

## EDUCATION / PROFESSIONAL DEVELOPMENT

---

<b>Employee Mentorship</b> <i>Digital Nova Scotia, Online</i>	October 2023
<b>Defining Your Personal Brand on LinkedIn</b> <i>LinkedIn Editorial Team, Online</i>	October 2023
<b>Transform Your Organization with AI</b> <b>Making Sense of Today's Economy</b> <i>BC Chamber of Commerce, Online</i>	October 2023
<b>Exploring Futures of Career Development in 2040</b> <i>(I was 1 of 15 national CDPs interviewed for the project and report)</i> <i>CERIC, Online</i>	September 2023
<b>How to Improve the Future of Talent Acquisition</b> <b>AI and the Future of Talent Acquisition</b> <b>From Data to Decision: Using AI to Streamline Talent Acquisition Across Borders</b> <i>HR.com, Online</i>	September 2023
<b>Assessments for Career Choice: Does it Really Work?</b> <i>Asia Pacific Career Development Association, Online</i>	August 2023
<b>Unleash Your Career Potential</b> 2023 Career Development Web Conference Series <i>BC Career Development Association (BCCDA), Online</i>	June 2023
<b>Using Research for Evidence Informed Career Development Practice</b> <b>Using Existing Research in Your Career Development Practice</b> <b>Conducting Research in Your Career Development Practice</b> <i>CERIC, Online</i>	May 2023
<b>What is the Future of Career Development Education?</b> <b>Employer Panel – Professional Resumes</b> 2023 Career Development Web Conference Series <i>BC Career Development Association (BCCDA), Online</i>	May 2023 April 2023
<b>AI in Career Services and HR: ChatGPT &amp; Beyond</b> <i>Career Thought Leaders, LinkedIn live</i>	April 2023
<b>The Shifting Landscape of AI</b> <b>The Impact of AI on the Workplace: evidence on businesses' &amp; workers' experiences</b> <b>The Rise of ChatGPT</b> <b>Can AI Improve Access to the Labour Market for People with Disabilities?</b> <b>Can AI Help Address Skills Shortages?</b> <b>AI Foresight: Anticipating What Lies Ahead</b> <b>What Will be the Impact of ChatGPT-like Tools on the Labour Market</b> <b>The Impact of AI on the Workplace: Deep dive into the OECD survey and case studies</b> <b>Spotlight on Recent AI Research</b> <i>Organisation for Economic Co-operation and Development, Conference, Online</i>	March 2023

<b>Create Canva 2023</b> <i>Canva, Online</i>	March 2023
<b>Digital Marketing Automation</b> <i>Alacrity Academy, Online</i>	March 2023
<b>Latest in AI for Career Services and Hiring</b> <b>The Future of Career Development Services</b> <b>Remote Career Coaching: A Facilitated Discussion</b> <i>Asia Pacific Career Development Association, Online</i>	March 2023 Feb. 2023 Feb. 2023
<b>Non-Traditional Assessment</b> <i>Herky Cutler Training &amp; Coaching Solutions, Online</i>	Jan. 2023
<b>Career Trends Observed by HR Managers</b> <i>Asia Pacific Career Development Association, Online</i>	Oct. 2022
<b>Career Assessments in Career Conversations</b> <i>Career Industry Council of Australia, Online</i>	Oct. 2022
<b>Real-World Resume Strategy: What Do CDPs Need to Know in 2023? Certificate</b> <i>CERIC, Online</i>	Oct. 2022
<b>Digital Marketing Bootcamp Certificate</b> - 6-week program <i>Alacrity Academy, Online</i>	Sept. 2022
<b>Building a Bridge: How Employers and CDPs Can Collaborate to Address Workforce Needs</b> <b>Using Evidence-Informed Career Development Practice</b> <i>CERIC, Online</i>	May 2022
<b>How to Stand out on Video and Boost LinkedIn Presence Certificate</b> <b>Innovative &amp; Effective Strategies for Coaching Clients on Salary Negotiation Certificate</b> <b>Level-Up Your Leadership: Innovative Career Counselling &amp; Coaching Techniques Certificate</b> <b>Update on National Competency Framework and Professional Certification Program</b> 2022 Career Development Web Conference Series <i>BC Career Development Association (BCCDA), Online</i>	May 2022
<b>IDEA Small Business Development Program</b> <b>Self-Employment Program</b> <i>Amber Education, Nanaimo, BC</i>	2021 - 2022 2021- 2022
<b>BC's Labour Market Briefing for July 2020 Certificate</b> <i>BC Labour Market Report, Online</i>	June 2020
<b>Service to Safety Workplace Violence Prevention</b> <i>ARETE Safety and Protection Inc., Online</i>	May 2020
<b>Respect in the Workplace Certificate</b> <i>Respect Group, Online</i>	February 2020
<b>Learning Trends for 2020</b> <i>GP Strategies - Don Duquette, Training Industry, Webinar</i>	December 2019

<p><b>Talent Sourcing Certificate</b>  Recognized/credit course with: Society for Human Resource Management  <i>Barbara Bruno</i>, LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ Overview of Talent Sourcing, Sourcing Strategy, Sourcing Resources, Advanced Sourcing, Best Practices</li> </ul>	November 2019
<p><b>Strategic Career Development: A Panel Discussion on the Why, What, How</b>  <i>GP Strategies Corporation</i>, Online</p>	November 2019
<p><b>Non-Traditional Assessment Tools That Rock</b>  <i>BC Career Development Association (BCCDA)</i>, Online</p>	November 2019
<p><b>Human Resources: Building a Performance Management System Certificate</b>  Recognized/credit course with: Society for Human Resource Management  <i>Catherine Mattice Zundel</i>, HR Consultant, via LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ Introduction to Performance Management, Building a Performance Management System, Best Practices</li> </ul>	November 2019
<p><b>Creating a Leadership Development Program Certificate</b>  Recognized/credit course with: Society for Human Resource Management  <i>Bonnie Hagemann</i>, LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ The Strategic Use of Leadership Development, Research and Analysis Phase, Turn Needs Analysis into Strawman (draft) Design, Create a Powerful Final Design</li> </ul>	November 2019
<p><b>Human Resources: Creating an Employee Handbook Certificate</b>  Recognized/credit with: Society for Human Resource Management  <i>Don Phin</i>, Attorney/Speaker/Coach, via LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ The Cultural Aspects of an Employee Handbook, The Legal Aspects of an Employee Handbook, Sharing the Handbook</li> </ul>	November 2019
<p><b>E-learning Essentials: Instructional Design Certificate</b>  <i>Samantha Calamari</i>, LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ E-learning, Applying ID Models and Theories, Organizing the Learning Experience, Designing E-learning Content, Designing Interactivity, Assigning Assessments</li> </ul>	November 2019
<p><b>How to Teach Managers and Leaders How to Assure Training Effectiveness Through Coaching</b> - Webinar  <i>Progress Coaching</i> - Tim Hagen, via Training Magazine Network</p>	July 2019
<p><b>How to Engage High Performing Teams</b>  <i>The Employee Engagement Group</i> - Bok Kelleher, President  via Training Magazine Network, Online</p>	July 2019
<p><b>Improving Employee Performance Certificate</b>  <i>Don Phin</i>, Attorney/Speaker/Coach, via LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ Foundations of Good Performance Management, Best Practices for Improving Performance, Performance Strategy</li> </ul>	July 2019
<p><b>Foundations of Corporate Training Certificate</b>  <i>Ajay Pangarkar</i>, LinkedIn Learning</p> <ul style="list-style-type: none"> <li>□ Essential Business Skills for Learning and Development, The Business Case for Corporate Training, Developing a Training and Learning Strategy, Managing Training, Learning's Strategic Role</li> </ul>	July 2019
<p><b>Recruiting Foundations Certificate</b>  <i>Barbara Bruno</i>, LinkedIn Learning</p>	June 2019

- Principles of Recruiting, Hiring Authority Techniques, Candidates Best Practices, Negotiating and Closing, Follow-up and Retention

<b>Making Recruiters Come to You</b>	March 2019
<b>Giving Your Elevator Pitch</b>	March 2019
<i>LinkedIn Learning, Online</i>	
<b>Privacy and Information Sharing: for Contractors and Service Providers <b>Certificate</b></b>	March 2019
<i>Province of BC – Ministry of Citizens’ Services, Online</i>	
<b>2018: The Labour Market Year-In-Review – day workshop <b>Certificate</b></b>	January 2019
<i>BC Labour Market Report - Christian Saint Cyr, Surrey, BC</i>	
<b>Getting in the Driver’s Seat: Leadership from the Inside Out</b>	November 2018
<i>BC Career Development Association (BCCDA), Loretta Cella, Online</i>	
<b>Why the Five Stages of Grief Model is Problematic</b>	November 2018
<i>BC Career Development Association (BCCDA),, Dr. Catherine Hajnal, Online</i>	
<b>Introduction to Gender-Based Analysis+ <b>Certificate</b></b>	November 2018
<i>Status of Women Canada (Federal Government), Online</i>	
<b>Senior Entrepreneurs Matter: Who are they, what they need, and how you can help</b>	October 2018
<i>CERIC &amp; Sheridan Centre for Elder Research, Online</i>	
<b>Networking Without the Butterflies</b>	August 2018
<i>CharityVillage.com, Webinar</i>	
<b>Writing Mastery: The Resume of the Future</b>	August 2018
<i>Career Thought Leaders: Resume Writing Academy, Online</i>	
<b>Personal and Social Branding Update</b>	July 2018
<i>Career Thought Leaders, Online</i>	
<b>Think More, Be More! Improving Client Career Decision Making Skills</b>	June 2018
<i>BC Career Development Association, A, Ann Nakaska, Online</i>	
<b>Rapid-Fire: Career Gaps, Terminations, Tough Conversations, Social Media, Dressing Sharp and Worst End-of-Interview Questions</b>	June 2018
<i>CERIC, Sheila Musgrave, Webinar</i>	
<b>Art of the Digging Interview: How to Uncover Amazing Results for Your Candidates to Create an Off-the-Charts Interview</b>	May 2018
<b>The “Hired Methodology” 2-Step Shiny Resume Formula: A Results-Driven Resume That Works Every Time</b>	
<i>CERIC, Webinar</i>	
<b>Occupational Health and Safety</b>	April 2018
<i>Manufacturing Safety Alliance of BC, Online</i>	
<b>Overview of “Career Cruising” (software) for Employment Centers</b>	April 2018
<i>Career Cruising, Webinar</i>	
<b>Effectively Managing Psychological Health Issues as a Career Coach</b>	April and March 2018
<i>Dr. Joti Samra, Vancouver, BC</i>	
<u>Webinars:</u> Incorporating a Values-Based Approach to Coaching, Self-Assessment with	

Useful Tools, Psychological Health 101

**Welcome to the New World of Work: Thriving or Surviving?** (Post-event recording) April 2018  
SFU Public Square's 2018 Community Summit: Brave New Work,  
*Simon Fraser University (SFU), Vancouver, BC*

**BC Career Development Conference 2018** March 2018  
*BC Career Development Association, Pinnacle Hotel, Vancouver, BC*

Courses:

- 21<sup>ST</sup> Century Job Search – Video Resumes and more!, Seanna Quressette
- Achieving Career Success through Personal Branding, Kristin Vandegriend
- TOMA – Top of Mind Awareness Tricks to Land the Job, Jeanine Reemst
- Active Engagement: A 20 Year Celebration, Norman Amundson
- Resumes that Land Interviews, Lisa Stephen

**How to Track Achievements for Career Success** February 2018  
*CharityVillage, Dana Zaruba for YWCA Vancouver, Webinar*

**Workforce of the Future**, Regina Hechanova PhD January 2018  
*Asia Pacific Career Development Association, Online*

**2017: The Labour Market Year-In-Review Certificate** January 2018  
*BC Labour Market Report - Christian Saint Cyr, Surrey, BC*

**Incident Investigation** December 2017  
*Manufacturing Safety Alliance of BC, Online*

**Resumes 2017: What You Need to Know About Current Trends, Employer Expectations and Crafting Outstanding Resumes for Client Career Success** Oct. and Nov. 2017  
*BC Career Development Association & CERIC, Webinar Series*

- Using Resume Writing as a Career Coaching Tool
- Recruiter's Wisdom – Applicant Tracking Systems Now and What This Means to You
- Hiring Decision Makers Speak Out – Resume Pet Peeves, Must Haves and Stand-Out Elements

**Career Services in a Rapidly Automating World: Issues and Challenges for 21<sup>st</sup> Century Career Planning** October 2017  
*Asia Pacific Career Development Association, Online*

**How Artificial Intelligence is Transforming Pre-Hire Assessments** August 2017  
*HireVue.com*

**Difficult Clients: Understanding Responsive Behaviours** (re: workplace violence) June 2017  
**Supercharge Your Listening Skills**, Eileen Chadnick April 2017  
*CharityVillage.com*

**CareerCruising.com - Best Practices** April 2017  
Webinars: *Employment Section and Job Search, Resume Builder, Overview of Career Cruising (software) for Employment Centers*

**The Role for Career Professionals in Today's Freelance Economy** January 2017  
*Career Professionals of Canada (CPC), Online*

**What Career Professionals Should Know about LinkedIn** January 2017  
*BC Career Development Association, online*

<b>Redirection Project: Career Development and Job Shifts for the 50+</b> <i>York University – CERIC hosted, Webinar</i>	January 2017
<b>2016: The Labour Market Year-in-Review Certificate</b> <i>BC Labour Market Report - Christian Saint Cyr, Surrey, BC</i>	January 2017
<b>Designing Resumes and Profiles</b> <i>BC Career Development Association, online</i>	2017
<b>Labour Market Overview and Projection (from Ministry)</b> <i>BC Career Development Association, online</i>	November 2016
<b>Resume Strategies</b> <i>Career Professionals of Canada, Live Chat series</i>	August 2016
<b>10 Social Media Strategies that Increase Engagement</b> <i>Non-Profit Tech. for Good, online</i>	July 2016
<b>Modes of Leadership</b>	June 2016
<b>Modes of Learning</b> <i>Harvard University, EdX Online</i>	May 2016
<b>SPEI Training for Contractors</b> <i>Employment Portal BC Extranet, online</i>	May 2016
<b>Settlement Services Training: Intro to the Guided Pathway Process</b> <i>WelcomeBC online</i>	May 2016
<b>LinkedIn Theme</b> <i>Career Professionals of Canada, Live Chat series</i>	May 2016
<b>My Self-Serve Overview Session – Contractors</b> <i>Ministry of Social Development and Social Innovation, EPBC Extranet Training</i>	May 2016
<b>Ethics and Social Media</b> , Deirdre Pickerell <i>BC Career Development Association, online</i>	May 2016
<b>Safe Harbour – Respect for All Certificate</b> <i>Diversecity, held at WorkBC, Cloverdale, BC</i>	March 2015
<b>Immigrant Employment Collaboration Project (IECP) Training: Modules 1-3</b> <i>Employment Portal BC Extranet, online</i>	April and May 2016
<b>Finding Your Ultimate State of Flow (Staff Wellness Day)</b> , Aileen de la Torre <i>Spark Creations &amp; Company Inc., held at WorkBC Cloverdale, Surrey, BC</i>	February 2016
<b>Poll Everywhere Classroom Spring Training</b> <i>Polleverywhere.com</i>	January 2016
<b>2015: The Labour Market Year-in-Review Certificate</b> <i>BC Labour Market Report - Christian Saint Cyr, Surrey, BC</i>	January 2016
<b>Career Crafting the Decade After High School</b> <i>CERIC, sponsored by BCCDA, online</i>	December 2015
<b>Motivation to Work</b> <i>Roxanne Savatzky, Online</i>	November 2015

<p><b>Practical Techniques and Strategies for Career Development Practitioners</b>  <i>NCDA Regional Career Practitioner Institute</i>  National Career Development Association, held in Vancouver, BC  <u>Courses:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Life Designing in Liquid Societies, Dr. Mark Savickas - Keynote</li> <li><input type="checkbox"/> Refreshing Your Testing Toolkit – What’s New? What’s Revised? What are you Missing?,  Roberta Neault and Deirdre Pickerell</li> <li><input type="checkbox"/> Career Counselling Interventions, Cynthia Marco-Scanton, John Carroll University</li> <li><input type="checkbox"/> Using the Enhanced Critical Incident Technique, Norm Amundson</li> <li><input type="checkbox"/> The Accountability Challenge in Career Services: A Subversive Approach, Kris Magnusson,  Dean SFU - Keynote</li> </ul>	<p>October 2015</p>
<p><b>Resume Strategy in 2015 and Beyond</b>  Tele-working Virtual Meet-up of Western Canada for Practitioners  <i>Career Professionals of Canada</i>, Online</p>	<p>February 2015</p>
<p><b>2014: The Labour Market Year-in-Review Certificate</b>  <i>BC Labour Market Report</i> - Christian Saint Cyr, Surrey, BC</p>	<p>January 2015</p>
<p><b>What HR Professionals Told Us about Resumes and Cover Letters</b>  (Based on a survey conducted at the 2014 BC HRMA conference)  <i>BC Career Development Association</i>, online</p>	<p>July 2014</p>
<p><b>Crew Safety Awareness and Data Protection Certificates</b>  <i>Princess Cruises - Princess University</i>, Onboard</p>	<p>May 2013</p>
<p><b>Conduct and Ethics Certificate</b>  <i>Carnival Corporation &amp; PLC</i>, Onboard</p>	<p>May 2013</p>
<p><b>SDI - Strength Deployment Inventory Training</b>  <i>Princess Cruises</i>, Santa Clarita, CA</p>	<p>2012 and 2013</p>
<p><b>How Understanding of Type Relates to Work and Play</b>  <i>Career Planning and Adult Development Network</i>, online</p>	<p>February 2012</p>
<p><b>The New Reality – Roles in the New BC Employment Model</b>  <b>Fraser Valley Training Day for Career Practitioners</b>  <b>Lower Mainland Sector and Associates Updates</b>  <i>BC Career Development Association</i>, Vancouver, BC</p>	<p>December 2011  November 2011  October 2011</p>
<p><b>The Power of Podcasting to Build Your Brand</b>  <i>Keith Keller</i>, Melbourne Australia</p>	<p>July 2011</p>
<p><b>Demystifying Assessments</b> - Fraser Valley Training Day  <i>BC Career Development Association</i>, Vancouver, BC</p>	<p>March 2011</p>
<p><b>CDC 2011 Career Development Conference</b>  <i>BC Career Development Association</i>, Marriott Pinnacle Downtown Hotel, Vancouver, BC  <u>Courses:</u></p> <ul style="list-style-type: none"> <li>* Keynote Presentation, Sareena Hopkins</li> <li>* True Marketing Genius</li> <li>* Careers Outside the Funded Sector, Gregg Taylor</li> <li>* Keynote Presentation, Vic Lindal</li> </ul>	<p>March 2011</p>
<p><b>Member Tele-Networking: Get to Know Your New CPC</b></p>	<p>February 2011</p>

<i>Career Professionals of Canada, Online</i>	
<b>National Occupational Classification Certificate</b> <i>Human Resources and Skills Development Canada, Online</i>	February 2011
<b>Leadership for Career Practitioners - Fraser Valley Training Day</b> <i>BC Career Development Association, Mission Community Skills Centre, Langley, BC</i>	January 2011
<b>Managing Transitions Effectively: Applying William Bridge's Concepts to the Business Transformation Project and World Cafe</b> <i>BC Career Development Association, Douglas College, New Westminster, BC</i>	November 2010
<b>Ethical Standards for Career Development Practitioners</b> <i>Douglas College, New Westminster, BC</i>	September 2010
<b>Crack the Code of Social Media</b> <i>Keith Keller, Melbourne, Australia and Laura Gisborne, Sedona, Arizona</i>	September 2010
<b>Capitalizing on the Conversation</b> <i>SocialMediaMagic.com</i>	September 2010
<b>Letting Spirit Lead: Learning to Trust your Creative Self</b> Spirit at Lunch Presentation <i>Workplace Centre for Spiritual &amp; Ethical Development, Vancouver, BC</i>	September 2010
<b>Ethics for Career Development Practitioners Certificate</b> <i>Douglas College, New Westminster, BC</i>	September 2010
<b>Career Management Training</b> <i>Career Management Association, Vancouver, BC</i>	May 2010
<b>Facilitating in the 21<sup>st</sup> Century</b> <i>BC Association of Facilitators, Vancouver Community College, Vancouver</i> <u>Courses:</u> Social Computing and Facilitation, Graphic Facilitation	April 2010
<b>The Power of Intention in Teaching and Learning</b> <i>Adult and Continuing Education Program (Prof. Dev.)</i> University of Victoria, Distance Learning	April 2010
<b>Career Development Conference CDC</b> <i>BCCDA, Marriott Vancouver Pinnacle Downtown Hotel, Vancouver, BC</i> <u>Courses:</u> <input type="checkbox"/> A Global Face in a Local Place, Dr. Jim Bright <input type="checkbox"/> E-Portfolios: Porthole to the Future, Global Vocational Services <input type="checkbox"/> What's New in the World of Career Theory? <input type="checkbox"/> Look Before You Leap: Survival Strategies for Self-Employed Career Consultants <input type="checkbox"/> The Relationship between Personality and Performance <input type="checkbox"/> A Framework for the Education of Career Practitioners in Canada, CERIC	March 2010
<b>Preparing to Survive Transformation – Training Day</b> <i>British Columbia Career Development Association (BCCDA), Vancouver, BC</i>	January 2010
<b>CRG Human Resources Assessment Systems Trainer Certificate</b> <i>Consulting Resource Group International Inc., Abbotsford, BC</i> <input type="checkbox"/> <u>Assessments:</u> Personal Style Indicator, Job Style Indicator, Sales Style Indicator, Entrepreneurial Style and Success Indicator, Learning Style Indicator, Instructional Style	June 2009



Indicator, Self-Worth Inventory, Stress Indicator and Health Planner, Values Preference Indicator, Leadership Skills Inventory

<b>Blogs, Social Networking Sites, and Twitter</b> <i>Business Circle Network, Richmond, BC</i>	May 2009
<b>Personality Dimensions Facilitator - Level 1 Certificate</b> <i>Douglas College, New Westminster, BC</i>	May 2009
<b>Social Media for Recruiting</b> <i>LinkedIn.com, Webinar</i>	March 2009
<b>CRG Assessments Training</b> <i>Consulting Resource Group International Inc. - Ken Keis, held at Mission Community Skills Centre Society, Mission, BC</i> <u>Assessments</u> : <i>Personal Style, Values, Stress Entrepreneurial Style &amp; Success, Sales Style</i>	February 2009
<b>Effective Presentations</b> <i>Osbourne Group - Mr. Marian Lewandoski, Richmond, BC</i>	2008
<b>Creating Authentic Sacred Space at Work - Spirit at Lunch Presentation</b> <i>Workplace Centre for Spiritual &amp; Ethical Development (member), Vancouver, BC</i>	2008
<b>Addictive Behaviors Education workshop – NETWERCC Training</b> <i>Triangle Community Resources Inc. - Brian Chiasson, Abbotsford, BC</i>	2003
<b>Crowd Management, Crisis Management &amp; Human Behavior Training Certificate</b> <i>Royal Caribbean Cruises Ltd., Onboard the M/V Horizon</i>	December 2003
<b>Conflict Management (Staff Training)</b> <i>Myert Corps Inc., Abbotsford, BC (held in Sunshine Valley, BC)</i>	2001
<b>Employment Counselling Training Certificate Program</b> <i>University of the Fraser Valley, Abbotsford, BC</i> <input type="checkbox"/> <u>Courses</u> : Models and Strategies, Career Decision Making, Managing Transition, Group Employment Counselling, Instructional Skills, Placement and Monitoring	May 2000
<b>Human Rights workshop</b> <i>Abbotsford Community Services, Abbotsford, BC</i>	2000
<b>Introduction to True Colors (Staff Training)</b> <i>Level II True Colors - M. Colleen Avery</i> <i>Chilliwack Employment Services, Chilliwack, BC</i>	July 1999
<b>Labour Market Information workshop</b> <i>Christian St. Cyr, Publisher of "BC Labor Market Information", Mission, BC</i>	January 1999
<b>The Circle of Strength (Model) Certificate</b> <i>Shelly Brierly, Oasis Consulting, Langley, BC</i> <input type="checkbox"/> <i>Patterns of Behaviour in Conflict, Methods of Conflict Resolution, Strategies for Maintaining, Personal Balance</i>	April 1999
<b>Strategies for Dealing with Resistant Clients using Applied Control Theory</b> <i>Shelly Brierly, held at Chilliwack Employment Services, Chilliwack, BC</i>	December 1998
<b>Labour Market Needs and Trends and LMDA Update</b> <i>Surrey Conference Centre, Surrey, BC</i>	February 1998

Speakers: Dr. Roslyn Kunin, Economist; Mary Huitson, Area Director - HRDC (Federal); Lucy Swib, Regional Manager, MoEST (Provincial)

**Life Skills Coaching Certificate Program**

May 1998

*University of the Fraser Valley, Abbotsford, BC*

- Courses: Life Skills Programming, Interpersonal Communication, Group Skills, Instructional Skills, Career Counselling Skills, Practicum

**Negotiated Financial Support to Individuals**

Prior

*Langley HRCC, Langley, BC*

**Sexual Harassment Awareness Training**

Prior

*The Salvation Army - Langley Community and Youth Resource Centre, Langley, BC*

**Office Careers**

Prior

*Fraser Valley College, Mission, BC*