

e-management, e-business, e-efficient

Professional Development Centre, University of Toronto
Electronic Communications Management Certificate

Enable e-management strategies to build your business. The University of Toronto Certificate in Electronic Communications provides up-to-date background in all aspects of electronic communications, including the current business environment, planning processes for communications networks, network and access technologies and services, along with a number of management processes and career-planning materials. It provides what you need to know to be current and competitive.

The 17-day program has been designed to give you an overall understanding of the electronic communications environment, and the services and technologies that can help you to further their business.

Fall 2005 Dates:

Services and Values: Delivering Value to the Customer

-Sept. 8–15, 2005 (3 days)

The Back Office: How to Offer and Maintain Quality Services

-Sept. 29–30 (2 days)

Regulation: Communications Law, Rules and Policy

-Oct. 13–20 (3 days)

The Internet: Delivering Products and Services Via the Web

-Nov. 3–10 (3 days)

Broadband Access and Transport: The Big Pipes

-Nov. 17–18 (2 days)

Wireless Communications: Cutting the Cord

-Nov. 24–25 (2 days)

Communications Management: Getting the Best From Yourself and Your People

-Dec. 8–15 (3 days)

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For more info or to register, visit www.pdc.utoronto.ca or call 416-978-3481.