

Workshop	Topics Covered	Description
Basic Computer Skills	Opening desktop icons, printing, turning off and on PC	This workshop is designed for individuals who have limited knowledge or comfort in using a computer. The course will walk you through the basic steps for starting up a computer, through usage of basic formatting capabilities of the mouse and keyboard. It provides a basic introduction to Windows and Microsoft Office Suite used by the majority of employers.
Basic Education & Pre-GED		Preparatory course for individuals interested in pursuing their General Equivalency Diploma (GED).
Basic Keyboarding	Basic typing	This workshop is designed for individuals who have limited typing skills and knowledge of the computer. The course will provide participants with an interactive typing tutorial which will develop and enhance ones keyboarding skills.
Building Financial Success		This workshop provides the basic tools for personal financial management, helping customers to make a realistic assessment of their financial circumstances through development of a personal budget, knowledge of credit, reading a credit report and understanding how banks and employers use credit reports increasingly in their hiring decisions.
Competitive Edge		This workshop is for those clients who are looking to put a little juice in their job search or career. The empowered juice has career planning, occupational & career changing ingredients with an added sweetener of growth, change & longevity that eventually leads to retiring in the sun.
Earn Benefits Walk- In Session		An opportunity to walk- in and learn how to access a wide array of income- building benefits and services. Discover how you can save more of your take - home pay benefits include access to medical insurance, tax credits, food stamps, matched savings program & low interest emergency loans.
Employer Initiative Session		This workshop offers a briefing on selective employment opportunities; opening and qualifications will be discussed. Those interested and meeting specified requirement, will be pre-screened.
Employer Online Application Session		In this workshop, pre-screened clients (determined by a committee), will complete an on-line application.
ESL Program		English as a Second Language is a preparatory course for individuals interested in improving their English language skills.
Excel Training	What is Excel? Why is it important? How to use Excel. Identifying various toolbars and icons. Basic spreadsheet setup, Entering formulas Opening columns, rows and merging cells. Creating an Excel graph.	This workshop helps provides a basic to intermediate overview of Microsoft Excel in the context of how employers use this important database tool. The course will teach customers how to create spreadsheets for a variety of uses, focusing on the use of the formula bar to quickly perform a variety of numerical functions.
Internet Job Readiness	Setting up email accounts, attaching documents and web browsing	This workshop is a one hour internet crash course. It provides participants with the opportunity to establish an email account and guides them through the dynamics of web browsing with efforts concentrated on job search.
Interviewing		This workshop is a primer on the art of networking and the interview process. It explores the <i>do's</i> and <i>don'ts</i> of finding that first job and passing the interview. The course will cover expectations of various employers; dressing tips; proper etiquette and other strategies to ensure your selection over a competitive group of job seekers.
Intro to Career Development		This workshop will provide information & a guide to center services. We will be your gateway to One-on-One Career Advisement, the Recruitment/Placement Unit, Resume, Interviewing & Computer workshops, etc.
Intro to Other Services		This workshop provides an overview of all the work support services we have in the center to help jobseekers who are struggling with life issues that impact on their job search. Customers are also provided with the means of accessing free/low cost benefits and partner services to increase their income and help in acquiring and obtaining employment or advancement in career.
Intro to Recruitment & Placement		This workshop provides an overview of our Recruitment and Placement Services. Staff will focus on the needs identified by employers to match clients with appropriate employment. In addition, Mon – Thurs 2-3pm clients are engaged in employment opportunities for different occupations.
Introduction to Access	What is Access? Preparing and printing database. Running queries and reports.	This workshop provides a basic overview of Access and development of databases that are used by many employers.
Maximizing Your Employment Potential		Have you applied for jobs and gotten few or no responses? Enhance your employability by discovering tools that give you what the market demands. This workshop aids job-seekers in attaining their career goals: assessing skills, abilities & interests matching them up alongside the demands of the job market. Additionally, this workshop outlines the steps you need to take in creating a career plan toward the attainment of short and long term goals.
Microsoft Office Training (Business Suite – Intermediate)	List, Range, Formatting, Sorting, Charts and Columns, Business Proposals/Plans, Labels, Flow Charts and Formulas e.g. IF, VLOOKUP, COUNT	This workshop helps provides a combined overview of Microsoft Word, Excel, PowerPoint, Access and Outlook. The course will teach customers how to integrate multiple documents through the Microsoft application. Must have good knowledge of MS Word and Excel and some basic knowledge of PowerPoint and Access prior to taking this workshop.
Microsoft Word Training	What is Micro-soft Word? Why is it important? Using Micro-Soft Word. Identifying the toolbars and reading the icons Typing dialog. Entering bullets, numbers and changing fonts Inserting date, watermark and creating a head and footer Borders & shading. Page set-up, columns and charts.	This workshop helps provides a basic to intermediate overview of Microsoft Word. The course will teach customers how to create sample business letters, memos and how to effectively and efficiently format a document. Emphasis and focus will be spent on identifying the basic toolbars, icons, folders and saving and printing documents.
Occupational Recruitment		This workshop provides an overview of our Recruitment and Placement Services specified by sectors. Staff will focus on the needs identified by employers to match clients with appropriate employment. In addition, Mon – Thurs 11am clients are engaged in employment opportunities for different sectors.
Open Lab	Free lab for job search, resume building and basic computer practice	Open lab runs for one hour duration, in this time clients may sign-up for email accounts, create/update resumes, job search, improve typing skills through the use of the Mavis beacon, and enhance computer skills with Microsoft Office tutorials or practical exercises (handouts).
Outlook Training	Scheduling of appointments, assigning task, emailing appointments and task, creating folders.	This workshop provides a complete overview of Microsoft Outlook, focusing on appointment scheduling, task, printing, and creating folders. This course requires basic computer knowledge as outlined in the Basic Keyboard workshop. Customers leave with a basic understanding of Outlook and email.
Power Point Training	What is PowerPoint? How to setup a presentation? Opening application Understanding the toolbars. Typing dialog to slides. Inserting slides. Applying designs and animations. Slide transition. Viewing slide show.	This workshop provides a basic overview of Power Point slide show presentations that are used by many employers.
Reconnecting Workshop		This workshop focuses on reengaging customers into the centers basic services and offers assistance in navigating through the career center.
Resume Workshop		This workshop assists job seekers with limited to no experience to developing a high impact resume. The course requires basic knowledge of the computer as outlined in the Basic Keyboard/Computer workshop. It provides a thorough, hands-on tutorial by the workshop trainer on the basic principles of effective resumes.
Skills Assessment	MS Office (Word, Excel, Outlook, PowerPoint, Access) Customer Service etc.	This workshop will test clients on office skills and general work ethics to best assess or determine what avenues or career path should be pursued.