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|     | Communication Skills 10:00-11:30  
SSI/SSDI Clinic 1:00-2:00 |     | Resume Writing 10:00-11:30  
Interviewing Skills 1:30-3:00 |     | Crafts 1:00-3:00  
Crafts 1:00-3:00 |     |
| 9   | 10  | 11  | 12  | 13  | 14  | 15  |
|     | Workplace 411 10:00-11:30  
SSI/SSDI Clinic 1:00-2:00 | Internet Job Search 10:00-11:30  
Intro to Word 1:30-3:00 | Customer Service 10:00-11:30 |     |     |     |
| 16  | 17  | 18  | 19  | 20  | 21  | 22  |
|     | CLOSED |     | Thank You and Cover Letters 1:30-3:00 |     |     | Money Matters 10:00-11:30  
Crafts 1:00-3:00 | Resume Writing 10:00-11:30  
Creative Job Search 1:30-3:00 |
| 23  | 24  | 25  | 26  | 27  | 28  |     |
|     | Conflict Resolution 10:00-11:30  
SSI/SSDI Clinic 1:00-2:00 | Intro to Excel 10:00-11:30  
Intro to Word 1:30-3:00 | Creative Job Search 1:30-3:00 | Housing Search Skills 10:00-11:30  
CORI 1:30-2:30 |     | Interviewing Skills 10:00-11:30 |

The Opportunity Center Hours
300 Howard Street, 2nd Floor, Framingham, MA 01702
Monday Thru Friday 8am – 5 pm
Any questions or to register please call 508-620-2677
### Basic Résumé Writing:
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. Join us and find out how and why a résumé is an extremely useful tool.

### Communication Skills:
Effective communication is essential to your job. Become familiar with various components of the communication process and how it effects the meaning of the message delivered.

### Conflict Resolution:
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.

### Cover & Thank You Letters:
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.

### Creative Job Search Methods:
There is a hidden job market out there! Come learn how to research targeted companies, network and develop a 30 second positioning statement.

### Customer Service:
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.

### Housing Search Skills:
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.

### Internet Job Search:
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.

### Interviewing Skills:
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.

### Introduction to Computers:
Teaches beginners the basics of computers. The class provides a good framework for understanding and using Microsoft Windows. Our computer lab gives people hands on experience and the ability to utilize these learned skills directly.

### Introduction to Excel:
This workshop will explain the Excel spreadsheet, teach participants how to use the Excel toolbars and how to navigate around the cells, rows and columns of the worksheet.

### Introduction to Word:
This workshop teaches the basics of Microsoft Word which is used to create and edit documents. Topics include opening, saving, typing and formatting documents.

### Money Matters:
This workshop teaches you how to manage money by setting financial goals, selecting the best budgeting style and creating a budget that works.

### Your C.O.R.I & Employment:
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.

### Workplace 411:
This workshop will teach you the need to know expectations that you cannot learn in school. How to act, how not to act and everything in between. This is a must attend to insure success at your next job!

### Track 1: Keeping A Job (Mondays)

### Track 2: Computer Skills (Tuesdays)
3 workshops: ①Intro to Computers, ②Intro to

### Track 3: Getting A Job (Wednesdays)
5 workshops: ①Interviewing Skills, ②Resume Writing, ③Cover and Thank you Letters, ④Internet Job Search and ⑤Creative Job Search.

### Track 4: Life Skills (Thursdays)
3 Workshops: ①Money Matters, ②Your CORI & Employment and ③Housing Search Skills

### SSI/SSDI Clinic: This is an one time, one hour workshop in which the basics of eligibility and filing for SSDI/SSI are discussed by an attorney. After the presentation, the remainder of the hour will be available for questions and answers. If you have filed and been denied SSDI and/or SSI benefits, feel free to bring your most recent denial letter to this workshop for analysis.