

The Denver Office of Economic Development **Employment Assistance**

Class Descriptions

EDUCATION, ASSESMENT & TRAINING

At the Division of Workforce Development (DWD), we understand that with training and education you can increase your job skills and employability. We offer various classroom assessment and training programs designed to meet your needs and those of your future employer. The free assessment tools are available to help customers prepare for improved employment opportunities and better career and educational decisions. Our computer skills curriculum consists of individual classes that teach job seekers how to use the software applications most in demand by employers. And our career development skills classes help customers to develop and sharpen the soft skills needed to land a job.

CAREER DEVELOPMENT SKILL CLASSES

E-Resume/Online Applications: Customers will discover the advantages of creating and sending “E-Resumes” to prospective employers. **(Prerequisite: Resume on disk and basic computer skills)**

Interviewing Skills: A multi-media class designed to help customers improve interviewing techniques and market themselves to employers. Included are written and verbal critiques and an in-depth understanding of employers’ needs.

Résumé/Cover Letters/Thanks You Letters/

References: customers will learn how to design and create dynamic, “results-oriented” resumes, cover letters and thank you letters. Strong emphasis is placed on techniques and strategies to effectively market yourself to employers in order to maximize requests for interviews. **(Prerequisite: Basic computer skills)**

Résumé Strategies: This class teaches customers eight easy steps to building an effective résumé. Customers will learn how to create an objective statement, professional summary, and achievement statements. The class will provide examples and in-class exercises. Customers will select a resume format and design based on work history, skills, education and experience. The electronic résumé, or e-résumé, will also be introduced. **Please, bring your complete work history information to this class.**

Salary Negotiations: Learn tips and techniques to negotiate for a higher salary.

COMPUTER SKILLS CLASSES

SCHEDULE: Subjects are presented Monday through Friday in 1 to 3 hour class periods.

MATERIALS: Computers are provided for in-class training. Training materials are provided at no cost to customers.

REGISTRATION: All computer classes are on a first come, first serve basis. Please contact the appropriate center at least one week prior to the class to request special accommodations.

COST: NO CHARGE

NOTE: *The following three classes are very comprehensive and set the foundation for the rest of the classes we offer.*

Computer Basics: Gain an understanding of the parts of a computer and how to use them.

File Management: Create, save and locate files on your computer.

Word I: Create, edit, format, save and print a document.

Upon successful completion of the prerequisites/basics, you will be able to build on your knowledge with the following classes.

Computer Lab: Practice your keyboarding and computer skills with a trainer present to provide support and answer questions.

Excel I: Produce a spreadsheet and learn to create formulas and charts.

Word II: Incorporate headers and footers, create tables, use AutoCorrect - *Prerequisite—Word I.*

Excel II: Freeze cells and learn to work with multiple sheets. *Prerequisite—Excel I.*

Internet/Email: Gain an understanding of the internet and how to find information. Using the Internet, create an email account and learn how to use it.

PowerPoint: Create an interesting and attractive slide show to use in presentations.

ASSESSMENT TOOLS

In order to fully participate in assessment sessions individuals must have basic computer skills.

ACT WorkKeys® Career Readiness Certificate/CRC

The Career Readiness Certificate is a portable credential that gives information about workplace skill levels. The CRC measures three key areas in Applied Mathematics, Reading for Information, and Locating Information. The certificate offers a valued credential at the Bronze/Silver/Gold levels that certifies the attainment of these workplace skills.

KeyTrain: An online interactive learning tool used as a pretest and remedial tool to pass the WorkKeys® CRC in Applied Mathematics, Reading for Information and Locating Information. Other subject matters are also available.

LearningLine: An online resource that helps adult learners with basic computer skills, job application forms, interviewing, understanding basic conflict resolution strategy and basic communication skills. This assessment is especially helpful to English language learners who are improving their reading and writing skills.

Success Profiler: An online tool that assesses Emotional Intelligence (EM) or soft skills such as, interpersonal awareness, commitment ethic, decision-making and time management.

Smarthinking/Tutorline: An online tutoring service that helps students with core curriculum subjects in vocational training or academic programs. Individuals may use this assessment tool from home or school after their first assessment session.

Choices: An assessment tool to help customers learn about their interests and locate matching market-driven occupations that are compatible with those interests.

Assessments are available Tuesday and Thursday, 9:00 a.m. - 12:00 p.m. Please call 720.865.5580 to schedule an appointment.

Class Locations

DENVER WORKFORCE CENTERS

Denver Workforce Center at DIA
Fifth Floor, Main Terminal
8500 Pena Blvd
Denver, CO 80249
303.342.2590

Denver Workforce Center at Quigg Newton
4440 Navajo St
Denver, CO 80211
720.865.0100

Denver Workforce Center at Speer
1391 N Speer, Suite 500
Denver, CO 80204
720.865.5619 (for parking code)

Denver Workforce Center at Stapleton
3401 Quebec Street, #7700
Denver, CO 80207
720.865.0060

Denver Workforce Center at Westside
First Floor, Richard T Castro Bldg
1200 Federal Blvd
Denver, CO 80204
720.944.1615

COMMUNITY RESOURCE CENTERS

King M Trimble Resource Center
2980 Curtis St
Denver, CO 80205
720.865.2431

Mulroy Neighborhood Center
3550 W 13th Ave
Denver, CO 80204
303.623.1735 ext 226

Training & Assessment Center at Speer
1391 N Speer, Suite 510
Denver, CO 80204
720.865.5580 (for parking code)



