENGTH: 30 minutes
AUDIENCE: All employees (Required)
PREPARE TRAINING

CPI’s Prepare Training® program is highly effective, adaptable training that uses proven methods for managing disruptive and aggressive behaviour. With a core philosophy of Respect, Service, and Safety at Work®, the program offers proactive solutions so organizations can count on confident, well-trained employees who respond safely and consistently to a variety of challenging situations. CPI strategies taught in the program have been effective in reducing the frequency and severity of crisis situations and increasing employee confidence and morale. The techniques can assist in strengthening and preserving relationships with co-workers and customers and aid in service recovery when problematic situations have damaged customer relations.

LENGTH: 4 hours
AUDIENCE: Employees working in a customer service role

SUPERVISOR’S OCCUPATIONAL HEALTH AND SAFETY

This course will review the Occupational Health and Safety Act and regulations, legislated health and safety responsibilities and rights, the rights and responsibilities of the Corporation and employees as well as the role and powers of Joint Health and Safety Committees and the Ministry of Labour. Participants will also learn to recognize a work refusal, critical injury and react accordingly. The training will ensure managers and supervisors understand the relevant sections of the Occupational Health and Safety Act and meet the requirements of a “competent person.”

LENGTH: 1 day
PREREQUISITE: Supervisor Awareness Training in 5 Steps (Online)
AUDIENCE: Managers and Supervisors (Required)
Joint Health and Safety Committee Members

SUPERVISOR’S AWARENESS IN 5 STEPS

This training introduces supervisors to the Occupational Health and Safety Act in accordance with O. Reg. 297/13. It focuses on the health and safety rights and responsibilities of workers, supervisors and employers. It also serves as a general introduction to workplace health and safety.

LENGTH: 1 hour
AUDIENCE: Managers and Supervisors (Required)

WORKER AWARENESS IN 4 STEPS

This training introduces workers to the Occupational Health and Safety Act in accordance with O. Reg. 297/13. It focuses on the health and safety rights and responsibilities of workers, supervisors and employers. It also serves as a general introduction to workplace health and safety.

LENGTH: 45 minutes
AUDIENCE: All Employees (Required)

WORKPLACE INCIDENT INVESTIGATION

This course will provide basic information on the need to report and investigate accidents, incidents, near misses and employee concerns with a focus on the importance of identifying the immediate and underlying causes. The course includes a review of legislative requirements, the Workplace Incident Reporting and Investigation procedure, and completion of the City of London Supervisor’s Report of Incident and Corrective Action form.

LENGTH: 3.5 hours
AUDIENCE: Managers and Supervisors (Required)
Joint Health and Safety Committee Members
WORKPLACE HEALTH AND SAFETY INSPECTIONS

This course will assist in performing effective workplace safety inspections. It will provide a strong foundation for recognizing, assessing and controlling identified workplace hazards. An actual workplace inspection to practice hazard recognition and completion of an inspection report will be conducted.

LENGTH: 3.5 hours
AUDIENCE: Managers and Supervisors (Required)
Joint Health and Safety Committee Members and Designates

BASIC EMERGENCY MANAGEMENT

The Basic Emergency Management (BEM) course is provincially certified by the Office of the Fire Marshal and Emergency Management and provides an overview of emergency management as practiced in Ontario. Participants will learn the key components of an emergency management program and current industry best practices. Participants will also have the opportunity to identify the roles and responsibilities of various levels of government and other key organizations involved in emergency management.

Offered at London’ Emergency Operations and Training Center, this course has been enhanced with local examples and includes presentations from London Police, Fire, EMS, hospitals, Middlesex-London Health Unit and Environmental and Engineering Services. Participants will also have an opportunity to work through some group activities, including a table top exercise.

LENGTH: 3 days
AUDIENCE: Anyone with responsibilities related to emergency management, emergency response, reception centre staff and related partner organizations.

EMERGENCY RESPONSE GUIDE

This course provides you with an overview of the Emergency Response Guide applicable to your area. You will learn how to appropriately respond to a number of emergency situations including fires, medical emergencies, inappropriate phone calls, disruptive individuals and critical incidents in the workplace.

LENGTH: 1 hour
AUDIENCE: All employees (Required)

INCIDENT MANAGEMENT IN THE EMERGENCY OPERATIONS CENTER

IMS in the EOC is an introduction to the use of the Incident Management System (IMS) in the Emergency Operations Centre (EOC). This workshop discusses the overview of an EOC, IMS organizational structure, planning and meeting cycles and chain of command. It describes the purpose of an EOC and the responsibilities of the IMS positions and functions. It prepares participants to perform specific IMS functions, and work as a team within the Emergency Operations Centre in London.

LENGTH: 1 day
AUDIENCE: Anyone with responsibilities related to emergency management, EOC Policy Group, response, reception centres and EOC support staff.

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INTRODUCTION TO INCIDENT MANAGEMENT SYSTEM - IMS 100

IMS 100 is a free, self-study course offered by the Office of the Fire Marshal Emergency Management. This introductory course is designed to teach participants the basic functions, concepts and principles of the Incident Management System (IMS) as practiced in Ontario. At the end of this course participants will be aware of the major functions within IMS, and be able to assume limited roles within an incident management team for simple incidents. IMS 100 can be accessed through the Office of the Fire Marshal and Emergency Management’s Training Portal by following the link below:

https://training.emergencymanagementontario.ca/TPOnline/TPOnline.dll/EMO_HOME

LENGTH: 1 day
AUDIENCE: Anyone with responsibilities related to emergency management, EOC Policy Group, response, reception centres and EOC support staff.

BASIC INCIDENT MANAGEMENT SYSTEM - IMS 200

IMS 200 is a provincially certified course designed for individuals potentially involved in implementing Incident Management System (IMS) at simple incidents or during the early phases of a complex incident or emergency. Participants will solidify their knowledge of core principles and concepts of IMS functions and organizations. This course will provide opportunities to learn how to command a simple incident and will receive an introduction to incident action plans. Participants will familiarize themselves with incident facilities, resource management and communications management. Participants will also have an opportunity to work through some group activities, including a table top exercise.

PREREQUISITE: IMS 100
LENGTH: 2 days
AUDIENCE: First and secondary responders, supervisor/management level, EOC, reception centre staff and City partner agencies.

INTERMEDIATE INCIDENT MANAGEMENT SYSTEM - IMS 300

This course is provincially certified through the Office of the Fire Marshal and Emergency Management and will prepare participants to perform leadership roles within an expanded Incident Management System (IMS) structure during a complex incident involving multiple organizations. This course is by invitation only through the City of London’s Community Emergency Management Program Committee.

LENGTH: 3 days
PREREQUISITE: Basic Emergency Management or IMS 100 and 200
AUDIENCE: Individuals who have been designated leadership roles within the IMS structure by their organization

FIRE EXTINGUISHER

This course provides knowledge and skills for the proper use of a portable fire extinguisher. Upon successful completion of the course, participants will be able to describe the elements of fire, explain the different classes of fire, know the different types of portable fire extinguishers and match the class of fire with the appropriate extinguisher.

LENGTH: 2 hours
AUDIENCE: Members of an emergency evacuation team (fire wardens, etc.) and employees who may be required to operate a portable fire extinguisher.
FIRST AID - STANDARD

Standard first aid provides comprehensive training on all aspects of first aid and CPR. This course incorporates the components of the emergency first aid training and is designed for employees who require more in-depth understanding of first aid. Topics include medical/legal aspects of first aid and treatment, spinal injuries, heat and cold injuries, bone and joint injuries, abdominal and chest injuries, burns and medical emergencies and CPR-C certification.

LENGTH: 2 days
AUDIENCE: Employees who are in charge of a First Aid station or require advanced first aid knowledge

ASBESTOS AWARENESS

This online course introduces employees to the identification of asbestos containing materials, its commercial application and uses, as well as the health hazards associated with exposure. Content includes an introduction to the City’s Asbestos Management Program.

Upon completion of this online course participants will be able to transfer the information to their workplace(s) and will be able to determine sources of potential asbestos materials and the potential health risks associated with exposure. This training will also aid in the quality of workplace inspections.

LENGTH: 45 minutes
REFRESHER: Every 3 years
AUDIENCE: Employees who work with or in a facility that contains or is assumed to contain asbestos

ASBESTOS MANAGEMENT PROGRAM

This course will build on the information provided in Asbestos Awareness. It provides a review of the City’s Asbestos Management Program including key requirements, roles and responsibilities and how asbestos is managed within Corporate facilities. Responsibilities under Ontario Regulation 278/05 – Designated Substance – Asbestos on Construction Projects and in Buildings and Repair Operations and the City of London’s Asbestos Management Program (which outlines the requirements for contracting or tendering services in facilities which contain or may contain asbestos materials) will be covered.

LENGTH: 3 hours
REFRESHER: Every 3 years
AUDIENCE: Employees who hire, coordinate or manage contractors, prepare contracts with external agencies, are involved with leasing space to or from an external firm or party, or are responsible for maintaining/managing a facility (i.e. building managers) with confirmed or suspected asbestos containing materials as well as managers of employees conducting this work
ASBESTOS - TYPE 1 OPERATIONS
This course will build on the information provided in Asbestos Awareness to inform the participant about Ontario Regulation 278/05 – Designated Substance – Asbestos on Construction Projects in Buildings and Repair Operations, the City of London’s Asbestos Management Program roles and responsibilities, Type 1 Operation work procedures and personal protective equipment (PPE). In addition, the course covers the steps that must be taken prior to beginning invasive work as required by the City’s Asbestos Management Program.

At the completion of this course, participants will be able to apply the information learned to perform invasive work on confirmed or suspected asbestos containing materials.

LENGTH: 1 hour
REFRESHER: Every 3 years
AUDIENCE: Employees who may conduct renovation, demolition, alteration, or otherwise invasive work in a facility with confirmed or suspected asbestos containing materials as well as managers of employees conducting this work.

CONFINED SPACE
This course will provide participants with information needed to recognize confined spaces, understand the potential hazards in these spaces, and outline the controls necessary to control the hazards. The course will also review the legislative requirements and the City’s Confined Space Entry Program and Procedures.

LENGTH: 1 day
REFRESHER: Recommended every 3 years
AUDIENCE: Employees who may enter a confined space or who perform work related to confined spaces and managers and supervisors of employees who perform work in, or related to, confined spaces.

CONSTRUCTION PROJECT SAFETY AND CONTRACTOR SAFETY MANAGEMENT
This half day course explains “how” and “when” a workplace party becomes a “Constructor/Contractor” under the Ontario Health and Safety Act and City of London procedure; describes the differences between the roles and responsibilities of an “Owner”, “Constructor”, and “Employer”; and covers the fundamentals of our Construction Project Safety Management program for ensuring compliance with the duties.

Practical information and tools are provided for:
- Communicating requirements
- Safety-related contract documentation
- Project safety inspections
- Pre-project briefing
- Intervention and post-project administration

LENGTH: 4 hours
AUDIENCE: Construction managers and supervisors; property managers; maintenance managers and supervisors; project managers, architects, engineers; purchasing/contracting managers; health and safety specialists.

CONSTRUCTION REGULATION 213/91 OVERVIEW
This course will provide an overview of the Construction Projects Ontario Regulation 213/91 and will highlight the areas of high risk.

LENGTH: 3 hours
AUDIENCE: Employees who are involved in construction activities.

OCCUPATIONAL HEALTH AND SAFETY
ELECTRICAL - OVERHEAD AND UNDERGROUND WIRES
This session is geared for those who will be working in an environment where there is the potential for making contact with electrical equipment or apparatus both overhead and underground. It will provide the awareness and hazard recognition to all those attending to protect their safety from sustaining an electrical contact.
LENGTH: 1 day
AUDIENCE: Employees who work in close proximity to electrical utilities.

ELECTRICAL - SAFETY AWARENESS FOR NON-MAINTENANCE WORKERS
This course examines the hazards of electric shock, steps to manage hazards, basic Ontario Electrical Safety Code rules and electrical product approval requirements. Upon completion of this course, employees will understand basic electrical terminology and definitions, be able to identify and avoid common electrical hazards, and understand how electrical shock causes injuries. In addition, participants will learn the legal requirements for inspections and equipment approval, the fundamentals of working safely including things that can be done to be safe in the workplace, as well as learn about the consequence of not working safely.
LENGTH: 4 hours
AUDIENCE: Employees who may be exposed to the hazards of electricity

ERGONOMICS - OFFICE
This course provides a practical introduction to office ergonomics. It deals specifically with problems and injuries related to the use of computers and other office equipment, the basic principles and elements of ergonomics, as well as the risks and control measures available.
LENGTH: 1 hour
AUDIENCE: Employees who work in an office setting

HEARING LOSS PREVENTION AWARENESS
This course will review the physiology of the auditory system, how the auditory system works, the consequences of exposure to hazardous noise, as well as the legislative requirements. Focus will be the prevention of hearing loss by following a Hearing Loss Prevention Program and implementing appropriate controls.
LENGTH: 1 1/2 hours
REFRESHER: Recommended every 5 years
AUDIENCE: Employees who may be exposed to hazardous levels of noise

LOCKOUT TAGOUT
This course is designed to ensure employees understand the hazards associated with uncontrolled energy and the proper methods of controlling that energy through a properly developed and implemented Lockout Tagout program.
LENGTH: 4 1/2 hours
AUDIENCE: Employees who operate or use machines or equipment to which servicing or maintenance is performed

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MOULD AWARENESS
The focus of this course is to raise awareness of conditions that may encourage mould growth, how to prevent the growth of mould, the potential health effects, and how to safely clean or remove mould including personal protective equipment (PPE). Legislative requirements and guidelines will also be discussed. This course will aid in the quality of workplace inspections.

LENGTH: 1 hour
AUDIENCE: Employees who may be required to deal with situations involving the presence of mould

PRE-START HEALTH AND SAFETY REVIEW
Under Section 7 of the Regulations for Industrial Establishments, an employer needs to conduct a pre-start and implement compliance measures before a new or modified apparatus, structure, protective element or process is put into production. This course will provide the necessary information to determine when a pre-start health and safety review is needed and when the legal requirements apply.

LENGTH: 2 hours
AUDIENCE: Managers, supervisors or any employee designated with responsibility for pre-start assessment or implementation

SHARPS INFORMATION AND SAFE PICK UP
This course will provide knowledge of the hazards of sharps and their associated risks. In addition, it will review the different types of sharps, the routes of entry for biohazard materials, the hazards associated with exposure to sharps, as well as the health risks and controls available. Upon completion of this course, employees will be able to safely pick up and dispose of sharps they may encounter in the course of their work.

LENGTH: 1 hour
REFRESHER: Recommended every 5 years
AUDIENCE: Employees who may encounter sharps

TRAFFIC CONTROL - BOOK 7
This course provides the basic guidelines for traffic control to be used while performing construction, maintenance, and utility work on any street or highway in order to achieve satisfactory levels of safety for workers and motorists. Content is based on the Ontario Traffic Manual Book 7 requirements for traffic control in work zones. Participants will also review the City’s Traffic Protection Plan Procedure and form.

LENGTH: 3.5 hours
REFRESHER: Every 2 years
AUDIENCE: Employees involved in planning, communicating, or implementing traffic control and protection plans

"If everyone is moving forward together, then success takes care of itself." - Henry Ford
TRANSPORTATION OF DANGEROUS GOODS

This course will enable participants to comply with legislation that governs hazardous goods and gain a working knowledge of the Transportation of Dangerous Goods Act and its regulations as they apply to their workplace. Upon completion of this course, successful participants will receive a proof of training wallet card.

LENGTH: 4 hours
RECERTIFICATION: Every 3 years
AUDIENCE: Employees involved in the transportation of dangerous goods

WORKING AT HEIGHTS - CONSTRUCTION

The course is broken down into two main modules: basic theory and practical equipment. The basic theory module discusses working at heights hazards, controls, introduces the learner to the basics of fall protection, and ladder safety. The practical equipment module focuses on the application and use of the different fall protection systems, their components, and their limitations. Learners must demonstrate how to inspect the equipment, don and doff the harness, and maintain 100% tie-off.

LENGTH: 1 day
RECERTIFICATION: Every 3 years
AUDIENCE: Employees who work at heights and may be required to wear fall protection. This also includes supervisors/managers of employees who work at heights.

WORKING AT HEIGHTS - NON-CONSTRUCTION

This course explores basic theory concepts and practical elements of working at heights. Basic theory focuses on the rights and responsibilities of workplace parties, stressing the importance of exercising your rights when absolutely necessary. Identification of the hazards of working at heights will be discussed along with warning methods, physical barriers, and the different fall protection systems. Ladders, ladder types, similar equipment and the importance of proper selection, inspection and setup will also be covered. The practical component will focus on identifying the components and application of the different fall protection systems and provide a detailed understanding of all the elements and when each is applicable.

LENGTH: 1 day
RECERTIFICATION: Every 3 years
AUDIENCE: Employees with exposure to fall hazards who require fall protection equipment.
JOINT HEALTH AND SAFETY COMMITTEE CERTIFICATION - PART I

This course provides participants with an understanding of how to recognize, assess and control workplace hazards and how to monitor occupational health and industrial hygiene in order to facilitate improvements in workplace health and safety. The course will review the internal responsibility system, the Occupational Health and Safety Act, due diligence, Joint Health and Safety Committee (JHSC) responsibilities, recognizing, assessing and controlling hazards, as well as workplace inspection and accident investigations.

LENGTH: Varies
AUDIENCE: Management and worker representatives of a JHSC as part of the mandatory certification training

RESPIRATOR - TRAINING AND FIT TEST

This course introduces participants to respiratory hazards, protection mechanisms, and legislative requirements for equipment use. Information on how to use respiratory protection for protection from hazardous airborne contaminants in the work environment will be provided. In addition, participants will learn and demonstrate how to conduct a proper facial fit test as verified by a qualitative fit test method or quantitative equipment.*

LENGTH: 3 hours
RECERTIFICATION: Every 2 years
AUDIENCE: Employees using negative pressure cartridge and/or filter respirators

*Note: To perform fit testing, participants must be clean shaved in the area of the respirator seal. Food, liquids (except water), smoke, or chewing gum is not allowed up to 15 minutes before the fit test.

JOINT HEALTH AND SAFETY COMMITTEE CERTIFICATION - PART II

Once Joint Health and Safety Committee members have successfully completed JHSC Certification I, they are required to fulfill the requirements of JHSC Certification II. This course involves performing a risk assessment to ensure the proper recognition of hazards in the workplace. Training is required in properly assessing those hazards and implementing adequate controls.

LENGTH: Varies
AUDIENCE: Management and worker representatives of a JHSC as part of the mandatory certification training

RESPIRATOR - TRAIN THE TRAINER

This course provides participants with the knowledge to conduct respirator training and respirator fit tests in accordance with CSA Standard CAN/CSA-Z94.4, Selection, Use, and Care of Respirators. Included in the course is a review of the content provided in the Health Care or Industrial Respirator sessions and hands-on practice conducting fit tests.

LENGTH: 3 hours
AUDIENCE: Employees providing respirator training and fit testing
NEED HELP NOW AND CAN’T WAIT FOR A COURSE?
If you need help now with a technology or software issue, you can:

- Click on “Help” or use the “F1” key in the specific application you are using;
- Microsoft offers lots of tips and training videos about their products. Visit MS Office Products (www.support.office.com);
- Google “How do I...” for the task you are trying to perform. For instance, “How do I add a watermark in Excel?” or “How do I set tabs in Word?”;
- Ask a co-worker who is skilled with the program (with a promise to register for a training course!);
- Contact the Helpdesk by phone at ext. 5712 or by email at helpdesk@london.ca

Introducing Technology and Software drop-in sessions!
Frustrated with Excel errors? Formatting issues in Word getting you down? We can help.
Stop by these “no appointment needed” sessions to get one-on-one help with Word, Excel, PowerPoint, Publisher, Visio and more. Bring your questions and leave with solutions.
Visit the course schedule for dates and times.

EXCEL - BASICS
Whether you’re new to Excel or have used it only a few times, this course provides the basic information you need to create spreadsheets. You will be provided with a guided, hands-on tour through the basic features and will be introduced to the many tips and tricks (as well as some pitfalls!) along the way.
LENGTH: 3 hours
AUDIENCE: Available to all employees

EXCEL - CHARTS
This course will introduce you to the various charts available in Excel and how to insert and edit them. In addition, you will learn about legends, scaling, bar colours, data charts, and more.
LENGTH: 2 hours
PREREQUISITE: Excel - Basics or equivalent Excel proficiency
AUDIENCE: Available to all employees

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TECHNOLOGY AND SOFTWARE

EXCEL - DATABASES, FILTERING AND SUBTOTALS
Learn how to set up and use flat databases and keep simple lists of data. Discover how to use these databases to track information, merge data into letters and other documents (see Word - Merging Basics course), and filter data to see subsets of your complete data. In addition, you will learn to analyze data and generate totals by using the subtotal function.

LENGTH: 2 hours
PREREQUISITE: Excel - Formulas (Part 1) or equivalent Excel proficiency
AUDIENCE: Available to all employees

EXCEL - EFFECTIVELY COMMUNICATING TO YOUR AUDIENCE
Discover how to use the various features in Excel to communicate information to your audience. Learn simple formatting options to complex conditional formatting statements in order to present information in a clear and interesting way.

LENGTH: 2 hours
PREREQUISITE: Excel - Basics or equivalent Excel proficiency
AUDIENCE: Available to all employees

EXCEL - FORMULAS (PART 1)
Go beyond the basic sums and learn how to create more complex formulas. What is the difference between relative and absolute cell references? Why do my numbers not add up? Why is it telling me I have a circular reference? In this course, you will learn about built-in formulas such as average, round, date, time, and more.

LENGTH: 2 hours
PREREQUISITE: Excel - Basics or equivalent Excel proficiency
AUDIENCE: Available to all employees

EXCEL - FORMULAS (PART 2)
This course is a continuation of Excel Formulas (Part 1). You will learn more complex "IF" statements, date and time functions, text functions as well as combining functions. (Note: Formulas linking data from multiple worksheets will be covered briefly in this course. For more in-depth training, see the Excel - Linking Worksheets and Files course.)

LENGTH: 2 hours
PREREQUISITE: Excel - Formulas (Part 1) or equivalent Excel proficiency
AUDIENCE: Available to all employees

EXCEL - FORMULA LOOKUPS AND DATABASE FUNCTIONS
Learn how to use formulas and Excel lookup functions such as VLOOKUP and INDEX to extract a value from a range of values based on a column and/or row reference. Also, discover how to use database functions to find specific information based on set criteria.

LENGTH: 2 hours
PREREQUISITE: Excel - Formulas (Part 1) or equivalent Excel proficiency
AUDIENCE: Available to all employees

EXCEL - LINKING WORKSHEETS AND FILES
Learn to add up numbers across worksheets and across files as well as bring data together from multiple sources. In addition, discover how to manage multiple sets of data when the original file is changed.

LENGTH: 2 hours
PREREQUISITE: Excel - Basics or equivalent Excel proficiency
AUDIENCE: Available to all employees
EXCEL - PIVOT TABLES
Learn about the powerful capabilities of pivot tables - an interactive table that automatically extracts, organizes and summarizes your data. A pivot table can sort, count, total or give the average of the data stored in one table or spreadsheet and display the results in a second table called a "pivot table". You can use this information to analyze data, make comparisons, detect patterns and relationships, and discover trends.

LENGTH: 2 hours
PREREQUISITE: Excel - Formulas (Part 1) or equivalent
Excel proficiency
AUDIENCE: Available to all employees

EXCEL - PRINTING, HEADERS AND FOOTERS
Stop printing blank pages from Excel and take control of your print jobs! Learn how to set your print area, print titles, headers and footers, page numbers, page breaks and more.

LENGTH: 2 hours
PREREQUISITE: Excel - Basics or equivalent Excel proficiency
AUDIENCE: Available to all employees

EXCEL - TIPS AND TRICKS
This session is for those who are familiar with Excel. Take the opportunity to ensure that you really know how to use those basic features and use them well. Learn some tricks and tips to work more efficiently and reduce frustrations. You will learn to edit a worksheet, format cells, basic formulas, manage columns/rows, and more.

LENGTH: 2 hours
PREREQUISITE: Excel - Basics or equivalent Excel proficiency
AUDIENCE: Available to all employees

ONENOTE - BASICS
OneNote is a unique and highly effective application. Projects can range from a simple task list to a group project involving multiple people. It is a great application for tracking diverse pieces of a project. OneNote also integrates with other Microsoft applications and can be shared over a network with automatic synchronization.

LENGTH: 3 hours
AUDIENCE: Available to all employees

OUTLOOK - CALENDARS, CONTACTS AND TASKS
Learn how to manage your calendars, contacts and tasks. This course will show you how to set up appointments, invite attendees, manage reminders, add contacts from emails, view contacts in a variety of ways, and send a vcard. Use the task features effectively and manage those flagged messages.

LENGTH: 2 hours
AUDIENCE: Available to all employees

OUTLOOK - MANAGING EMAILS AND EFFICIENT EMAILING
Get a handle on the messages flowing in and out of your Outlook. Customize your Outlook, understand and manage the many mailboxes, and organize with folders, flags and reminders. Learn how to attach files and manage attachments. Find those missing messages! This session does not include features covered in the Outlook - Calendars, Contacts and Tasks session.

LENGTH: 2 hours
AUDIENCE: Available to all employees
### POWERPOINT - BASICS

PowerPoint allows you to create slide presentations containing text, images and other media such as audio clips and movies. Learn the basics you need to create interesting and effective presentations.

| LENGTH: | 3 hours |
| AUDIENCE: | Available to all employees |

### POWERPOINT - ADVANCED

In this session, you will learn how to create consistent, eye catching presentations quickly and easily using master pages and templates. Discover the many layouts, formatting and colour options within PowerPoint or create your own template with the City of London logo.

| LENGTH: | 2 hours |
| PREREQUISITE: | PowerPoint - Basics or equivalent PowerPoint proficiency |
| AUDIENCE: | Available to all employees |

### POWERPOINT - TRANSITIONS AND ANIMATIONS

Get your message across to your audience more effectively with transitions and customized animations. Discover how to use PowerPoint to create a visual display that will captivate and engage your audience.

| LENGTH: | 2 hours |
| PREREQUISITE: | PowerPoint - Basics or equivalent PowerPoint proficiency |
| AUDIENCE: | Available to all employees |

### PUBLISHER - BASICS

Learn how to use Publisher to create brochures, flyers, name tags, and more. Discover how Publisher differs from Word and why it is a better option for creating some types of documents. You will be introduced to the many tips and tricks of working with Publisher including placeholders for text and images.

| LENGTH: | 3 hours |
| AUDIENCE: | Available to all employees |

### PUBLISHER - ADVANCED

Learn how to create and manage a variety of publication formats such as booklets, and brochures. Create and manage master pages. Add page numbers, link text boxes to flow text, align boxes quickly and easily, insert drop caps, use guides, grids, nudging and other tricks.

| LENGTH: | 2 hours |
| PREREQUISITE: | Publisher - Basics or equivalent Publisher proficiency |
| AUDIENCE: | Available to all employees |
**PUBLISHER - MANAGING IMAGES**

Explore how to use shapes to create diagrams, manipulate photos, and use multiple images to compose your own image. Learn how to generate images in Publisher and save them in a generic format to be used in other applications. Although this course uses Publisher as the application, the skills learned can be applied to other software programs.

**LENGTH:** 2 hours  
**PREREQUISITE:** Publisher - Basics or equivalent Publisher proficiency  
**AUDIENCE:** Available to all employees

**VISIO**

Visio is a powerful drawing and diagramming application. In this course, you will use Visio to create organizational charts, flowcharts and other diagrams when you want to show connections between elements. Discover how to effectively communicate complex information in a clear and concise way.

**LENGTH:** 3 hours  
**AUDIENCE:** Available to all employees

**WEB AUTHOR - BASICS**

This course is for employees who have been identified as web authors. Keep your web authoring skills sharp and current by reviewing best practices and answering questions regarding formatting, page creation, improving your page search functionality, etc.

**LENGTH:** 3 hours  
**PREREQUISITE:** Current web authors  
**AUDIENCE:** Employees who create documents that are uploaded to the City’s website

**WEB AUTHOR - CREATING ACCESSIBLE DOCUMENTS**

The AODA requires that all material uploaded to the City’s website be accessible to persons with disabilities. In this course you will learn to create MS Word and PDF documents that are easily viewed by persons with visual impairments using assistive devices. Topics include writing clearly; alternative text for graphics, images and figures; document style and structure; proper use of tables; using the accessibility checker in Microsoft Office; and exporting to PDF. A reference manual will be provided.

**LENGTH:** 2 hours  
**AUDIENCE:** Employees who create documents that are uploaded to the City’s website

**WINDOWS 10 AND FILE MANAGEMENT**

Learn about the handy new and improved features offered by Windows 10.

Discover file formats, file organization, finding lost files and more. Learn how to organize electronic files you work with every day. Create folders, move files, rename files and recover deleted files. Pick up tips on best practices for managing your files.

**LENGTH:** 2 hours  
**AUDIENCE:** Available to all employees
TECHNOLOGY AND SOFTWARE

WORD - BASICS
In this course, you will take a hands-on approach to learning the basic functions of Word as well as some of the traps to avoid. You will discover how to navigate documents, manipulate and format text, use templates, organize content via charts, and insert visual content.

LENGTH: 3 hours
AUDIENCE: Available to all employees

WORD - MERGING BASICS
This course will teach you basic merging from a Word data file to a Word letter. Apply these skills to merge into labels, envelopes, and lists as well as merge from an Excel list into a Word document.

LENGTH: 2 hours
PREREQUISITE: Word - Basics or equivalent Word proficiency
AUDIENCE: Available to all employees

WORD - BULLETS AND TABLES
In this course, you will learn about bullets, numbering, tab stops, indentations, and paragraph spacing. Also, learn the tips and tricks of working with tables — creating, modifying, merging cells, splitting cells, making columns the same width, and repeating header rows. You can then transfer these skills to other applications.

LENGTH: 2 hours
PREREQUISITE: Word - Basics or equivalent Word proficiency
AUDIENCE: Available to all employees

WORD - STRUCTURING DOCUMENTS: SECTION BREAKS, HEADERS/FOOTERS AND PAGE NUMBERS
Learn to change your page orientation from portrait to landscape and how to manage sections. Also, discover various page numbering options when working with a table of contents. This course will also discuss other page layout features.

LENGTH: 2 hours
PREREQUISITE: Word - Basics or equivalent Word proficiency
AUDIENCE: Available to all employees

WORD - MANAGING IMAGES AND TEXT BOXES
Discover how to insert and manipulate images and text boxes within your documents. These objects can make your document more interesting and may be the only way to lay out your document to meet your needs. This course will also compare creating publications in Word versus other applications such as Publisher and PowerPoint.

LENGTH: 2 hours
PREREQUISITE: Word - Basics or equivalent Word proficiency
AUDIENCE: Available to all employees

WORD - STYLES, TABLE OF CONTENTS AND TRACKING CHANGES
Styles are preset grouped formats that can be applied to paragraphs. The advantage in using styles is to standardize the appearance of documents and to quickly and easily create elements such as a table of contents. You will also learn about the track change feature to simplify the reviewing of documents by multiple people.

LENGTH: 2 hours
PREREQUISITE: Word - Basics or equivalent Word proficiency
AUDIENCE: Available to all employees
WORD - TIPS AND TRICKS

This session introduces the new features of Word 2010 and also explains where some of the elements from previous versions have gone. Learn about some of those features that have always been there but you didn’t know.

LENGTH: 2 hours
PREREQUISITE: Word - Basics or equivalent Word proficiency
AUDIENCE: Available to all employees

WRITING FOR THE WEB

Web writing is the craft of using plain language to get the message to our web readers. Tips about writing for the web will be provided, so our web pages are easy for the public to understand and enjoy.

LENGTH: 1 hour
AUDIENCE: Employees who create documents that are uploaded to the City’s website

AMANDA - BASICS

This course will introduce you to AMANDA – a software system used to automate business process and manage information. It is used by many municipalities, including the City of London, to manage a variety of processes including: permitting, planning applications, licensing, by-law enforcement, tracking of customer complaints/service requests and to serve as a work distribution system.

LENGTH: 2 hours
AUDIENCE: Authorized AMANDA users

COGNOS POWERPLAY - BUDGET

This course will introduce you to the Cognos Powerplay Budget Tool. Cognos Powerplay pulls financial data (budget & actuals) from JD Edwards and presents the information in an interactive screen display. Learn how to drill through, filter, format, save and print standard operating and capital monitoring reports that will assist you with managing your budget.

LENGTH: 2 hours
AUDIENCE: Authorized Cognos users

JD EDWARDS - BASICS

This course will introduce you to JD Edwards (JDE). JDE is a backbone for corporate operations and financial reporting such as supplier payments, invoicing and journals, inventory and purchase orders, work orders, assets and maintenance, budgeting, payroll, and human resources management. Learn about carousel and menus, breadcrumbs/favourites, grids and the QBE (query by example), inquiries and reports, and where to get help if needed.

LENGTH: 2 hours
AUDIENCE: Authorized JD Edwards users

JD EDWARDS - TIPS AND TOOLS

If you already have some familiarity with JD Edwards, this course will further expand your knowledge of the tips and tools available to all users. Discover how to work with grids and the QBE (query by example) line, create and save custom queries, export data to Excel, print from recent reports/submitted jobs, and where to get help if needed.

LENGTH: 2 hours
PREREQUISITE: JD Edwards - Basics or equivalent experience
AUDIENCE: Authorized JD Edwards users
TECHNOLOGY AND SOFTWARE

**KRONOS**
This hands-on instructor led course provides training on basic navigation, timecard overview, accrual details, schedules, and on-screen reports (genies). This course is open to users who have authorized access to Kronos.

**LENGTH:** 2 hours  
**AUDIENCE:** Authorized Kronos users

**SMART BOARD**
Ever wished you knew how to use the SMART Board in your meeting room? This course can help you! Learn the basics of using these interactive whiteboards for teaching, training, conducting meetings, and delivering presentations.

**LENGTH:** 2 hours  
**AUDIENCE:** Available to all employees

**CITYHUB 101 - BASICS**
Learn how to add documents to CityHub. Discover the CityHub structure and how to navigate it. Learn how to perform basic content searches.

**LENGTH:** 3 hours  
**AUDIENCE:** CityHub users

**CITYHUB 201 - METADATA AND MORE**
Learn about metadata and how it improves your CityHub experience. Customize the way your documents are displayed by creating personal views. Learn how to find content more easily by performing advanced searches using metadata filters.

**LENGTH:** 3 hours  
**AUDIENCE:** CityHub users

**CITYHUB - FOUNDATIONS**
Learn how CityHub is set up, and what information is attached to each CityHub library. In addition to teaching how CityHub works, this training will be especially useful to users who request new libraries in CityHub.

**LENGTH:** 2 hours  
**AUDIENCE:** CityHub users

**COLLIGO - EMAIL MANAGEMENT IN CITYHUB**
Learn how to integrate your email with CityHub. Discover how to save emails and attachments directly into CityHub, and how to attach CityHub documents to emails in one quick step.

**LENGTH:** 3 hours  
**AUDIENCE:** CityHub users

**RECORDS MANAGEMENT IN CITY-HUB**
Learn more about the Records Management By-law. Discover how the City of London classifies documents, and how retention periods are applied. Learn how this works in CityHub.

**LENGTH:** 3 hours  
**AUDIENCE:** CityHub users
AERIAL BUCKET TRUCK

Participants will learn the safe operating requirements associated with the Aerial Bucket Truck to reduce the risk of injury to workers and damage to equipment, product and buildings. Training consists of both an in-class component as well as a practical, hands-on component. All participants must pass both sessions to become certified. Successful participants receive a wallet certificate of achievement. In Canada, CSA C225 Vehicle-Mounted Aerial Devices is a National Standards of Canada standard as shown in the Occupational Health and Safety Act and Regulations for Construction Projects.

LENGTH: Classroom - 3 hours
         Seat Time - up to 40 hours

REFRESHER: Recommended every 5 years, or 2 years if not regularly operating equipment

AUDIENCE: Operators

AERIAL WORK PLATFORM

This course is designed to provide operators of the Aerial Work Platform with a general understanding of the basic legislative requirements and equipment specific operational controls. Training consists of both an in-class component as well as a practical, hands-on component. Emphasis will be placed on hazard assessment and operator safety. Participants will be given a written evaluation at the conclusion of the course.

LENGTH: Classroom - 4 hours

PREREQUISITE: Fall Protection

RECERTIFICATION: Every 3 years

AUDIENCE: Operators
VEHICLE AND EQUIPMENT

CLAM TRUCK HOIST

This mandatory training is required for operators of the Clam Truck to ensure the operator meets the OHSA definition of “competent” and is able to comply with all safety requirements related to this lifting device. The operator will learn how to perform the following: circle check of the lifting device, general operation, selection and security of loads, pick-up and placement of load and maintenance when appropriate. Training will also include: technical functions and operations of the lifting device; relevant sections of the OHSA and regulations that apply to the work; hazards associated with the work, including activities, conditions and environmental factors that pose actual or potential dangers; and procedures in place to ensure safe operation of the lifting device. Participants will complete a written and practical evaluation at the end of the course.

LENGTH: Classroom - 4 hours
Seat Time - up to 40 hours

REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment

AUDIENCE: Operators

MATERIAL HANDLING - 0-8 TON

This course covers the legislative and operational requirements to allow the operator to: identify crane capacity, safely use slings and chains, execute safe hoisting, operate guides and crane controls, perform required inspections and complete documentation. Training consists of both in-class as well as a practical, hands-on component. Successful candidates of the written and practical evaluations will be registered with the Ministry of Training, Colleges and Universities as a qualified operator of 0-8 ton.

LENGTH: Classroom - 4 hours

REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment

AUDIENCE: Drivers and Operators

OVERHEAD CRANE

This course is designed for both new and experienced operators and covers theoretical and practical overhead crane principles and procedures for safe operation. At the completion of the course, participants will be able to assess hazards associated with overhead cranes and understand their legal responsibilities.

LENGTH: Classroom - 4 hours

RECERTIFICATION: Every 3 years

AUDIENCE: Operators

FORKLIFT

Designed for operators of all types of forklift equipment, this course is geared to the participants’ work environment and equipment and will include: load security, capacity, safe stacking, reversing and propane cylinder changing and/or battery charging maintenance. Training consists of both an in-class component as well as a practical, hands-on component. Operators will be given a written test and a hands-on evaluation as required by the OHSA.

LENGTH: Classroom - 8 hours (new operator)
4 hours (recertification)

PREREQUISITE: Full “G” Class Licence

RECERTIFICATION: Every 3 years

AUDIENCE: Operators
VEHICLE AND EQUIPMENT

AIR BRAKE ("Z" ENDORSEMENT) REFRESHER

This course is designed as a refresher course for the renewal of the driver’s air brake endorsement and also includes a review of class “A” and “D” licence renewals. Training will consist of both an in-class component as well as a practical, hands-on air brake testing component. This refresher training is required every five years and is best taken prior to the renewal of your air brake or commercial license.

LENGTH: Classroom - 8 hours
PREREQUISITE: Valid “Z” Endorsement
REFRESHER: Every 5 years
AUDIENCE: Commercial Drivers

COMMERCIAL VEHICLE OPERATOR’S REGISTRATION (CVOR)

The Commercial Vehicle Operator’s Registration (CVOR) program applies to all commercial vehicles of the City of London, with the exception of emergency response vehicles (i.e. fire) The City’s CVOR rating has a potential impact on our fleet operations as well as our Driver Certification Program. If our rating falls to “conditional” or “unsatisfactory”, the MTO may impose fines, reduce our fleet size, impound a City vehicle, or suspend our CVOR certificate. In addition, we would be unable to continue with our Driver Certification Program.

This course will ensure that Managers/supervisors know their roles and responsibilities to ensure our CVOR remains at an acceptable level and our participation in the Driver Certification Program remains unaffected.

LENGTH: Classroom - 1 hour
AUDIENCE: Managers and Supervisors of Commerical Drivers (Required)

COMMERCIAL VEHICLE OPERATOR’S REGISTRATION (CVOR) - RESPONSIBILITIES FOR MANAGERS/SUPERVISORS

COMMERCIAL VEHICLE OPERATOR’S REGISTRATION (CVOR)

The Commercial Vehicle Operator’s Registration (CVOR) is the structured method of monitoring driver and vehicle performance on Ontario highways. Participants will learn the impact commercial drivers have on the Corporation’s CVOR including compliance with the National Safety Code (Federal) and Ministry of Transport (Ontario) regulations, monitoring of traffic offences, Out of Service (OOS) rates, and all other violations. This course is included in all defensive driving courses, but can be offered as a stand alone course.

LENGTH: Classroom - 1 to 2 hours
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Commercial Drivers

iLearn@London.ca
**DEFENSIVE DRIVING - COMMERCIAL**

Participants will gain an understanding of the principles and foundations of defensive driving. Training consists of both an in-class component as well as a practical, hands-on component. Emphasis will be placed on commercial regulations, safety, and various topics to ensure a complete understanding of the Corporation’s Driver Development Program including: vehicle control, collision avoidance, and pre-trip inspections. Participants are given a written and on-road evaluation at the conclusion of the course.

| LENGTH: | Classroom - 8 hours |
| PREREQUISITE: | “D” or “A” Licence |
| REFRESHER: | Recommended every 5 years or 2 years if not regularly operating equipment |
| AUDIENCE: | Commercial Drivers |

**LOAD SECURITY**

After completing training, participants will understand how to safely and efficiently secure property for transportation. Topics discussed will include: legal obligations under the Cargo Securement Regulations; load securement devices; vehicle entrances and exits including emergency exits; and safety practices to prevent risk of injury to the driver or any passenger from falling, displacement or other movement of property.

| LENGTH: | Classroom - 2 hours |
| REFRESHER: | Recommended every 5 years, or 2 years if not regularly operating equipment |
| AUDIENCE: | Drivers and Operators |

**DEFENSIVE DRIVING - G CLASS**

It is the policy of the Corporation that no person shall operate a “G” class vehicle without first successfully completing a Defensive Driving course.

Drivers will gain an understanding of the principles and foundations of defensive driving. Emphasis will be placed on driver attitude, safety and related topics to ensure a complete understanding of the Corporation’s Driver Development Program including: vehicle control, collision avoidance and pre-trip inspections. Participants are given a written and on-road evaluation at the conclusion of the course.

| LENGTH: | Classroom - 8 hours |
| PREREQUISITE: | Full “G” Class Licence |
| REFRESHER: | Recommended every 5 years or 2 years if not regularly operating equipment |
| AUDIENCE: | Employees driving “G” class vehicles |

**PRE AND POST TRIP INSPECTIONS**

The Ontario Highway Traffic Act requires that all commercial motor vehicles be inspected before being operated to ensure safe operation while on the roadway. It is the policy of the Corporation that all drivers complete the required pre/post trip inspection regardless of the vehicle or equipment they are operating in order to comply with this regulation and to identify damage and necessary repairs required to ensure the safety and availability of equipment and vehicles. This course is required for employees driving any vehicle or piece of equipment. It can be offered as a standalone, refresher or added to any required training course.

| LENGTH: | Classroom - 2 hours |
| PREREQUISITE: | Full “G” Class Licence |
| REFRESHER: | Recommended every 5 years or 2 years if not regularly operating equipment |
| AUDIENCE: | Drivers and Operators |
SMALL TOOLS

Small tool training may include equipment from the following categories: air powered tools, electric powered tools, fuel powered tools, manual tools, and specialty tools.

The tools covered in the training and the course length will depend on the employee’s position.

Employees: Please contact your manager to discuss your small tool training needs.

Managers: Various pieces can be grouped together to form a customized training program which meets your needs.

Items listed below are a sampling of small tools and equipment used by workers. Training can be customized to include all tools used to perform work.

**ELECTRIC POWERED TOOLS**
- Chlorinator Pump
- Circular Saw
- Compressor
- Drill
- Drill Press
- Floor Cleaning Machines
- Grinders
- Hedge Trimmer
- Jackhammer
- Jointer
- Ice Edger
- Impact Tools
- Mitre Saw
- Planer
- Pressure Washer
- Radial Arm Saw
- Sanders
- Table Saw
- Wood Cutting Band Saw

**FUEL POWERED TOOLS**
- Back Pack Blower
- Chainsaws
- Compressors
- Concrete Saw
- Field Line Sprayer
- Generator
- Hedge Trimmers
- Ice Edger
- Lawn Edger
- Paint Machine (Arena)
- Plate Tamper
- Quick Cut Saw
- Snowblowers
- Traffic Line Painter
- Trimmers
- Water Pump

**MANUAL TOOLS**
- Hammers
- Bolt Cutters
- Chisels
- Hand Saws
- Hydraulic Jacks
- Ice Scrapers
- Picks
- Pry Bars
- Push Reel Mower
- Screwdrivers
- Shovels
- Wrenches

**SPECIALTY TOOLS**
- Directional Drill
- Jumping Jack Tamper
- Mighty Mole Rocket
- Mueller Tapping Machine
- Sod Cutter
- Water Vac and Valve Turner

**AIR POWERED TOOLS**
- Air Guns
- Air Impact Tools
- Jackhammer
4 SERIES TRUCK
This course is designed around the Corporation’s Driver Development Program. Participants will learn the legislative compliance requirements of the various Acts that govern the use of commercial vehicles and develop the defensive driving skills that will help avoid collisions despite the incorrect actions of others. Participants will be given a written and on-road evaluation at the conclusion of the course.

LENGTH: Classroom - 2 hours
PREREQUISITE: “DZ” Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Commercial Drivers

5 SERIES TRUCK
This course is designed for those individuals who want to upgrade their driving privileges from cars, vans, pick-ups to the 5 Series single axle dump box crew trucks. Participants will learn the legislative compliance requirements of the various Acts that govern the use of commercial vehicles and develop the defensive driving skills that will help avoid collisions despite the incorrect actions of others. Participants will be given a written and on-road evaluation at the conclusion of the course.

LENGTH: Classroom - 6 hours
PREREQUISITE: Full “G” Class Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Drivers

ASPHALT RECYCLER - HEATER
Participants will be trained on the safe operation, care, and maintenance of the asphalt recycler. Topics covered in this training include: propane cylinder handling/exchange, loading/unloading of asphalt, burner lighting and PPE.

LENGTH: Classroom - 2 hours
REFRESHER: Recommended as needed or 2 years if not regularly operating equipment
AUDIENCE: Operators

BRUSH CHIPPER
Participants will be trained on the safe operation, care, and maintenance of the Brush Chipper. Topics covered include: safe operating techniques and safety regulations, PPE, existing and potential hazards, routine checks and maintenance, recognition and avoidance of risks, pre-start inspections, and shut down procedures.

LENGTH: Classroom - 4 hours
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Operators

FLUSHER - SEWER
Participants will learn the knowledge and basic skills of the flusher operations. Training consists of both an in-class component as well as a practical, hands-on component. Topics discussed include: equipment design, pre and post trip inspections, safe working practices, instruments, controls/components, and operations.

LENGTH: Classroom - 4 hours
PREREQUISITE: “DZ” Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Commercial Drivers
HYDRO - SEEDER

This training is required for operators of the Hydro-Seeder to ensure their safety and the efficient use, care and maintenance of the unit. Topics discussed include: operations and operator safety, instruments, controls/components, preventative maintenance and troubleshooting.

LENGTH: Classroom - 4 hours
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Operators

ICE RESURFACER

Participants will be given the knowledge and skills to operate and maintain an ice resurfacing machine including pre and post trip inspection. Training consists of both an in-class component as well as a practical, hands-on component.

LENGTH: Classroom - 6 hours
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Arena Operations Worker (AOW)

HYDROVAC

This course provides participants with the knowledge and skills required to operate the Hydrovac in a safe and efficient manner. Training consists of both an in-class component as well as a practical, hands-on component. Topics discussed include: operations and operator safety, equipment design, pre and post trip inspections, safe working practices, instruments, controls/components, preventative maintenance and troubleshooting.

LENGTH: Classroom - 4 hours
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Commercial Drivers

MOWERS - ALL

Mower training may include the following types of mowers: walk-behind, tee, greens, multi-deck, rotary, riding and various mower equipment attachments. The mowers covered and the course length will depend on the employee’s position. This course will consist of both an in-class component as well as a practical, hands-on component and covers the guidelines for mower safety and assessing the hazards associated with lawn care. Instructions on proper starting, operation and stopping will be evaluated. Safety precautions in proper PPE and refuelling will also be explained.

LENGTH: Classroom - 4 hours
PREREQUISITE: Full “G” Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Drivers and Operators
OFF ROAD UTILITY VEHICLES
Utility vehicles are motorized vehicles which have a primary purpose to transport people, equipment or supplies. This course may include training on golf carts, all-terrain style vehicles, and electric vehicles. Participants will learn about operator requirements, equipment procedures and performance, pre and post trip inspections, defensive driving, passenger safety, off-road operations and load security.

LENGTH: Classroom - 4 hours
PREREQUISITE: Full "G" Class Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
ATTACHMENTS: Dumpster, Plow and Trailer
AUDIENCE: Drivers and Operators

PACKERS - TOP, SIDE AND REAR
This course provides participants with the knowledge and skills required to operate the top, side and rear packer sanitation vehicles. Training consists of both an in-class component as well as a practical, hands-on component. Topics discussed include: safety precautions, proper communication, mirror perception, driving techniques and positioning, CVOR, vehicle inspections, and City procedures and policies. Each participant will be required to complete an on-road driver evaluation at the end of the course.

LENGTH: Classroom - 4 hours
Seat Time - up to 40 hours
PREREQUISITE: "DZ" Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Drivers

ROLLER
This course provides participants with the knowledge and skills required to operate a roller. Each participant will receive a combination of classroom/theory and practical/hands-on training. Topics discussed include: equipment design, pre and post trip inspections, safety, instruments, controls and components, operations, and transportation of the roller by trailer.

LENGTH: Classroom - 1.5 hours
Seat Time - up to 40 hours
PREREQUISITE: "DZ" Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Drivers

SKID STEER
Skid Steer training provides participants with an understanding of the safe and efficient operation of a skid steer and will include the identification of specific health and safety hazards. At the end of the course, each operator will be evaluated in the safe and efficient use of the equipment. Upon successful completion of the training and evaluation, participants will be “certified” as a Skid Steer Operator.

LENGTH: Classroom - 4 to 8 hours
Seat Time - up to 40 hours
PREREQUISITE: Full “G” Class Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Drivers and Operators
### STUMPER
This course provides participants with the knowledge and basic skills of the wood stumper operation. Training consists of both an in-class component as well as a practical, hands-on component. Topics discussed include: equipment design, pre and post trip inspections, equipment warning devices, safety considerations, controls/components, and towing/transportation.

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<thead>
<tr>
<th>LENGTH:</th>
<th>Classroom - 4 hours</th>
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<tr>
<td>REFRESHER:</td>
<td>Recommended every 5 years or 2 years if not regularly operating equipment</td>
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<tr>
<td>AUDIENCE:</td>
<td>Drivers</td>
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### SWEEPER - SIDEWALK
Participants will be given the knowledge and skills necessary to operate a sidewalk sweeper safely and efficiently. Topics discussed include: equipment design, pre and post trip inspections, equipment warning devices, safety requirements, controls review, sweep functions, and sweeper related defensive driving.

| LENGTH: | Classroom - 4 hours  
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<td>Seat Time - up to 40 hours</td>
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<td>PREREQUISITE:</td>
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<td>REFRESHER:</td>
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<tr>
<td>AUDIENCE:</td>
<td>Drivers</td>
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### TRACTOR WITH ATTACHMENTS
Participants will be trained on the safe and efficient operation of a tractor and a variety of attachments. Training consists of both an in-class component as well as a practical, hands-on component. Topics discussed include: equipment design, pre and post trip inspections, safe work practices, instruments, controls/components, and transportation.

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<td>PREREQUISITE:</td>
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<td>REFRESHER:</td>
<td>Recommended every 5 years or 2 years if not regularly operating equipment</td>
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<tr>
<td>ATTACHMENTS:</td>
<td>8ft/16ft, groomer, side bar, loader, disc, rake and tow behind</td>
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<tr>
<td>AUDIENCE:</td>
<td>Operators</td>
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### TRAFFIC LINE MARKER - DRIVER
This course provides participants with the knowledge and basic skills of the Traffic Line Marker operations. Topics discussed include: pre and post trip inspections on both the vehicle and the attachment, traffic control and defensive driving.

| LENGTH: | Classroom - 2 hours  
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<td>Drivers</td>
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</table>
**TRAFFIC LINE MARKER - OPERATOR**

Participants will be trained on the operation, servicing and maintenance of the line marking machine. Topics discussed include: hazard identification and safe work practices, application of paint for new traffic lines and repaints to existing traffic lines, maintenance of paint guns and valves, drawings, pre and post trip inspections, and interpretation of drawings.

**LENGTH:**
- Classroom - 2 hours
- Seat Time - up to 40 hours

**REFRESHER:**
- Recommended every 5 years or 2 years if not regularly operating equipment

**AUDIENCE:**
- Operators

**TRAFFIC LINE MARKER - WALK BEHIND**

This course provides participants with the knowledge and basic skills of traffic line marker operations. Topics discussed include: hazard identification and safe work practices, pre and post trip inspections, cleaning and maintenance of equipment, and the proper application of paint for new and existing traffic lines.

**LENGTH:**
- Classroom - 2 hours
- Seat Time - up to 40 hours

**REFRESHER:**
- Recommended every 5 years or 2 years if not regularly operating equipment

**AUDIENCE:**
- Operators
5 SERIES TRUCK ATTACHMENTS

This course will allow the 5 series driver to safely operate the sander and trailer attachments. Specific instructions and practical application of equipment inspection, load security, coupling, uncoupling, controls and operating techniques will be evaluated. Training will also include a review of driver responsibilities of a commercial vehicle, CVOR, defensive driving and pre and post trip inspections.

LENGTH: Classroom - 3 hours
PREREQUISITE: “G” Class Licence, 5 Series Truck
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
ATTACHMENTS: Sander and Trailer
AUDIENCE: Drivers

HEAVY TRAILERS

The Heavy Trailers course trains participants to conduct a comprehensive pre-trip inspection, back the unit safely, load and unload heavy equipment, and drive defensively. Participants also learn skills that will allow them to safely maneuver the vehicle on the highway, in city traffic, and in confined spaces such as yards and tight areas. Evaluations will be conducted throughout the practical component.

LENGTH: Classroom - 4 hours
PREREQUISITE: “DZ” Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Drivers

PICK-UP TRUCK ATTACHMENTS

This course provides a review of the principles and foundations of defensive driving with an emphasis on the operation with attachments. The attachments are reviewed with the driver to ensure complete understanding of how they function. Topics covered include: driver attitude, safety, pre and post trip inspections, maintaining care and control of vehicle and specific attachments, attachment techniques, reversing, close quarters maneuvering and an understanding of the Corporation’s policies and procedures. Participants are given a written and on-road evaluation at the conclusion of the course.

LENGTH: Classroom - 4 hours
PREREQUISITE: Full “G” Class Licence, Defensive Driving “G” Class
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
ATTACHMENTS: Trailer, Plow and Sander
AUDIENCE: Drivers

WINGPERSON

Each participant will receive an in-class review of the wing controls, plowing techniques, safety hazards, team communication, responsibilities and required duties of this position. The practical portion will enhance the participant’s knowledge by utilizing the controls in the tandem while ensuring the proper lifting and lowering of the wing is maintained.

LENGTH: Classroom - 4 hours
Seat Time - up to 40 hours
PREREQUISITE: Full “G” Class Licence
REFRESHER: Recommended every 5 years or 2 years if not regularly operating equipment
AUDIENCE: Operators
**E1 EQUIPMENT OPERATOR**

This training is available only to individuals in the E1 Equipment Operator classification.

E1 Operators are required to successfully complete training on the grader, excavator and/or the backhoe. In addition, E1 Operator’s duties may include, but are not limited to: using a variety of attachments to dig trenches; load heavy materials; vibrate and break rock concrete; backfill excavations including scooping and dumping materials; spread and level earth, sand, gravel and rock; and plow snow by controlling the height and angle of grader blades.

Training will focus on occupational health and safety, the principles and practices of equipment operation and servicing including pre and post operational checks, traffic laws and regulations governing equipment operation, and mechanical aptitude.

**E2 EQUIPMENT OPERATOR**

This training is available to employees in the E2 Equipment Operator classification or individuals in the promotional training program.

E2 Equipment Operators are required to successfully complete training in all core pieces of equipment including, but not limited to: trackless, tandem plow and wing, front-end loader, sander, sweeper, flusher and vacall. E2 Equipment Operator’s duties may include, but are not limited to: using a variety of winter and summer maintenance equipment to plow roadways and sidewalks; clean roads and streets; cut grass; load vehicles; move earth, snow, sand and salt; pre-wet and de-ice roadways; control dust; and compact dirt.

Training will focus on occupational health and safety, the principles and practices of equipment operation and servicing including pre and post operational checks, traffic laws and regulations governing equipment operation, and mechanical aptitude.
EXTERNAL LEARNING AND DEVELOPMENT OPPORTUNITIES

LOOKING FOR MORE LEARNING AND DEVELOPMENT OPPORTUNITIES? YOU MAY WANT TO CONSIDER:

- **Western University (www.uwo.ca)**
  Western offers undergraduate and graduate degrees in a number of fields including engineering, management, organizational studies, social work, and public administration.

- **Western Continuing Studies (www.wcs.uwo.ca)**
  Western Continuing Studies offers a number of courses and programs including two-day to 12 week courses, daytime classes and evening classes, face-to-face and online. Programs include leadership, management, business writing, communications, conflict management, human resources, risk management, marketing, and project management.

- **Fanshawe College (www.fanshawec.ca)**
  Fanshawe offers over 100 programs leading to certificates, diplomas and degrees. Topics include applied arts, business, academic upgrading, life skills, computers, English as a second language, and technology.

- **Fanshawe Continuing Education (www.fanshawec.ca/continuing_education)**
  Fanshawe offers in-person continuing education programs at multiple locations in and around London and online. To get college credit for your work experience or on-the-job training, you may want to consider Fanshawe’s Prior Learning Assessment and Recognition (PLAR) program.

- **Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) (www.amcto.com)**
  AMCTO provides in-class courses/workshops, e-learning and accreditation programs covering topics such as municipal administration, accounting and finance, law, human resources, planning, and parliamentary procedure.

- **Association of Municipalities Ontario (AMO) (www.amo.on.ca)**
  AMO provides learning and development opportunities on a number of issues including economic development, finance, housing, infrastructure, planning, risk management, social services and waste management.
• **Ontario Good Roads Association (OGRA) (www.ogra.org)**

OGRA represents the infrastructure interests of municipalities through advocacy, consultation, training and the delivery of identified services. Topics include roadway management, winter maintenance, road safety, water/wastewater, trenchless technology, and leadership/supervision.

• **Municipal Finance Officers’ Association of Ontario (MFOA) (www.mfoa.on.ca)**

MFOA offers courses, workshops and webinars that are designed to inform and lead the municipal finance sector in major areas of interest to local government. Topics include asset management, managing user fees, reserves and reserve funds, development charges and long-term financial planning.

• **Professional Organizations**

Many organizations provide professional development and certifications for their members. Examples include:

- Chartered Professional Accountants Ontario (www.icap.on.ca)
- Law Society of Upper Canada (www.lsuc.ca)
- Ontario Professional Planners Institute (www.ontarioplanners.ca)
- Ontario Society of Professional Engineers (www.ospe.on.ca)
- Ontario Building Officials Association (www.oboa.on.ca)