

# LEARN MORE ABOUT THIS PROGRAM

Anyone interested in this program with Goodwill can start the process by attending the:

## *General Information Session (GIS)*

Which is held  
*Tuesday*  
Every ~~Monday~~ at  
**9:00 am**

Directly following this session, if you choose to apply for the program, you will be asked to complete intake forms that day. Please have your ID and work history available.

Location:

**1080 N. 7th Street  
San Jose, Ca 95112**



*These sessions will explain:*

- *More details of the program*
- *The benefits of enrolling*
- *The various positions within Goodwill where you might be assigned to for the paid work experience*

THIS IS A DRUG FREE ENVIRONMENT  
All participants are subject to a drug  
test & criminal background check.



INSTITUTE FOR CAREER  
DEVELOPMENT

GOODWILL OF SILICON VALLEY



*Transforming lives  
through the power of work*

INSTITUTE FOR CAREER  
DEVELOPMENT

Employment  
Readiness Program  
(ERP)

A Paid Work  
Experience



# Employment Readiness Program (ERP)

This program could be for you if you are working toward the start of a career and need work experience and additional skills training to get a leg up against the competition when applying for jobs.

You will spend up to 12 months in this program which is designed to prepare you for employment with the skills necessary to begin a meaningful career path.

In order to be eligible, you will be asked to commit to and attend/participate in all workshops, maintain a strong attendance record and perform the duties asked of you while in work experience.

You will only be paid for the work experience phase of the training.

Think of it as working and going to school without having to pay for the courses. You will receive job search assistance as you become ready to transition out.

Once you demonstrate success in these areas, you will be working with an Employer Relations Specialist who will assist you with your search for employment as you transition out of the program.

## WORKSHOPS

### Customer Service Skills

*You will learn how to consistently create positive first impressions with customers • use positive language strategies to create customer comfort • recognize customer needs and expectations • demonstrate greater motivation and positive attitude.*

### Communication Skills

*Our communication skills courses provide the interpersonal skills that can make a huge impact in the way that you interact and perform at work. These training courses can also provide invaluable life skills that are transferable to your home as well as work life.*

### STEPS\*

*STEPS participants will gain higher levels of motivation • increased self belief • improved ability to set goals • raised levels of personal accountability • insight into how our minds work.*

### Job Identification Skills

*This workshop will help you to identify jobs that suit your abilities and aspirations. When you begin your job search, you will then be able to focus on jobs that you've identified as appropriate for you.*

\*The STEPS® concepts provide a common language for articulating a vision of a better future and offers a proven approach to making the vision a reality.

## WORKSHOPS

### Basic Computer Skills

*Provides students with the basic computer skills to be able to create a résumé and cover letter, complete an on-line application and use email as a job search tool.*

### Résumé Writing Lab

*Topics covered in this workshop will include how to format and write an effective résumé, how to use a résumé, how to formulate professional accomplishment statements, and résumé Do's and Don'ts.*

### Interviewing Skills

*The interview is the most critical of all job search activities. Preparation for the interview will increase confidence and can mean the difference between getting hired or not. You will learn how to formulate personal, positive responses to interview questions and leave the interviewer with a positive impression.*

### On-line Job Application

*Many employers are requiring all job applicants to complete their on-line applications. In this workshop, you will learn the skills necessary to complete on-line applications.*