



CALA

Training Service

Premium Webinar Subscription

The CALA Premium Webinar subscription plan gives your entire laboratory staff access to 24 live webinars a year PLUS access to the full library of CALA webinar recordings.

The CALA webinar library has over 50 webinar recordings currently available. Every live webinar is recorded, so the library is constantly growing.

“This is a great training resource that our technicians can make use of whenever they want. I regularly assign specific webinars for my staff to take to improve both their technical knowledge and their interpersonal skills.” T.D., Laboratory Manager

How does it work?

The CALA Premium Webinar Subscription runs for 12 months starting from the date you register.

Your Premium subscription gives you access to all live webinars from the Laboratory Series and the Leadership Series. CALA offers one webinar from each series every month.

You will receive a reminder email prior to every live webinar.

In addition, you and your staff can access any of CALA's recorded webinars from the Laboratory or Leadership series.

What topics do the webinars cover?

The Laboratory series covers topics related to laboratory accreditation and testing. This includes topics such as:

- Customer service requirements
- Overview of Control Charting

The Leadership series covers interpersonal skills as well as topics of interest to managers and supervisors such as:

- Active Listening
- Performance Reviews
- Managing conflict

To sign up for the Premium Webinar Subscription go to:

http://www.cala.ca/t_olt_webinars_pubs.html



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For a full list of available webinars see:

http://www.cala.ca/t_olt_webinars_pubs.html#webinar

The webinars available include ...

Laboratory Series Webinars

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| Supplies and Equipment Elements of ISO/IEC 17025 |
| Document Control in an Accredited Laboratory |
| Skill Sharpening for Internal Auditors |
| The Top 12 Questions to Ask During an Internal Audit |
| How to Plan for a Successful Assessment |
| Statistical Tools (4 webinars) - tools for routine operations, method validation & troubleshooting, QC, and assessing systematic error |
| Method Validation |
| Training Requirements in Accredited Laboratories |
| QC for Microbiological Media and Regents |
| What managers and supervisors need to know about RCA |
| Ethics in the Laboratory |
| Conducting Great Management Reviews |
| Requirements for Internal Audits |
| Training Your Staff |
| Preventive Actions |
| Overview of Control Charting |
| Proficiency Testing |
| Customer Service Requirements in ISO/IEC 17025 |
| Top Findings in Assessments |
| Overview of Method Validation for Microbiology |
| Calibration Requirements |
| Laboratory Accreditation - Getting There is only half the fun |

Leadership Series Webinars

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| There go the Baby Boomers! Have you done your Succession Planning? |
| Dealing with Difficult Employees |
| Assessing and Mitigating Risk |
| Dealing with the Bully at Work |
| Time Management |
| Laboratory Project Management |
| Effective Meetings for Laboratory Leaders |
| Communication basics for laboratories |
| Performance Management |
| Effective Communication |
| Managing Conflict |
| Facilitation Skills |
| Change Management |
| Giving and Receiving Feedback |
| Setting Objectives |
| Active Listening |
| Strategic Planning |
| Transforming the Dysfunctional Team |

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