

# May 2017



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Please call or email to  
sign-up for workshops  
and classes

Business Hours  
Monday - Thursday  
9am - 5pm  
Friday: 9am—12noon

See website for description  
Of workshops

This program receives funding from the  
Massachusetts Department of Transitional  
Assistance

Monday	Tuesday	Wednesday	Thursday	Friday
1 <i>Behavioral Interview Questions</i> 1:00-2:30 PM	2 <i>Outlook Basic</i> 1:00-2:30 PM	3 <i>Customer Service Basic</i> 1:00-2:30 PM	4 <i>Excel Basic</i> 1:00-2:30 PM	5
8 <i>PowerPoint Basic</i> 1:00-2:30 PM	9 <i>Word Basic</i> 1:00-2:30 PM	10	11 <i>Word Paragraph Formatting</i> 1:00-2:30 PM	12
15 <i>On Line Job Searching</i> 1:00-2:30 PM	16 <i>Excel Formulas and Functions</i> 1:00-2:30 PM	17 <i>Business Writing</i> 1:00-2:30 PM	18 <i>Career Fair Lombardo's</i> 1:00-4:00 PM	19
22 <i>Word Basic</i> 1:00-2:30 PM	23 <i>Networking Strategies</i> 1:00-2:30 PM	24 <i>PowerPoint Basic</i> 1:00-2:30 PM	25 <i>Word Paragraph Formatting</i> 1:00-2:30 PM	26
29 <b>MEMORIAL DAY</b> <b>CLOSED</b>	30 <i>Customer Service Phone &amp; Email Etiquette</i> 1:00-2:30 PM	31 <i>Behavioral Interview Questions</i> 1:00-2:30 PM		



## List of Workshops

### Beginner Workshops

<b><i>Workshop Name</i></b>	<b><i>Workshop Description</i></b>	<b><i>Prerequisites</i></b>
<b><i>Microsoft Office Word 2007 for Beginners</i></b>	<i>A basic introduction detailing the toolbar, use of margins, spacing and procedures for creating and saving a document.</i>	<i>Intro to Office 2007</i>
<b><i>Microsoft Office Excel 2007 for Beginners</i></b>	<i>A basic introduction that will teach you how to accomplish everyday tasks using worksheets. Learn how to create a workbook - enter and edit data – insert/delete/edit rows and columns.</i>	<i>Intro to Office 2007, Microsoft Office Word 2007 for Beginners</i>
<b><i>Microsoft Office Outlook 2007 for Beginners</i></b>	<i>Learn how to use Outlook in the workplace. Compose and send emails, schedule appointments and meetings, manage contact information and use the task bar.</i>	<i>Intro to Office 2007, Microsoft Office Word 2007 for Beginners</i>
<b><i>Microsoft Office PowerPoint 2007 for Beginners</i></b>	<i>A basic introduction for creating presentations using interactive media and graphics. Learn the steps to create a slide show from start to finish.</i>	<i>Intro to Office 2007, Microsoft Office Word 2007 for Beginners</i>
<b><i>LinkedIn for Beginners</i></b>	<i>In this workshop, participants will learn about the basic settings for a typical job seeker profile. We will explore the home page in detail and learn the basics to complete your profile.</i>	<i>Computer Basics</i>
<b><i>Job Searching Online</i></b>	<i>This workshop is “a how to” on the use of job search tools on the internet. Navigate job search sites and create personal accounts that manage messages, updates and alerts.</i>	<i>Computer Basics</i>



## List of Workshops

### Intermediate and Advanced Workshops

<b><i>Workshop Name</i></b>	<b><i>Workshop Description</i></b>	<b><i>Prerequisites</i></b>
<b><i>Microsoft Office Word 2007 Paragraph Formatting</i></b>	<i>Learn about formatting your paragraphs using margins, tabs, indents, shading and borders.</i>	<i>Microsoft Office Word 2007 for Beginners</i>
<b><i>Microsoft Office Project 2007</i></b>	<i>Learn how to develop a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads. Learn how to use Project to developing a plan, assign resources to tasks, track progress, manage the budget, and analyze workloads.</i>	<i>Microsoft Office Excel 2007 Basics</i>
<b><i>Visio Shapes 1: Introductory Basics You Can't Live Without</i></b>	<i>Visio is a diagramming and graphics application. Following a brief overview, you will learn about the 3 types of shapes and how to get shapes.</i>	<i>Microsoft Office Excel 2007 Basics</i>
<b><i>Visio Shapes 2: Expertly Position, Stack and Group Shapes</i></b>	<i>Visio is a diagramming and graphics application. Following a brief overview, you will learn expertly position shapes, stack shapes to relate shapes and group shapes together.</i>	<i>Microsoft Office Excel 2007 Basics and Visio Shapes 1</i>
<b><i>Visio Shapes 3: Let's Talk About Text</i></b>	<i>Visio is a diagramming and graphics application. Following a brief overview, you will learn how to add and edit text.</i>	<ul style="list-style-type: none"> <li>• <i>Microsoft Office Excel 2007 Basics</i></li> <li>• <i>Visio Shapes 1: Introductory Basics You Can't Live Without</i></li> <li>• <i>Visio Shapes 2: Expertly Position, Stack and Group Shapes</i></li> </ul>
<b><i>Visio Shapes 4: Let's Talk About Text Positioning</i></b>	<i>Using Visio, you will learn how to position text.</i>	<ul style="list-style-type: none"> <li>• <i>Microsoft Office Excel 2007 Basics</i></li> <li>• <i>Visio Shapes 1: Introductory Basics You Can't Live Without</i></li> <li>• <i>Visio Shapes 2: Expertly Position, Stack and Group Shapes</i></li> <li>• <i>Visio Shapes 3: Let's Talk About Text Positioning</i></li> </ul>
<b><i>Excel 2007 Formulas &amp; Functions</i></b>	<i>Using Excel, You will learn how to work with formulas &amp; functions.</i>	<i>Microsoft Office Excel 2007 Basics</i>
<b><i>Excel 2007 Formulas &amp; Functions: Absolute and Relative Reference</i></b>	<i>Using Excel, you will learn how to work with absolute &amp; relative reference with formulas and functions.</i>	<ul style="list-style-type: none"> <li>• <i>Microsoft Office Excel 2007 Basics</i></li> <li>• <i>Excel 2007 Formulas &amp; Functions</i></li> </ul>
<b><i>Excel 2007 Pivot Tables</i></b>	<i>Using Excel, you will learn how PivotTable reports work and find out how to create one in Excel 2007.</i>	<ul style="list-style-type: none"> <li>• <i>Microsoft Office Excel 2007 Basics</i></li> <li>• <i>Excel 2007 Formulas &amp; Functions</i></li> </ul>



## List of Workshops

### Intermediate and Advanced Workshops, Continued

<i>Workshop Name</i>	<i>Workshop Description</i>	<i>Prerequisites</i>
<b><i>Introduction to QuickBooks</i></b>	<i>This workshop is an introduction to QuickBooks, how it works and what it is, along with some common terms you need to know when working with QuickBooks.</i>	<i>Basic knowledge of Accounting and Intermediate to Advanced Excel</i>
<b><i>Intuit QuickBooks 2011</i></b>	<i>Learn how to add customers and vendors – record and pay bills – create and generate invoices.</i>	<i>Basic knowledge of Accounting and Intermediate to Advanced Excel 2007</i>
<b><i>Intuit QuickBooks II: Analyzing Financial Data</i></b>	<i>Learn how to modify reports and export them to excel.</i>	<i>Basic knowledge of Accounting, Intermediate to Advanced Excel 2007 and Intuit QuickBooks 2011</i>
<b><i>SharePoint Overview</i></b>	<i>SharePoint is a browser based collaboration and document management platform. You will learn about the Workflow, Library and Calendar functions.</i>	
<b><i>SharePoint Calendars 1: Make the Most of Your Team Calendar</i></b>	<i>Learn how to schedule information by entering it in a shared calendar on the SharePoint site, easily move around in the shared calendar in the SharePoint site and update and delete entries in the Shared Calendar.</i>	<i>SharePoint Overview</i>
<b><i>One Drive</i></b>	<i>Create an account on this cloud based storage site. Upload documents and manage your folders and content.</i>	
<b><i>Optimizing LinkedIn</i></b>	<i>Want to increase your profile's page views? This workshop is for the user who has a completed profile and is LinkedIn savvy. We will discuss ways to optimize your profile to increase its popularity from within LinkedIn and outside search engines. We will implement strategies based on what we know about LinkedIn's search algorithms.</i>	<i>Must have knowledge of LinkedIn for Beginners</i>



## List of Workshops

### Soft Skills Workshops

<b><i>Workshop Name</i></b>	<b><i>Workshop Description</i></b>
<b><i>Customer Service Basics</i></b>	<i>Customer Service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. In this workshop, you will learn the basics of providing exceptional customer service.</i>
<b><i>Customer Service Phone and Email Etiquette</i></b>	<i>In this workshop, you will learn how to communicate professionally, and influence co workers and customers using email and phone.</i>
<b><i>Self Empowerment</i></b>	<i>In this workshop, you will learn how to build your confidence, self-esteem, and self-image to represent yourself the most professional way possible during your job search.</i>
<b><i>Networking Strategies</i></b>	<i>In this workshop, you will learn effective networking skills to make your job search more successful. You will be able to create company lists, and how to successfully leverage your contacts through phone calls to gain access to opportunities in a "Room" when you attend networking events.</i>
<b><i>How to Keep Your Job/Social Media</i></b>	<i>In this workshop, you will learn essential and realistic tips on how to meet employers' expectations, handle work conflicts, get ahead and move up in your current or next job! In addition, you will learn how to manage your online reputation.</i>
<b><i>Business Writing</i></b>	<i>In this workshop, you will learn the principles of business writing, how to evaluate your audience and how to write concise and effective business letters, memos and emails.</i>