CALA Training update – February 22, 2017

Upcoming training courses

The upcoming courses are listed below. The 2017 schedule is available on our website at http://www.cala.ca/t_sched.html. New courses will be added to the schedule upon demand.

Date	Course	Location
March		
Mar 1-3	Understanding ISO/IEC 17025 (3 half days)	VIRTUAL
Mar 29-30	Introduction to Control Charts (2 half days)	VIRTUAL
April		
Apr 3-5	CALA Internal Auditor Course (for ISO/IEC 17025) (3 half+ days)	VIRTUAL
Apr 20-21	Method Validation (2 half days)	VIRTUAL
Apr 25-26	Advanced Concepts for Control Charts (2 half days)	VIRTUAL

For information on our full schedule and curriculum, or to register for a course, go to: http://www.cala.ca/t_sched.html

Upcoming webinars

The upcoming webinar schedule can be found on the CALA website.

Date	Webinar name (All webinars are at 1:00 ET)
Mar 8	How to Manage Difficult Conversations
Mar 22	Overview of Laboratory Accreditation
Apr 6	Chairing Effective Meetings
Apr 19	The Digital Revolution: Apps in the Laboratory

Don't forget that all our webinars are recorded. We have over 65 recorded webinars available for you to use to train your staff.

For information on our upcoming webinars, or our recorded webinars, and to register, go to: http://www.cala.ca/t_olt_webinars_pubs.html#webinar

CALA Training is Under Construction!

The last few months have been busy for CALA Training as we put the finishing touches on some upcoming changes.

Starting in March you can expect changes to the registration process and to your course experience. Watch for the March newsletter to get all the details!

Training on ISO/IEC 17025:2017

The new version of the standard is scheduled to be released in the fall. CALA Training will be offering two courses on the standard.

A one-day course will be provided that deals with the updates to the standard, and the impacts to your quality system. This course is intended for people who are already familiar with the 2005 version of the standard and need to learn about the changes.

The *Understanding ISO/IEC 17025* course will be rewritten to cover the requirements of ISO/IEC 17025:2017. This course is intended for anyone working with the laboratory quality system who has not yet been trained on the standard.

These courses will be available for registration starting in March. Check out the March CALA Training newsletter for details.

Not getting the CALA Training newsletter? Sign up at: http://www.cala.ca/casl.html

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Dealing with difficult conversations

How you deal with difficult conversations can impact your career. Difficult conversations are those interactions where stakes can be high, emotions can be strong, and people's opinions are vastly different. We have all faced difficult conservations, including:

- Approaching your manager to argue for a raise or a change in your job role
- Talking with a co-worker who is impacting you by dumping work on you or behaving inappropriately
- Dealing with a staff member who, despite several warnings, is not handling their job responsibilities

These conversations can be difficult, but they are crucial to both your own success and the success of the organization.

March's Leadership webinar deals with handling these difficult conversations. It looks at the best practices of top performers and provides tools for preparing for high stakes conversations that can transform anger and hurt feelings into constructive dialogue.

How to Manage Difficult Conversations will be held on March 8 at 1:00 ET. To register go to: http://www.cala.ca/t_olt_webinars_pubs.html#webinar

This webinar is included in the Premium Webinar subscription.

On-site courses

Are you looking to train a team? CALA provides on-site training in your company's meeting room. We schedule the course when it works best for your team.

Every laboratory requires a different on-site training solution and to ensure we meet the needs of our clients, we offer a variety of training solutions. Our training experts will partner with you to understand your specific business needs, challenges and requirements. Our collaborative approach allows our instructors to develop a sound training strategy that will suit your laboratory's needs.

Course content can be customized to suit your team's needs. Some typical customizations include:

- Using your quality manual and procedures for the Internal Auditor course.
- Using case studies of non-conformances from your laboratory in the Root Cause Analysis course.
- Providing an ISO/IEC 17025 Refresher course based on your laboratory's objectives and desired outcomes.

On-site training typically costs less than sending your team to public courses. Training as a team allows the opportunity for your staff to focus on issues that are impacting them, and to gain a common understanding. CALA also provides the option of providing a dedicated virtual course to your team. This gives your team the same great training but saves you the cost of having the instructor travel to your site.

If you are interested in an on-site course contact CALA at training@cala.ca or 613-233-5300 x221 for more information or to get a quote.