

# Workforce Resource Center Workshop Descriptions



All workshops are offered at no cost; however, pre-registration is required.  
To register, visit [www.loudoun.gov/wrcworkshops](http://www.loudoun.gov/wrcworkshops)

*If you require a reasonable accommodation for any type of disability in order to participate, please contact the Center at 703-777-0150. Three business days advance notice is requested.*

## BASIC COMPUTER SKILLS

**MS Word – The Basics (Full Day)**: This full-day, basic-level workshop serves as an introduction to MS Word for those who have little to no experience using the software. Topics covered include: Opening MS Word on a PC, Saving Documents, Navigating the Toolbars and tabs, Formatting a Document, Inserting and Adding Objects, Creating a Table and Printing Documents.

**Pre-requisites**: You must have some ability to type and use a mouse.

**MS Word – The Basics (Condensed)**: This half-day, basic-level workshop serves as an introduction to MS Word for those who have little to no experience using the software. Topics covered include: Opening MS Word on a PC, Saving Documents, Navigating the Toolbars and tabs, Formatting a Document, Inserting and Adding Objects, Creating a Table and Printing Documents. This workshop moves at a faster pace and in half the time of the Full Day MS Word workshop.

**Pre-requisites**: You must have some ability to type and use a mouse.

**MS PowerPoint – The Basics (Full Day)**: This basic level workshop serves as an introduction to MS PowerPoint for those who have little to no experience using the software. Topics covered include: Navigating the Toolbar, Formatting Slides, Inserting & Adding Objects, and Printing Options.

**Pre-requisites**: You must have some ability to type and use a mouse.

**MS Excel – The Basics (Full Day)**: This basic level workshop serves as an introduction for those who have little to no experience using the software. Topics covered include An Overview of the Excel Functions, Opening, Creating, Formatting, Saving, and Editing Workbooks, Moving & Copying Cells, and Positioning Cell Data.

**Pre-requisites**: You must have some ability to type and use a mouse.

**MS Outlook – The Basics (Full Day)**: This basic level workshop serves as an introduction to MS Outlook for those who have little to no experience using the software. Topics covered include: Managing Your Mailbox and Sending emails, and Creating and Managing Calendars and tasks.

**Pre-requisites**: You must have some ability to type and use a mouse.

## CAREER CHANGERS

**Changing Careers (View on our Website):** Changing careers is never easy. It can be a difficult decision to make. You'll learn about the signs that indicate you need a change, what you need to take into consideration with a career change and how to manage your career change. (This workshop is available as an online presentation. <https://www.loudoun.gov/DocumentCenter/View/128466>)

**Find a Career...Change a Career...My Next Move:** Unsure of your next career move? Not sure which career to choose? My Next Move workshop will teach you how to use this online tool so that you can explore occupations, and find related information, including job opening, job outlook information, salaries, apprenticeships, and other related education and training.

**Older Workers & Smart Job Search Strategies:** In this workshop, we'll look at ways you can make a positive, long lasting impression on hiring managers so that all candidates for the job can be equitably assessed by the only real criteria that matters --"Who is the best candidate for the job?"

**Strategizing Your Job Search:** Today's job search has changed tremendously. There is lots of advice out there—some good, some typical, some practical and some creative. There are no magic bullets to finding a job, but one thing is clear, you must job search with a plan—intelligently and strategically. Learn some of the valuable tips for strategizing and succeeding in your job search.

## CUSTOMER SERVICE SKILLS

**Best in Class Service - Meeting the Customer's Expectations:** Providing good customer service is a key element to any organization's success. As an employee, much of your job responsibility – whether directly or indirectly - will be making your organization's internal and external customers happy. Learn about good customer service and the skills you need to provide it.

## IDENTIFY YOUR SKILLS

**Find a Career...Change a Career...My Next Move:** In this workshop, you will learn how to use this online tool to search for different occupations and the skills needed in that occupation. Take advantage of the online interest profiler to help you best match your skills and interests to find the career suited for you.

**SCAR-Q, Discover Your Competencies:** *S = Situation C = Challenge A = Action R = Result Q = Quantify*  
Learn how to relate your accomplishments and demonstrate your skills by "telling a story" using the SCAR-Q format. After this workshop you will understand how to highlight your career skills and be able to talk about those skills and experiences in an interview setting.

**Required:** Bring with you a job posting for which you are applying.

**Your Transferable Skills:** Skills are acquired in a variety of settings in work and life. Transferable skills are those that can be used in every occupation, regardless of the type of work. Knowing your transferable skills can help you choose a career or make a career change. Identifying your transferable skills also gives you a better sense of the strengths you can offer employers. In this workshop you'll have the opportunity to identify your transferable skills and reflect on how you can best apply them to your next position.

## INTERVIEWING SKILLS

**Interviewing - How to Prove You're the Best Fit:** You can never have enough interview preparation and practice!

- Learn some of the interviewing Do's and Don'ts
- Understand the four interview stages
- Prepare for difficult questions; what employers want to know
- What kinds of questions to ask...and what not to ask
- Learn how to leave the interview with a good impression

**Interviewing Styles:** Interviewing is one of the most challenging parts of a job search; and, yet effective interviewing skills are most critical. How you approach an interview is often a function of your personality, also known as your interview style. In this workshop, you will identify your approach to interviewing based on your personality. We'll also take a look at the key components of interview questions and discuss how to best approach them.

**Mock Interview (by appointment only):** The Mock Interview is a 60 minute individual session to help you prepare and strategize for future interviews. Primarily, behavioral-based interview questions will be presented and you will be asked to respond as you would in a real interview. You will be videotaped and the interview played back to give you constructive feedback on your interviewing style and how you responded to the questions.

**Recommended:** You may benefit from attending these workshops prior to having a Mock Interview:

- 30 Second Commercial – “So Tell Me About Yourself”
- SCARQ – Discover Your Competencies
- Interviewing Styles

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**So You Think You Can Interview? (Attend on-site or View on our Website):** The perfect workshop for those who have little experience with interviewing, or have not interviewed in a long time. Topics covered are: *before* the interview preparation, proper dress, what to take, *during* the interview body language, common interview questions, do's & don'ts, *closing* the interview, asking questions, next steps in the process and follow up practices. Then, be prepared to practice interview questions and get useful feedback from other participants and the trainer. (This workshop is also available as an online presentation <https://www.loudoun.gov/DocumentCenter/View/123891>)

**Successful Phone Interviewing:** The lack of visual communication during a phone interview offers you some advantages. Be ready for your next phone interview by learning some of the fundamentals that will make your next phone interview more effective.

## NETWORKING SKILLS

**30 Second Commercial - So Tell Me about Yourself:** Networking can be easy and more comfortable if you have a 30 Second Commercial prepared. Also known as an “elevator speech,” the commercial is your first chance to introduce yourself to someone and give them a short synopsis of your skills and experience with the goal of getting them to ask you for more information. In this workshop, learn what elements go into your 30 Second Commercial, write it and then practice, practice, practice!

**Networking Fundamentals:** Networking is a strategy to open up opportunities and possibilities in your job search. Learn the essentials of Networking to re-invigorate your professional relationships and engage in new connections and new networks.

**Networking for Introverts:** Networking is an essential element of today's job search. Having to put yourself in the hands of a stranger or acquaintance for help is hard, stressful, and uncomfortable--*especially* if you are shy. Learn tips and advice to make the networking process easier...or at least tolerable for Introverts.

## RESUME DEVELOPMENT

**Professional Résumé Writing:** This workshop is for those who are targeting their résumé and cover letter toward a particular job opening, profession or specific employment sector.

**Pre-Requisites:** You must be working with an Employment or VIEW counselor and have the ability to type using MS Word and/or have your résumé in MS Word in electronic form. You must have some ability to type and use a mouse.

**Résumé Writing 101:** Whether you are returning to the workforce after a long gap or are new in your career with little work experience, this workshop will teach you the basics of putting together an attractive and effective résumé.

**Pre-Requisites:** 1) You must have some ability to type and use a mouse. 2) Must bring a copy of your most recent résumé (on a flash drive if possible) OR complete the Résumé Worksheet (available at the Center or on our website) OR bring a complete work history including: dates of employment, name of company, your job title, and your major responsibilities for each position you have held.

## SOCIAL MEDIA

**LinkedIn Profile Check Up:** This 30 minute individual session is a review of your LinkedIn profile. For participants who have attended the *Navigating LinkedIn for New Users* workshop, this session will be spent evaluating the strength of your LinkedIn profile content and offering suggestions to optimize it.

**Pre-requisites:** You must have attended *Navigating LinkedIn for New Users* workshop within the past 6 months. You must be able to access your LinkedIn account with your username and password.

**Navigating LinkedIn for New Users:** Are you using social media to your advantage? This workshop is geared for those who have an established LinkedIn account but don't know how to utilize its options. We will walk you through the steps to personalize your LinkedIn URL, review your privacy settings, create an effective LinkedIn profile and show you how to access those tabs that can supercharge your job search and social networking efforts.

**Pre-requisites:** You must have an active LinkedIn account with your username and password, basic computer skills, knowledge of how to navigate the internet, typing and keyboarding skills.

**Social Media & Job Search:** The top three social media sites for job search success are LinkedIn, Facebook and Twitter. Human Resource professionals report that they use social media sites when sourcing candidates to fill their jobs. Learn how to leverage social media to be more successful in your job search.

## JOB SEARCH SKILLS

**Networking Fundamentals:** Networking is a strategy to open up opportunities and possibilities in your job search. Learn the essentials of Networking to re-invigorate your professional relationships and engage in new connections and new networks.

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## MANAGING UNEMPLOYMENT

**Coping with Unemployment (View Online):** The loss of a job can be a profound experience. In this workshop, learn how to deal with unemployment to survive it in the most positive and productive way possible. (This workshop is available as an online presentation. <https://www.loudoun.gov/DocumentCenter/View/136180>)

## OTHER WORKFORCE TOPICS

**Controlling My Time:** Learn to organize and control your time better by applying some simple techniques of planning, recognizing distractions and interruptions, responding to those distractions appropriately and then recovering to get back on track.

**Is WIOA Right for You?:** Are you a Loudoun County resident interested in career guidance or job training? Come in and learn the process of job search and training assistance through the Workforce Innovation and Opportunity Act Program (WIOA).

A The WIOA Title I financially assisted program is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.

**Jump Start Your Job Search:** Get off to a great start with your job search by attending this 2 day workshop. Learn about the essentials of organizing a job search, identifying your transferable skills and preparing for networking and interviewing.

### **Day 1**

Strategize Your Job Search

Identify Your Transferable Skills

Learn about tools for career assessment and exploring occupations

### **Day 2**

Prepare Your 30 Second Commercial & personal business cards

Networking to Land a Job

Resume Resources

Managing the Stress of a Job Search

**Loudoun County Government Recruitment & Application Seminar:** Interested in starting a career with Loudoun County Government? Attend this workshop to learn about the Loudoun County recruitment process and how to effectively apply through the online application. Members of the Human Resources team will be onsite to answer your questions and guide you through the process.

**Negotiate Your Best Offer:** Finally, you've been offered a position! Before accepting the offer, learn what comprises a compensation package and the do's and don'ts of negotiation. Understand some of the myths and realities of negotiating the offer, look at salary resources and how to compare multiple offers. Get real time practice and actually negotiate an employment offer.

**Play Nice – Getting Along with Your Co-Workers:** Teamwork is important in any business. Working together in a cooperative work environment helps to maximize productivity for all. Your relationship with other workers will affect your job performance and can influence how your supervisor rates your performance appraisal. Getting along isn't hard. It takes an understanding of yourself and having an appreciation for the differences in people. In this workshop, we'll review strategies on how you can contribute your "best self" to the team of people you interact with and discuss practical steps to help you gain a better understanding of human relations in the workplace.

**The Mystery of Applicant Tracking Systems:** Applicant Tracking Systems (ATS) are essential for most employers. Come learn why and how some best practices can make them work for you. We'll also cover some of the sensitive employment questions, such as, but not limited to EEOC statements, disability, medical and other protected category questions associated with ATS.

**What's the Problem? – Problem Solving Skills:** Problem solving is a key skill that is highly marketable. Employers need people who can think on their feet. In this workshop, we'll discuss seven steps to improving your problem solving skills and work on some actual problems to solve.

**Selling to the Commonwealth Certification Information Session:** If you own and manage a small business, women-owned business, or a minority-owned business and want to increase sales with the Commonwealth of Virginia, then you need to get SWaM'd! SWaM (Small business, Women-owned or Minority-owned) business certification is one of the most powerful business tools you can use to grow

your sales among state agencies, public colleges, universities and local municipalities. Even private sector firms are utilizing the SWaM database.

In this session, you will learn about:

- how to submit your application properly
- receiving personal assistance during the application process
- having your application processing expedited

**Selling to the Commonwealth Certification Lab:** For participants who attended the Selling to the Commonwealth Certification Information Session, this working computer lab session is being held to complete your SWaM certification online.

**Pre-requisite: Must have attended a Selling to the Commonwealth Certification Information Session. BE SURE TO BRING ALL OF YOUR REQUIRED SWaM PAPERWORK.**

**Youth WIOA Orientation:** The Workforce Innovation and Opportunity Act (WIOA) Youth Program assists eligible young adults ages 17 – 24 to gain the skills needed to succeed in tomorrow’s workforce.

Registration is required by contacting, Fariyah Kuraishi, 703-385-9672, [fariyah.kuraishi@loudoun.gov](mailto:fariyah.kuraishi@loudoun.gov).

**Federal Application for Federal Student Aid (FAFSA) Information Session:** The College Place works to help people of all ages pursue opportunities for undergraduate education beyond high school. We provide free information, assistance, and encouragement to help individuals achieve their education goals.

Event participants will:

- Receive a free copy of ECMC’s Opportunities guide and workbook that helps high school students choose the right college, understand admission requirements and identify types of financial aid and more.
- Understand the types of financial aid available and learn how to apply for financial aid.
- Sign up for 1:1 assistance to complete the Free Application for Federal Student Aid (FAFSA)

**GED Placement Testing:** Loudoun County Adult Education offers preparatory classes to help you get ready for the GED® Certification. Prior to starting classes, you must take a placement test. The GAIN (General Assessment of Instructional Needs) is a 2.5 hour exam that will test your current English and math skills. Appointments are available at the WRC. Visit the Adult Education website for more information: [www.adult.education@lcps.org](mailto:www.adult.education@lcps.org) or call 571-252-1393.

**Navigating LCPS Employment Application:** Interested in applying with Loudoun County Public Schools? Attend this session for instructions and tips on completing the LCPS application. Participants will have an opportunity to ask questions relating to the application process.

**Northern Virginia Senior Community Services Employment Program (SCSEP):** Are you 55 and older, unemployed and looking for work? We can help.

SCSEP provides temporary community service training opportunities to older Americans to prepare them for jobs in their community. SCSEP participants train an average of 20 hours a week, and are paid a training stipend that is the highest of federal, state, or local minimum wage directly by SCSEP. Participants are placed in a wide variety of community service training assignments at nonprofit and

public facilities. This on-the-job training experience can then be used as a bridge to find employment opportunities outside of the program. Come to the session and learn more about this program and find out if you are eligible.

**2019 Income Eligibility Figures for SCSEP**

Family Size	
1	\$15,613
2	\$21,138