

Succeeding at Work
Employer Stream
Online Course Guide
2020



Building the Workforce of the Future... ...Today


SUCCEEDING AT
WORK

EMPLOYABILITY & ESSENTIAL SKILLS FOR JOBS IN
THE FOOD + BEVERAGE MANUFACTURING INDUSTRY

The future is in your hands.

Food Processing Skills Canada (FPSC) is working with industry and government to develop the workforce of the future...TODAY. Our success as an industry rests with everyone who works within it. Succeeding at Work goes beyond food safety and technical skills to developing each participant with workplace essentials and the emotional and social skills needed to adapt to future needs.

www.succeedingatwork.ca



Workplace Essential Skills

THE SKILLS YOU NEED TO
LEARN OTHER SKILLS

Workplace Essentials - Oral Communication

This course provides guidelines for oral and general communication, active listening, providing feedback, fostering teamwork, and promoting a positive work environment. Lifelong learning and workplace skills training are closely linked to productivity, adaptability, and innovation.

Workplace Essentials – Document Use

This course addresses document use, one of the skills which extensive government and industry research has identified as essential to success in work, learning and life. These skills provide the foundation for learning other skills and are the cornerstone of lifelong learning. Lifelong learning and workplace skills training are closely linked to productivity, adaptability and innovation, all vital elements of today's competitive and rapidly changing global business environment.

Workplace Essentials – Thinking Skills

This course provides guidelines for making decisions, solving problems, thinking critically, resolving staff conflict, improving products and processes, providing quality control, and facilitating change.

Workplace Essentials – Digital Technology Skills

Success in using digital technology means becoming more efficient, ability to change and adapt, being creative, utilizing skills such as problem solving, document use, numeracy, and reading, and employing critical thinking skills. This course, therefore, helps with understanding and using digital systems, tools, and software, and processing digital information. You will learn to select and use the correct software, better use computers and hardware, apply security procedures to protect workplace hardware and software applications, and use data and personal information to better complete your work tasks.

Workplace Essentials – Working with Others

This course provides guidelines for skills needed to work with a partner or a team in the workplace to complete tasks. Every employee in a food processing facility has to work with others during the day, whether to collaborate with workers from another department to solve a production issue or work as a member of a larger team to complete a rush order. Being able to work well with others is an essential workplace skill.

Workplace Essentials – Numeracy *coming soon*

The purpose of this course is to help frontline production workers gain the skills required to make sense of and apply basic mathematical concepts and information common to job responsibilities and tasks. By completing this course, participants will gain the basic knowledge of numeracy to solve basic mathematical equations, complete mathematical calculations in the correct order, understand and calculate fractions and percentages for workplace situations, calculate and convert common units of measurement, track production data, and calculate averages. This will help participants solve mathematical problems in different workplace situations.



Technical & Food Safety Skills

I AM FOOD – Introduction to the Canadian Food & Beverage Manufacturing Industry.

I AM FOOD introduces participants to the Canadian Food & Beverage Industry and the greatest strength of the industry, the people who work within it. The Canadian food industry is the largest manufacturing sector in Canada. With enormous natural resources from coast to coast. Participants embark on a journey of discovery of how important the food industry is to Canada and all Canadians

Good Manufacturing Practices - GMP's

This course will provide you with the knowledge and skills to understand how GMPs support the safe manufacturing of food and how to implement GMPs.

Food Spoilage & Food Safety

This course is designed to educate candidates on all of the factors involved in managing food spoilage and food safety and to encourage their active participation in the development of a food safety culture within the production environment.

Did you know that Canada is #1 in the WORLD for food safety?

And just WHO is responsible for food safety in Canada?

YOU are! And we are, and everyone who works in the food and beverage industry is. It is a shared responsibility between employers, government and those working in the industry. It is important that you know what to do in your role, but is even MORE important that you understand WHY because the what and how are going to change faster than we can imagine. When you understand the WHY, change is no big deal.



Lock Out – Tag Out

This course provides guideline for Lock out-Tag out (LOTO) or lock and tag. LOTO is a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut off and not able to be started up again prior to the completion of maintenance or servicing work.

Food Safety Culture & You

This course discusses the importance of following food safety procedures and practices when working in Canadian food companies, as these are part of food safety culture. It outlines the role of governments, food companies and employees in protecting our food supply

Distribution and Warehouse Food Safety

This course provides guidelines on food safety procedures and responsibilities for workers in distribution systems and warehouse facilities. Allergen control, contamination, food security, traceability practices and individual roles are examined. The warehouse and distribution systems are often overlooked as the first line of defence in a manufacturing facility.

Sanitation Level 1

This course provides a functional knowledge of sanitation programs from start to finish. Covering chemical safety, cleaning practices, the purpose of sanitation and the importance of the role that employees play in this process.

HACCP Fundamentals

This course provides foundation level understanding of what HACCP stands for, the importance of HACCP, how HACCP is applied in the workplace and the role of every worker in a food safety culture. You will review the causes of food contamination with emphasis on the prevention of biological contamination and identifies and explains the seven HACCP principles

Leadership for Supervisor's - optional

This course teaches ways to prioritize, plan, and manage your time. You will learn to identify your primary leadership style, develop some flexibility in using other leadership styles, and determine ways you can meet the needs of employees and co-workers through communication and coaching. You will also explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

Allergens Level I

This course highlights the importance and impact of allergens on consumer safety as well as why allergen awareness and management are a key food industry concern. Learn the causes and effects related to food allergens, the issues associated with managing and prevention of unwanted food allergens.

Workplace & Industrial Safety

The course reviews regulatory responsibilities for employees and employers, and the many proactive strategies employed to identify hazards, mitigate their impact and the associated Canadian federal and provincial regulatory requirements.

Standard Operating Procedures (SOP) Master Class

This course covers the main steps of Standard Operating Procedure (SOP) development, ensuring its effectiveness, basic SOP review and maintenance requirements. Learning material includes definition and examples of effective SOPs in food production environments, communication and team responsibilities, testing a prototype system and requirements for updating your facility's SOP.

Food Safety and Meat Processing 101- Optional

This course provides information that assists the learner to understand why Internal Audits are done, by whom and how they are done. The course outlines the Internal Audit system, definitions, the planning phase, implementation and monitoring, verification practices, and documentation required for effective internal audits. Finally, the course aids the learner to understand the Internal Audit system's functions.

The New Strategy...Future Skills

A robot may be able to *DO...* but a robot is *not able to LEAD.*



Professionalism
& Work Ethic



Communication



Critical Thinking
& Problem Solving



Team Work &
Collaboration



Digital
Technology



Leadership



Global &
Intercultural Fluency



Career
Management



Why am I learning about myself?

You may have heard the phrase **Soft Skills** – or **Social and Emotional Learning**, but what IS that exactly? In plain English, it is how you think and behave and why. No one taught us these things. It wasn't a class in school. But it IS the number-one priority of industry employers. Soft skills develop people in such a way as to ready them for almost any functional requirement, present or future. Soft skills are what separate us from technology. These are human skills and competencies that we will need for the future. And we have a lot of **future** coming our way.



How do we get ready for future jobs and roles when we really don't know what they will look like?

By training YOU, the person. The job you are doing today will not be the job you will be doing in the future. The best way to prepare for change is to be confident in yourself. You are going to learn 'how' to think and different ways to think. Solve problems that seem unsolvable, How? By learning to work effectively with others. We work with people, humans, not with a bunch of "Siri's". And how we communicate in the workplace can make us successful, or not. By investing in you, we will be ready for whatever the future may bring.



Introduction to Emotional Intelligence-coming soon

Did you know that people with high emotional intelligence tend to earn more and are happier at work and in their daily lives? This course will give an introduction to the concepts, skills and tools you need to develop your emotional intelligence. These skills improve and drive your soft skills and contribute to about 80% of the success you experience in your career. An employee with high emotional intelligence is aware of their emotions and can manage feelings, impulses and communicate effectively with others. They solve problems and build rapport in tense situations. These employees also have empathy, work well with others to build productive relationships in the workplace, remain optimistic in the face of adversity, bounce up quickly from setbacks and strive to perform.

Leadership Skills for Supervisor's: Communication, Coaching & Conflict

Communication, Coaching and Conflict are just a few of the topics covered in this course. The course gives participants an understanding of the different mindsets we all have, how they communicate and best apply their talents and aptitudes to their work. No matter where you are on the spectrum, this course highlights the skills you have that make you great leadership material and also covers the tips and tricks that define successful leaders in every industry.

Whether a seasoned manager or gearing up for a new supervisory position, this course is an excellent resource to better manage oneself and others in a team environment. Don't hesitate to add this inspirational training material to your online learning portfolio today!

Conflict Resolution: Dealing with Difficult People

We can get into a routine where it feels like everyone we speak with is either having a bad day, or we are having a bad day ourselves. We feel like we constantly meet people who seem to be inconsiderate, stubborn, incorrigible, indecent, miserable, or passive-aggressive. Sometimes we can be equally awkward ourselves. While it might seem that the easiest remedy is to ignore people, we eventually have to deal with them. This course encourages you to deal with difficult people by helping you recognize how your own attitudes and actions affect others. You will learn effective techniques for dealing with difficult people and some techniques for managing and dealing with anger.

Adaptability in the Workplace

Adaptability is essential in an ever evolving workforce. This course aims to help you identify strategies to help you develop resilience, apply strategies to improve adaptability and flexibility at work, use innovation and problem-solving methods to develop solutions, and develop a continuous learning mindset. At the end of the course you will have the opportunity to build a personal plan to help increase your adaptability and resilience.

Respectful Workplaces

The purpose of this course is to help all levels of employees understand their personal responsibility for the creation of a respectful work environment, why this is beneficial to themselves and others, how to identify and respond to disrespectful behaviours, and how they can contribute to respect in the workplace through their personal actions and behaviours.



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