Appendix Two - Employee Development Customer Service Courses, Participants by Department, 2009 - December 21, 2015

Department	311 Contact Centre	Assessment and Taxation	Audit	Chief Administrative Office	City Clerks	Community Services	Corporate Finance	Corporate Support Services	Legal Services	Planning Property & Development	Public Works	Water & Waste	Winnipeg Fire Paramedic Service	Winnipeg Fleet Management Agency	Winnipeg Parking Authority	Winnipeg Police Service	Winnipeg Transit	Total
Aboriginal Awareness	5	3	0	0	0	23	4	18	0	5	17	25	71	3	0	125	21	**320**
Addressing Workplace Conflict	6	12	1	1	2	24	6	13	0	27	32	74	43	8	7	156	28	**440**
Assertive Skills for Success	2	4	1	0	2	14	4	12	0	21	15	29	9	2	3	53	8	**179**
Asset Management - Bus Case Dev	0	0	0	0	0	12	7	6	0	9	20	30	9	0	4	4	3	**104**
Beyond Gay - LGBTTQ* Ally Training	0	0	0	0	1	19	0	10	0	6	5	2	1	0	0	42	2	**88**
Building & Maintaining Rapport	0	21	1	0	0	12	3	5	0	11	5	22	4	1	2	19	1	**107**
Building on Service	0	2	0	0	0	12	1	5	0	8	9	20	6	2	5	33	5	**108**
Citizen & Customer Service - You Make A Difference	0	16	0	0	0	223	2	3	0	32	95	65	59	1	0	91	9	**596**
Coaching for Performance	1	4	0	0	2	30	6	14	0	25	19	29	6	5	3	1	6	**151**
Communicating Effectively on the Telephone	4	9	0	0	0	15	3	3	0	7	6	18	3	1	1	21	4	**95**
Communication At Work	0	1	0	0	0	11	1	4	0	12	7	15	4	0	2	38	2	**97**
CORE of Public Service	2	9	0	0	3	20	2	17	1	24	14	56	4	6	4	29	2	**193**
Dealing with Difficult Customer Service Situations	8	4	0	0	3	23	5	16	1	55	15	40	7	1	6	62	6	**252**
Developing Bid Opportunities / RFPs	0	0	0	0	0	4	4	5	0	27	20	54	0	3	4	6	11	**138**
Difficult Conversations	2	2	1	0	0	3	1	5	0	5	1	9	5	1	2	37	10	**84**
Disability Awareness	0	0	0	0	0	8	3	3	0	8	3	7	2	0	1	28	12	**75**
Diversity in the Workplace - Role of Supervisor	2	8	1	1	2	104	3	15	0	14	47	26	18	1	0	77	14	**333**
Diversity & Inclusion	0	0	0	0	0	2	0	5	0	0	3	5	82	0	1	12	10	**120**
Effective Speaking	0	2	0	0	0	4	1	5	0	9	5	11	4	0	1	45	4	**91**
FIPPA - Intro	2	2	0	0	0	7	2	5	0	1	0	6	6	1	0	7	1	**40**
Foremanship - Level 1	0	0	0	0	0	2	0	0	0	59	133	188	6	27	0	2	23	**440**
Foremanship - Level 2	0	0	0	0	1	1	0	0	0	41	84	162	2	25	0	1	23	**340**
Foremanship - Level 3	0	0	0	0	0	0	0	0	0	29	64	118	2	24	0	1	17	**255**
Generations at Work	1	5	0	0	0	12	3	11	0	2	9	42	4	0	1	128	5	**223**
Islam & Muslims - Introduction	0	1	0	0	0	4	1	5	0	1	1	5	1	0	0	35	4	**58**
Metis Culture	0	0	0	0	1	2	3	2	0	2	2	7	2	0	0	40	1	**62**
Power of Plain Language	11	2	4	1	1	16	3	12	0	20	20	62	19	0	7	63	12	**253**
Problem Solving & Decision Making	0	2	0	0	0	6	0	1	0	4	1	12	2	0	1	5	1	**35**
Procurement & Contract Admin	0	0	0	0	0	10	14	20	0	132	90	141	1	6	12	10	16	**452**
Project Management - Fundamentals	1	1	0	1	1	13	2	23	0	20	21	53	12	3	10	40	8	**209**
Project Management - Overview	1	2	0	1	1	18	3	32	0	26	23	74	20	5	12	99	11	**328**
Respectful Workplace Awareness	77	65	1	2	8	397	9	28	21	134	438	238	477	41	8	753	19	**2716**
Respectful Workplace Problem Solving for Leaders	1	3	0	0	5	12	2	2	0	6	28	18	124	9	1	37	6	**254**
Take Your Writing Skills to Higher Levels	1	0	1	1	0	2	0	1	0	9	7	26	6	0	1	14	5	**74**
The Art of Active Listening	1	5	2	0	2	4	4	4	0	12	9	22	5	1	3	42	6	**122**
Understanding Anger	0	2	0	0	0	7	0	5	0	1	5	3	4	0	1	11	5	**44**
Universal Design	0	0	0	0	0	6	2	3	0	34	30	0	0	0	0	1	2	**78**
Writing Customer Focused Emails	11	3	0	0	0	16	3	9	0	11	6	33	4	0	4	17	2	**119**
Total per Department	**139**	**190**	**13**	**8**	**35**	**1098**	**107**	**327**	**23**	**849**	**1309**	**1747**	**1034**	**177**	**107**	**2185**	**325**	**9673**