

Course Catalogue

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Introduction

At HR Proactive, we believe learning and development are essential to building a skilled, adaptable workforce. Our courses support workplace safety, compliance, and professional growth-helping organizations and employees achieve long-term success.

Developed by industry professionals, they provide practical guidance through real-world scenarios, activities, discussions, and reflection, enabling learners to apply their knowledge confidently in day-to-day roles.

Our HR Pro Hosted all-in-one LMS comes pre-loaded with mandatory compliance courses and key policy-management tools. Simply choose the additional programs that align with your organization's specific training needs.

At HR Proactive, we help build workplaces that prioritize people, drive growth, and stay adaptable in the face of change.



Delivery Methods

Our courses and training programs are available in multiple delivery formats to suit different learning preferences and organizational needs. They can be delivered in person, through live virtual sessions, or via on-demand online modules for anytime, anywhere access.

Online courses can be hosted on our LMS or uploaded as SCORM-compliant files to your existing system.

All delivery options can be adapted for a Canada-wide audience, with content tailored to provincial and territorial requirements to ensure local compliance and consistency.

Whether you have a national workforce or teams in specific regions, our training solutions can be customized to meet your needs.



Workplace Prevention Training Courses

Series Overview

Violence, harassment, and discrimination are serious workplace concerns, affecting employees across all industries. Canadian employers are responsible for providing employees with information and instruction about workplace violence and harassment.

This course series helps employers, supervisors, and workers learn how to recognize, respond to, and prevent workplace harassment and violence, and understand their rights and responsibilities under provincial and federal legislation.

Courses can be customized to include industry-specific scenarios and information about your organization's policies and procedures, ensuring the training is both engaging and relevant.



Respect in Action

HR Proactive's Respect in Action program provides a practical hybrid solution that meets legal requirements while helping organizations build a culture grounded in respect, empathy, and emotional awareness. This fast-paced, interactive module is ideal for onboarding new employees or reinforcing expectations across your team.

The program can be fully customized with your organization's branding, policies, and workplace-specific scenarios. We will include the relevant legislation for your specific jurisdiction within the Legal Landscape section.

Learners are engaged through relatable examples, interactive activities, and clear guidance on professional behaviour.

Course content covers legal foundations, harassment, and bullying, sexual and gender-based harassment, consent and professional boundaries, what is and is not considered harassment, and how situations can escalate into workplace violence. Reporting and complaint procedures, along with strategies for contributing to a respectful and civil workplace culture.



Prevent Sexual Violence and Harassment

Occupational Safety and Health Act (OHSA)

This course equips employees with the knowledge they need to recognize and address sexual violence and harassment in the workplace, promoting a culture of respect and safety.

It covers key topics such as identifying inappropriate behaviours, understanding the impact on victims, and the workplace culture as well as the procedure for reporting incidents.

Participants will also learn about relevant laws, company policies, and their rights and responsibilities in maintaining a harassment-free environment.



Violence & Harassment Training

Occupational Safety and Health Act (OHSA)

This course helps learners recognize and address workplace harassment, violence, sexual harassment, domestic violence.

It supports compliance with the Occupational Health and Safety Act (OHSA) by outlining worker rights, employer obligations, and legal responsibilities.

Participants will explore how harassment, bullying, and violence affect workplace safety and understand the importance of maintaining a respectful, proactive, and compliant work environment.



Workplace Culture Training Courses

Series Overview

An organization's workplace culture defines how employees interact, make decisions, and align with its goals and values. It influences everything from daily operations to long-term success, shaping employee morale, engagement, and retention. A strong, inclusive culture fosters trust, collaboration, and innovation, ensuring all employees feel respected and empowered to contribute their best work.

Our series of courses explores diversity, inclusion, accessibility, and respect, addressing barriers, biases, and workplace dynamics that impact employee experiences. A positive and equitable culture helps attract and retain top talent, reduces conflict, and strengthens organizational reputation. By embracing inclusive practices, organizations can foster a sense of belonging, create opportunities for all employees to thrive, and build a more fair, productive, and cohesive work environment.



Diversity and Inclusion in the Workplace

This course aims to educate employees on the importance of valuing diverse perspectives and creating an inclusive work environment where everyone feels respected, heard, and empowered to contribute.

Learners will explore different forms of diversity, strategies to address unconscious bias, and practical skills for promoting inclusive interactions within teams.

By understanding the value of diverse perspectives and recognizing the importance of equity, employees will be better equipped to navigate complex social dynamics and collaborate effectively.



Unconscious Bias and Microaggressions

Everyone holds unconscious biases. While they may not influence every interaction, over time they can shape workplace culture, create imbalances, and impact team relationships. Microaggressions, even when unintentional, can cause lasting harm if they are not addressed. This training helps participants recognize bias, respond to subtle forms of exclusion, and contribute to a more respectful work environment.

This course was developed by subject matter experts and follows adult learning principles. It incorporates real-world examples, guided reflection, and practical strategies to help learners build skills and apply what they learn in everyday workplace situations.



Bystander Intervention in the Workplace

Bystander intervention is an effective strategy for addressing and preventing harassment in the workplace, empowering individuals to actively intervene and challenge inappropriate behaviour when they witness it.

This course introduces the concept of bystander intervention and teaches participants how to identify harassment or inappropriate behaviour and intervene safely and effectively. Through real-life scenarios and research-backed insights, participants will gain the confidence and skills necessary to take action, support affected colleagues and contribute to a more respectful and inclusive workplace culture.



Pride Workplace Training

Three-Part Training Series

This program is designed to help employees develop a deeper understanding of 2SLGBTQI+ identities and how to create a supportive workplace. By encouraging authentic interactions and self-awareness, this training empowers employees to contribute to a workplace culture that values diversity, respect, and inclusion.

Participants will explore the history, myths, and stereotypes surrounding 2SLGBTQI+ individuals, offering insights into how these factors influence perceptions. This program also covers key terminology, language, and the importance of using inclusive forms of address, providing foundational knowledge for creating a more respectful environment.



Pride Workplace Training

Part 1
Participants will learn about the history and experiences of 2SLGBTQI+ individuals, uncovering the phobias, myths, stereotypes, and heterosexism and how these ideas influence perceptions. By developing a deeper understanding of these issues, employees can build empathy and challenge harmful narratives.

Part 2
This module focuses on the importance of terminology, language, and pronouns, offering employees the tools to communicate in a way that is both respectful and inclusive. Understanding and using appropriate language can be a powerful first step toward creating an environment where everyone feels seen and valued.

Part 3
Examine what it means to be an active ally and support 2SLGBTQI+ colleagues. This section provides practical guidance on creating safe and inclusive spaces within the workplace, supporting inclusion initiatives, and speaking up against discriminatory behavior.



Respect & Civility

A respectful and civil workplace promotes collaboration, engagement, and overall organizational success. HR Proactive's Respect and Civility in the Workplace training equips employees and managers with the skills and awareness needed to foster a professional, inclusive, and productive work environment where everyone feels valued.

This course covers:

- The fundamentals of respect and civility in the workplace.
- Key skills and attitudes that promote a culture of professionalism.
- How to recognize and address uncivil behaviour.
- The connection between trust, respect, and improved workplace outcomes.
- The role of leadership in modelling civility and enhancing employee engagement.
- Strategies to create and maintain a positive and inclusive work environment.
- Practical approaches to handling workplace conflicts respectfully and effectively.

By reinforcing respectful workplace behaviours, this training helps organizations improve team dynamics, boost productivity, and enhance employee retention while reducing workplace conflicts.



Accessibility in the Workplace

Series Overview

Accessibility is an important part of creating a workplace where everyone can participate, contribute, and succeed. It involves understanding the barriers that people with disabilities may encounter and taking steps to remove or prevent those barriers in the workplace.

Our Accessibility Training explores the principles of accessibility, inclusion, and accommodation, helping employees and organizations better understand their responsibilities and how accessibility can be incorporated into everyday workplace practices. The training addresses common barriers, accessibility requirements, respectful communication, and practical ways to create a more accessible workplace.

By building awareness and understanding, organizations can create an environment where employees, customers, and other individuals are treated with dignity and have equitable opportunities to participate. Accessible practices not only support compliance, but also contribute to a more inclusive, respectful, and welcoming workplace for everyone.



Accessibility Standards For Customer Service

The Accessibility for Ontarians with Disabilities Act (AODA) was introduced to help identify, remove, and prevent barriers for people with disabilities. It establishes accessibility requirements for organizations across Ontario, including standards for providing accessible customer service.

HR Proactive's Accessibility Standards for Customer Service training covers essential practices to help organizations provide accessible and inclusive services to individuals with disabilities.



Integrated Accessibility Standards Regulations (IASR)

The Accessibility for Ontarians with Disabilities Act (AODA) was introduced to help identify, remove, and prevent barriers for people with disabilities. It establishes accessibility requirements for organizations across Ontario, including standards for providing accessible customer service.

HR Proactive's Accessibility Standards for Customer Service training covers essential practices to help organizations provide accessible and inclusive services to individuals with disabilities.



Human Rights 101 for Employees

This 30-minute eLearning program provides a clear, plain-language understanding of human rights in Canadian workplaces. Learners explore protected grounds, discrimination, harassment, reprisal, and the duty to accommodate through realistic workplace scenarios and interactive decision points.

Simple Rules of Thumb reinforce key concepts and provide memorable guidance learners can apply when situations arise. The Supervisor version adds a Supervisor Lens, exploring the additional responsibilities of leaders, including recognizing potential human rights concerns, responding when an employee raises an issue, documenting appropriately, maintaining confidentiality, supporting the accommodation process, and knowing when to involve HR.

Human Rights 101 is available in separate Employee and Supervisor versions. It can be paired with AODA Customer Service and Integrated Accessibility Standards training to build a broader understanding of accessibility, human rights, and the duty to accommodate, or delivered as a stand-alone course. The Supervisor version is also well suited to leadership development, helping managers and supervisors understand the human rights responsibilities associated with their role.



Health & Safety Training Courses

Series Overview

Our series of health and safety courses are designed to equip employees and supervisors with the knowledge and skills necessary to protect themselves and others, promoting awareness and responsible workplace practices. Each course aligns with industry standards and legal requirements and offers practical insights to help employees contribute to a safe and healthy workplace.

Courses in this series can be adapted for both national and Ontario learners.



Worker Health & Safety Awareness Training

Empower employees to work safely and confidently with our comprehensive health and safety training course. Divided into four key modules—Get on Board, Get in the Know, Get Involved, and Get More Help—each section focuses on reinforcing the shared responsibility for ensuring workplace safety and well-being.

Through this program, participants will gain a thorough understanding of their health and safety rights and responsibilities as workers in Ontario. Additionally, the program highlights the duties and obligations of employers and supervisors under the *Occupational Health and Safety Act*, providing a solid foundation for creating a safer work environment.

Participants will also learn effective strategies for recognizing hazards, reporting unsafe conditions, and actively engaging in safety initiatives, helping them better understand how to protect themselves and others.



Supervisor Health & Safety Awareness Training

Our Supervisor Health & Safety Awareness Training satisfies the requirements under O. Reg. 297/13 and aligns with the learning objectives outlined in the Ministry of Labour's 5-step program: Make A Difference; Teamwork and the Internal Responsibility System (IRS); The Supervisor's Toolkit; Get Involved; and Be a Role Model

This course is designed to help supervisors understand their important role in maintaining a safe working environment for employees by identifying potential hazards, enforcing safety protocols, and promoting a culture of workplace health and safety. Ask us about our Supervisor Due Diligence Guide.



Young Workers Safety Training

Young and inexperienced workers are more at risk of workplace accidents and injuries, so it's important to give them the knowledge and tools they need to stay safe. The Young Workers Safety Training program is designed to address these risks and ensure young workers understand their rights under health and safety legislation.

This course covers key topics such as identifying common workplace hazards, understanding their potential impact, and learning how to control and minimize these risks. It also provides practical steps young workers can take to protect themselves and others on the job.

To support learners, the program includes a Participant Guide with helpful resources, along with a quiz to test knowledge and reinforce key concepts. This training ensures young workers have the confidence and knowledge to stay safe at work.



WHMIS Workplace Training

WHMIS (Workplace Hazardous Materials Information System) Workplace Training is a mandatory requirement for all workers who may be exposed to hazardous materials in their workplace. Ensuring that employees are properly trained on the safe handling, storage, and disposal of hazardous substances is an important part of maintaining a safe and compliant workplace.

This course is designed to provide a thorough understanding of the Globally Harmonized System of Classification and Labeling of Chemicals (GHS), ensuring that employees can identify hazardous materials and understand the associated risks. Participants will learn about proper safety procedures, handling techniques, and emergency response actions necessary to protect themselves and others from hazardous materials in the workplace.

Our comprehensive online certificate program can be hosted on our Learning Management System (LMS), or SCORM-compliant training files can be uploaded directly to your existing LMS.



Communication Training Courses

Series Overview

Clear communication is essential for effective collaboration, reducing misunderstandings, and complying with legislation to protect your organization from penalties and reputational damage. This series is designed to help employees gain the knowledge and tools needed to navigate the complexities of communication, privacy, and data protection in today's business environment.



Digital Communication, Privacy, & Data Management

Series Overview

Strong digital communication practices support effective collaboration, reduce misunderstandings, and help ensure compliance with privacy laws and data protection regulations. Clear policies and responsible information management can prevent costly errors, mitigate security risks, and protect an organization's reputation.

In today's digital workplace, employees must communicate while safeguarding sensitive data and navigating evolving cybersecurity threats. Our Digital Communication, Privacy, and Data Management series equips employees with the knowledge, skills, and tools to handle digital interactions securely and professionally. Participants will learn best practices for secure digital communication, protecting confidential data, and aligning their actions with both internal policies and external legal requirements. By developing strong communication and data management skills, employees can contribute to a safer, more efficient, and legally compliant workplace.



Business Email Etiquette in the Workplace

Email is a powerful and essential communication tool, but it can often lead to misunderstandings if not used carefully. Miscommunications in email can result in confusion, missed opportunities, and even damage to professional relationships.

This training is designed to help employees master the art of email communication by covering key best practices for writing clear, concise, and professional business emails. Participants will learn how to structure emails effectively, choose the right tone, and ensure clarity to avoid common pitfalls.



Communicate with TLC

How we communicate can make the difference between a conversation that moves forward and one that creates misunderstanding or conflict.

Communicate with TLC for Employees introduces a simple, memorable framework for everyday communication:

T – Tone: Consider not only what you say, but how you say it.

L – Listen to Understand: Focus on understanding the other person rather than simply preparing your response.

C – Choose: Choose your words, response and approach with intention.

Using relatable workplace examples, learners explore how tone influences the way a message is received, why listening to understand matters, and how making more deliberate communication choices can lead to more productive interactions.

The program encourages employees to use TLC in everyday conversations, particularly when perspectives differ, emotions are involved or a conversation becomes difficult.



Cybersecurity in the Workplace

A practical introduction to cybersecurity in the workplace, this course covers key concepts, threats, and defence strategies that help reduce risk and protect sensitive information. Participants will explore how cyber attacks happen, how to spot them early, and how to respond in ways that limit damage.

Topics include phishing, password management, malware and ransomware, social engineering, physical device security, and privacy protection. Real-world examples and clear guidance are provided to help learners understand how everyday actions—like clicking on a suspicious link or using the same password across accounts—can create vulnerabilities.

Designed for those new to cybersecurity or looking to strengthen foundational knowledge, this course focuses on practical skills that apply to a wide range of workplace settings. No technical background is needed.

By the end, participants will be better equipped to protect themselves and others against evolving threats, both at work and at home.



Anti-Spam

CASL

Understanding Canada's Anti-Spam Legislation (CASL) is important for anyone involved in sending commercial electronic messages or transmitting data. This training program provides an in-depth exploration of CASL, outlining its requirements such as obtaining consent, the proper use of commercial electronic messages, and managing unsubscribe requests.

Participants learn how this legislation affects email marketing, text messaging, and other forms of electronic communication, helping organizations avoid hefty fines and reputational damage. The program includes practical tools such as a customizable policy template to help businesses implement CASL-compliant practices and a quiz to assess comprehension and reinforce key concepts.



Personal Information Protection & Electronic Documents Act

PIPEDA

The *Personal Information Protection and Electronic Documents Act* (PIPEDA) training is designed to help participants understand the importance of protecting personal data in compliance with Canadian privacy laws.

This course covers key aspects of PIPEDA, including the responsible collection, use, and disclosure of personal information, as well as the rights of individuals and the responsibilities of organizations



Leadership Training

Series Overview

Effective leadership is based on the ability to inspire trust, foster collaboration, and guide teams toward achieving shared goals.

This course guides new supervisors in understanding how their actions and communication styles shape workplace culture and team dynamics.

Participants will learn to model appropriate conduct, set clear expectations, and uphold team accountability. Key topics include navigating ethical dilemmas, maintaining confidentiality, and supporting inclusivity.



Setting Appropriate Workplace Boundaries

Clear and respectful boundaries are essential for building a safe, productive, and inclusive workplace. Knowing how to set and maintain boundaries helps reduce stress, prevent misunderstandings, and support healthy working relationships.

This course introduces employees to the importance of personal and professional boundaries at work. Participants will explore common boundary challenges, learn how to communicate limits respectfully, and recognize when boundaries are being crossed.

This program also covers how to respond when others set boundaries, how to navigate power dynamics, and how to handle situations that make you feel uncomfortable or disrespected. Through practical examples and reflective exercises, employees will gain the confidence to speak up, listen actively, and support a more respectful workplace culture.



Communicate Like a Coach

Communicate Like a Coach for Leaders

Effective leaders do more than give direction. They create conversations that help employees think, contribute, solve problems and move forward.

Communicate Like a Coach helps supervisors and managers strengthen everyday communication by taking a coaching-based approach. Learners explore how to ask effective questions, listen to understand, provide constructive feedback and guide conversations without immediately jumping in with answers or solutions.

Through realistic examples and workplace situations, the program helps leaders develop communication habits that encourage dialogue, accountability and employee development. The focus is on making everyday conversations more productive, whether providing feedback, addressing a concern, supporting performance or helping an employee work through a challenge.



Legal Hiring

Hiring the right employees is one of the most important responsibilities of a supervisor, but it must be done in a way that is both respectful and legally compliant.

This course provides an overview of fair hiring practices, covering topics such as anti-discrimination laws, unconscious bias, and legally sound interview techniques. New supervisors will learn how to structure job postings, conduct fair and consistent interviews, and make objective hiring decisions based on skills and qualifications.

This program also addresses key legal considerations, such as privacy regulations, background checks, and workplace diversity initiatives.



Personal Development Training Courses

Series Overview

Success in the workplace goes beyond technical expertise—strong interpersonal skills, adaptability, and self-awareness are essential for professional growth. Clear communication, emotional intelligence, and the ability to navigate workplace dynamics all contribute to personal and professional success. This series offers a range of courses designed to enhance communication, emotional intelligence, resilience, and conflict resolution. Participants will gain practical strategies to navigate workplace challenges, strengthen relationships, and build confidence in their professional interactions.

Whether it's managing emotions or handling difficult conversations, this series provides practical tools to navigate challenging situations with confidence. Courses focus on developing self-regulation, assertiveness, and problem-solving skills to foster positive interactions and maintain professionalism in the workplace.



Building Resilience Through Hardiness

Change, pressure, conflict and setbacks are part of today's workplace. Workplace Resilience helps employees develop the mindset and skills to respond to challenging situations with greater confidence, adaptability, and perspective.

The program introduces hardiness as a foundation of resilience, focusing on three key attitudes: commitment, control, and challenge. Through realistic examples and decision points, learners explore how their thinking and responses can influence the way they experience difficult situations and their ability to move forward.

Employees learn strategies to manage pressure, adapt to change, recover from setbacks, and reframe difficult situations. The program helps learners build greater awareness of how they respond to challenges and develop habits that support resilience over time.

Resilience is also an important part of employee well-being and prevention. By giving employees, a framework for approaching difficult situations, organizations can help them manage reactions, work through challenges and navigate everyday interactions more constructively. These skills can contribute to stronger working relationships, reduce the potential for conflict and support employees in their success at work and beyond.



Conflict Management

Conflict is a natural part of any workplace, but how it is managed can determine whether it leads to growth or dysfunction.

This course teaches new supervisors how to recognize potential conflicts, address issues proactively, and mediate disputes fairly and professionally.

Participants will explore conflict resolution techniques, including active listening, negotiation, and de-escalation strategies, to help foster positive outcomes. The training also highlights the importance of emotional intelligence, perspective-taking, and maintaining neutrality in tense situations.

By developing strong conflict management skills, leaders can create a more cohesive, respectful, and collaborative work environment that encourages problem-solving and innovation.



Emotional Intelligence

Emotional intelligence plays a vital role in how we communicate, navigate challenges, and build relationships at work. It helps us stay calm under pressure, respond thoughtfully to others, and contribute to a respectful and supportive environment.

This course introduces employees to the core concepts of emotional intelligence and how it shows up in day-to-day interactions. Participants will learn to recognize their own emotional triggers, respond constructively in difficult situations, and better understand the emotions of others.

Through practical strategies and real-life examples, employees will build skills to manage stress, communicate with empathy, and strengthen working relationships across teams and roles.



Managing Anger

Uncontrolled anger can lead to workplace conflict, reduced productivity, and strained relationships. This course provides practical strategies for recognizing, understanding, and managing anger effectively in a professional setting. Participants will learn techniques for de-escalating tense situations, maintaining professionalism under pressure, and fostering a respectful work environment.

Through real-world examples and interactive discussions, this course equips employees and leaders with the skills to handle workplace frustrations constructively while promoting a positive and productive workplace culture.



Time Management

Time is one of the most valuable resources for leaders, and knowing how to manage it effectively can make the difference between success and stress.

This course introduces new supervisors to proven time management strategies that help them prioritize tasks, delegate responsibilities, and stay organized.

Leaders will learn how to set realistic goals, identify time-wasting activities, and use planning tools to enhance productivity. The training also covers strategies for maintaining work-life balance, preventing burnout, and staying adaptable when unexpected challenges arise.