



*Partners Working Together...  
 Making Your Employment Connection  
 For Today & Tomorrow*

**September 2019**

8:30 a. m. – 4:30 p. m. Monday through Friday  
 171 E. State St., Martin Luther King Jr. St.  
 Center Ithaca, Suite 241, Ithaca, NY 14850  
 Phone: (607) 272-7570 Ext. 118, Fax: (607) 272-2835

**Space may be limited; please call ahead to reserve your seat!**

Monday	Tuesday	Wednesday	Thursday	Friday
2   <b>Labor Day Office Closed</b>	3	4	5	6 <b>Cornell Meet the Employer</b> 1:00 – 2:30 pm  <i>High School Equivalency (See Back)</i>
9 <b>Training Options</b> 9:00 – 10:00 am  <i>High School Equivalency</i>	10 <b>How to Deal with Difficult Customers</b> (See Back)	11 <i>High School Equivalency</i>	12 <b>Introduction to Cover Letters</b> 11:00 am – 12:00 pm	13 <b>Template Resumes 101</b> 1:30 – 3:00 pm  <i>High School Equivalency</i>
16 <b>Training Options</b> 9:00 – 10:00 am  <i>High School Equivalency</i>	17	18 <b>Civil Service Workshop</b> 10:00 – 11:00 am  <i>High School Equivalency</i>	19	20 <b>Resume Review Workshop</b> 1:00 – 3:00 pm  <i>High School Equivalency</i>
23 <b>Using LinkedIn in Your Job Search</b> 10:00 – 11:30 am  <i>High School Equivalency</i>	24	25 <b>Tips for Job Hunters Over 50</b> 10:00 am – 12:00 pm  <i>High School Equivalency</i>	26 <b>Earn While You Learn</b> 10:00 – 11:00 am	27 <b>Top 5 Strategies for Getting a New Job in 2020</b> 1:00 – 2:00 pm  <i>High School Equivalency</i>
30 <b>Training Options</b> 9:00 – 10:00 am  <i>High School Equivalency</i>				

All workshops are offered at no cost to you and will be held at the Career Center unless otherwise indicated. However, space is limited and registration is required. Please call (607) 272-7570 ext. 118 or register at the front desk. Tompkins Workforce is an Equal Opportunity Employer/Employment Service.

View all New York State Career Center Events at [www.labor.ny.gov](http://www.labor.ny.gov) then Individuals/Job Seekers/Career Events

## **WORKSHOP DESCRIPTIONS**

### **Cornell University Meet the Employer Session: Friday, Sept. 6th, from 1:00 – 2:30 pm**

A Human Resources representative will discuss job search tips, the application process, and general information about working at Cornell University

### **Training Options: Mondays, Sept. 9<sup>th</sup>, Sept. 16<sup>th</sup>, or Sept. 30<sup>th</sup>, from 9:00 – 10:00 am**

This orientation will cover the information needed to possibly obtain funding for training. If eligible, we have up to \$5,000 that we could put towards training in your lifetime. We will cover eligibility, training program information, and career research along with employment goals. Please bring a resume and valid identification card (ie. driver's license or photo id)

### **How to Deal with Difficult Customers: Tuesday, Sept. 10<sup>th</sup>, from 1:00 – 4:00 pm**

To Be Held at: TC3 BIZ Extension Center, 118 N. Tioga St., Ithaca, NY 14850

Interactive classroom workshop with discussions, lecture, individual/group exercises, and skill practice. This program will enable participants to deliver superior levels of customer service to difficult customers in person, by telephone and in writing. This workshop will cover: dealing with prickly customers, making it all about the customer, the mechanics of excellent service experiences, how to defuse and de-escalate, as well as understanding and preventing snippy customer service

### **Introduction to Cover Letters: Thursday, Sept. 12<sup>th</sup>, from 11:00 am – 12:00 pm**

This workshop provides an introduction and guide to writing successful cover letters. You will learn what a cover letter is, what it should accomplish, and how to write them on your own. This workshop is aimed at people who have limited experience with cover letters, but may have some useful information for those who are more familiar with them

### **Template Resumes 101: Friday, Sept. 13<sup>th</sup>, from 1:30 – 3:00 pm**

Everyone should have a resume. Don't know where to start? Learn the important dos and don'ts of resume writing, when and why to use a chronological or functional resume, and how to turn your resume into a "sales brochure." Information about how to prepare cover letters will also be included

### **Civil Service Workshop: Wednesday, Sept. 18<sup>th</sup>, from 10:00 – 11:00 am**

Learn how to look up exam and vacancy information for various forms of government jobs. We'll look at the application process and provide an understanding of navigating the process

### **Resume Review Workshop: Friday, Sept. 20<sup>th</sup>, from 1:00 – 3:00 pm**

RESUME PEER REVIEW. Bring a paper copy of your finished resume to be reviewed by your peers and staff. You'll be amazed at all the positive suggestions you'll leave with

### **Using LinkedIn in Your Job Search: Monday, Sept. 23<sup>rd</sup>, from 10:00 – 11:30 am**

Learn how to take advantage of LinkedIn in your job search and start a profile; email, typing, and web browsing will be required. Digital resume recommended. \*Limited Seating. This is for individuals who don't have an existing LinkedIn account

### **Tips for Job Hunters Over 50: Wednesday, Sept. 25<sup>th</sup>, from 10:00 am – 12:00 pm**

Mature Workers face challenges in the job search market, such as age discrimination. Have you ever been called "overqualified"? Do you feel you are being stereotyped? Discussion topics will include myths and stereotypes about the older worker, ways to overcome them and changes in job search methods and materials

### **Earn While You Learn: Thursday, Sept. 26<sup>th</sup>, from 10:00 – 11:00 am**

There is an exciting program allowing job seekers to earn a paycheck while learning on the job. The program, OJT (On the Job Training), helps bridge the gap between the skills you have and the skills you need when looking for a job in your preferred field. The program can reimburse employers up to 50% of the wages paid to you if you are hired on as a trainee after being qualified for this program. Come see if earning as you learn in the OJT program is right for you!

### **Top 5 Strategies for Getting a new Job in 2020: Friday, Sept. 27<sup>th</sup>, from 1:00 – 2:00 pm**

Whether you are fresh out of college and looking for your first job, or whether you're unemployed, tired of your current job and need a replacement job, some job-hunting techniques are sure to give you an edge. The following simple but highly effective job-hunting techniques will help you

### **TST BOCES High School Equivalency is held on Mondays and Wednesdays, from 1:30 – 4:30 pm or 5:00 – 8:00 pm. Fridays, from 9:00 am – 12:00 pm is open to both groups if needed**

As of January 2014, New York State has replaced the GED exam with the Test Assessing Secondary Completion (TASC) exam. After successful completion of the examination you will earn a New York State High School Equivalency (HSE) Diploma. TST BOCES also offers home study and online programs. **To register or learn more, please call BOCES (607) 257-1561**