

CUSTOMER TRAINING WORKSHOPS

- ★ Coping with Job Loss and the Job Search
- ★ Stress Management and Relaxation Workshop
- ★ Goal Setting and Taking Action Workshop
- ★ Assertive Communication
- ★ Positive Thinking for Success
- ★ Overcoming Age Barriers in the Job Hunt
- ★ Clarifying Your Job Values
- ★ Journal Through Transition
- ★ Recharge Your Job Search
- ★ Adults Returning to the Classroom
- ★ Confidence Building
- ★ Making Plans for the Holidays
- ★ Managing Transitions and Preparing for Tomorrow
- ★ School To Work: Making a Smooth Transition

ESOL CUSTOMER TRAINING WORKSHOPS

- ★ Coping with Job Loss and the Job Search
- ★ Stress Management and Relaxation Workshop
- ★ Facing Challenges and Building on Successes in the Classroom
- ★ School To Work: Making a Smooth Transition
- ★ Making Plans for the Holidays
- ★ Managing Transitions and Preparing for Tomorrow

WELFARE TO WORK CUSTOMER TRAINING WORKSHOPS

- ★ Adults Returning To The Classroom
- ★ Facing Challenges and Building on Successes in the Classroom
- ★ School To Work: Making a Smooth Transition
- ★ Making Plans for the Holidays
- ★ Managing Transitions and Preparing for Tomorrow

CUSTOMER TRAINING WORKSHOPS

COPING WITH JOB LOSS AND THE JOB SEARCH

This workshop is designed to assist dislocated workers to better identify and understand the typical emotions that occur during one's job loss and job search, and to provide participants with tools and strategies for managing their period of unemployment.

STRESS MANAGEMENT AND RELAXATION WORKSHOP

This workshop is designed to provide information regarding the dynamics of stress and its impact on the individual. In addition, participants are taught a variety of relaxation techniques to aid in stress reduction.

GOAL SETTING AND TAKING ACTION WORKSHOP

This workshop is designed to teach participants how to set and achieve career related goals; emphasizing the relationship between goals and values, the importance of motivation, positive attitude and risk-taking, and the technology of goal achievement, including how to develop a goal action plan.

ASSERTIVE COMMUNICATION

This workshop is designed to help participants understand the differences between assertive, passive and aggressive forms of communication, and to learn general techniques for assertive communication.

POSITIVE THINKING FOR SUCCESS

This workshop is designed to teach participants to identify and change negative thinking patterns. Participants are given tools to assist them in building and/or maintaining a positive attitude, self-confidence and motivation.

OVERCOMING AGE BARRIERS IN THE JOB HUNT

This workshop is designed to provide participants with a greater understanding of potential age-related biases (both internal and external), which may impact on one's job search, and will provide specific strategies to aid participants in developing a successful job search campaign. Through the use of discussion and exercises, participants will be able to identify the positive qualities and strengths of the older worker, as well as how to respond to age-related questions on interviews and in their overall job search efforts.

CUSTOMER TRAINING WORKSHOPS (cont.)

CLARIFYING YOUR JOB VALUES

This workshop is designed to provide participants with tools that help to identify both personal and professional values that may help or hinder success in their job search efforts. Through the use of presentation, discussion and exercises, participants will gain a clearer understanding of how values impact on their decision-making and job satisfaction and how to evaluate options and develop next steps in their job search process.

JOURNAL THROUGH TRANSITION

This workshop is designed to teach participants the rudiments of journaling and how to effectively use this tool for self-expression of emotions during times of transition. Through the use of presentation, discussion and exercises, participants will learn how writing can be an effective coping strategy; a tool for gaining insight and personal growth.

RECHARGE YOUR JOB SEARCH

This workshop is designed to teach participants the key elements of motivation, techniques to overcome motivational barriers and methods to sustain motivation and productivity during one's job search.

ADULTS RETURNING TO THE CLASSROOM

This workshop is designed for participants who are returning for training/education. Topic areas covered in this workshop include: challenges and opportunities of entering training, how to balance school, family and household, tips for better time management, assuming the role of the adult student and study skills strategies.

CONFIDENCE BUILDING

This workshop is designed to teach participants the key elements in building self-confidence during one's job search campaign through the use of exercises, which reinforce positive thinking, goal setting and recognizing accomplishments. Participants will also learn to increase their comfort level and to project themselves positively in a job interview.

MAKING PLANS FOR THE HOLIDAYS

This workshop is designed for individuals who are at risk of increased stress during the holiday season. Topic areas covered in this workshop include: values clarification, setting realistic expectations, ways to reduce holiday stress, coping with emotional roller coasters and how to create a healthy holiday season.

CUSTOMER TRAINING WORKSHOPS (cont.)

MANAGING TRANSITIONS AND PREPARING FOR TOMORROW

This workshop is designed for employees who have been notified of a layoff, but are still employed. It is intended as a means to prepare participants for the upcoming changes to be brought on by the layoff and to assist participants in taking a pro-active approach in managing these changes.

SCHOOL TO WORK: MAKING A SMOOTH TRANSITION

This workshop is designed for customers who are presently enrolled in training or work readiness programs and are nearing the completion of the program. The workshop assists participants in preparing for the end of training and the transition to full-time job search or job placement. Topic areas covered in this workshop include: ways to begin the job search process while still in training, anticipating the shift from a school/training setting to a work environment, goal setting, communication skills and juggling multiple priorities.

ESOL CUSTOMER TRAINING WORKSHOPS

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FACING CHALLENGES AND BUILDING ON SUCCESSES IN THE CLASSROOM

This workshop is provided to participants at approximately the midway point of their training or work readiness program. It is intended to serve as a follow-up to the first workshop in the series. The goal of this workshop is two-fold. First, it is intended to assist the program participants to identify the strengths and skills that they have used to make a successful transition to the training program. Second, participants will identify any challenges that may impede their completion of the program and learn to develop successful strategies to alleviate these barriers and maintain positive motivation.

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PRACTICAL PROBLEM SOLVING

This workshop is designed to teach participants with multiple barriers to employment practical problem solving skills to help them manage training, work and/or daily living situations more effectively. This workshop was developed so that it can easily be customized and delivered at any interval in the participant's training and/or re-employment process. The workshop is designed to help participants identify areas of concern regarding entering the workforce and to develop positive coping strategies for handling negative emotions and behaviors which may impede their success in training, work and daily living. Participants will learn a step-by-step approach for problem solving when faced with these challenges, and will learn how to identify and develop a support network.