

THE CANADIAN CHAMBER OF COMMERCE
LA CHAMBRE DE COMMERCE DU CANADA



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TOP 10

Barriers to Competitiveness

TOOLKIT OF TRAINING RESOURCES FOR SMALL- AND MEDIUM-SIZED BUSINESSES

February 2013

A supplement to the report on the symposium, *Closing the Skills Gap: Mapping a Path for Small Business*, hosted by the Canadian Chamber of Commerce on Nov. 14, 2012 in Toronto

Upskilling our existing workforce is one of the Canadian Chamber of Commerce's priorities for addressing the critical skills gaps facing business. Small- and medium-sized businesses especially face the challenge of how to offer workplace training.

On Nov. 14, 2012, in partnership with Human Resources and Skills Development Canada (HRSDC) and with funding from the department's Office of Literacy and Essential Skills, the Canadian Chamber of Commerce hosted a one-day forum that brought people together from small businesses, sector associations, federal and provincial governments, and the learning and training communities. Entitled *Closing the Skills Gap: Mapping a Path for Small Business*, the symposium offered participants the opportunity to examine the upskilling and training challenges and needs of small businesses as well as act as the building block of collaborative and individual actions to address the skills issues among Canada's SMEs.

Given the importance of small business to Canada's economy, it is vital that SMEs increase their training and skills upgrading of employees. This toolkit was created to highlight various training resources available to SMEs.

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CHAMBER eLEARNING

The Canadian Chamber of Commerce has partnered with Growth Advisors to offer the [Chamber eLearning program](#) through its chamber network.

Chambers of commerce are able to offer this online learning opportunity to their members. Hundreds of courses are available in everything from health and safety to human resources to customer service and more.

Small- and medium-sized businesses can access this program through their local chamber of commerce or board of trade.

Visit Chamber eLearning at www.chamberelearning.ca.

The screenshot shows the Chamber eLearning website interface. At the top left is the logo for Chamber eLearning. A navigation menu includes Home, Courses, How it works, Guarantee, FAQs, Testimonials, Resources, Contact, and View Cart. A 'QUESTIONS? Click here to leave us a message.' link with a small photo of a woman is in the top right. The main content area features the course title 'Small Business Growth Academy Online' with an 'Add to Cart' button. Below the title, it lists '\$189 - 12 month subscription'. A paragraph describes the course as designed for long-term sustainable change, covering the '8 Steps to a Better Business'. A photo of Greg Peterson, President & Founder of Growth Advisors, is shown. A bulleted list of topics includes Strategy, Accounting and Finance, Supervision, Management and Leadership Skills, Marketing and Sales, Customer Service, Systems and Operational Excellence, Human Resources, and Entrepreneurship. A final paragraph states the course will help develop tools and frameworks to address business frustrations. At the bottom right, a diagram shows a vertical stack of yellow boxes with the words: Freedom, Growth, Team, Systems, Marketing, Leadership, Foundation, and Strategic Focus. Green arrows curve around the stack, pointing from the bottom back to the top.

ESSENTIAL SKILLS TOOLS

Essential skills tools are valuable to SMEs looking to support the skills upgrading of their employees. HRSDC's Office of Literacy and Essential Skills offers over 80 resources. Consult the [user guide](#) for a better understanding of how to use the essential skills tools and other resources available through HRSDC.

Access the user guide at: www.hrsdc.gc.ca/eng/workplaceskills/LES/pdfs/LES_Tool_User_Guide.pdf.



Making the Tools Work for You: A Guide to Using the Essential Skills Tools and Resources Available Through HRSDC

Essentials skills profiles

HRSDC has prepared over 350 [essential skills profiles](#) to describe how workers in a particular job use each essential skill. These profiles will highlight the skills needed for your business and your employees.

View the profiles at: www.hrsdc.gc.ca/eng/workplaceskills/LES/tools_resources/NOC/updated_profiles.shtml.

Essential Skills: Worth the Investment

In this one-minute video, you will find out how investing in essential skills training can help you meet the challenges of an increasingly digital workplace.

Watch the video at: www.hrsdc.gc.ca/eng/workplaceskills/LES/videos/videos.shtml#tabs2_1.



CANADIAN BUSINESS NETWORK

Canadian entrepreneurs can get the information, advice and support they need to build their business at this online resource.

Go to www.canadabusiness.ca/eng/sgc-12 and enter your location to find training programs and other services in your region.

The screenshot shows the Canada Business Network website. At the top, there are logos for the Government of Canada in French and English, and the Canada wordmark. A red maple leaf is centered above the main header. The main header is a dark blue banner with the text "Canada Business Network" and "Government Services for Entrepreneurs". Below the banner is a navigation bar with links for "Français", "Home", "Contact Us", "Help", "Search", and "canada.gc.ca".

Below the navigation bar is a secondary navigation bar with "Nova Scotia" and "My Industry" buttons, and a search box with a "Search" button.

The main content area is divided into three columns:

- Left Column:** A "Business Topics" menu with links for "Starting your Business", "Managing and Growing", "Business Planning", "Grants and Financing", and "Government". Below this is a section for "About the Canada Business Network" with links for "Contact Us", "Service Standards", "Proactive Disclosure", and "Important Notices".
- Middle Column:** Three featured sections: "Find financing" (with a description and a "Find Financing >" button), "Permits and licences" (with a description and a "Permits and Licences >" button), and "Canada Business Nova Scotia" (with a description and a "Centre details >" button).
- Right Column:** A "Latest Blog Posts" section with three entries: "Hiring Credit for Small Business has been extended" (dated FEBRUARY 04, 2013), "Young entrepreneurs vie for \$100,000 grand prize in BDC contest" (dated JANUARY 31, 2013), and "Budget-friendly tips for advertising your small business" (dated JANUARY 28, 2013). Each entry includes a small image, a title, a date, and a comment count. A "more from our blog..." button is at the bottom of this section.

RESOURCES BY SECTOR

Sector councils are industry-led organizations that address skills development issues and implement solutions. Many sector councils focus on reskilling and upskilling, offering industry-specific programs.

LIST OF CANADA'S SECTOR COUNCILS

Aboriginal Human Resource Council

www.aboriginalhr.ca

(306) 956-5360

Apparel Human Resources Council

www.apparelconnexion.ca

(514) 388-7779

BioTalent Canada

www.biotalent.ca

(613) 235-1402

Canadian Agricultural Human Resource Council

www.cahrc-ccrha.ca

(613) 745-7457

Canadian Apprenticeship Forum

www.caf-fca.org

(613) 235-4004

Canadian Automotive Repair and Service Council

www.cars-council.ca

(613) 798-0500

Canadian Council for Aviation & Aerospace

www.avaerocouncil.ca

(613) 727-8272

Canadian Council of Professional Fish Harvesters

www.fishharvesterspecheurs.ca

(613) 235-3474

Canadian Plastics Sector Council

www.cpssc-ccsp.ca

(613) 231-4470

Canadian Printing Industries Sector Council

www.cpisc-csic.ca

(613) 688-0293

Canadian Steel Trade and Employment Congress

www.cstec.ca

(416) 480-1797

Canadian Supply Chain Sector Council

www.supplychaincanada.org

(905) 897-6700

Canadian Tourism Human Resource Council

www.cthrc.ca

(613) 231-6949

Canadian Trucking Human Resources Council

www.cthrc.com

(613) 244-4800

Child Care Human Resources Sector Council

www.ccsc-cssge.ca

(613) 239-3100

Construction Sector Council

www.csc-ca.org

(613) 569-5552

Cultural Human Resources Council

www.culturalhrc.ca

(613) 562-1535

Electricity Human Resources Canada

<http://electricityhr.ca>

(613) 235-5540

Environmental Careers Organization of Canada

www.eco.ca
(403) 233-0748

Food Processing HR Council

www.fphrc.ca
(613) 237-7988

Forum for International Trade Training

www.fitt.ca
(613) 230-3553

HR Council for the Nonprofit Sector

www.hrcouncil.ca
(613) 244-8332

**Information and Communications
Technology Council**

www.ictc-ctic.ca
(613) 237-8551

Mining Industry Human Resources Council

www.mihr.ca
(613) 270-9696

Motor Carrier Passenger Council of Canada (BUS)

www.buscouncil.ca
(905) 884-7782

Petroleum Human Resources Council of Canada

www.petrohrsc.ca
(403)-516-8100

Police Sector Council

www.policecouncil.ca
(613) 729-5959

Textiles Human Resources Council

www.thrc-crhit.org
(613) 230-7217

Wood Manufacturing Council

www.wmc-cfb.ca
(613) 567-5511



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