

WORK ACTION CENTRE WORKSHOP CALENDAR: MARCH 2023

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
27	28	1	2	3
6	7	8	9	10
	NIAGARA PARKS JOB FAIR 1:00pm-4:00pm		CUSTOMER SERVICE SKILLS 1:30PM – 2:30PM	
13	14	15	16	17
			ONLINE APPLICATION TUTORIAL 1:30PM - 2:30PM	ST. PATRICK'S DAY
20	21	22	23	24
	Computer Clinic 1:30PM-2:30pm		Target Market Development 10:00AM-11:30AM	
27	28	29	30	31
			INTERVIEW PREP 1:30PM – 2:30PM	

COURSE DESCRIPTIONS ON FOLLOWING PAGE



203 Church Street
St. Catharines, ON L2R 3E8

Sign Up for YOUR Workshops:
Call NOW **(289) 438-3939**



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<p>Tuesday March 7th Niagara Parks Job Fair 1:00PM-4:00PM</p>	<p>Please join us at the Community Centre Library in the McBain Centre located at 7150 Montrose Rd. in Niagara Falls for our job fair featuring Niagara Parks.</p>
<p>Tuesday March 9th Customer Service Skills 1:30PM – 2:30PM</p>	<p>Learn techniques to deal with upset customers, and show empathy with active listening. You will also learn etiquette tips to ensure quality service at every point of interaction.</p>
<p>Thursday March 16th Online Application Tutorial 1:30PM - 2:30PM</p>	<p>Learn how to properly fill out and submit online job applications.</p>
<p>Tuesday March 21th Computer Clinic 1:30PM-2:30PM</p>	<p>Do you need a new email address? Can't quite figure out how to use a program or one of your devices? Need help to just figure out which button you need to click next? Come to this session to work on your projects and let Jen show you the basics on computer use, get the most out of it, or get unstuck. This workshop is excellent for all clients from Beginner to Intermediate.</p>
<p>Thursday March 23th Target Market Development 10:00AM-11:30AM</p>	<p>We think we know who we might like as our customers. But, would you like to know how to reach and develop your Target customers. In this workshop, you will learn the basics on surveying, prototyping and finding potential customers.</p>
<p>Thursday March 30th Interview Prep 1:30PM – 2:30PM</p>	<p>Practice responding to a variety of different interview questions. Learn different interview formats including panel, group and virtual settings</p>
<p>FREE Online Training: UDEMY</p>	<p>Udemy® is an online learning website to help you learn new skills for business or employment. SMUN has purchased over 50 courses that you can learn at home or at our lab. We can show you how easy it is to learn and introduce you to all the workshops available</p>
<p>Business Coaching</p>	<p>Do you need help to figure out how to do research, plan your operations, get customers and/or sales, start-a business, run a business or write a business plan? Book some time with our business coach to assist you with working through your plan. Ask your caseworker for details.</p>

THINK BIG, START SMALL & GROW



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