

**YOUR LOCAL EMPLOYMENT SPECIALISTS**  
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## **Workshops Available**

**FIND EK EMPLOYMENT OFFICES IN  
FERNIE, CRANBROOK, INVERMERE AND GOLDEN**

Your Next Appointment:

With: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Please Bring This Booklet with You to Your Appointment

## Client Workshops

Please indicate which workshops you are interested in receiving.  
They can be delivered as individual or group workshops.

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### **Preparing for Work & Job Search**

#### **❑ *Creating/Updating Resumes***

Receive hands on learning to develop and update your resume that best reflects your strengths and employment goal. Learn about various types, must have and optional content. Develop individualized and job specific resumes. Create a successful resume that brings you employer calls and job interviews.

#### **❑ *Cover Letters***

A good cover letter will highlight your unique skills and specific contributions. Learn the basics in preparing a cover letter, the do's and don'ts as well as how it can explain things your resume can't. Your cover letter can support making a positive first impression and help you stand out from the crowd.

#### **❑ *Effective References***

Choosing the right people to be your employment references is a crucial step in the job-search process. Learn how to identify who to use as a reference, how to ask, and when to utilize. Explore various types of references – character or professional.

#### **❑ *Career Planning and Career/Occupational Choices***

Unsure about your options? Explore and understand your choices. Make decisions on a job path that matches your personality, experience, education or skills. Receive guidance and learn about the required experience, education and skill levels needed for certain jobs/occupations.

#### **❑ *Using Internet and Email***

Many jobs vacancies are posted online and require computer skills. Receive hands on computer training in how to best use the Internet and Email in your job search.

#### **❑ *Identifying Employability Skills and Strengths***

Learn about different types of employment related skills and explore all that you can offer an employer. Identify personal skills and strengths that affect getting a job; discover what your best strengths are and how they could be used at work.

## **Additional Support Services**

Please inform us if there are additional skills or services that are not listed in this workshop booklet but that are required for your success in:

❑ ***Preparing for Job Search or Work***

❑ ***Finding Jobs***

❑ ***Maintaining Work***

❑ ***Basic Essential Skills***

❑ ***Teamwork***

❑ ***Personal Management***

❑ ***Other Knowledge and Skills:*** \_\_\_\_\_

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## Personal Management

### ❏ ***Work with Others***

Most work environments today demand that one works well with others or in a team. Learn how to interact with others to complete tasks; understanding how groups work together and how to work successfully in a group environment.

### ❏ ***Participate in Projects and Tasks***

Build knowledge and skills needed to plan, design or carry out a project or task from start to finish with well-defined objectives and outcomes. Learn the difference between active and passive participation and how taking on projects and tasks can contribute to your success.

### ❏ ***Parenting***

Each parent needs to find the balance between the demands of employment and parenting that works for his or her unique situation. By using research-based strategies and learning from the experience of others, you can learn to find the balance that works for your life.

### ❏ ***Housing/Being a Good Tenant***

Learn skills and information required to find and keep proper housing.

### ❏ ***Cultural Awareness***

Explore cultural norms and expectations commonly found in Canadian work environments. Develop skills and build knowledge required to understand cultural employment related issues. Learn how being culturally aware can make you more successful.

## Preparing for Work & Job Search (Continued)

### ❏ ***Completing Applications***

Filling out an application can feel bothersome; however, it is important to getting an interview. Learn effective skills, techniques and approaches for completing job applications. Learn how to make a job application look impressive - selling yourself in a creative way, including key information and mistakes to avoid.

### ❏ ***Budgeting/Financial Planning***

Need to learn how to stretch your budget while looking for work or starting a new job? Learn how to plan a budget for the best use of your money, manage your bills and monitor the usage of your money.

### ❏ ***Time Management/Organizational Skills***

Learn how to make time for job searching and about real-world organizational skills related to job search and work. Develop tools and strategies to plan, schedule, and monitor for the best use of time.

### ❏ ***Building Self-Esteem***

Confidence is essential throughout the process of finding and getting a job. Develop strategies and tools to build your self-esteem and make the most of your job search. Learn what your best qualities/skills are and how to use them in a resume, interview and on the job.

### ❏ ***Recognizing/Understanding and Overcoming the Impacts of Abuse Including Self-Care and Personal Safety***

Learn how to overcome the impacts of abuse and prepare for returning to work. Gain information to overcome the past and put strategies in place for the future.

### ❏ ***Personal Planning and Goal Setting***

Without knowing where you want to end up, how can you expect to get there? Learn to plan and set personal goals: take action and overcome obstacles to meet your goals for success in life and work.

### ❏ ***Stress/Anger Management***

Learn to use anger positively, and manage it so that it is constructive and not destructive. Understand stress and pin-point the sources of stress in your life. When properly channeled, stress and anger can be powerful motivating forces.

## **Preparing for Work & Job Search (Continued)**

- ❏ ***Health Enhancement/Personal Care***  
Receive guidance in developing practical self-care practices to improve your health or that may impede success in the workplace. Self-care allows us to avoid burnout, reduce our risk of health problems, improve our functioning and succeed in our lives and work.
  
- ❏ ***Self-Awareness***  
The goal of self-awareness is to understand yourself to the point where you're more successful at home and at work. Learning tools to identify your strengths and let go of behaviors that don't work. Looking inside yourself to figure out what makes you think and behave the way you do.
  
- ❏ ***Disability Management for Employment Readiness/Physical and/or Mental Health Issues***  
Development and coordination of personal return to work plans; managing disabilities for successful employment.
  
- ❏ ***Substance Abuse/Relapse Prevention and/or Harm Reduction***  
Gain information to overcome the past and put strategies in place for the future. Effective coping responses lead to increased confidence and a decreased chance of a lapse/relapse.
  
- ❏ ***Accessing the Hidden Job Market***  
Tired of searching for jobs online and not finding what you want? Discover ways to find and apply for the 80% of jobs that are not advertised.
  
- ❏ ***Identify and Access Transferable Skills/Prior Learning***  
Learn to identify skills you have in one area of your life but can use/transfer to different jobs. Develop skills in promoting those transferrable skills in resumes and cover letters.
  
- ❏ ***Dressed for Employment Success***  
Understand how to dress properly for interviews and going to work. Explore the importance of first impressions and what your clothing choices say about you. Learn why dress policies are created.

## **Teamwork**

- ❏ ***Demonstrate Positive Attitudes and Behaviours***  
Learn how personal attitudes and behaviours can affect the workplace and the way you interact with others to successfully complete tasks.
  
- ❏ ***Be Responsible***  
Learn about what it means to be a responsible employee, including: balancing work and personal life, being accountable for actions and planning/managing time, money and other resources.
  
- ❏ ***Be Adaptable***  
Learn the skills required to be able to adapt to change in the workplace and use your many skills while working alone and as a member of a team.
  
- ❏ ***Learn Continuously***  
Continuous learning is an important essential skill in life and the workplace. Learn about its importance and how participating in an ongoing process of gaining new skills and knowledge can contribute to your development and success.
  
- ❏ ***Work Safely***  
Learn about safe work procedures and regulations. Develop and maintain safe working conditions in all aspects of personal health and safety.

## **Maintain Employment and Resolve Workplace Issues** **(Continued)**

- ❑ ***Workplace Time Management/Organizational Skills***  
Learn the value of being able to organize, set priorities and how to know what takes first priority in the workplace. Gain skills in being able to complete tasks in a timely and orderly manner which can contribute to being successful on the job.
  
- ❑ ***Accepting, Starting and Maintaining Employment (to Support Job Retention)***  
Gain tools for preparing for work, accepting work, and transitioning from unemployment to the workplace.

## **Basic Essential Skills**

- ❑ ***Communicate***  
Learn essential spoken (verbal) and written skills needed to succeed in life and the workplace. Tools to: speak properly with customers, co-workers and management; use speech in sharing thoughts, ideas and information; writing letters/memos or typing on a computer.
  
- ❑ ***Manage Information***  
Develop skills in how to find, gather and organize information using proper tools: filing systems, phones, email, messages, computer applications/documents and other related technical tools.
  
- ❑ ***Use Numbers***  
Receive instruction in using and understanding numbers and money; learn skills in using numbers in the workplace such as: observing and recording data/numbers (cash register, calculators, computers, phone numbers etc.)
  
- ❑ ***Problem Solving***  
Become more skilled in reviewing all information to make decisions and solve issues that come up in life and the workplace. Learn skills for: problem solving, decision making, critical thinking, job task planning and organizing, significant use of memory, and finding information.

## **Find Jobs**

- ❑ ***Job Search***  
Find information, examples, links and exercises for every stage of your work search. Learn tips and tools for a successful job search such as: finding job opportunities, applying for jobs, understanding the local job market and learning about different approaches to job searching.
  
- ❑ ***Informational Interviews***  
Obtain knowledge and skills necessary to gather first-hand career and industry information to find employment leads and expand job search networks. Discover the difference between an informational interview and a job interview. Research a job to see if it's a "fit" for you, build contacts in your career interest area and learn from the expertise of someone who has been successful in their job.
  
- ❑ ***Job Shadowing***  
Obtain first-hand realistic career information participating in different activities in the job area of interest. Shadowing can help you decide on and learn the skills and abilities needed to work in that job.
  
- ❑ ***Cold Calling***  
Learn how to approach employers who have not advertised job openings with their company. Gain skills in getting past 'the gate' and understand the value of cold-calling.
  
- ❑ ***Interview Skills***  
Learn the secrets of making a great first impression, how to sell your skills to employers, and ways to answer the most frequently asked interview questions.
  
- ❑ ***Disclosing Disabilities in Job Search***  
Learn effective ways and develop skills to disclose and discuss disability in the context of job search and employment. Discover the purpose of disclosing a disability to a potential employer and explaining your disability with a positive approach.
  
- ❑ ***Workplace Assertiveness***  
What is the difference between passive, assertive and aggressive forms of communicating? Learn how assertiveness plays a major role at work and in your personal life; develop skills to communicate assertively to protect your rights while also respecting others.

## **Find Jobs (Continued)**

### **❏ *Post Interview Follow-Up***

Following up after an interview can make or break a job offer. Get advice on when and how to follow-up after your interview. Learn how to get and use feedback successfully.

### **❏ *Networking***

Increase the number of opportunities available to you by building a social and professional network and utilizing it to your advantage. Develop tools and strategies that can help you find a new job via your social and other networks successfully.

### **❏ *Job Leads and/or Arranging Interviews***

Where are the jobs? Learn how to find, follow-up on and use job leads successfully. Ensure that you appropriately arrange an interview.

### **❏ *Self-Marketing***

Identify your unique selling points and know how to tie them together in your job search from elevator speech, to cover letter, resume and in an interview. Learn what works best when presenting yourself to an employer or targeted company.

## **Maintain Employment and Resolve Workplace Issues**

### **❏ *Effective Workplace Behaviour***

Learn more about expected behaviors at work, how to deal positively with challenging situations, how to fit into the company environment and how to maintain a positive frame of mind at work and in life.

### **❏ *Workplace/Business Communication Skills***

One of the key skills for finding and keeping employment is being able to communicate effectively. Positive working relationships and work performance all depend on how well you communicate with others and understand others' expectations.

### **❏ *Effective Communication and Problem Solving Within the Workplace***

Explore real world techniques for conducting difficult conversations and resolving conflict at work. Learn how to problem solve to address problems successfully, maintaining respectful relationships when addressing workplace problems and how to communicate problems to supervisors and co-workers.

### **❏ *Effective Workplace Oral, Written or Non-Verbal Communication***

Learn specific methods of communication for the workplace such as: email etiquette and effectiveness, understanding non-verbal communication, perception checking, paraphrasing, summarizing, questioning, raising concerns and offering suggestions.

### **❏ *Understanding Workplace Symbols and Signs***

Learn the safety and other symbols in the Canadian workplace; what they are and what they mean to workers.

### **❏ *Active Workplace Listening Skills***

Success in the workplace often demands listening to understand. This means being an active participant. Learn tools to improve listening/understanding skills such as: paraphrasing, questioning, and summarizing.