



CORPORATE AND
INTERNATIONAL TRAINING

CORPORATE TRAINING SERVICES



TRANSFORM YOUR BUSINESS

A yellow sticky note is attached to a white surface. At the top, there is a red checkmark and the handwritten text 'TR 28'. Below this, the words 'FINISHING' and 'CENTRAL TOP' are written in black ink. A table is drawn on the note with red lines. The table has two columns and two rows. The top-left cell contains '35', the top-right cell contains '415', the bottom-left cell contains '45', and the bottom-right cell contains '450'. The number '450' is written in purple ink in both the top-right and bottom-right cells. There are also some black arrows and other faint markings on the page.

REAL RESULTS

Corporate and International Training

Discover innovative solutions and improve workforce productivity with real-world training from NAIT. The global marketplace is facing a significant skills shortage. With technologies changing rapidly and a growing number of experienced workers nearing retirement, the skills gap facing business is becoming greater than ever.

NAIT Corporate and International Training has the resources, the expertise and the technology to get the job done. By drawing from the Institute's more than 200 programs, Corporate and International Training is able to customize and deliver training that is in tune with industry's need to stay competitive and productive.

Aboriginal communities also look to NAIT for customized training to fit their unique needs. We recognize that access to our programs and courses can be a hurdle to prospective Aboriginal students, and in 1999, began offering outreach programs to First Nations, Métis and Inuit learners.

NAIT is continually evolving to meet the needs of today's workplaces and is committed to providing quality training for the real world. Corporate and International Training provides services in needs assessments and curriculum development, as well as a selection of customizable courses and programs that will help take your business to the next level.

Whether you're preparing future leaders, upgrading your company's IT system or ensuring the safety of your workers, NAIT Corporate and International Training has the training that will help you see results. Peruse this document and discover the possibilities.

NAIT is one of the pre-eminent institutes of technology in Canada, providing practical, hands-on training in business, advanced technologies and skilled trades. NAIT receives approximately 80,000 registrations annually, provides more than 1,400 continuing education courses in credit and non-credit programs, and offers a range of degrees, applied degrees, diplomas and certificates.



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REAL INNOVATION

IT Training

As innovation continues to change how people interact with technology, analyze data and move business forward, there has never been a better time to invest in employee training.

Stay on the cutting-edge with NAIT's Computer Training Centre which offers a range of learning opportunities, from basic office technology skills to highly specialized know-how. As Alberta's leading trainer of IT professionals, our certificates and courses can be customized to meet the specific needs of business and industry. You may choose to train in our high-tech labs or on-site at your location.

Whether your organization requires one specific course or an entire suite of training, we can help you achieve your goals. Industry-experienced instructors, well-equipped training facilities and comprehensive courses will help your employees get up to speed quickly, so that you can get on with business.

The Computer Training Centre is now a member of the Microsoft IT Academy, which translates into access to a range of valuable tools and resources in the latest Microsoft technologies.

Our expertise in IT training includes certificate programs and courses in the following areas:

- Business Systems
- Programming
- Software Testing
- Database
- AutoCAD
- MicroStation
- Geographic Information Systems
- Digital Communications
- Network
- Security
- Systems Administration
- PC Servicing
- Windows Server
- Linux/Unix
- Windows Systems
- Office Technology
- Accounting

For more information on the NAIT Computer Training Centre visit www.nait.ca/ctc.



REAL CONNECTIONS

Telecommunication Training

As the technology related to how we communicate continues to develop at an incredible pace, so too does the need to train existing employees, ensuring they remain current with today's technologies and innovations.

NAIT currently delivers a full spectrum of Telecommunication Training via instructor led learning and is preparing to move into online collaborative delivery platforms. This will allow clients greater access and flexibility when training their staff, which translates to less down time in the field.

NAIT expertise and capacity currently allows for Telecommunication Training in the following areas:

- Safety Training
 - Material Handling Machines
 - Vehicle Operation
 - Confined Space
 - Traffic Control
- Technology Training
 - Electricity
 - Telephony
 - IP Networking
 - Installation and Repair
 - Working Aloft
 - Transport and Transmission
 - Switching
 - Access Engineering
 - Construction
 - Digital Subscriber Line
 - Copper and Fiber Cable Splicing
 - Data Communication
 - Business Systems

The NAIT Corporate and International Training office in Burnaby, British Columbia has been providing expertise in Telecommunication training and curriculum development to national service providers since 2006.



REAL PRODUCTIVITY

Project Management

NAIT's Productivity Enhancement Services offers more than 12 certificate programs designed to assist individuals, business and industry in becoming more productive in the global economy.

Completion of these programs will provide employees with the skills to plan and execute projects and contribute to improving the bottom line. Participants will also learn to form effective teams, manage conflict and foster a productive work environment.

NAIT's Project Leadership and Project Management certificates provide a strong foundation in communication, effective leadership, and conflict management strategies. These programs were developed with input from industry professionals, the Project Management Institute and advisory committees to ensure training reflects current needs across all sectors and industries. In addition to traditional classroom delivery (at your workplace or NAIT), we are now poised to offer the Project Leadership and Project Management Certificate programs through online or distance delivery.

To learn more visit www.nait.ca/pes.

Project Leadership Certificate

Build your leadership and people skills in this interactive program. Many projects or project teams suffer from a lack of people skills, including leadership. Participants will learn to manage meetings effectively, identify communication barriers, form successful teams, apply appropriate leadership and conflict management strategies, use project management software and much more.

Project Management Certificate (PMC)

Project managers are responsible, communicative leaders who must ensure that all projects are completed on time, within budget and to the satisfaction of all stakeholders. In addition, project managers must apply appropriate soft skills to gain the trust and commitment of their teams, while applying hard technical skills to effectively initiate, plan, execute, monitor, control and close out projects.

NAIT is a PMI accredited Global Registered Education Provider and PMC graduates are well positioned to subsequently achieve certification as Project Management Professionals. The program also provides transferability to degree programs.

Business Analyst Leadership Certificate

Discover how boosting your leadership skills can help your organization become more effective and efficient. Learn how to become a more effective leader and how to better guide your organization towards important and timely decisions in today's competitive global market. Participants will learn how to gather business intelligence, analyze client or business needs, and map or translate these needs into an IT project.

Group Facilitation Skills Certificate

Learn how to become a more effective communicator, leader and negotiator. Participants will be provided with hands-on practice with facilitation tools required to help groups achieve results, facilitate effective meetings, work with ideas and improvement charters, interpret and present numbers, respond to variances, understand team stages and enhance group synergy.

Lean Manufacturing/Lean Enterprise Certificate

Think lean, think world-class manufacturing! Lean manufacturing encompasses total quality management, continuous improvement, zero defects and doing things right the first time, every time. Participants will learn a wide range of skills and techniques that are directly applicable to world-class manufacturing, including kaizen events, value stream mapping, 5S and one-piece flow.

Machine Shop Inspection and Calibration Certificate

Experience the challenging world of machine shop inspection and calibration. Participants will learn to properly select and calibrate measuring instruments and measure precise work, as typically carried out in a manufacturer's standards room or inspection department. Participants will also learn the range of measuring concepts and mathematics used in the standards room environment, and will receive practical, hands-on experience.

Occupational Health and Safety Leadership Certificate

Today's leaders must be increasingly aware of occupational health and safety legislation and best practices in workplace health and safety. The knowledge and skills gained from this program can be applied to developing a site-specific health and safety management system, identifying the existing hazards and the controls requiring implementation. From this process, participants will then develop an inspection program and an area-specific orientation and training program.

Operations Management Certificate

Develop skill and knowledge in all aspects of operations management, which encompasses the day-to-day activities of any organization. Participants will learn a wide variety of skills and techniques related to supervision and operations management, forecasting for production, scheduling, capacity planning, inventory control and much more.

Quality Management Certificate (General, Environmental and IT)

Participants are introduced to the essential mechanisms of quality management systems, including steps in creating a quality policy and related objectives and procedures, as well as practical understanding of the general principles and frameworks of a quality management system.

Six Sigma (Green Belt) Certificate

Learn to measure and improve your company's operational performance. Gain a practical understanding of how to use the Six Sigma approach within a project management context, and be introduced to DMAIC, an ordered plan for resolving problems: define, measure, analyze, improve and control. By implementing the various tools and methods discussed in this program, participants can ensure efficient utilization of resources in their workplace projects, applying the right tools at the right time.

Laser Cutter Operator Certificate

Rapid increase of laser cutting within the manufacturing industry has led to a high demand for skilled operators for these machines. In order to address this need, NAIT, in consultation with industry, has developed a Laser Cutting Operator certificate program. The program consists of four 14-hour modules, which include both lecture and hands-on practice in a lab setting.

Welding Automation Certificate

Welding robots have been in general use in the manufacturing industry since the early 1980s. As these robots continue to gain industry acceptance, the need for trained operators continues to grow. NAIT has developed a Welding Automations certificate program, in which individuals possessing a sound knowledge of manual welding processes can gain experience in robotic arc welding. The program consists of four 14-hour modules, which include both lecture and hands-on practice in a lab setting.

MANUFACTURING SOLUTIONS

A wide range of manufacturing businesses seeking productivity improvements can benefit from NAIT's Manufacturing Solutions services. If your business is looking to cut costs through process innovation or increase profitability by improving or developing new technological capabilities such as rapid prototyping, laser cutting, welding robotics or radio frequency identification devices, talk to us.

You will discover dedicated labs, state-of-the-art equipment and a supportive environment for productivity improvement and innovation needs. To learn more visit www.nait.ca/ms.

"Our relationship with NAIT has been of great benefit to both our employees and the company. The Project Leadership program enhanced the leadership and management skills of our management and front line supervisors. NAIT's ability to organize a one-day workshop around our schedule was effective and appreciated. We will continue to use and recommend NAIT's service."

Ken Gallagher, President, Metalboss Tech. Inc.





REAL SOLUTIONS

Engineering Technologies and Environmental Management

Growing expectations for high levels of expertise and responsibility in the engineering technologies and environmental management sectors can pose significant challenges to your business. Meet and exceed expectations with customized, hands-on training delivered where and when you need it. NAIT instructors have the industry experience and business knowledge to ensure your employees have the expertise your business needs to meet growing demands.

We can help determine your needs, develop customized training solutions specific to your organization and deliver training at NAIT, at your company or through distance learning.

Engineering Technologies:

- Bachelor of Technology in Technology Management
- Biomedical Engineering Technology
- Chemical Engineering Technology
- Civil Engineering Technology
- Construction Engineering Technology
- Electrical and Electronics Engineering Technology
- Engineering Design and Drafting Technology
- Instrumentation Engineering Technology
- Mechanical Engineering Technology
- Natural Gas Processing
- Nonotechnology Systems
- Oil and Gas Production Operator
- Petroleum Engineering Technology
- Power Engineering Technology

Environmental Management:

- Architectural Technology
- Biological Sciences Technology
- Environmental Management
- Site/Impact Assessment
- Environmental Law
- Forest Technology
- Geological Technician
- Landscape Architectural Technology
- Water and Wastewater Technology

Many of NAIT's engineering technology diploma programs have earned national accreditation from the Canadian Council for Technicians and Technologists.



REAL KNOW-HOW

Trades

No matter where in the world you are, ensuring your workforce has the skills and expertise necessary for you to sustain and grow your business is a huge challenge. As one of Canada's largest apprenticeship trainers, NAIT has the expertise, experience and knowledge to help. We can help your organization stay current with the latest training and technology, develop a training program specific to your unique needs and train your workforce on specific equipment, procedures and occupational health and safety standards.

As your partner in employee training, we will work with you to design, develop and deliver solutions that help you achieve your goals. Rather than find the training that fits, we determine your needs and design a training program to meet them. Our instruction is tailored specifically for your company and is delivered when and where you need it - either at NAIT or at your workplace.

Training available in any of the following program areas:

- Pipe Trades
- Pipefitter
- Gasfitter
- Steamfitter
- Gas Utility Operator
- Electrical and Electronics
- Automotive and Heavy Equipment
- Outdoor Power Equipment
- Marine Service
- Building Construction Trades
- Sheet Metal Technician
- Insulator
- Hoisting and Rigging
- Scaffolding
- Blueprint Interpretation
- Hydraulics
- Heavy Metal Construction
- Welding
- Boilermaker
- Steel Plate Fitter
- Ironworker
- Crane and Hoisting
- Manufacturing Construction
- Machinist
- Millwright
- Power Engineering
- Instrumentation
- Industrial Machining and Maintenance, including Computer Numerical Controlled
- Materials, Electrical and Mechanical Technologies
- Non-Destructive Examination
- Rig Technician





MANAGEMENT AND LEADERSHIP TRAINING

NAIT's Management and Leadership workshops are designed for organizations looking to achieve their staff development, performance management, succession planning and business goals. Three streams are available — Supervisory, Managerial and Executive — and you can customize a training program that suits your needs.

You can select among individual half-day modules, or combine modules to build a comprehensive program for your team. Each stream consists of at least four themes, which are highlighted below:

High Performance Teams

- Building and maintaining high performance teams
- Team leadership and motivation
- Understanding and managing conflict
- Achieving success through buy-in and consensus

Coaching

- Coaching and encouragement to improve productivity and efficiency
- Motivating to enhance performance
- Delegating responsibility
- Creating vision and a standard of excellence

Communication

- Strategies for effective and clear communication
- Non-verbal communication and the role of culture
- Establishing trust and credibility

Change Management

- Implementing organizational change and achieving buy-in
- Creating a positive culture when change is planned and unplanned
- Implementing strategies to reduce and resolve conflict

Additional half-day options for each theme are also available.

NAIT's expertise in management and leadership, within both the post secondary and corporate training environment, is based on its unique work-integrated learning approach. Participants will acquire both the theoretical and practical know-how required to lead their organization's change, business and growth strategies.

It is essential that communities focus on youth leadership development to identify and develop tomorrow's leaders. This is especially true for the First Nations communities as they represent a large untapped segment of Canadian society.

To address these needs, NAIT in collaboration with its industry partners, has developed an Aboriginal Youth Leadership program. To learn more, visit www.nait.ca/aylp.

BUSINESS ESSENTIALS WORKSHOPS

We understand every business is unique and with that, requires its own unique training. NAIT's Business Essentials Workshops were designed to improve the skills of business and industry professionals. They are highly interactive, allowing participants to fully explore each topic and become involved in their own learning.

To maximize the opportunity for individual participation we recommend delivering workshops for groups of 10 – 30 participants; however, larger groups can be accommodated. Clients may choose any combination of workshops for delivery on- or off-site, on consecutive days or spread over a series of weeks or months. Workshops include:

Management Excellence

Management means achieving results through the organized and collective efforts of others. Learn the 10 skills of great managers, including how to find, develop, motivate and retain the people you want and need, and how to work with your team to achieve your desired results.

Sales Training

Investing in your sales force can create opportunities and put your organization ahead of the competition. This workshop teaches advanced selling techniques that will help build rapport with customers and overcome objections.

Communication

This seminar delves into verbal and non-verbal communication and includes a close look at interpretations, perceptions and the effects of personal filters and belief systems, providing you with the skills needed to communicate effectively.

Customer Service

With increased competition in today's global marketplace great service is essential for customer retention and revenue growth. Discover techniques and strategies that will help you create positive customer experiences, deal effectively with difficult clients and turn around unhappy patrons, ensuring they keep coming back.

Achieving Organizational Results

All too often, people believe that feedback should be given only once results are achieved, not realizing that feedback is what drives results. These mistakes can be costly. Help your team achieve greater results by providing SMART feedback (specific, measurable, achievable, relevant and time-based goals) and using positive reinforcement to alter behaviour.

Goal Setting

Goals drive production and success. Everyone has the potential to achieve more, and by following the 12 steps of goal-setting, you can accomplish tasks that are important to your organization and experience the increased satisfaction that comes with achieving results.

Leadership Fundamentals

Study the techniques developed by great leaders and learn to stimulate growth and energy within your organization, increasing sales, profits and overall performance. Topics include the five key ways to influence others, effectively leading change, building a strong company culture, communicating effectively and building self-discipline.

Time Management

Time is a precious resource. Only when we take charge of our lives can we accomplish meaningful tasks and contribute to our organization. Learn to effectively manage your daily schedule with techniques for prioritizing and dealing with changing needs, overcoming procrastination and dealing with constant interruptions.

Employee Motivation

Motivating others is an essential skill and with the right motivation, anyone can achieve amazing results. Get your team excited about their work and the company's success with strategies to fulfill your team's five fundamental needs, communicate clearly to improve performance and create missions and mantras to motivate.

Personal Success

Success means different things to different people. Learn how to define what success means to you and to achieve what you want without it taking over your life by increasing self-confidence, building positive work habits and making small changes.

Building Effective Teams

The ability for people to work together productively is critical to an organization's success, yet many organizations face challenges building great teams. This workshop provides solutions to overcome common obstacles and teaches strategies for building a collaborative organizational culture based on open and honest discussion and feelings of camaraderie and value.

Innovation and Creativity In The Workplace

The term "Creative Destruction" – which is readily identified with the economist Joseph Schumpeter – means all products and services could soon be made obsolete by more innovative products or services. This can be true for business models as well. Explore ways to develop a culture of creativity within your organization and how to effectively generate solutions to any challenge by using creating thinking to view problems and solutions from different perspectives.



REAL PERFORMANCE

Business

Every dollar spent on staff development delivers an exponential return on investment. With increasing globalization and specialization of business comes a rising need for individuals, businesses, and governments to find new and creative ways to adapt and grow.

NAIT has a history of delivering a range of programs and courses and, as a result, is able to offer the flexibility of customized training to fit any business need.

With over 4,000 courses and 1,000 instructors to draw on, we can design, develop and deliver customized business training in any of the following areas:

- Business Administration
 - Accounting
 - Finance
 - Human Resources Management
 - Management
 - Marketing

- Professional Designations
 - Canadian Securities
 - Certified Payroll Management Program Financial Planning Certificate
 - Purchasing Management Association of Canada (PMAC) diploma in Supply Management
 - Production and Inventory Control Management
 - Professional Sales Certificate program
 - Credit Management designation program
- Business Essentials (see p.11 for details)
- Team Building

We also offer industry-leading training in the following certificate programs:

- Becoming a Master Instructor Certificate
- Business Management Certificate
- Supervisory Development Certificate

Work with us to craft your own recipe for success. For instance, you can combine business soft skills training with one of our exciting cooking programs – Teambuilding & Thai Cooking – which take place in NAIT’s state-of-the-art Hokanson Centre for Culinary Arts.



REAL AWARENESS

Health and Safety

In the past few years, the Alberta government has introduced tough new measures in the Occupational Health and Safety Code, demanding safer worksites, stronger safety coordination and sound safety planning from industry.

To help industry meet those demands, NAIT Corporate and International Training offers Occupational Health and Safety training to prepare and qualify professionals to fill important roles in the safety field.

By focusing on real-world issues and practical training, participants will learn to manage the impact of biological, physical, chemical and ergonomic hazards. They develop the skills necessary to be successful in all industry sectors, including policy development, hazard identification and analysis, implementation and management of control programs, workplace inspections, incident investigation, education and training, and organizational measurement and evaluation. As a result, industrial worksites are safer, injuries are reduced and lives may even be saved.

Participants will gain the knowledge and technical skills required to develop, implement and evaluate corporate occupational health and safety programs and systems focused on loss control.

The following list of occupational health and safety training can be delivered at your workplace or at NAIT:

- Aerial Work Platform
- Automatic Electronic Defibrillation (AED)
- Bear Awareness
- Chainsaw Safety
- Construction Safety Training (CSTS)
- Detection and Control of Flammable Substances
- EMR (* at NAIT Main Campus)
- EMT
- EMT-P
- Fire Detection and Gas Detection Systems
- First Aid
- Occupational First Aid (OFA) Level I
- H2S Awareness
- Hoisting and Rigging
- Naturally Occurring Radioactive Materials (NORM)
- Oil Sands Safety Association Regional Orientation
- Oxygen Administration
- Petroleum Safety
- Transportation of Dangerous Goods

NAIT's two-year, full-time Occupational Health and Safety program is recognized by the Board of Canadian Registered Safety Professionals.



REAL ACCESSIBILITY

Mobile Education

With approximately 80,000 registrations each year, demand for a NAIT education has never been greater. NAIT's two mobile education units now deliver NAIT training to communities in Western and Northern Canada, particularly in remote areas and Aboriginal communities.

The mobile shops are hooked up to heavy-duty trucks for transport to remote areas. Each unit is self-contained, can be set up in about an hour, and is fully equipped for trades training in:

- Welding
- Pipefitting/steamfitting
- Gasfitting
- Machining
- Millwright
- Electrical
- Instrumentation

Each unit is 53 feet long, can accommodate a class of 12 students and is powered by two generators, which may be used together or alone for energy efficiency. The retractable sides roll out and the collapsible floor comes up on hinges to reveal a gleaming metal state-of-the-art lab. Each is equipped with welders, drill presses and a host of power and hand tools, as well as an overhead 500-pound crane for students to learn about hoisting and rigging.

With each unit come a supply trailer used to transport and store metals, scrap and equipment.

NAIT's newest mobile education unit – The Mobile Water and Wastewater Technician program – will be heading to Alberta communities and throughout Canada starting in winter 2011.



REAL EXPERTISE

International Training

For more than 40 years, NAIT has successfully partnered with industries, businesses and governments in more than 60 countries to train and develop a skilled workforce relevant to the needs of emerging economies.

As one of Canada's top technical training institutes and largest apprenticeship trainer, we offer customized training solutions to meet the needs of your organization. Obtain certification and hands-on, practical training for your organization.

The competency-based programming described throughout this document provides a summary of NAIT's capabilities to teach both soft and technical skills in a wide range of disciplines:

- IT Training
- Telecommunication Training
- Business
- Project Management
- Leadership and Management
- Trades
- Engineering Technologies and Environmental Management
- Health and Safety

We can help determine your organization's training requirements through needs assessments and gap analysis consultations. Moving forward, we are able to design, develop and deliver a comprehensive training program specific to your needs. And if your organization needs assistance in staying up-to-date with new and changing technologies or implementing institution building models, NAIT Corporate and International Training has the expertise.

Our programming goes well beyond NAIT's Edmonton campuses. In order to effectively respond to the growing demand for our needs-focused training, we also have campuses in Calgary, Alberta and Burnaby, British Columbia. Internationally we have served in the following countries:

- Australia
- China
- Cuba
- Kazakhstan
- Libya
- Madagascar
- Mexico
- Peru
- Thailand
- Ukraine
- United Arab Emirates
- U.S.A.



AN INSTITUTE OF TECHNOLOGY COMMITTED TO STUDENT SUCCESS

For detailed information about how NAIT's Corporate Training can assist your company visit:
www.nait.ca/cit