

Workshop	Topics Covered	Description
Application Fundamentals	Job Application Process	Participants will be provided with an opportunity to discuss how employers use employment applications to screen job seekers. Participants will review various application formats which should enhance their ability to compete in the job market.
Principles of Accounting	Accounting Terminology, Preparing financial statements, and Preparing a worksheet.	Customers interested in the Accounting field can learn the basic principle and procedures of Accounting. From analyzing transactions to preparing and posting journals.
Computer Classes	MS Word, MS Excel, MS Power Point, MS Access & MS Outlook	Classes are offered on a basic, intermediate and advanced levels. Before attending these classes you must attend the Computer Skills Assessment.
Computer Skills Assessment	All Computer Applications	A pre-assessment on all computer applications to identify your skills for entry to all computer classes.
Cover Letters That Work	Compose your own Cover Letter	Compose your own cover letter that introduces your resume and showcases your writing ability. Many job advertisements request a cover letter. Make yours the best!
Confidence Building	Building self- confidence for job searching	Learning to set goals and priorities for you to start and continue a successful job search.
Customer Service Mindset	Customer Service Techniques	Customer Service is the basis of a company's success. This ten-day training course will give you the skills you need to best serve customers and your future employer.
Employment Essentials	Resume Writing, Dress for Success & Job Search Strategies	A one stop workshop that covers interview skills, resume writing, cover letter, dress for success, thank you letters and job search strategies.
E-mail Basics	Internet Basics & electronically attaching resumes to e-mails(Beginners)	Learn the basics of how to use the internet and how to electronically send and attach resumes for job searching purposes.
Identifying Skills & Interviewing Techniques	Mock Interviews & Transferable Skills	Gain the confidence and skills necessary to land a job by learning techniques that will help you answer the questions most frequently asked during interviews.
Exploring Windows	Windows Application	Learn the basics of operating windows. You will learn how customize and use Windows for home or office use.
HealthCare Works	Healthcare Industry Research	The Health Care Works (job-readiness) workshop is designed to provide job-seekers with an overview of this fast growing industry and the diverse career options available. The workshop will provide job-seekers with information concerning entry-level and in-demand occupations, such as CNA, HHA, PCA, and many more.
Job Search Strategies	Using the internet to find employment	Using the internet to find employment opportunities and posting your resume provide additional links to successfully finding employment. Learn about the most important and dynamic websites that offer a range of jobs.
Keyboarding	Basic & Advanced Keyboarding	Need to learn how to type or need to upgrade your keyboarding skills? Classes are offered in basic or advanced levels.
Keys To Success	Job Retention	This workshop provides an overview of workplace etiquette involving conflict resolution. Another key topic is the "Performance Evaluation" and how to be proactive vs. reactive in achieving your career goals. As well, discover how to identify and join support groups.
Office Procedures & Technology	Basic Administrative Professional Skills	The Office Procedures & Technology Workshop will assist customers in familiarizing themselves with the basic office procedures and technology. The prerequisite for this workshop is Keyboarding, Intro to Computers & MS Word Basic & Intermediate.
O*Net Job Skills	Occupational Network & NYS Department of Labor website usage	Learn about how to research current trends and projections for the future of the labor market using the Occupational Network and NYS Department of Labor websites. Ideal for Training Grant customers.
Planning Your Financial Future	IRAs, 401K, 403B	A representative from Merrill Lynch will give a comprehensive workshop on managing your retirement funds and planning for your future. An overview of retirement benefits is included. The vocabulary you learn from this workshop will help you make intelligent choices when setting up your retirement account.
Resume Basics	Resume Writing (Beginners)	Create a new resume using WINWAY software. A trained facilitator will help answer your questions about formats and word choice. Please have a sample resume with you prior to this appointment.
Revive Your Resume	Updating or revising your resume	Update and/or revise your current resume to match your experience and training. This class will help you complete your resume to ensure that it is ready to be sent to prospective employers. Customers should have a resume on disk, or have attended the Resume Basic Workshop.
Access NYC Online	Work Supports, Programs and Benefits	ACCESS NYC is a website that offers program and benefits information all in one place. Learn to log on, set up your own account, get information, print applications and forms for the services you need.

NOTE: Workshop offerings, times and rooms are subject to change. Please see the daily schedule posted in the Customer Service Area for the most up- to-date information.
An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.