

2015 WORKSHOP SCHEDULE

These affordable workshops are geared to front-line staff who interact with the public in the non-profit and government services sector. Sessions are participatory and highly interactive.



\$199

**INFORMATION,
REFERRAL AND
COMMUNICATIONS
SKILLS**

:: September 17 and 18

Interactive two-day workshop covers the Standards for Professional Information and Referral, effective assessment, communication and listening skills.

Register >>

SOLD OUT!

**UNDERSTANDING
THE HUMAN
SERVICES SYSTEM**



\$99

:: October 23

This one-day intensive workshop will provide participants with a comprehensive overview of community services, programs and resources in Toronto and beyond.

Register >>



\$99

**CERTIFICATION
WORKSHOP FOR
INFORMATION
AND REFERRAL
SPECIALISTS (CIRS)**

:: TBA

Provides applicants with background and preparation for the Certified Information and Referral Specialist (CIRS) exam, based on the Standards for Professional I&R.

Register >>