



## **Sector: Information and Communications Technology**

### **SHSM Certifications:**

#### **Customer Service (1/4)**

Students learn the fundamental components in delivering effective customer service, including greeting, questioning to understand need, listening skills, confirming understanding of need, responding with value, using positive and clear language, and concluding interactions. Students also learn about the importance of body language and tone of voice when interacting with customers, and they will learn how to deal with conflict in sector-specific customer service scenarios.

#### **I.C.E. Training (Full)**

Need a sector partner for your innovation, creativity, and entrepreneurship training? Put your students to work for us! Let the ICE-trained and Ontario-certified teachers of the GFC host this exciting training for your students. We can develop an authentic challenge statement and facilitate the movement of students through the three gears of ICE: empathy and need finding, ideation and prototyping, and strategy and testing.

#### **Leadership Skills (1/2 or Full)**

Students develop their character and leadership by completing a series of fun team challenges and group program solving tasks. Students are challenged to identify the roles and responsibilities of leadership, and they are given many opportunities to demonstrate their leadership skills in this engaging program. This program can be extended into an advanced full-day certification in which students are tested on our certified Low Ropes course.

**Other Opportunities:** Other GFC Programs of interest to Information and Communications Technology SHSMs: Low Ropes. Overnight programs at the GFC: Campfire, Night Hike, Survival Game, and Jeopardy.

**Program Pricing:** \$60 per student per day + tax (overnight option available)

**Information and Booking:** Please contact the Ganaraska Forest Centre Outdoor Education Staff for further information about our current programs and future opportunities: 905-797-2721 or [education@grca.on.ca](mailto:education@grca.on.ca).