



WorkBaltimore Job Readiness Activity DESCRIPTIONS

Pre-Convention August 25, 2017 – September 25, 2017

New Beginnings

Interviewing Essentials & Mock Interviews (Role Play)

Has it been a long time since you've interviewed? Do you become extremely nervous at the thought of interviewing? Are you overwhelmed by anxiety before or during an interview? Are you tired of not getting the job? If the answer is yes to any of these questions, this session is for you.

Interviewing Essentials and Mock Interviews are designed to help jobseekers understand the full cycle interview process. The session will cover tips on how to handle stress, how to prepare for an interview and different types of interviewing styles and techniques. Participants will learn about the importance of preparing for an interview, the need to research an organization, anticipate interview questions, provide appropriate responses, ask job-related questions and follow up after the interview. Participants will also have a chance to practice interviewing skills through role playing sessions.

Jobs that Don't Require a High School Diploma or College Degree

Do you want a great career but you don't have a high school diploma or a college degree? Do you know that you can be successful without a diploma or degree? If you answered yes to either of these questions, this is the session for you.



Catherine E. Pugh,
Mayor



Mary H. Talley Director &
Chief Human Capital
Officer



A desirable and rewarding career can be achieved without having a high school diploma or college degree. Employers often look for individuals with good communication skills, who are reliable and willing to work hard. Many employers have opportunities that can be learned through on-the-job or skills training. This session will explore the qualities and potential talents sought by employers and identify options for pre-job education and skills development training.

How to Write a Compelling Resume

Do you know how to communicate your talents and skills through a resume? Do you know how to describe your professional story? Do you have a resume and is it current? If you answered no, to any of these questions this session is for you.

Your resume has one purpose, and that is to start the conversation between you and a potential employer! A powerful resume should highlight your knowledge, skills and abilities, and capture your professional experiences and educational achievements. This session is designed to assist job seekers from a variety of career levels and backgrounds with writing a compelling resume to help them secure a job.

Your Rights as an Applicant and Employee

Do you know you have rights – even during the interview process? Do you know what questions an employer should not ask? Do you know what to do if you feel you have been treated unfairly by an employer? If you answered no, to any of these questions, or if you want to know more about your rights this session is for you.

All applicants and employees have basic rights that include the right to privacy, fair compensation, and freedom from discrimination. Job applicants, current employees, and former employees have rights. Employee rights in Maryland are protected by federal, state and local laws. This session will provide you with information regarding your rights before, during and after employment.



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Conquering Barriers to Employment

Recovering from Involuntary Employment Separation & Addressing Employment Gaps

Have you lost your job? Have you been out of the work for a long time? Are you wondering how to get back to work? If you answered yes to any of these questions, this session is for you.

Being out of work isn't easy! This session will cover tips and strategies for getting back into the workforce following a career separation. Topics will include how to assess your career options moving forward, how to develop a strategy for applying for new opportunities and how to respond to questions during an interview regarding gaps in your employment.

Transportation Options – How Do I Get to Work?

No driver's license? No vehicle? Need transportation options to get to and from work? If you answered yes to any of these questions, this session is for you.

There are many public transportation, ride share and inexpensive cab-type services that can meet your work travel needs. To find out how to get there, this session to explore the transportation options available in Baltimore.

Performance Testing, Security Clearances, Bonding & Credit

What are pre-employment tests? What is a Security Clearance? What does it mean to be Bonded? How do my personal finances impact future employment?

This session will provide job-seekers with basic information about pre-employment testing, inform participants about how to gain a Security Clearance and what types of jobs may require a clearance, provide details about how to become fully bonded and when it matters, and how your personal credit may impact future employment.



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Workplace Essentials

Dress For Success

Do you know what it means to dress for success? Do you know how to dress appropriately for an interview? Do you know how to address appropriately for work? If you answered no to either of these questions, this session is for you.

A professional appearance is important if you want to get a job and keep a job. This session will provide guidance on work appropriate grooming, style, and attire.

Problem-Solving & Critical Thinking

Do you know how to correctly respond when faced with a challenge or problem? Are you resourceful? Can you anticipate, identify and prevent a problem? If you answered no to either of these questions, this session is for you.

Employers want employees who can think and act reasonably, realistically and decisively. This session will focus on the processes for preventing and solving problems in a variety of ways.

Effective Communication Skills

Do you know that you can knowingly and unknowingly communicate in different ways? Do you know your communications style? Are you aware of your communications strengths and gaps? If you answered no, to either of these questions, this session is for you.

Technical skills are important and so are effective communication skills. Delivering your message in a clear, appropriate and professional manner are essential to being successful in your job. This session will cover the forms of verbal and non-verbal communication and how to use them, and how to correctly frame your messaging to influence desired outcomes.



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WorkBaltimore Job Readiness Activity DESCRIPTIONS

CONVENTION – Wednesday, September 27, 2017

Applying for City of Baltimore Careers

Do you want to work for the City of Baltimore? Would you like to know how to find and apply for City positions? If you answered yes, to either of these questions, this session is for you.

From trade to executive- positions, the City of Baltimore offers employment opportunities for individuals across the full spectrum of careers and levels. This session will train you how to search, identify and complete the online application process.

Get M.A.D.! (Motivation, Ambition, Drive)

Has life dealt you a rough hand? Are you facing personal and professional obstacles? Do you want to change your circumstances? If you answered yes, then you have to get M.A.D.!

Life happens! The will to recover quickly and come back stronger after any set-back are the keys to survival and success. This motivational session is designed to influence your thinking and approach to recovering from life's unexpected challenges.

Criminal Record Expungement & Workforce Transition Post-Incarceration

Is your past fighting with your future? Have you paid your debt to society but cannot find a job? Are you looking for a fresh start but don't know where to begin? If you answered yes, to either of these questions, this session is for you.



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You do not have to be a prisoner of your past. Finding employment after incarceration can be frustrating and demoralizing but there is help and hope. This session will provide vital information, options and resources to assist you with transitioning to a new beginning.

The Balancing Act: Managing Work & Personal Responsibilities

How can you better manage your personal life when you work in a demanding and competitive environment? How can you better manage childcare, eldercare and other life responsibilities? If you struggle with these and other daily life issues, this session is for you.

Balancing life's demanding responsibilities can be exhausting. Surrounded by a culture of Instantaneous communications, wanting to have it all, the drive to succeed, and the desire to have an active life style makes it nearly impossible to maintain a productive life. This session will provide participants with tools and resources to achieve a healthy work life balance.

Customer Service & Recovery

Is the customer always right? Do you know how to respond and not react? Can you deliver an exceptional customer experience? Do you know how to change an unpleasant customer experience into a positive one? If you need to develop or enhance your customer service skills, this session is for you.

Customer Service is one of the few universal, basic skills that every member of any team can master and that can dramatically improve interactions and relationships with internal and external customers. This session will provide participants with practical guidance and coaching that will assist in delivering outstanding customer service, manage customer expectations; and salvage and repair an unpleasant or disappointing customer service experience.

Oh No You Didn't! (Professional Conduct)

Did that really just happen? Have you become frustrated by co-workers workplace conduct? Have you ever lost your cool at work? If you need guidance on how to professionally and appropriately engage in the workplace, this session is for you.

Professionalism is not only about wearing a suit or carrying a briefcase. Professionalism includes how you act and conduct yourself in the workplace regardless of the circumstances. Professionals are reliable, dependable, and have strong integrity. They practice effective rules of engagement, and follow an unwavering professional code of conduct. This session will provide participants with information to enhance their professional behavior, demeanor, and decorum in the workplace.



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