

## **Excellence Canada Curriculum**

### ***Training Courses for In-House Delivery***

#### **Courses**

- A Strategic Approach to Quality, Innovation, and Wellness
- Accessibility Awareness and Team Building
- Advanced Process Tools
- Conducting Organizational Assessments
- Current State Process Mapping
- Customer Experience
- Delivering Excellent Presentations
- Desired State Process Mapping
- Employee Happiness
- Fact-Based Decision Making
- Implementing AODA
- Innovation
- Introduction to Process Improvement
- Leading Change Management
- Lean Techniques
- Managing the Multi-Generational Workplace
- Measuring Key Processes and Establishing Performance Indicators
- Mental Health at Work & Mental Health First Aid
- Partner and Supplier Focus
- Project Management
- Process Improvement Tools
- Quality Function Deployment
- Recognition and People Involvement Strategies
- Risk Management
- Root Cause Analysis
- Six Sigma
- Social Media Tools
- Strategic Healthy Workplaces
- Strategy & Planning
- Superb Customer Service
- The Cost of Quality
- Telling Valuable Stories with your Survey Data
- Work-Life Balance

#### **Programs**

- ⊕ Certified Excellence Professional® (**Designation**)
- ⊕ Certificate in Process Management (Certificate)
- ⊕ Certificate in Leadership, Strategy & Planning (Certificate)
- ⊕ Certificate in People Engagement & Wellness (Certificate)
- ⊕ Certificate in Customer Focus (Certificate)