



SANTA ANA TRAINING CALENDAR - DECEMBER 2016

PLEASE REGISTER AT LEAST 24 HOURS IN ADVANCE

Trainings are held at:

Goodwill's Career Center
 200 N. Fairview
 Santa Ana, CA 92703
 714-547-6308 ext. 284

Room Location

CL = Computer Lab
 CR = Conference Room

Please check out Goodwill's Santa Ana Computer Lab Calendar to learn more about open computer lab hours.

* Job Seeking Skills Trainings are for Program Participants in JSST & Beyond Jobs program.

ASL denotes these workshops are available in American Sign Language.

Published: 9/21/16



Monday	Tuesday	Wednesday	Thursday	Friday
<p>Please check out Goodwill's Santa Ana Computer Lab Calendar to learn more about open computer lab hours.</p> 			<p>1 Santa Ana College ^{CL} 8:30-12:00 p.m.</p>	<p>2 Forklift 8:00-12:00pm (GIOC Employees Only)</p>
<p>5 Deaf Job Club ^{ASL CL} 9:00-12:00 p.m.</p>	<p>6 Santa Ana College ^{CL} 8:30-12:00 p.m. Social Interactions ^{CR} 2:00 pm—4:00 pm</p>	<p>7 JSST ^{CL} 9:00-12:00 p.m. Attitude ^{CR} 2:00 pm—4:00 pm</p>	<p>8 Santa Ana College ^{CL} 8:30-12:00 p.m.</p>	<p>9</p>
<p>12 Deaf Job Club ^{ASL CL} 9:00-12:00 p.m.</p>	<p>13 Santa Ana College ^{CL} 8:30-12:00 p.m. Intermediate Excel ^{CL} 2:00 pm—4:00 pm</p>	<p>14 JSST ^{CL} 9:00-12:00 p.m. Workplace Ethics ^{CR} 2:00 pm—4:00 pm</p>	<p>15 Santa Ana College ^{CL} 8:30-12:00 p.m. NRF Customer Service Certification ^{CR} 8:00 am – 5:00 p.m.</p>	<p>16 NRF Testing ^{CL} 8:30 am—12:00 pm</p>
<p>19 Deaf Job Club ^{ASL CL} 9:00-12:00 p.m.</p>	<p>20 Advanced Word ^{CL} 2:00 pm—4:00 pm</p>	<p>21 Financial Literacy ^{CR} 9:00 am—11:00 am JSST ^{CL} 9:00-12:00 p.m.</p>	<p>22</p>	<p>23 </p>
<p>26 Office Closed Holiday </p>	<p>27</p>	<p>28 JSST ^{CL} 9:00-12:00 p.m.</p>	<p>29</p>	<p>30</p>



TRAINING SUMMARY

SANTA ANA TRAINING CALENDAR - December 2016

In addition to the Good Learning Academy Catalog, below is a summary of the sessions being held this month. Please feel free to contact Training with any questions or guidance you may need choosing the class that best fits your needs. You may email us at training@ocgoodwill.org or call at 714-547-6308 ext. 284.

Social Interactions

This interactive course will help you recognize the value of good relationships, and demonstrate ways to build relationships. Learn to navigate Social and Workplace behaviors, as well as social networking do's and don'ts.

Attitude

In this course, you will evaluate your own attitudes, identify ways to change your negative attitudes, demonstrate actions that show a positive work

Advanced Word

The hands-on course will teach you the how to customize word, use keyboard short cuts and how to create a mail merge document. This also features more advanced settings for tracking changes, creating and working with macros and managing documentation.

Workplace Ethics

In this course, you will explore the meaning of "ethics" and understand why they are important in the workplace. Examples of ethical dilemmas in the workplace will be discussed.

Intermediate Excel

Review the basic features and functionality of Excel 2013. Practice workbook creation and navigation, worksheet data entry and more at a user-friendly intermediate level.

Financial Literacy

Learn how to set financial goals, calculate current income, set up systems to begin tracking monthly spending, identify ways to control spending, create a monthly budget, and more.

Customer Service Certification—NRF (National Retail Federation)

A two-day class where successful participants will receive a Certificate in Customer Service backed by the National Retail Federation (NRF). Topics covered include: Assessing Customer Needs, Providing Exceptional Customer Service, Demonstrating Service Excellence to Ensure Repeat Business, and others. Participants must complete an application to attend. Learners must be proficient in English, verbally and written, and have sufficient computer skills to complete the exam.