

**Small Business Week is October 14 to 20!**

**The Career Centre is pleased to support local employers by delivering these insightful workshops:**

**Interview Best Practices for Employers**

In today's demanding world, finding the right staff can be challenging. Come away with strategies to conduct interviews that will assist you in finding the right staff! Leave the session with our updated employers' handbook including several recruiting tips.

Guest Speaker: Alina Constantin, CPHR, is currently the Human Resources Manager at Grieg Seafood in Campbell River and also teaches part time at North Island College in Campbell River and Courtenay. She has both a Master's and Bachelor's degree with specialization in Human Resources Management and a BCIT Human Resources Management Certificate with Distinction. Alina is proud to be a Chartered Professional in Human Resources and also a Payroll Compliance Professional. She has also been nominated as one of the 2016 and 2017 Top 25 HR Professionals in Canada by HR Reporter. With a glowing passion for the HR profession, Alina will provide input on best practices when interviewing. Facilitated by Diana Jolly and Heidi Abbot, Employer Services Team with the Career Centre

**Date and Time:** Monday, October 15; 9:30am-12:30pm

**Cost:** Free; Refreshments provided

**SuperHost Foundations of Service Quality**

Customer service is key to a successful business. This course introduces the principles of providing a quality service experience in the workplace, and an understanding of the importance of exceptional customer service. Participants will learn about workplace communication, problem solving, customer and employer expectations, and more.

Facilitated by Diana Jolly, Employer Services Coordinator with the Career Centre and Certified SuperHost Instructor

**Date and Time:** Wednesday, October 17; 9:00am-3:30pm

**Cost:** \$85.00 (to be paid by cash or cheque at the door or we can invoice your organization); Light lunch provided

**The "Ins and Outs" of Employment Standards**

An Industrial Relations Officer from the Employment Standards Branch will provide an excellent overview of the Employment Standards Act and answer any of your employment related questions.

**Date and Time:** Thursday October 18<sup>th</sup> 1:00 pm-3:00 pm

**Cost:** Free; Refreshments provided

**Location for all workshops:** Room 328, Career Centre, 198 East Island Hwy, Parksville (in Seaview Centre - off Weld Street)

**Seating is limited; RSVP by Thursday, October 11<sup>th</sup> to 250.248.3205 or email [marcene@careercentre.org](mailto:marcene@careercentre.org)**