

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 – 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 – Document Use

This course provides guidelines for managing documents, using documents to communicate within an organization, using e-mail, using documents to find information, developing graphs and tables, and maintaining personnel files.

Workplace Essentials – Digital Technology Skills

This course provides guidelines for skills needed to understand and use digital systems, tools and applications, and to process digital information. In the workplace, people use digital technology skills to input, access, analyze, organize, create and communicate information and ideas using computers, software, e-mail, web applications, smart phones, other digital devices. Digital technology requires the participant to use other essential skills, like problem solving, document use, numeracy and reading. Critical thinking (being able to evaluate information to come to a judgment), is very important when using digital technology and understanding digital information.

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.



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

I AM SEAFOOD - Introduction to the Canadian Fish & Seafood Manufacturing Industry.

With enormous natural resources from coast to coast, fish and seafood are processed in almost every province within Canada. Participants embark on a journey of discovery of how large the fish and seafood industry are, the tremendous economic benefit of seafood exports and the opportunities that lie within.

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 on 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.

Food Safety Fundamentals for Industrial Meat Cutters

Food Safety & Meat Processing 101 is an interactive, online course for Small, Medium and Large meat processing companies, currently employed industrial meat cutters, entry-level hires and temporary foreign workers in meat processing plants, unemployed or underemployed youth and adults, adults interested in careers in food processing, high schools' recent graduates in municipalities where meat processing plants are located, and post-secondary meat programs



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.

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

Fundamentals of Quality Assurance

This course provides Canadian food workers at the Quality Technician level with general knowledge and standard occupational skills necessary to successfully perform a role in Quality Assurance.

Recall in a Wired World

This course examines techniques that assist processors to deliver information to the public, consumers, media, government and suppliers that aid in managing recalls effectively

Introduction to Cheesemaking *coming soon*

This course examines techniques, terminology and recognized standards used in commercial cheesemaking,

Introduction to Allergen Management

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.

National Sanitation Training Program

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.

Workplace & Industrial Safety

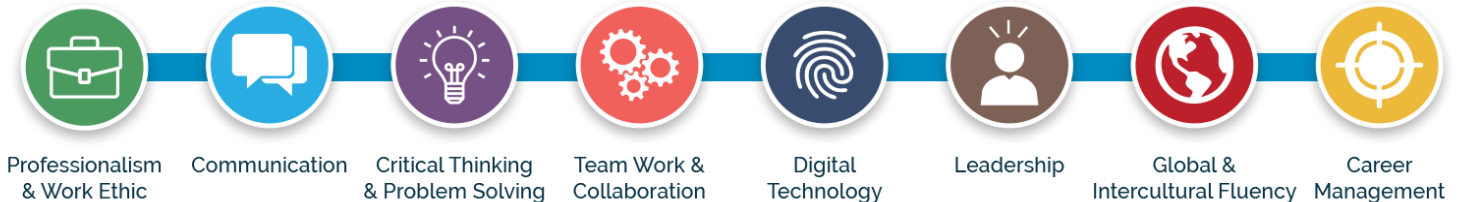
The course reviews regulatory responsibilities for employees and employers, and the many proactive strategies employed to identify hazards, mitigate their impact and the associated Canadian federal and provincial regulatory requirements.

Fundamentals of High-Volume Baking *coming soon*

This course introduces the fundamentals of high-volume baking in a commercial setting.

The New Strategy...Future Skills

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



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.



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.

The ABC's of Supervising Others

The transition from team member to team leader can be difficult for anyone who has not had experience leading others in the past. This course breaks down what it means to become a leader, how to address the difference in your professional bearing, relationships and best prepare to take on your new responsibilities with great success.

Introduction to Emotional Intelligence *coming soon*

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

Human Rights & Workplace Diversity

The Canadian workplace is somewhere anyone regardless of ethnicity, religion or orientation should feel comfortable and this course will give you ways to celebrate diversity in the workplace and bring individuals together.

Active Listening

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information.

Employee Accountability

Accountability in the workplace means that all employees are responsible for their actions, behaviors, performance and decisions. It's also linked to an increase in commitment to work and employee morale, which leads to higher performance.

Employer & Employee Expectations

Canadian workplace culture expects individuals to be competent in speaking, listening and socializing with other people; to know the etiquette of working harmoniously with co-workers and supervisors; and to understand and respect cultural differences in the workplace.

Respectful Workplace *coming soon*

The purpose of this Respectful Workplace 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.

Self-Leadership

Self-leadership is all about taking responsibility for yourself and building an environment where you can be successful. Being accountable for your own success means big rewards! Leadership is taking responsibility for our actions, setting a meaningful direction for our lives, and having the judgment to manage priorities efficiently.

Stress Management

Stress is inevitable; it's how we react to stressful situations that really makes the difference. Understanding your stress triggers are the keys to stress management.



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