i-Tech Academy Course Catalogue

Empowering Your Team, Elevating Your Business

At i-Tech, we believe professional development should spark innovation—not just solve problems. Through our i-Tech Academy, we deliver engaging, hands-on workshops that go beyond basic training. Our sessions blend technical fluency with leadership development and real-world applications, helping teams become agile, adaptable, and ready for the future.

Table of contents

Business Toolsets

- **Google Workspace for Collaboration and Productivity**
- **Microsoft 365 for Collaboration and Productivity**
- **Microsoft Teams: Essentials**
- **Advanced Teams & Automation**
- **Teams for Client Collaboration**
- **Cybersecurity Fundamentals**
- **Phishing & Ransomware Defense**
- **Introduction to AI Tools**
- **AI in Customer Engagement (CRM)**
- **Project Management Tools**
- **Data Dashboards (PowerBI/Tableau)**

Business Mindsets

- **Cultivating a Growth Mindset**
- **Leading Through Change**
- **Design Thinking for Problem Solving**
- **Inclusive Leadership**
- **Emotional Intelligence in Leadership**
- **Digital Literacy for Leaders**
- **Lifelong Learning and Skills Development**
- **Navigating the AI-Driven Workplace**
- **Empathy-Driven Customer Service**
- **Building Trust with Clients**
- **Ethical Decision-Making in the Digital Age**
- **Responsible AI Practices**

Custom & Industry-Specific Tracks

- **Retail Technology & Data Security**
- **Healthcare IT & Compliance**
- **Architecture & Design Tech Tool**

Tailored professional development

Business Toolsets

Our Business Toolsets courses are designed to enhance your team's technical capabilities with practical, hands-on training in the most essential business applications and platforms.

Google Workspace for Collaboration and Productivity

Course Overview

Length: 2 hours

What this is: A practical introduction to Google Workspace tools for everyday productivity. Covers Google Drive, Docs (including Smart Chips and Building Blocks), Sheets, Meet, and a quick overview of Slides.

Learning Outcomes

What you'll take away: Participants will learn how to create, share, and collaborate in real time, use Smart Chips for enhanced Docs functionality, organize files effectively in Drive, and run virtual meetings with Meet.

Microsoft 365 for Collaboration and Productivity

Course Overview

Length: 2 hours

What this is: A general overview of Microsoft 365 tools for team collaboration and workflow efficiency. Covers OneDrive, SharePoint, Word, Excel, Outlook, and Teams with an emphasis on integration and shared workspaces.

Learning Outcomes

What you'll take away: Participants will build skills in co-authoring documents, managing cloud files, automating tasks with Outlook and Teams, and streamlining daily communication within the M365 ecosystem.

Microsoft Teams: Essentials

Course Overview

Length: 2 hours

What this is: An introductory session designed to help teams use Microsoft Teams for everyday communication, file sharing, and project collaboration. Ideal for those new to Teams or looking to standardize usage across departments.

Learning Outcomes

What you'll take away: Confidence navigating the Teams interface, organizing conversations, sharing files securely, and running productive video meetings. Great for improving remote and hybrid workflows.

Advanced Teams & Automation

Course Overview

Length: 90 minutes

What this is: A deeper dive into Teams functionality—covering app integrations, collaborative document editing, and automating workflows with tools like Power Automate.

Learning Outcomes

What you'll take away: Skills to streamline daily tasks, build custom workflows, and use Teams as a powerful productivity hub.

Teams for Client Collaboration

Course Overview

Length: 90 minutes

What this is: Learn how to securely work with external partners using Microsoft Teams. Covers guest access, shared spaces, and file permissions.

Learning Outcomes

What you'll take away: The ability to manage client-facing Teams, collaborate confidently, and safeguard sensitive information.

Cybersecurity Fundamentals

Course Overview

Length: 2 hours

What this is: An accessible introduction to cybersecurity best practices for teams. Perfect for those new to digital security or seeking improved awareness.

Learning Outcomes

What you'll take away: Practical steps for password protection, device security, and understanding threats like phishing and data breaches.

Phishing & Ransomware Defense

Course Overview

Length: 90 minutes

What this is: A session to help staff recognize and respond to common cyberattacks. Focused on phishing scams and ransomware risks.

Learning Outcomes

What you'll take away: Ability to spot suspicious emails, avoid common traps, and take smart action to protect company assets.

Introduction to AI Tools

Course Overview

Length: 2 hours

What this is: A hands-on exploration of everyday AI tools used for writing, planning, and streamlining tasks. Designed for non-technical professionals.

Learning Outcomes

What you'll take away: Familiarity with tools like Microsoft Copilot or ChatGPT, plus practical skills in prompt writing and time-saving workflows.

AI in Customer Engagement (CRM)

Course Overview

Length: 90 minutes

What this is: Discover how AI enhances client relationships by personalizing outreach and automating CRM tasks.

Learning Outcomes

What you'll take away: New ways to boost sales engagement, follow up with precision, and analyze customer interactions using AI tools.

Project Management Tools

Course Overview

Length: 2 hours

What this is: An introduction to platforms like Trello, Asana, Notion, and Monday.com. Learn to organize and track work more efficiently.

Learning Outcomes

What you'll take away: The ability to create task boards, assign responsibilities, track progress, and increase team productivity.

Data Dashboards (PowerBI/Tableau)

Course Overview

Length: 90 minutes

What this is: A beginner-friendly session on creating business dashboards with Power BI or Tableau.

Learning Outcomes

What you'll take away: Skills to turn raw data into visuals, track performance metrics, and tell stories through charts and insights.

Customized Company Workshops

Business Mindsets

Our Business Mindsets courses focus on developing the critical thinking, leadership, and adaptability skills needed in today's rapidly evolving workplace.

Cultivating a Growth Mindset

Course Overview

Length: 1 hour

What this is: A workshop focused on building learning-centered cultures that embrace change and continuous growth.

Learning Outcomes

What you'll take away: Mindset shifts that boost resilience, motivation, and openness to feedback.

Leading Through Change

Course Overview

Length: 1 hour

What this is: Tools and techniques for leading with confidence during periods of transition.

Learning Outcomes

What you'll take away: Actionable strategies for guiding teams through uncertainty and maintaining alignment with goals.

Design Thinking for Problem Solving

Course Overview

Length: 1 hour

What this is: An introduction to design thinking—a creative and user-focused approach to innovation.

Learning Outcomes

What you'll take away: A step-by-step method for generating new ideas, testing them quickly, and refining based on feedback.

Inclusive Leadership

Course Overview

Length: 1 hour

What this is: A session for leaders committed to fostering diversity, equity, and belonging.

Learning Outcomes

What you'll take away: Skills to lead inclusively, reduce bias, and empower diverse voices.

Emotional Intelligence in Leadership

Course Overview

Length: 1 hour

What this is: Explore how emotional intelligence enhances leadership, team morale, and communication.

Learning Outcomes

What you'll take away: Tools to manage emotions, build empathy, and strengthen professional relationships.

Digital Literacy for Leaders

Course Overview

Length: 1 hour

What this is: A primer on the key technologies and trends shaping business today.

Learning Outcomes

What you'll take away: A better understanding of digital tools, AI trends, and how to guide teams in a tech-forward world.

Lifelong Learning and Skills Development

Course Overview

Length: 1 hour

What this is: Learn how to stay relevant and competitive by building a personal learning roadmap.

Learning Outcomes

What you'll take away: Techniques for continuous growth and strategies to build learning into daily routines.

Navigating the AI-Driven Workplace

Course Overview

Length: 1 hour

What this is: A forward-looking session about balancing human creativity with emerging automation tools.

Learning Outcomes

What you'll take away: Confidence in adapting to change, collaborating with AI tools, and evolving job roles.

Empathy-Driven Customer Service

Course Overview

Length: 1 hour

What this is: A session on improving service quality by putting empathy and emotional intelligence into action.

Learning Outcomes

What you'll take away: Better listening skills, de-escalation strategies, and tools for exceeding customer expectations.

Building Trust with Clients

Course Overview

Length: 1 hour

What this is: Explore how to create lasting client relationships through authenticity and reliability.

Learning Outcomes

What you'll take away: Strategies to build loyalty, improve communication, and deliver consistent client value.

Ethical Decision-Making in the Digital Age

Course Overview

Length: 1 hour

What this is: A session on making values-based decisions when tech advances outpace policy.

Learning Outcomes

What you'll take away: A decision-making framework that balances innovation, risk, and responsibility.

Responsible AI Practices

Course Overview

Length: 1 hour

What this is: A foundational workshop on using AI responsibly, including topics like transparency, bias, and oversight.
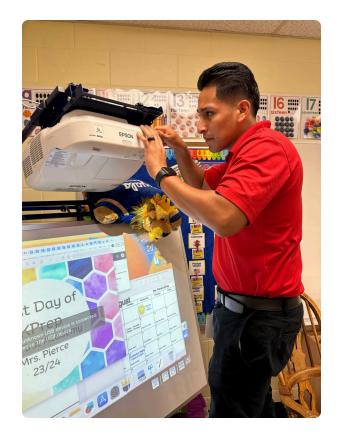
Learning Outcomes

What you'll take away: Awareness of ethical risks and a framework for implementing trustworthy AI in your organization.

Providing Personalized Workshops

Custom & Industry-Specific Tracks

Our specialized courses are tailored to address the unique challenges and opportunities in specific industries, with customized content that directly applies to your sector.

Retail Technology & Data Security

Course Overview

Length: 90 minutes

What this is: Explore systems that support inventory control, POS integration, and secure customer data handling.

Learning Outcomes

What you'll take away: Tools and processes for modern retail operations that balance efficiency with security.

Healthcare IT & Compliance

Course Overview

Length: 90 minutes

What this is: A session for healthcare teams navigating HIPAA compliance and virtual care technologies.

Learning Outcomes

What you'll take away: Confidence in secure communication, digital record management, and patient data protection.

Architecture & Design Tech Tools

Course Overview

Length: 90 minutes

What this is: Introduces design professionals to drafting software, project visualization, and cloud-based collaboration tools.

Learning Outcomes

What you'll take away: Improved workflow efficiency and better client presentation tools.

Don't See Your Industry?

Length: Varies (based on consultation).

What this is: A fully tailored track built for your sector, tools, and team needs.

What you'll take away: A workshop experience designed specifically for your workflow and industry, with measurable outcomes.