



Small Business Week is October 20 to 26!

The Career Centre is pleased to support local employers by delivering the following insightful workshops in recognition of *Small Business Week*:

SuperHost Foundations of Service Quality Workshop

Customer service is key to a successful business. This course introduces the principles of providing a quality service experience in the workplace, and an understanding of the importance of exceptional customer service. Participants will learn about workplace communication, problem solving, customer and employer expectations, and more.

Facilitated by Diana Jolly, Employer Services Coordinator with the Career Centre and Certified SuperHost Instructor.

Date and Time: Wednesday, October 16 9:00am - 4:00pm

Cost: \$79.00 (to be paid by cash or cheque at the door or we can invoice your organization);
Coffee/tea provided

NOTE: You must RSVP by October 10th for this workshop

Modern Recruitment Strategies

The new world of work is requiring employers to engage in new strategies to find, hire, and train the best. This session, led by Denise Lloyd, FCPHR, Chief Engagement Officer of EngagedHR will give you tools to use in your business or organization.



Date and Time: Monday, October 21; 1:00pm -3:00pm

Cost: \$25.00; Refreshments provided

The Benefits of Inclusive Hiring

Hiring people with disabilities is a good business practice. Research shows that diverse and inclusive workplaces are 2x more likely to meet or exceed financial targets, 6x more likely to be innovative and 6x more likely to effectively anticipate change. As well, employers who practice employment equity are rewarded by improved public relations and higher customer/employee loyalty. Join Kelby Mullin, Disability Awareness Trainer from the Victoria Disability Resource Centre to develop a deeper understanding of disability issues and how to address them when recruiting to create a stronger, more inclusive and accessible workplace.

Date and Time: Tuesday, October 22; 1:00 pm - 3:00 pm

Cost: Free; Refreshments provided

The “Ins and Outs” of Employment Standards

An Industrial Relations Officer from the Employment Standards Branch will provide an excellent overview of the Employment Standards Act and answer any of your employment related questions.

Date and Time: Wednesday, October 23, 9:30am - 11:30am

Cost: Free; Refreshments provided

Location for all workshops:

Career Centre Room 328, #110 - 198 East Island Hwy, Parksville
(in Seaview Centre - off Weld Street)

Seating is limited for all workshops.

RSVP by Thursday, October 17th to 250.248.3205 or email marcene@careercentre.org