



Assertiveness Skills	Participants will assess their level of assertiveness, set goals to become more assertive and learn how to behave assertively at work and in personal relationships. Strategies for effective listening and communication skills will also be discussed.
Boosting Your Confidence	Although the job search process is exciting and full of new opportunities, it can affect your confidence and self-esteem. We can all benefit from boosting our confidence level. Employers are impressed with a candidate who interviews with confidence. In this workshop you will learn about exercises and techniques which will help you to feel better about yourself and how to remain calm during an interview. Discussions on procrastination and motivation will also take place.
Cover Letter	In this workshop you will learn to write a cover letter to accompany your resume. A cover letter best communicates your interest, confidence and skills. You will also learn to write thank you letters and create an employment reference list to help prepare you for your next interview.
Interviewing Techniques	In this workshop, we will take an in-depth look at the interview process, introduce you to tough questions employers are asking, discuss different interview styles, and demonstrate how to answer questions effectively and handle illegal and awkward questions tactfully. In addition, we will show you how to prepare questions of your own to ask during the interview.
Job Search Strategies	Are you considering changing gears in your career? Not sure what direction to take? This two-day session is complete with self discovery tools, labour market information, useful research tools and the identification of suitable occupational choices to help you make informed decisions to guide your career path. Learn how to research critical information in the local labour market and equip yourself with the necessary information to make important employment, occupational or school choices.
Knowing Your Values	Do you have a good understanding of your values? In order to feel good about career choices, you need to have a good understanding of your core values. Through exercises and discussions, participants will learn about the values that are important to them in their personal life, as well as in the workplace.
Networking	This hands-on workshop provides tips and tools to help you network your way to finding your next job. You will develop your very own marketing tools, including telephone script, networking letters, calling cards, and learn to use them effectively. You will also learn how to tap into your existing circle of contacts and develop new ones, bringing you closer to your next job.
Resume Review Drop-In	If you would like an Employment Services Coordinator to review your resume and provide you with helpful feedback, then this new service is for you. Simply visit our office on the days that this service is offered. Sign-in for a Resume Review as you will be seen on a “first come, first serve” basis. An Employment Services Coordinator will meet with you for 15 minutes. You can utilize this service as needed.
Resume Writing	Want to learn how to create that winning resume in order to increase your chances of getting an interview? You will learn how to build a resume that is action oriented and accomplishment focused using a format that is best suited to your employment history and needs. Learn the resume building strategies that will help you land your next interview.
Second Career	Second Career is a new Ontario government program designed to help people who have been laid off within the last 4 years and are currently unemployed or working less than 20 hours a week. This workshop will help you find current and future employment trends, salary information as well as growth sectors/industries. You will also be provided with information/tools that will assist you in your independent research and decision making needs.
Time Management	Are you finding it difficult to balance your personal life with your job search? This workshop will help you learn how to better organize your job search and be more productive. The topic areas of motivation and procrastination will also be discussed.
Workers’ Right	It is up to every worker to know their rights. This workshop gives you access to the latest information about the Employment Standards Act in Ontario. You will also learn about Ontario’s employment laws and increase your understanding of health and safety in the workplace.
Workplace Culture	This workshop will provide a close look at the key components making up the Canadian workplace and will educate participants in the areas of workplace values, safety, standards and legislation, employer’s expectations, essential work skills and diversity factors. This workshop is geared towards individuals who are new to the Canadian workplace, have no prior work experience or are re-entering the workplace after an extended absence.