

# Workshop Schedule

January

2018

## Important Dates

Jan 16 2018	Effective Communication
Jan 17 2018	Customer Service
Jan 18 2018	Working with Others
Jan 22 2018	Business Planning-Getting Started*
Jan 23 2018	Solving Problems in the Workplace
Jan 24 2018	Conflict Resolution Part 1
Jan 25 2018	Conflict Resolution Part 2
Jan 30 2018	Computer Boot Camp

## Notes

Enhance and expand your communication skills  
Dealing with difficult & generating return customers  
Enhance your skills in working effectively in a team  
Learn how to develop your business idea/concept\*  
Expand your creative problem solving tools  
Enhance and practice your conflict resolution skills in this  
2 part workshop!  
6 part hands on computer skills workshop!

Canada



WorkBC  
Employment Services Centre

The Employment Program of BC is funded by the Government of Canada and the Province of BC.

Community  
Futures Boundary

\* All Workshops in Grand Forks Location from 9:30am-12pm  
unless otherwise note (Business Planning-Getting Started\* is from  
9:30am-3:30pm with a lunch break)





Looking to refresh important skills before landing a new job?

## Essential Skills: Learning Made Easy

**What are essential skills?** Working well with others, communicating clearly and being able to solve problems on the job are the top three skills employers say are needed to get a job and stay employed. It also helps to brush up on other important skills that keep you up to date with technology.

**Would you like to improve your communication and problem-solving skills?**

**Want to refresh your learning skills before a training program?**

The Government of Canada has identified nine essential workplace skills that are used in every job: reading, writing, document use, numeracy, computer use/digital skills, thinking, oral communication, working with others and continuous learning.

Master some of these skills and become a job-ready candidate employers will want to hire with the help of our fun, confidence-building essential skills workshops.

**With the help of your case manager, decide which program or programs are right for you.**

### Program A: Jan 16<sup>th</sup> - 25<sup>th</sup> “Soft Skills for the Changing Workplace”

- Communicate Effectively
- Solving Problems in the Workplace
- Customer Service
- Conflict Resolution
- Working With Others

### Program B: Jan 30<sup>th</sup> - Feb 8<sup>th</sup> “Computer Essential Skills Boot Camp”

- Introduction to Computers
- Email and Internet
- Microsoft Windows
- Digital Citizenship
- Computer Security
- Microsoft Office

### Essential Skills: Learning Made Easy Jan 16-Feb 8/18 (Tues, Wed & Thurs 9:30-12)

Need more information? Interested in participating?

Make an appointment with your case manager who will guide you on how to enroll for this program.

Start the New Year off Learning!

\$500 Value Per Program!

Limited seating. Register today!



Both Programs Delivered at  
the Grand Forks Location

Call Community Futures to Register  
250-442-2722 Grand Forks  
250-445-6618 Greenwood