

**Washington Heights Workforce1 Career Center**

516 W. 181<sup>st</sup> Street, 5<sup>th</sup> Floor  
New York, NY 10033  
(929) 841-5050

Resource Room Daily Hours: **9:00AM – 4:30PM (Monday – Friday)**

English Introduction to Services Check In: **12:00PM - 12:15PM (Monday, and Wednesday)**  
**9:00AM - 9:15AM (Tuesday and Thursday)**

Spanish Introduction to Services Check In: **9:00AM - 9:15AM (Monday and Wednesday)**  
**1:15PM - 1:30PM (Tuesday and Thursday)**

**April 2019 Workshop Calendar**

\*\*As of August 20, 2013, in compliance with federal regulation, any jobseeker who indicates they are currently employed or receiving public assistance and who is requesting to be scheduled for training or one-on-one services, such as career advisement and Resume Upgrade, must show proof of employment or assistance\*\*

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p><b>1</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Resume Upgrade**</p> <p><b>12:30-1:00pm</b> Introduction to Services</p> <p><b>1:30-3:30pm</b> Acing the Interview</p>	<p><b>2</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Leading a Successful Job Search**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Understanding the American Workplace**</p>	<p><b>3</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Create a Resume That Gets You the Job</p> <p><b>12:30-1:00pm</b> Introduction to Services</p>	<p><b>4</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Advancing in the American Workplace**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Negotiation and Conflict Resolution**</p>	<p><b>5</b></p>
<p><b>8</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Resume Upgrade** (Spanish)</p> <p><b>12:30-1:00pm</b> Introduction to Services</p> <p><b>1:30-3:30pm</b> Acing the Interview (Spanish)</p>	<p><b>9</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Understanding the American Workplace**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Leading a Successful Job Search**</p>	<p><b>10</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Create a Resume That Gets You the Job (Spanish)</p> <p><b>12:30-1:00pm</b> Introduction to Services</p>	<p><b>11</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Negotiation and Conflict Resolution**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Advancing in the American Workplace**</p>	<p><b>12</b></p>
<p><b>15</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Resume Upgrade**</p> <p><b>12:30-1:00pm</b> Introduction to Services</p> <p><b>1:30-3:30pm</b> Acing the Interview</p>	<p><b>16</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Leading a Successful Job Search**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Understanding the American Workplace**</p>	<p><b>17</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Create a Resume That Gets You the Job</p> <p><b>12:30-1:00pm</b> Introduction to Services</p>	<p><b>18</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Advancing in the American Workplace**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Negotiation and Conflict Resolution**</p>	<p><b>19</b></p>
<p><b>22</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Resume Upgrade** (Spanish)</p> <p><b>12:30-1:00pm</b> Introduction to Services</p> <p><b>1:30-3:30pm</b> Acing the Interview (Spanish)</p>	<p><b>23</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Understanding the American Workplace**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Leading a Successful Job Search**</p>	<p><b>24</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Create a Resume That Gets You the Job (Spanish)</p> <p><b>12:30-1:00pm</b> Introduction to Services</p>	<p><b>25</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Negotiation and Conflict Resolution**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Advancing in the American Workplace**</p>	<p><b>26</b></p>
<p><b>29</b></p> <p><b>9:30-10:00am</b> Introduction to Services (Spanish)</p> <p><b>10:00-11:30am</b> Resume Upgrade**</p> <p><b>12:30-1:00pm</b> Introduction to Services</p> <p><b>1:30-3:30pm</b> Acing the Interview</p>	<p><b>30</b></p> <p><b>9:30-10:00am</b> Introduction to Services</p> <p><b>10:00-12:00pm</b> Leading a Successful Job Search**</p> <p><b>1:45-2:15pm</b> Introduction to Services (Spanish)</p> <p><b>2:15-4:15pm</b> Understanding the American Workplace**</p>			

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A PROUD PARTNER OF THE AMERICAN JOB CENTER NETWORK

## April 2019 Workshop Calendar

\*Please arrive at least 15 minutes early for all workshops.

### INTRODUCTION TO SERVICES

This 30-minute presentation provides an overview of services provided through the Workforce1 Career Center System, throughout all 5 boroughs. Services include obtaining membership, access to workshops, employment opportunities and referrals to partner organizations. After attending Introduction to Services, customers meet with a Career Advisor to complete an individual employment plan and develop next steps for their job search. Arrive promptly and prepare to stay for 1.5 hours to complete membership.

### CREATE A RESUME THAT GETS YOU THE JOB

This workshop is for jobseekers looking to create their first resume or write a new resume completely from scratch. Templates, formatting tips and suggestions are provided and instructors are present to guide the jobseekers in their resume creation process.

### RESUME UPGRADE\*\*

This workshop is for jobseekers who are looking to update, edit or rewrite their existing resumes. Resume review and critique are provided, and customers are able to start making changes to their existing resumes immediately to implement the instructor's recommendations.

### ACING THE INTERVIEW

This workshop contains important advice on how to present oneself as a professional to potential employers. Common question types, preparation strategies and possible answers to tough questions are discussed. The workshop is concluded with a Q & A.

### UNDERSTANDING THE AMERICAN WORKPLACE \*\*

This workshop will assist customers in understanding intercultural communication and culture, learning about the American work environment (including common business terminology, professional dress and behavior), developing professional relationships with work colleagues and building a professional image.

### LEADING A SUCCESSFUL JOB SEARCH \*\*

This workshop will provide an overview of the NYC job market and will include a basic overview on career pathways and occupational skills trainings offered at the center. Time will be spent discussing common barriers and solutions to the job application process including how and where to look for job opportunities, basic networking, etc.

### ADVANCEMENT IN THE AMERICAN WORKPLACE \*\*

This workshop will provide skill building opportunities for customers looking to enhance soft skills necessary for the workplace and to improve professional relationships. There will be an opportunity to develop and discuss individual career goals, address motivation and working toward goals, timelines for advancement, addressing barriers immigrants face in showing initiative and opportunities to gain experience in current working environments.

### NEGOTIATION AND CONFLICT RESOLUTION \*\*

This workshop will provide skills development and role play exercises for building the important soft skills of negotiation and conflict resolution. Discussions will center around the cross-cultural communications immigrants commonly experience, and when and how these skills become important in the workplace and job search process.

**\*\*As of August 20, 2013, federal regulation require proof from any jobseeker requesting to be scheduled for training or one-on-one services, such as career advisement and Resume Upgrade, who indicates they are currently employed or receiving public assistance\*\***

- **Verification of employment status by paystub must be completed for any jobseeker who indicates they are currently employed in any Work History entry.**
- **Verification of public assistance with source documentation is also required if a jobseeker indicates that they are collecting TANF and/or any other form of public assistance.**

**Thank you, and your cooperation is greatly appreciated!**