

## WORKSHOP

**TNO -The Neighbourhood Organization**  
1- Leaside Park Drive, Unit # 7  
Toronto ON M4H 1R1

MON	TUE	WED	THU	FRI
				<b>1</b> <b>Résumé Customization (By Appointment Only)</b> 1:00-3:00pm
<b>4</b> <b>Mock Interview (By Appointment Only)</b> 1:00-3:00pm	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>MS Word Part 1 - 4</b> 10:00 - 12:00noon <b>Certificate Provided</b>				
<b>11</b> <b>Résumé Writing</b> 1:00-3:00pm	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
<b>Customer Service and Cashier Training</b> 1:00pm-4pm (3 days in class and 4th day Placement at New Circles, 1-5pm) <b>Certificate Provided</b>				
<b>18</b> <b>LinkedIn &amp; Job Search</b> 10:00-12:00noon	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
<b>MS Excel Part 1 - 4</b> 1:00-3:00pm <b>Certificate Provided</b>				
<b>25</b> <b>Pathway to Trades</b> 1:00-3:00pm	<b>26</b> <b>Mentoring Partnership Program Orientation</b> 10:00-12:00noon	<b>27</b> <b>Cold Calling</b> 1:00-3:00pm	<b>28</b> <b>How to Organize Job Search</b> 1:00-3:00pm	<b>29</b>
<b>Interview Skills</b> 10:00 - 12:00noon				

### Employment Services

**Regular Business Hours:** Monday to Friday 9:00am to 5:00pm  
Saturdays - 10:00am to 4:00pm

**Doctors Study Group:** Every Saturday 10:00am to 12:00noon

Phone: 416-467-0126 Fax: 416-467-9145  
Email: [employmentservices@tno-toronto.org](mailto:employmentservices@tno-toronto.org)  
Web: [www.tno-toronto.org](http://www.tno-toronto.org)

<p><b><u>Résumé Writing :</u></b></p> <p>This is an interactive workshop that offers activities needed to prepare <b>Winning &amp; Effective Résumés</b>. It includes looking at employment goals, job postings, and their connections to résumé objectives, gathering relevant information, matching skills and qualifications, choosing appropriate résumé type, and tailoring résumés. The workshop also covers elements of writing effective cover letters.</p>	<p><b><u>Microsoft Office Word:</u></b></p> <p>This workshop focuses on how to prepare a word document, formatting, page setup and printing options, attach and download a document.</p> <p><b><u>Microsoft Office Excel:</u></b> This workshop focuses on formatting excel worksheets and cells, simple formulas, selecting ranges and entering data.</p>
<p><b><u>Mock Interview:</u></b></p> <p>The session provides you with the opportunity to practice your interview skills; know what to expect when you interview for real; learn more effective ways to answer different types of questions; become more comfortable and confident during interviews. Choose a position-of-interest to focus on during your interview. Contact our front desk to schedule an appointment. Mock Interviews generally last 30-40 minutes.</p>	<p><b><u>Customer Service Training &amp; Retail Sales Training:</u></b></p> <p><b>Content includes:</b> <u>Overview of the nature of retail work</u>; using a basic, computerized cash register, customer service language, intercultural and cross cultural communication skills and strategies. <u>Résumé and Interview Preparations</u> ( including Mock Interviews ) for retail positions. <u>Placement</u> at retail store for 4 hrs.</p>
<p><b><u>Mentorship Partnership Orientation:</u></b></p> <p>The Mentoring Partnership program brings together recent skilled immigrants and established professionals in occupation-specific mentoring relationships. During the mentoring partnership, mentors share insights, ideas and networks which assist the mentee to develop an effective job search plan. Mentee and mentor work together 18 hours over 3 months. The partnership between mentor and mentee focuses on Workplace Culture in the Canadian Context Information about the profession, industry, sector networking to build professional links.</p>	<p><b><u>Interview Skills:</u></b></p> <p>This workshop covers the range of activities needed to properly prepare and conduct a job-winning interview. This includes the importance of interview goals, types of interviews, handling of pre-interview phone calls, and phone interviews, pre-interview research, how to effectively answer common and situational interview questions, good questions to ask interviewers, opening and closing of the interview, and post-interview activities. Participants will have the opportunity to answer interview questions and receive coaching for improvement.</p>
<p><b><u>Résumé Customization:</u></b></p> <p>This workshop focuses on customizing résumé based on the job posting. The client must have an electronic copy of résumé and a job posting. Contact our front desk to schedule an appointment. It generally last 30-40 minutes and its one on one workshop.</p> <p><b><u>LinkedIn and Job Search:</u></b></p> <p>Participants learn how to use LinkedIn for job search as a powerful networking tool, various options of LinkedIn and set up profile to get maximum benefit of LinkedIn.</p>	<p><b><u>Cold Calling:</u></b></p> <p>Learn the secrets of how to make your job application stand out and get connected to the decision-makers. Walk away with techniques, ideas and processes in your job search. Hands-on experience in cold calling practices, what to do and what not to do when you make a cold calls.</p> <p>Cold Calling Tips: To Help Improve Your call</p> <p>What is cold calling?</p> <p>How do you start a cold call?</p> <p>What do you mean by cold calling?</p>
<p><b><u>Pathway to Trades:</u></b></p> <p>Explore careers in Construction Industry, and developed paths to training and support, and get matched to Apprenticeship and Job Placement</p>	<p><b><u>How to Organize Job Search:</u></b></p> <p>This workshop is very useful to people who are new to job searching in Canada. Participants will learn time management, résumé and online job search/application.</p>