

Job Search

Clients learn the important components of job search and walk away with the skills and tools needed to search for a job independently in the future. Topics Include:

- Resumes
- Applications
- Cover Letters
- Letters of Interest
- Looking for jobs online
- Networking
- Interviews
- Following up on job leads

Keeping a Job

Clients learn important strategies to maintain their jobs and gain a fundamental understanding of their paycheck and deductions. Topics include:

- Active listening
- Start of job paperwork (W-4, I-9, FICA, etc.)
- Understanding your paycheck
- Workplace rights & responsibilities
- Dealing with sexual harassment
- Calling in sick
- Requesting vacation time
- How to get a raise
- Performance reviews

Financial Literacy

Clients participate in a weekly workshop designed to help them gain financial independence. Topics include:

- Budgeting
- Tracking spending
- Getting out of debt
- Opening a bank account
- Saving money
- Spending less

Customer Service

Clients gain customer service skills crucial to workplace success. Topics include:

- Greeting customers
- Putting the customer first
- Appropriate language
- Image consulting
- Creating a positive attitude
- Learning to be a team player
- How to give and get respect
- Workplace ethics

Computer Basics

Clients learn basic skills in several important computer programs. Topics include:

- Email
- MS Word document formatting
- MS Excel basics and one formula
- Google Maps (including bus routes)
- Finding names and addresses
- Searching for information
- Using the internet to find a job
- Evaluating web sites

Skills Training

Upon successful completion of the on-site Career Ladders program, clients may get customized training needed for gaining employment, such as CNA/HHA, Driver's Education, CPR/First Aid, etc.