



Innovative Workforce Solutions

DESCRIPTION OF WORKSHOPS

YOUTH SERVICES

Ages 16-24

WORKSHOP	LEARNING GOAL/PURPOSE
<b>EMPLOYABILITY</b> <b>Thursday/Weekly</b> <b>2:00 PM</b> <b>Youth Advisor</b>	<ul style="list-style-type: none"> <li>● Occupational Research Packet</li> <li>● Attitude is Everything</li> <li>● Choose Your Attitude</li> <li>● Dress for Success</li> <li>● Integrity</li> <li>● Practice Employment Application</li> </ul>
<b>MOCK Interview</b> <b>Monday/Weekly</b> <b>1:00 PM, 2:00 PM,</b> <b>3:00 PM, 4:00 PM</b> <b>Youth Advisor</b>	<ul style="list-style-type: none"> <li>● How to prepare for an interview</li> <li>● Practice questions</li> <li>● Questions to ask at your interview</li> <li>● First impression</li> <li>● Learning Tips &amp; Strategies; How to Ace an Interview</li> </ul>
<b>CUSTOMER SERVICE</b> <b>Tuesday/Weekly</b> <b>2:00 PM</b> <b>Youth Advisor</b>	<ul style="list-style-type: none"> <li>● Introduction to Customer Service</li> <li>● What Does Customer Service Mean?</li> <li>● The Key Elements to Customer Service</li> <li>● Who Are Your Customers?</li> <li>● Qualities in Customer Service</li> <li>● First Impressions</li> <li>● The Major Do's &amp; Don't of Customer Service</li> </ul>
<b>Resume Workshop</b> <b>Wednesday/Weekly</b> <b>1:00 PM, 2:00 PM</b> <b>3:00 PM, 4:00 PM</b> <b>Youth Advisor</b>	<ul style="list-style-type: none"> <li>● Identify work history</li> <li>● Skills and Certificates</li> <li>● Education</li> <li>● Volunteer Work</li> <li>● Create/Update Resume</li> </ul>