

This program will assist clients in becoming computer literate while learning employment related skills that can be used to find and keep suitable employment in their community, elsewhere in the Yukon, or nationally.

This is a 2 week program made up of the following components:

### Module 1 – Computer Basics

- Terminology, basic hardware functions
- Windows 10 environment
- Common uses (MS Office, Internet, etc.)
- Removable and remote storage media
- Using Windows
- File Management
- Internet & Email

### Module 2 – Introduction to MS Word

- MS Word interface navigation
- Creating, formatting and saving documents
- Hands-on lab time with assigned exercises

### Module 3 – Resume and Cover Letter

#### (A) Resume

- Objectives and types
- What to include
- Tips
- Key words, action words, power words
- Formatting
- Examples
- Checklist
- Hands-on lab time to create a resume

#### (B) Cover letter

- Objectives and types
- What to include
- Samples & examples
- Sending the letter
- Tips
- Hands-on lab time to create a cover letter

### Module 4 – Job Search

- Labour market review – Canada, Yukon, your community
- YuWIN
- Major Yukon employers and employment web-sites
- Vocabulary of job ads
- Hands-on exploration of on-line job boards, newspaper job ads
- Pro-active job search, networking
- Hands-on exploration of on-line career guidance sites, self-assessment tools

### Module 5 – Employment Related

#### Soft-Skills

- Personal presentation
- Interpersonal skills
- Time management
- Goal setting
- Organizational habits

### Module 6 – Cross-Cultural Awareness

- Defined
- Degrees of cultural awareness
- Sub-cultures
- Examples of cultural sensitivities
- Facilitated discussion