

Self-Paced E-Learning

Skillsoft E-Learning Courses

Skillsoft's Business Skills Collection provides a mixture of courses/programs that range from personal development to team and business effectiveness. The list of courses can be found below.

Skillsoft E-Learning Course Offerings At a Glance

To register for an e-learning course, please contact us at oe@humber.ca.

Computer/Technical Skills Courses

Basic Accounting Concepts for Non-Financial Professionals

Learn basic accounting concepts such as basic accounting equations, accrual-based accounting, and basic accounting principles that affect various financial statements and the bottom line of your business.

Basic Budgeting for Non-Financial Professionals

You will learn about the characteristics of an effective budget, the different stages involved in budget planning and distinguishing between different types of budgets.

Customer Service Courses

Providing Telephone Customer Service

Learn the basic rules for answering a customer call, appropriate greeting strategies, tone and listening skills. Techniques on how to probe for more information so that you can better serve and benefit your customer.

Rapport Building in Customer Service

This course covers how to build rapport with customers, connecting with them, reflecting their emotions back to them, and normalizing their difficulties.

Personal Development Courses

Navigating Your Own Emotions

In this course, you'll learn about the science of emotion and techniques for becoming emotionally self-aware and managing your emotions.

Entrepreneurial Courses

Choosing and Using the Best Solution

In this course, you'll learn how to make smart decisions based on key criteria and decision-making styles. You'll also learn how to plan, manage, evaluate, and celebrate solution implementation.

Defining a Project Scope & Team

Learn what you need to develop a clear vision for how and what the project will achieve, clarify what stakeholders expect to see in the end and identify all the tasks that will need to be carried out before you create a comprehensive plan.

Getting Your Career on the Right Track

Learn approaches for creating and implementing an effective promotion plan, and learn best ways to ask for assignments to help move your career forward.

Unleashing Personal and Team Creativity

This course describes personal barriers to creativity and how to overcome them. It provides strategies for enhancing creativity in the workplace.

Effective Communication Courses

The Art & Science of Communication

This course focuses on the science behind communication, including how we react neuro-physiologically to others – their actions, words, tone, and body language.

Editing and Proofreading Business Documents

This course covers key areas such as tone, structure, clarity and accuracy, along with grammar, punctuation and spelling mistakes to watch out for.

Listening Even When it's Difficult

In this course, you'll learn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to listening.

Navigating Challenging Situations with Diplomacy & Tact

This course, will teach you how to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle coworkers with diplomacy and tact.

Personal Power & Credibility

Explore how to exert your personal power. Learn the importance of personal power in influencing situations and people to get the planned results and outcomes.

Resolving Workplace Conflict

In this course, you'll learn about sources and signs of conflict, a process for resolving it, and ways to get the process back on track if difficulties arise.

Redefining Yourself After Organizational Change

In this course you will learn the importance of organizational change and essential skills needed to handle it, have a career plan and capitalize on the career opportunities presented by organizational change.

Writing Effective E-mails and Instant Messages

This course covers the basic requirements for using e-mail to communicate effectively, using proper e-mail etiquette ensuring your message gets across quickly, appropriately and concisely.

Team Effectiveness Courses

Detecting & Dealing with Performance Problems

This course explains how you can detect, identify, and question problems in your workplace, and determine the impact when they occur. You will learn how to diagnose root causes, both external and internal, on your way to finding the best solution.

Developing a Successful Team

In this course, you'll learn how to develop team culture by establishing team member competencies and working to improve team dynamics, along with methods used to encourage team participation and motivation, increasing team members' commitment.

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When registering for a course and you intend to complete it during working hours, please ensure you obtain your manager's approval. When you enroll in an e-learning course, your manager will not automatically be notified.

OE will confirm once you have been enrolled in a course. Please note that courses can be accessed anytime of day, 7 days a week.

If you need assistance please contact us at oe@humber.ca