



**First Air**

2016-17

*NEVER STOP LEARNING*

External Professional Development Course Catalogue



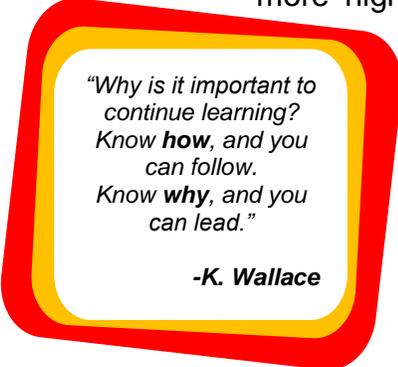
## Table of Content

Training Overview: Learn to Succeed! .....	4
Getting Started .....	4
Professional Development Course Listing .....	5
Custom Course Group Events .....	8
Our Learning Facilities .....	8
Arranging Training.....	9

## Training Overview: Learn to Succeed!

A well trained person is a great benefit to themselves and to a company. Whether on your own or as part of a company, learning is a benefit for all concerned. The rewards can be immeasurable!

As people grow, very often they develop incentive to learn and grow and a company gains a more highly skilled individual. Whenever possible, learning opportunities should be made available to all of a company's employees interested in professional growth. All individuals should have the opportunity to develop their skill set through experience and learning.



*"Why is it important to continue learning?  
Know **how**, and you can follow.  
Know **why**, and you can lead."*

**-K. Wallace**

This catalogue provides a brief overview of each of the development courses provided to external participants by the First Air Learning & Development Centre.

These courses address many important areas, such as: soft skills, management skills, leadership skills, professional skills, and they benefit overall personal development.

## Getting Started

Deciding what training to participate in whether you are deciding for a department or as an individual can be daunting. Where do you begin? Training programs are meant to help give you information that can be used to enhance known skills, learn new skills, or refresh old skills. Successful training should also help to improve productivity and improve workplace morale. Before you decide what training course to participate in, think about what you want the program to accomplish. Need help deciding? The Learning & Development Centre can assist you, contact us.

## Individual or Group?

If you are in a leadership role, you may need to decide if the training will be delivered individually or in a group. While individual training is best if you are mentoring or developing skills which are geared at new opportunities, group training sessions are suitable for a wide variety of topics such as employee engagement, soft skills development or leadership.

## Professional Development Course Listing

The following courses are suggested for those either currently in a leadership position or anticipating a future leadership position, however these courses can be attended by anyone. It is suggested that a suitable level of experience and/or learning be completed prior to attending a course to ensure maximum benefit.

### Internal Customer Relationships

**1 day**

Giving great service to your internal customers means that people you work with can see, hear, and feel that they are important and valued. When leaders and employees value one another, the result is increased performance, which naturally contributes to the success of the entire company. Thoughtful, respectful interaction creates a positive and productive working environment where all can thrive. This course informs and provides participants with the fundamental skills and knowledge of the “helping relationship” model and its connection to the internal customer relationship principles and practices.

### Leadership Skills

**1 day**

While the importance of cooperation and collaboration in leadership cannot be overlooked, being a leader is often an isolated undertaking. The successful leader must learn how to recognize and develop their skills and those of others to effectively motivate, empower, and direct people. This course is geared to the leadership demands that are a part of such a career path and examines if leadership is the right place to be or aspire to be. The material is relevant for the person in a leadership position now or as a future consideration. Leadership Skills considers what it takes to be the best leader possible.

### Diversity Awareness

**½ day**

Different attitudes and behaviours are more often than not conditioned by culture, values, assumptions and perceptions that are instilled early on in life and are expressed in the way we behave and interact. These cultural influences affect our actions—in everything we do, from the way we stand and talk, to the way we deal with peers, superiors, how we manage conflict management and decision-making. Since these differences are ingrained and intuitive, they can often lead to substantial misunderstanding and miscommunication. This training course is designed to help employees limit the influence of stereotypes and transform resistance into acceptance, cooperation and respect.

### Employment Equity

**½ day**

Employment and workplace decisions should be made on the basis of qualifications of the employees. A company's goal should always be to have a workforce which reflects the availability of qualified designated group members in the labour market. To support this goal, the company works to ensure that all staff including designated group members is treated in a fair and equal manner. This course looks at the necessity for employment equity at all levels within the workplace and the laws that support it.

## **Negotiation Skills**

**1 day**

Throughout your life and career you may have realized in interacting with others that there are times when you could not agree on something and that you would prefer to have it your way. In order to achieve satisfaction, you make a compromise that would seem agreeable to you and hopefully the other person. Or perhaps the other person offers a deal which may seem suitable to the both of you. This interactive process of communicating is called negotiation. In this course the fundamentals of negotiation are reviewed; from the approach, the role power and culture play, behaviours, negotiation styles and more.

## **Work Place Culture**

**1 day**

It is now widely accepted that Workplace/Organizational Culture influences significantly the level to which an organization performs and succeeds.

Workplace Culture is the way people in an organization think, act and react to peers, customers and the industry in general. Sometimes it changes depending on who is watching. In some organizations, the culture has evolved over time, and is left on the sidelines, as an incidental. But what if a different approach is taken? For example, in high-performance organizations, culture is not left to the ambiguity of evolution; instead it is designed, nurtured and continuously developed. In this course participants will learn the importance of developing mutual respect and trust, the power of flexibility and adaptation and how maintaining a positive culture even through times of change can determine the future of a company.

## **Performance Management**

**1 day**

You've heard the statement – "You simply cannot do everything yourself!" As a person in a leadership role, the secret to your success is the proficiency to ensure the effectiveness of the people on your team. Your role is not to do the work of your team, but to supervise, coach and guide their performance to make certain that their work is done as efficiently as possible. Performance management is the crucial task of every team leader. This course provides the opportunity to become familiar with and to understand the strategies and the tools for addressing employee performance in a positive, practical, and proactive manner.

## **Interview Techniques**

**1 day**

Interviews are a vital part of the recruitment process. The one-to-one contact can provide an in-depth impression of how a candidate will perform. Deriving strong insight and benefits from interviewing is a combination of preparation, careful questioning and active listening. This course introduces participants to many of the different techniques available and how to execute them.

## Soft Skills

**1 day**

Do you “play well with others”? In the words of John Hancock, *“The greatest ability in business is to get along with others and influence their actions”*

What is it that keeps people from getting where they want to go in their career? It’s rarely missing hard skills that limit them, but an inadequacy in their social, communication, and self-management behaviors, in other words their Soft Skills. Although research and companies are beginning to realize the value of soft skills, most of us are still on our own when it comes to developing our personal soft skills. In this course participants will learn how to recognize and develop the interpersonal and professional skills needed to meet today’s workplace challenges.

## Public Speaking and Presenting

**1 day**

Public speaking is part of our lives in so many ways. At some point in your career you’ll have to make a speech or a presentation. According to Forbes, for 10% of the population the mere thought of public speaking causes fear and anxiety. And yet another 10% loves it! While the remaining 80% are somewhere in the middle “...get butterflies, get anxious, don’t sleep much the night before – but we know that we’re going to live through it. It’s just not much fun.”

Just imagine yourself standing up there in front of a group...You’re waiting for your turn to speak and instead of wishing that the ground would open up and swallow you, you’re feeling exhilarated, comfortable and confident knowing that you’re going to deliver your very best. Developing the capability to speak well in public, no matter the size of the audience, opens up a world of opportunities and elevates you to a place where you’ll be considered confident, capable, and in control. In this course participants will learn how to recognize and understand their “fears” and develop the skills needed to conquer the fear of public speaking and actually begin to enjoy it!

## Instructional Techniques Workshop

**2 days**

Many positions contain opportunities to lead through instruction. ITW can be a powerful, experiential workshop in which to refine your skills. ITW includes the design and delivery of mini-lessons in a creative, supportive and confidential learning environment. You confirm or adjust teaching practices with support from facilitators and fellow participants. ITW includes identifying and discussing instructional and classroom issues, learning how to use audiovisual media, and exploring learning and teaching styles. This two-day workshop informs and provides individuals with fundamental skills and knowledge of training and adult learning principles and practices.

Participants will have the opportunity to practice the training strategies using practical exercises, discussions, and in-class presentations.

## Custom Course Group Events

From time to time an organizer may decide to hold a training event that uses a combination of the available development courses the Learning & Development Centre has to provide. Every effort is made to customize a plan that will satisfy the determined topics to be addressed.

The Learning & Development Centre will work with the client to custom design, plan and deliver the group event.

## Our Learning Facilities

Located in Ottawa not far from the MacDonald Cartier International Airport, at 100 Thad Johnson Rd., our main 3 classroom learning facility is fully equipped to accommodate a variety of learning programs and classrooms are equipped with HDMI TVs or DLP Projectors, and comfortable seating.

Facilities are also available on a limited basis in Yellowknife, NWT and Iqaluit, NU.

## Arranging Training

It is the policy of First Air Learning & Development Centre not to provide training to any parties preparing to engage in direct competition with First Air.

In all circumstances other than the above, revenue students may be booked on any scheduled First Air Learning & Development Centre course, if seats are available.

Individuals and/or organizations may request the delivery of courses listed in the catalogue.

### Scheduling

Remaining seats on scheduled courses will be made available to outside individuals or companies upon request. Courses may also be requested exclusively for a minimum of 5 participants, please contact the Centre for details. The Learning & Development Centre coordinates all quotations, and registrations.

### Reservation Confirmation

Registration is confirmed when the Learning & Development Centre so advises the requesting individual or company via email. The participant/company must provide authorization for payment of the program via email. Payment may be made via credit card or invoicing. Actual payment must be received prior to course commencement.

### Cancellations

If the First Air Learning & Development Centre initiates a cancellation, the customer will be notified and a full refund of any deposits (if applicable) will be issued or a mutually acceptable alternate date will be agreed upon.

### Reimbursement

If a customer cancels more than 10 days prior to course commencement date; 10% of the course cost will be charged/retained as an administration fee and the remainder will be returned if already received. Cancellation under 10 days prior to the course commencement date; 10% of the course cost will be charged/retained as an administration fee and 50% of the remainder will be returned if already received.

No refunds will be issued on the first day of course, or thereafter.

### Records

Original certificates and records will be forwarded to the individual or contracting company, and copies retained at the Learning & Development Centre.

### Pricing- Development Courses

½ day course           \$450.00 pp

1 day course           \$900.00 pp

Please call for pricing for groups over 5 participants.

Please inquire for pricing/information for technical/maintenance/flight operations etc. courses.

### Contact

Please contact the First Air Learning & Development Centre for more information on how our qualified instructor(s) can assist your organization:

Phone: 613-254-6304

Email: [trainingctr@firstair.ca](mailto:trainingctr@firstair.ca)

Follow us on [www.facebook.com/firstair](http://www.facebook.com/firstair) Or @firstair on Twitter.

***Never Stop Learning!!***

**First Air  
Learning &  
Development  
Centre**

100 Thad Johnson Rd  
Ottawa, ON K1V 0R1

Phone (613) 254-6304  
Fax (613) 254-6307  
[trainingctr@firstair.ca](mailto:trainingctr@firstair.ca)  
[www.firstair.ca](http://www.firstair.ca)