



PROJECT FOR PRIDE IN LIVING

Free Computer and Job Readiness Workshops

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October 2021 • Access Program Online Workshops • Descriptions on Page 2

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
				1
4	5	6	7	8
11 Computer Basics 1: Intro 10:00am - 12:00pm	12 Computer Basics 2: Keyboarding 10:00am - 12:00pm	13 Computer Basics 3: Internet 10:00am - 12:00pm	14 Computer Basics 4: Email 10:00am - 12:00pm	15 Computer Basics 5: Online Learning 10:00am - 12:00pm
18	19 Customer Service 1 1:00pm - 3:00pm	20 Customer Service 2 1:00pm - 3:00pm	21 Customer Service 3 1:00pm - 3:00pm	22 NRF Exam 1:00pm - 3:00pm
25	26	27 NorthStar Testing 1:00pm - 2:30pm	28	29

Enroll into a PPL program prior to workshop registration. Attend an Information Session to get started. Visit <https://www.ppl-inc.org/free-workshops> for more information.

October 2021 • Access Program Workshop Descriptions

Computer Basics 1 - Intro: Learn basic terms and software functions and how to use the mouse and save documents. Skilled Trainers will give you plenty of hands-on practice opportunities.

Computer Basics 2 - Keyboarding: Explore the keyboard and learn special key functions and shortcuts. Practice correcting typing mistakes and entering text into online forms. Access Mavis Beacon and online typing practice.

Computer Basics 3 - Internet: Learn to navigate web pages and search for information. You'll learn everything from what the World Wide Web is and how to search for jobs, to using Google Maps to find directions by car or bus.

Computer Basics 4 - Email: Learn how to organize your account, send professional email messages and attach documents such as your resume and cover letter to send to future employers.

Computer Basics 5 - Online Learning: Review all that you've learned in Computer Basics 1 – 4, spending time asking questions and practicing as well as demonstrating your skills by taking the **Computer Certification!**

Customer Service Series: Customer service skills are important for every job. Excellent customer service turns into positive word-of-mouth! In this three-part series, learn how to assess and meet customer needs, prepare for gaining customer commitment and the importance of common employability skills.

Northstar Testing: Test your computer skills and demonstrate your knowledge by earning certificates through taking or retaking a proctored Northstar Digital Literacy assessment.

NRF Exam: Test your customer services skills and demonstrate your knowledge by earning the National Retail Federation's Customer Service and Sales Certificate. **Must attend Customer Service Series first.**

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