CALA
Training Service

| **Webinar**	**Link to Recording**
Laboratory Webinar Series	
Are you ready for your next assessment?	http://cala.adobeconnect.com/p63rn63y7rem/
Assessments Under ISO/IEC 17025:2017 – The Results so far	http://cala.adobeconnect.com/pvywmrcxr6ql/
Auditing Against the Revised ISO/IEC 17025:2017 standard (Note: if there is music in the background, contact training@cala.ca)	http://cala.adobeconnect.com/pw6am45chiam/
Care and Feeding of Risk Registers	http://cala.adobeconnect.com/piny28id8mko/
Care and Feeding of the Management System under ISO/IEC 17025: 2017... or "The Quality Manager is no more... long live the Quality Manager!"	http://cala.adobeconnect.com/psx7dqaq3p9m/
Control Charts in the Laboratory	http://cala.adobeconnect.com/p9vul56vekfd/
Control of Data and Information Management under ISO/IEC 17025:2017	http://cala.adobeconnect.com/p30e2j0kmgbs/
Documents and Document Management under ISO/IEC 17025:2017	http://cala.adobeconnect.com/p6rjqkodps06/
Equipment Requirements under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pfapebdajie6/
Expectations for the Handling of Test or Calibration Items under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pd8kci5c7h2r/
Gap Analysis as a Tool in the ISO/IEC 17025:2017 Transition	http://cala.adobeconnect.com/pveqz34er5o4/
Here Come the Assessors	http://cala.adobeconnect.com/p6fvzhzttgi/
How the Grinch Stole Quality	http://cala.adobeconnect.com/p7g1nh821ix/
Impartiality and Confidentiality Under ISO/IEC 17025:2017	http://cala.adobeconnect.com/p0yb2d096uh5/
Improvement under ISO/IEC 17025:2017	http://cala.adobeconnect.com/p8qokialdlm3/
ISO 9001 and ISO/IEC 17025: What Laboratories Should Know	http://cala.adobeconnect.com/pw5vetphylrs/
Laboratory Personnel Under ISO/IEC 17025:2017	http://cala.adobeconnect.com/plh59pn7wzc3/
Layman's Guide to Measurement Uncertainty	http://cala.adobeconnect.com/pv2gogtajar9/
Management Review Under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pof2mp4b5lx8/
Management System Documentation under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pbfb7am7xaxf/
Method Selection, Verification and Validation under ISO/IEC 17025:2017	http://cala.adobeconnect.com/p94cs4wl1a7z/
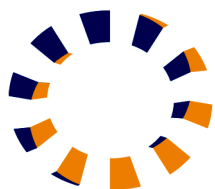
Webinar	Link to Recording
Method Validation	http://cala.adobeconnect.com/p22h7a7h5gg/
Nonconforming Work and Corrective Actions Under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pl0vbyk8pua1/
Other Key Standards for ISO/IEC 17025:2017	http://cala.adobeconnect.com/p2dfxcaivf3k/
Overview of Laboratory Accreditation under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pq7vabzku26n/
Overview of Method Validation for Microbiology	http://cala.adobeconnect.com/p9roqepppik/
Proficiency Testing	http://cala.adobeconnect.com/ppr2cr0fmy0d/
QC for Microbiological Media and Reagents	http://cala.adobeconnect.com/p1tmqzqys87/
Quality Control for the Withdrawal of a Sample from a Sample Container	http://cala.adobeconnect.com/p9t3ygxrgrb/
Quality Control in the Laboratory under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pex3di09fp2r/
Records Management Under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pl53hxweyecd/
Reporting Results and Test Reports under ISO/IEC 17025:2017	http://cala.adobeconnect.com/p3q96zhcqaux/
Review of Requests, Tenders and Contracts under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pv5O9czmcevf/
Resolving Problems Using Root Cause Analysis	http://cala.adobeconnect.com/pi2os6uo60dx/
Role of Culture in the Laboratory	http://cala.adobeconnect.com/p96s4n99d7t/
Role of Laboratory Manager in the Accredited Laboratory	http://cala.adobeconnect.com/p500t3ish3qt/
Sample Management for Laboratories	http://cala.adobeconnect.com/p7r0wfi1zyq/
Skills refresher for Internal Auditors	http://cala.adobeconnect.com/pl7esg84fp8p/
Skill Sharpening for Internal Auditors	http://cala.adobeconnect.com/p3c7z9od7xs/
Statistical Tools 1 – Tools used in the routing operation of an analytical lab	http://cala.adobeconnect.com/p74ohe2uvfh/
Statistical Tools 2 – Tools used in method validation and troubleshooting	http://cala.adobeconnect.com/p7u7a0bdy7o/
Statistical Tools 3 – Additional method validation and QC tools	http://cala.adobeconnect.com/p9rofhiw0rf/
Statistical Tools 4 – Tools used to assess systematic error	http://cala.adobeconnect.com/p4wxakqy7j9/
Structural Requirements under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pq8r8giuwk4o/
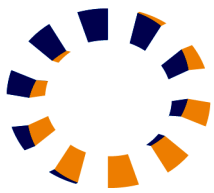
| Webinar	Link to Recording
Supplies and Services Elements of ISO/IEC 17025:2017	http://cala.adobeconnect.com/pu853j09b56f/
SWOT Analysis for the Laboratory	http://cala.adobeconnect.com/pqnmr9jnytbs/
The Complaint Process Under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pqf6i8zhwbay/
The Concept of Metrological Traceability under ISO/IEC 17025:2017	http://cala.adobeconnect.com/pvmht9l4pnc3/
The Digital Revolution: Apps in the Laboratory	http://cala.adobeconnect.com/p6yofe8ll6r/
The Grinch Who Stole Quality II: Ethical Lumps of Coal	http://cala.adobeconnect.com/p9suj6kf172w/
The Risk and Opportunities Clause in ISO/IEC 17025:2017	http://cala.adobeconnect.com/pnspxbc5gb0e/
The Top 12 Questions to Ask During an Internal Audit	http://cala.adobeconnect.com/p74bjqidqve/
Writing Procedures	http://cala.adobeconnect.com/p8hm0bf3ysl/
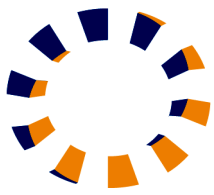
Leadership Webinar Series

10 Ways to Improve Your Interpersonal Skills	http://cala.adobeconnect.com/pu8mg1jbykyg/
Active Listening	http://cala.adobeconnect.com/p90e69m9vya/
Are you a Good Team Member?	http://cala.adobeconnect.com/pq0d762xaezx/
A Quantitative Model for Risk Management in a Laboratory Setting	http://cala.adobeconnect.com/p5l1fvud4dd/
Basic Management Skills	http://cala.adobeconnect.com/p17eipnwbg6x/
Basics of Communication	http://cala.adobeconnect.com/pfg7s9bculdo/
Best Practices for Onboarding New Hires	http://cala.adobeconnect.com/p913w309ckx/
Breaking Communication Barriers	http://cala.adobeconnect.com/p5pnqj129j5/
Building an Effective Team	http://cala.adobeconnect.com/p3bf19wzbbi4/
Building Relationships	http://cala.adobeconnect.com/pm8ldohk69gf/
Building Trust	http://cala.adobeconnect.com/pexyhgadxpvq/
Carrot or Stick? How to Motivate Your Employees and Coworkers	http://cala.adobeconnect.com/pgj1ngff80jp/
Chairing Effective Meetings	http://cala.adobeconnect.com/p1doyyfdayz/
Change Management	http://cala.adobeconnect.com/p3a37zk7545/
Coaching Skills	http://cala.adobeconnect.com/p0d7i4i73th8/
Cognitive bias and effective communication in the laboratory	http://cala.adobeconnect.com/ps24al58hox7/
Common Leadership Mistakes and How to Avoid Them	http://cala.adobeconnect.com/p6axbq2mjy9/
Communication basics for laboratories	http://cala.adobeconnect.com/p15in5x9alg/
Conducting Effective Interviews	http://cala.adobeconnect.com/pz9utbm8iocq/
Contingency Planning	http://cala.adobeconnect.com/p622crk2gn7/
Creating on the Job Training	http://cala.adobeconnect.com/p32nrpakz0c/
Critical Thinking and the Laboratory	http://cala.adobeconnect.com/p1mq2drvqcpg/
Dealing with Change	http://cala.adobeconnect.com/pgna4dirygq7/
Dealing with Conflict	http://cala.adobeconnect.com/pj3euhxyrf3m/
Dealing with Difficult Employees	http://cala.adobeconnect.com/p6l715qdq4v/

Dealing with the Bully at Work	http://cala.adobeconnect.com/p7z6d9ol4po/
Defining Competencies	http://cala.adobeconnect.com/piv6ybekpt5a/
Effective Communication	http://cala.adobeconnect.com/p98ji6iakkf/
Effective Meetings for Laboratory Leaders	http://cala.adobeconnect.com/p5ox98kq3md/
Effective Writing	http://cala.adobeconnect.com/p7ema3jp7q5/
Emotional intelligence in the laboratory setting	http://cala.adobeconnect.com/po1gbrdwhtmw/
Fixing Bad Meetings	http://cala.adobeconnect.com/p26r2mwen2f/
Fostering Initiative	http://cala.adobeconnect.com/p3rdydtnt4xe/
Productivity Practices	http://cala.adobeconnect.com/p5b4b9mqwe4/
Giving and Receiving Feedback	http://cala.adobeconnect.com/ptxkotusfijx/
Harnessing the Power of a Productive Team – Teambuilding	http://cala.adobeconnect.com/p1ahwpmtitc/
How to Build Positive Relationships	http://cala.adobeconnect.com/pmz0v5uuzodn/
How to Develop Your Influencing Skills	http://cala.adobeconnect.com/pq1wty8n95oq/
How to Effectively Facilitate Meetings	http://cala.adobeconnect.com/pw1athopnujj/
How to Get your Knees to Stop Shaking and Other Presentation Skills	http://cala.adobeconnect.com/p9kymzyxfbj/
How to Manage Difficult Conversations	http://cala.adobeconnect.com/p3o6ics5uxb/
Interviewing 101: How to attract, interview and hire the right person for the job	http://cala.adobeconnect.com/phxmmdypmoe7/
Improving Your Interpersonal Skills	http://cala.adobeconnect.com/p2n248gwdik/
Laboratory Project Management – 2 hours	http://cala.adobeconnect.com/p51vxiwoxwg/
Managing a Project	http://cala.adobeconnect.com/p0brykf8lnba/
Mind Mapping	http://cala.adobeconnect.com/pset3xd4ke2k/
Of course I'm not biased! Or am I?	http://cala.adobeconnect.com/ptpqcxxrosok/
Onboarding New Hires Using CALA Recorded Webinars	http://cala.adobeconnect.com/plzpz7d8xfno/
Performance Management	http://cala.adobeconnect.com/p55scjhwd2g/
Performance Management Revisited	http://cala.adobeconnect.com/pg6ios9ldf3g/
Performance Planning: Setting your People Up for Success	http://cala.adobeconnect.com/p6oqt3b4937/
Personal Development – How to Build your Skills	http://cala.adobeconnect.com/p8smfqsy5hzb/
Primer on Computer Security for Employees	http://cala.adobeconnect.com/p7b3Ostacaa/
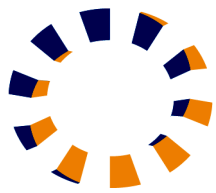
Problem Solving – Strategies for Success	http://cala.adobeconnect.com/p9fn8luddhu/
Process Mapping	http://cala.adobeconnect.com/pmk32m77s42w/
Re-energizing Teams	http://cala.adobeconnect.com/p3rh5zp8t5x/
Setting Objectives	http://cala.adobeconnect.com/p7qb8ch4ana/
Seven Deadly Communication Sins	http://cala.adobeconnect.com/p156jxrbasi/
Skills refresher for Internal Auditors	http://cala.adobeconnect.com/pl7esg84fp8p/
So, you want to be a manager?	Technical Issue with recording. This webinar will be re-recorded and will be available at a future date.
Strategic Planning	http://cala.adobeconnect.com/p79awgs49nb/
Stress Management	http://cala.adobeconnect.com/p16lm31y700/
The Fine Art of Delegation	http://cala.adobeconnect.com/p75rjhichlx/
There go the Baby Boomers! Have you Done your Succession Planning?	http://cala.adobeconnect.com/p913pxwkcn8/
Things New Managers Need to Know	http://cala.adobeconnect.com/pnlzal2rdbis/
Time Management 101	http://cala.adobeconnect.com/povgzhwcoq6s/
Transforming the Dysfunctional Team	http://cala.adobeconnect.com/p9q9vlaa9j6/
Using a Risk Register	http://cala.adobeconnect.com/p0hx9cc1zpsw/
Why have a meeting?	http://cala.adobeconnect.com/po3k3cq2c3zx/
Working with Uncertainty and Ambiguity	http://cala.adobeconnect.com/pps7qpebrppe/
Yes, No, Maybe – Are you Decisive? Strategies to improve decision making	http://cala.adobeconnect.com/p22urm947p4/