



**BURLINGTON CAREER  
& COMPUTER TRAINING**

# PRODUCTIVITY XPRESS

**Winter Edition 2005**

## **We've Got The Look**

This is the first Newsletter that the training centre has produced independently of its parent company, HardSoft Systems Ltd. It is also, for some of you, the first opportunity to see the new look of the re-branded company.

Formerly Burlington Computer Training, the focus was on Computer Training. In 2004, BCT became an Authorized Training Provider of the Certified Business Professional series of courses.

The CBP program is an international industry credential that validates and develops the business professional. The addition of this development program led to the addition of "Career" to the name and we evolved into Burlington Career & Computer Training.

With the new name, came the need for a new look. The project was outsourced to Sims Advertising in Burlington. Cindy Meyers of Sims handled the project from beginning to end. The Graphic Arts department at Sims did an outstanding job in providing the new look to the web site ([www.bcctraining.ca](http://www.bcctraining.ca)), business cards, letterhead, magazine advertising, and of course this newsletter.

Please forward any and all comments or concerns to:  
[info@bcctraining.ca](mailto:info@bcctraining.ca)

## **International Business Training Association makes BC²T First in Ontario**

In 2004 Burlington Career & Computer Training became the first training centre in Ontario to be approved by The International Business Training Association as an Authorized Training Provider of the Certified Business Professional program.

The CBP program establishes a foundation-level, industry-neutral certification for business professionals.

A typical candidate is a professional in pursuit of excellence and is committed to exceeding all standards for the business professional. The CBP also develops important life-skills that transcend the work environment into many aspects of life.

For more information on the Certified Business Professional program, visit us on the internet at [www.bcctraining.ca](http://www.bcctraining.ca).

## **Communications Comparison**

Business Communications is a big part of the third year of the University Business Administration program that I attended.

The course included many different areas of communication such as verbal vs. non-verbal, team work, resume writing, and presentations. I have memories of looking at an assignment and not feeling as though I had been taught what to do to complete it. The professor seemed to lack the ability to communicate with the class!

I passed the course and upon graduation I obtained a job and was quickly put into a couple of courses. Imagine my surprise when I heard that I would be taking the Certified Business Professional Business Communications course.

The CBP course focuses on the student and helps them learn many of the same principles of University Communications but the CBP course took the teachings

and put them into practical role playing exercises that included answering the phone, attending a business meeting, presentations and sales.

The university course taught me how to make a great power point presentation, while the CBP course actually taught skills that would be used in everyday business.

The small class size and closeness with the teacher also made a huge difference. If I had a question I could just ask the CBP teacher and he would provide me with an answer. In University Communications, if I had a question I had to post it on the website.

All in all, both courses had their positives but, if you are looking for a course that teaches you the fundamentals of communicating in the Business World, you would be better off taking the CBP Business Communications. It's a great way to enhance your professional career  
*Written by Catherine Riddell*

## Preparing for a CBP Exam

You have just completed the in-class portion of the 2 day Certified Business Professional course and the only thing holding back your diploma is the exam.

To some students, exams can be a scary and stressful event. That is why it is really important to not only be prepared, but to also feel confident with what you have learned.

With all CBP courses the exam you write is presented on-line. While Internet exams are a little different from what you experienced in high-school or college, it doesn't really change the way to prepare for them. Just follow a few simple rules and you'll do just fine:

1. Create Study Notes
2. Start by reviewing your notes. Create categories to place different notes.
3. Complete steps 1 and 2 at least one week before the exam.
4. Study, study, study.
5. Go to bed early the night before your exam. Get a good rest.
6. Review your notes on the morning of the exam. Don't cram!
7. Have a good breakfast.
8. Take deep breaths and try to stay relaxed.
9. Don't rush through the exam.
10. Good Luck!




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***“This led to a higher customer retention level.”***

See: My Employer Noticed

## My Employer Noticed

After graduating from University two years ago I thought I would never have to take another class. I was wrong. In September I started my new job at a computer networking company and was promptly enrolled into two professional development courses, Business Communications and Customer Service.

Fortunately, this was not like University at all. The size of the classes were small and the teacher adapted to each student's learning styles. The course was focused into two days of intensive study, with lots of role playing that put the professional skills we were learning into a real life scenarios.

BC<sup>2</sup>T taught me the skills I needed to perform my job more effectively. This has led to a higher customer retention level that my employer noticed. Can my promotion and raise be that far away?  
Submitted by Elizabeth R.

## BC<sup>2</sup>T Mobile Training

BC<sup>2</sup>T was recently challenged with a unique set of circumstances.

A client had recently upgraded all of their workstations to the latest version of Microsoft Outlook. Not wanting to shut down the business for a day to send the entire staff out of the office to the training centre, they opted to bring the training centre to their office.

Armed with numerous laptop computers, and student manuals, the instructor arrived at the client's boardroom and proceeded to teach the entire staff on the new software.

By the end of the day the staff was up to speed and the client's business didn't have to shut down at all.

