



COURSE CATALOG

2021 - 2022

**PROUDLY SERVING DEL NORTE, SHASTA,
SISKIYOU & TRINITY COUNTIES**

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INTRODUCTION

The SMART Workforce Center proudly serves a 4-county region in Northern California including the counties of Del Norte, Shasta, Siskiyou, and Trinity. With over 40 years of experience, we are a mission-driven, non-profit organization dedicated to helping people achieve education and workplace success. Each year, SMART serves thousands of students, job seekers, schools, government agencies, and employers in the North State.

SMART assists job seekers in finding employment through our America's Job Centers of California (AJCC). Our AJCCs are fully equipped with computers and software to assist job seekers in creating resumes, take typing tests, and exploring and applying for job opportunities online. Our free workshops prepare job seekers for re-entering the workforce, transitioning into new careers, or entering the workforce for the first time. Each workshop is taught by a Smart Workforce Center instructor. A variety of learning platforms are used, including in-person and interactive virtual learning. SMART's workshops are designed to prepare job seekers with the skills needed to be successful in the workplace.

Businesses can also take advantage of SMART's workshops by sending their current employees to learn new skills that will benefit the employee and contribute to greater success for the business.

We believe a healthy business community creates economic vitality and we are dedicated to helping our job seekers find and secure self-sufficient wages and sustainable employment in careers that they love.



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CAREER ASSESSMENT

Career assessing is a critical part of ensuring you are exploring all options as you make a plan for your career path.

Recognizing that SMART serves a diverse array of clients from all different backgrounds and with unique needs, we offer several options for career assessments. Clients, or referring agencies, can choose the option most suitable for their individual needs. If you are unsure of the best option for you, feel free to reach out to one of our qualified Career Advisors and they will be happy to help you decide.

Once you take an assessment, the results are reviewed with a SMART Career Advisor to determine next steps that support your career goals in a chosen field. These options may include enrollment into a training program or placement in a job with a company that will offer structured On-The-Job Training or Work Experience in partnership with a SMART Career Advisor.

CA-01 California Career Zone

1 Hour

This resource helps you explore, plan and prepare for a career you will love. Tools available include: Self-assessment modules, financial literacy, and personal pathway recommendations

CA-02 O*NET Online Interest

1 Hour

This resource gives in-depth skills, labor market information and education requirements in positions that align with the following interests: Realistic, Investigative, Artistic, Social, Enterprising and Conventional

CA-03 You Science

1.5 Hours

You Science is the most in-depth Career Assessment of our offerings. You Science is the science of YOU - how your mind is wired, what makes you tick, the skills and knowledge that set you apart. You have talent and there is a path that is right for you.



ESSENTIAL SKILLS TRAINING

Essential Skills, also known as Soft Skills, Transferable Skills, or Employability Skills, are non-technical skills that ensure individuals are set up with foundational knowledge of workplace expectations, work habits, and character traits necessary for workplace success in this rapidly changing world.

ES-01 Adaptability

1 Hour

Learn and practice your ability to cope with and handle stress, feedback and setbacks in the workplace. Through practice scenarios and role play we hope to instill in you a sense of flexibility and growth mindset when facing challenges at work. Business and organizations can change at rapid rate. Are you open to learning opportunities, hearing the suggestions of others and handling difficult situations? We want to equip you to be adaptable!

ES-02 Analysis/Solution Mindset

1 Hour

Learn to consider multiple viewpoints and sources of information when solving problems. Recognize the problems and needs in your workplace and provide contextual solutions in a team setting and on an individual level. Utilize critical thinking skills effectively. Your employer is going to appreciate you seeing the big picture at work and solving problems.

ES-03 Collaboration

1 Hour

Do you know how to build and maintain good working relationships with those around you? Can you handle conflict in the workplace and effectively work with people that are different than you? We are here to help coach you through the work dynamics that are vital for every employee to be able to manage.

ES-04 Communication

1 Hour

Let's practice speaking professionally, concisely and in an appropriate manner to employers, coworkers and customers. Being a good communicator is also being a good listener. In this course we practice being effective communicators, a skill which takes time to develop and not something you want to learn on the fly at an interview. We are here to help!

ES-05 Digital Fluency

1 Hour

Microsoft, Google and more! Do not let the dreaded spread sheet keep you from applying for and maintaining your dream job. When you are digitally fluent you can request more job responsibilities and be able to train new employees, offering value to employers. We offer a variety of courses designed to help you be fluent in today's digital workforce.

ES-06 Empathy

1 Hour

Being an attentive listener, asking appropriate questions, and providing honest communication are just some of the pieces of this essential skill. When working with clients and coworkers this skill will allow you to see from their perspective and effectively provide service or solutions. It takes time and practice to learn to be empathetic.

ESSENTIAL SKILLS TRAINING CONTINUED

ES-07 Entrepreneurial Mindset

1 Hour

Being a go-getter is more than just clocking in and clocking out for your job. It is having a professional and personal growth mindset that seeks responsibilities, more training and greater skills at work. An entrepreneurial mindset requires you to connect different types of information and take appropriate risks. It is being mindful of the needs of the business, your coworkers and clients.



ES-08 Resilience

1 Hour

Learn to set goals and stick to them! Even when faced with obstacles and setbacks. The ability to establish and carry out a goal is a characteristic every employer looks for in a candidate. Do you know how to effectively plan? Do you know how to create to-do lists and timelines to achieve what you set out to do at work? It is vital to bounce back when things go wrong and still achieve our goals. We are here to equip you to be resilient!



ES-09 Self-Awareness

1 Hour

Do you know the type of personality you have? Do you know what you need to be successful at work? Together we can cultivate professionalism that will prepare you to confidently maintain a job. Ethical behavior, self-improvement and self-management are all aspects of this essential soft job skill that we cover in this course.



JOB SEARCH SKILLS TRAINING

Job Search Skills Training will prepare job seekers for everything they need to be successful in their career search. From basic computer literacy, to resume building, interviewing skills, and skills specific to successfully landing a job in today's highly digital environment.

JS-01 Job Searching in Today's Digital Age

1 Hour

This workshop teaches strategies that will help you take control of and speed up your job search. You will also learn about additional resources that will help you succeed in finding employment

JS-02 Resume Building

1 Hour

Your resume is a powerful tool that can help you land that job you have been waiting for. In this resume workshop, we will guide you through a step-by-step process to create your own effective job search resume. Participants in this workshop will come away with a resume, cover letter and reference format they can be proud of.

JS-03 Interviewing Tips for Success - In Person

1 Hour

An introduction to the do's and don'ts of interviewing. Participants will learn how to dress for success, perfect their elevator pitch through structured interview. Participants will learn how to prepare, execute, and end an interview as well as what questions to ask once a job offer is made. By the end of the workshop participants will feel confident to meet with potential employers.

JS-04 Interviewing - Via Video Conference

1 Hour

In today's digital world, virtual interviews are becoming the norm. This workshop introduces you to the popular online interviewing application and best practices for a successful virtual interview.

JS-05 Expanding Your Network Via LinkedIn

1 Hour

This workshop will walk you through setting-up a professional LinkedIn profile as well as cover best tips for networking for employment opportunities.



COMPUTER LITERACY & SOFTWARE SKILLS TRAINING

Computer literacy training will give you the skills need to feel confident in navigating a computer and learning common computer applications like Microsoft Word and Excel. Once you gain the skills needed to work through these applications, you can expand on your knowledge by attending our additional Microsoft classes.

CL-01 Computer Literacy

1.5 Hours

An introduction to computer basics. Participants will learn how to operate a mouse, navigate a desktop, and search the Internet. Course will also cover writing Microsoft Word documents and emailing with attachments. By the end of the workshop, participants will gain entry-level computer skills that give them access to the digital world.

CL-02 Basics of Microsoft Word

1 Hour

Microsoft Word 2019 or Microsoft Office 365

An introduction to the basics of Microsoft Word. Participants will learn how to create, save, edit, and print Word documents, navigate the user interface of Word and move around in a Word document. Participants will learn the fundamentals of how to copy, paste, format, spellcheck, and create lists. By the end of the workshop, participants will gain entry-level Word skills.

CL-03 Basics of Microsoft Excel

1 Hour

Microsoft Excel 2019 or Microsoft Office 365

An introduction to the basics of Microsoft Excel. Participants will learn how to create, save, edit, and print Excel sheets, navigate the user interface of Excel and move around in a spread sheet. Participants will learn the fundamentals of how to format, sort, and filter data and formulas. By the end of the workshop, participants will gain entry-level Excel skills.

CL-04 Beginning Quickbooks

1 Hour

QuickBooks accounting software provides tools to manage business customers, vendors, clients, inventory and finances. QuickBooks streamlines and automates many aspects of managing accounting functions for a business by calculating sales tax, tracking products and automatically updating transactions.



YOUNG ADULT MANDATORY SKILLS TRAINING

Young Adults enrolled in a SMART program are required to take the following courses. Young Adults must complete all to receive an incentive payment of \$100.

These workshops help set our Young Adults up for success in obtaining career oriented employment.

Career Exploration

YA-01 Career Assessment

1-2 Hours

This course helps our young adults identify career pathways by looking at their skills, work experience and interests through a structured assessment.

YA-02 Are You Ready to Work?

2 Hours

After identifying potential career pathways, these young adults look at their potential barriers to employment to help ensure they are ready for work.

Resume & Interviewing

YA-03 Create/Update Resume & Cover Letter

2 Hours

Sometimes it is hard to create your first resume. We help young adults be creative by tapping into their unpaid skills to highlight transferable skills for employment.

YA-04 Interview Dress Code

1 Hour

Reviewing proper dress code for interviewing. Financial assistance may be available to assist with interview clothing.

YA-05 Job Search Log

1 Hour

Keeping track of all the different jobs one applies to can be stressful as well as all the usernames and passwords. This job search log helps young adults keep track of their job search. Setting up appropriate email and voicemail to be successful in their job search.

YA-06 Master Application

.5 Hour

A master application helps young adults stay organized with employment history, phone numbers, etc. all saved in one place and can be used as a reference when filling out applications.

YA-06 Mock Interview

1 Hour

Young adults meet with our Business Services team to do a structured interview and receive constructive feedback to prepare for employment interviews.

YOUNG ADULT CONTINUED

Financial Literacy

YA-07 Financial Literacy

1.5 Hours

Financial Literacy helps prepare young adults and covers how to read a paystub/W2, how to open a bank account, pros/cons of direct deposit, checking credit scores (what are they and why they are important, and budgeting for long term success. (Includes Financial Literacy Review & Quiz, Financial Basics Worksheet, and Example Budget)



Exploring Education (Optional)

YA-08 Exploring Education*

1 Hour

Young adults have the chance to explore certificate, trade and continuing education programs including Shasta College, College of the Siskiyous, College of the Redwoods, Regional Occupational Programs (ROP), Career and Technical Education (CTE), Builders Exchange, Institute of Technology, and more. Young adults will learn what courses are available, how to register and how to apply for financial assistance including FAFSA, BOGG and EOPS. Information on High School Diploma or GED Preparation and attainment are also available.

*This course is optional.



SIGN-UP FOR TRAININGS

If you are interested in taking any of the courses listed in this course catalog you can register by going to:
www.thesmartcenter.biz/trainings

You can also fill out this form and bring it with you to one of our SMART offices listed below to register. If you have any questions about these trainings, please call one of our local SMART offices.

FIRST NAME

LAST NAME

DATE

COURSE NUMBER

COURSE NAME

PHONE NUMBER

EMAIL ADDRESS

MAILING ADDRESS

CITY

STATE

ZIP CODE

DEL NORTE

875 5th Street
Crescent City, CA 95531
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1201 Placer Street
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