

Succeeding at Work

Connect 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 – 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 – 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 – 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 – 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.



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.

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.

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.

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.

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.

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.



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.

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. Organizations who promote accountability are proven to be more successful and more productive. In this course, you will learn what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.

Allergens Level 1

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.

Canadian Workplace Cultures

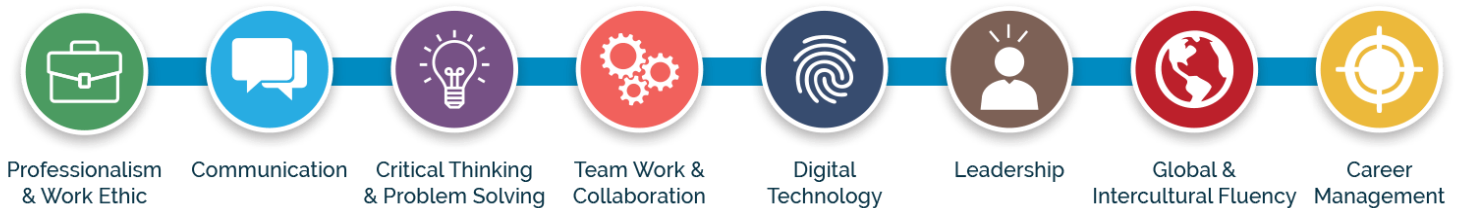
Understanding what makes Canada such a diverse country is a critical skill in being a team member in the Canadian workplace. In this course you will take a close look at topics such as basic Canadian facts, appropriate workplace etiquette including body language, communication skills and common courtesies, as well as the importance of demonstrating adaptability, work ethic, and work initiative. The stages, symptoms, and solutions of culture shock will be presented to help you recognize and overcome culture shock. You will examine Canadian culture in the food processing industry and will learn methods to enhance your skills as a partner or a team member.

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.

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. 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.

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.

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



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