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**October 2015**

- **1** Customer Service 10:00-11:30am
  Recovery & Wellness 5:30-7:00pm @ SBH
- **2** Family Employment Programs Orientation 10:00-11:30am
- **3**
- **4**
- **5**
- **6**
  - Intro to Word 10:00-11:30am
  - Intro to Excel 1:00-2:30pm
- **7** Crafts 10:00-11:30am
- **8** Recovery & Wellness 5:30-7:00pm @ SBH
- **9** Family Employment Programs Orientation 10:00-11:30am
- **10**
- **11**
- **12**
  - Columbus Day
  - SMOC closed
- **13** Internet Essentials 10:00-11:30am
- **14** Resume & Cover Letters 10:00-11:30am
- **15**
  - CORI 10:00-11:30am
  - Recovery & Wellness 5:30-7:00pm @ SBH
- **16**
  - Family Employment Programs Orientation 10:00-11:30am
- **17**
- **18**
- **19**
- **20**
  - Housing Search Skills 10:00-11:30am
  - Creative Job Search 1:30-3:00am
- **21**
  - Interviewing Skills 10:00-11:30am
  - Conflict Resolution 1:00-2:30pm
- **22**
  - Internet Job Search 10:00-11:30am
  - Recovery & Wellness 5:30-7:00pm @ SBH
- **23**
  - Family Employment Programs Orientation 10:00-11:30am
- **24**
- **25**
- **26**
- **27**
  - Workplace 411 10:00-11:30am
- **28**
  - Financial Literacy 10:00-11:30am
  - Marketing Your Business 6:00-8:00pm
- **29**
  - Recovery & Wellness 5:30-7:00pm @ SBH
- **30**
  - Family Employment Programs Orientation 10:00-11:30am
- **31**
<table>
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<tr>
<th><strong>Resume’, Cover &amp; Thank you Letters:</strong></th>
<th><strong>Workplace 411:</strong></th>
<th><strong>Conflict Resolution:</strong></th>
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<td>This workshop is for those who have never written a résumé. It is a positive and up-beat class designed for those with a limited work history and gaps in employment. The importance of and how to write a cover letter and thank you letter will also be covered.</td>
<td>Effective communication is essential to your success on the job. Become familiar with various components of the communication process and how it effects the meaning of the message delivered. Verbal communication, body language and effective workplace communication will be covered.</td>
<td>Conflicts can arise wherever you are (workplace, at home or in the community)! Learn the basic steps to managing conflict. Discover how your actions help or hurt a situation, and how you can turn conflicts into opportunities to resolve problems and strengthen relationships.</td>
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<td><strong>Cover &amp; Thank You Letters:</strong></td>
<td><strong>Creative Job Search:</strong></td>
<td><strong>Customer Service:</strong></td>
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<td>In this workshop, you will learn the importance of writing a cover letter. Come learn what a cover letter is and how to format one. Also you will learn why it is important to write a thank you letter.</td>
<td>There is a hidden job market out there! Come learn how to research targeted companies, network and develop a 30 second positioning statement. etc.</td>
<td>Learn how to deal with complaints, problem solve and communicate better. This is a dynamic class that will leave you feeling prepared for any and all situations.</td>
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<td><strong>Housing Search Skills:</strong></td>
<td><strong>Internet Job Search:</strong></td>
<td><strong>Interviewing Skills:</strong></td>
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<td>This workshop is designed to assist in the housing search. Topics include: your credit and the housing search, how to request a credit report, Section 8 and your criminal record, conducting a housing search, meeting the landlord, rental agreements and rent with holding letters.</td>
<td>The Internet makes it much easier to search for a job, if you know what to look for. Come learn how to search for a job, post your résumé online, locate top employment websites and find job postings that fit your interests and career path. <strong>Students should have basic computer knowledge before taking this class.</strong></td>
<td>Teaches participants the basics about the job application process and interviewing for a job. Topics include: interview preparation, common interview questions, how to handle gaps in your employment history, thank you letters and references.</td>
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<td><strong>Internet Essentials:</strong></td>
<td><strong>Financial Literacy:</strong></td>
<td><strong>Your C.O.R.I &amp; Employment :</strong></td>
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<td>Teaches beginners the basics of computers in a hands-on environment. Subjects include: hardware vs software, the keyboard and mouse, taskbars and icons and much more. Two instructors facilitate the workshop and time is provided for questions and answers</td>
<td>This workshop covers banking, credit and budgeting and is a great starting point for those interested in taking control of their financial future.</td>
<td>This workshop prepares participants on how to handle questions on job applications and questions and answers about the effects of a criminal record on employment. CORI applications to request a CORI copy will be available upon request.</td>
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<td><strong>Recovery &amp; Wellness:</strong></td>
<td><strong>Introduction to Word:</strong></td>
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<td>A group held at SMOC BHS, located at 300 Howard Street, facilitated by experienced clinician. Group topics are related to recovery from substances, gambling or any other behaviors that may be harmful to your wellbeing.</td>
<td>This workshop teaches the basics of Microsoft Word which is used to create and edit documents. Topics include opening, saving, typing and formatting documents.</td>
<td>This workshop will explain the Excel spreadsheet, Excel toolbars and how to navigate around the cells, rows and Columns of worksheets.</td>
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<td><strong>Marketing Your Business on a Shoestring Budget:</strong></td>
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<td>Learn how to effectively market your business without investing a lot of money. Presenters from Wicked Local, Mass Bay Community College, and the local business community will share their experiences with you.</td>
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### The Opportunity Center
7 Bishop St 2nd Floor  
Framingham, MA 01702

Monday thru Friday 8am – 5 pm  
Please call 508-620-2677 to register