

**August 2021 • Access Program Online Workshops • Descriptions on Page 2**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2 <b>Excel Basics 1</b> 10:00am—12:00pm  <b>Word Basics 1</b> 1:00pm—3:00pm	3 <b>Excel Basics 2</b> 10:00am—12:00pm  <b>Word Basics 2</b> 1:00pm—3:00pm	4 <b>Excel Basics 3</b> 10:00am—12:00pm  <b>Word Basics 3</b> 1:00pm—3:00pm	5 <b>Excel Basics 4</b> 10:00am—12:00pm  <b>Word Basics 4</b> 1:00pm—3:00pm	6
9 <b>Computer Basics 1: Intro</b> 10:00am—12:00pm	10 <b>Computer Basics 2: Keyboarding</b> 10:00am—12:00pm	11 <b>Computer Basics 3: Internet</b> 10:00am—12:00pm	12 <b>Computer Basics 4: Email</b> 10:00am—12:00pm	13 <b>Computer Basics 5: Online Learning</b> 10:00am—12:00pm
16   <b>Housing Workshop</b> 6:00pm—8:00pm	17   <b>Leadership I</b> 4:30pm—6:30pm	18	19   <b>Leadership II</b> 4:30pm—6:30pm	20
23 <b>Job Searching</b> 1:00pm—3:00pm	24 <b>Cover Letter &amp; Resume Writing</b> 1:00pm—3:00pm	25 <b>Interviewing</b> 1:00pm—3:00pm	26	27
30	31 <b>Customer Service 1</b> 10:00am—12:00pm	1 <b>Customer Service 2</b> 10:00am—12:00pm	2 <b>Customer Service 3</b> 10:00am—12:00pm	3 <b>NRF Exam</b> 10:00am—12:00pm

**To register for workshops you must attend an Information Session.**

Visit <https://www.ppl-inc.org/free-workshops> for more information.

\*Must have strong computer skills to attend this workshop.

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**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 E-mail:** 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!**

**Computer Help:** Receive individualized help with any of your computer skills questions, including practicing typing, accessing online activities to increase your computer skills, or learning more about specific computer programs.

**Cover Letter & Resume Writing:** Learn about the process of writing a cover letter and resume, strategies, best practices, and determine which style best suits you.

**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.

**Excel Basics Series 1-4:** In this series, you'll learn the basics of how to set up a spreadsheet, use basic formulas, format cells, and sort and filter data. You'll learn quick tips and shortcuts and even some advanced operations. Guided

activities will help you practice your new skills. You'll also demonstrate your mastery of Excel by taking the **Computer Certification!**

**Housing Workshop:** In this two hour workshop series, participants get to learn about different types of affordable housing, how to search for housing, and what your rights are as a tenant.

**Interviewing:** Join us to discuss different types of interviews, share best practices, review commonly asked interview questions, and learn how to use the STAR method and Elevator Speech to master your next job interview.

**Job Searching:** Join us to learn about useful data tools and best practices to aid in your targeted job search.

**Leadership Skills I:** In this workshop, participants will be introduced to transformational leadership tenets as well as be able to determine their top core values to increase awareness of what motivates them. Furthermore, building inclusive communication skills within a diversity, equity and inclusion lens and developing mission statements.

**Leadership Skills II:** Participants will build on their work defining their personal mission statements and be introduced to personal reflection, communication and leadership tools.

**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 workshop series first**).

**Word Basics Series 1-4:** In this series, you'll learn the basics of Microsoft Word, such as navigating the toolbar, formatting tools, and how to change the layout and save and print files. You'll learn quick tips and shortcuts with guided activities to help you practice. You'll also demonstrate your mastery of Word by taking the **Computer Certification!**

### To Register:

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