



Polk Works' mission is to be an innovative leader to ensure and sustain a quality workforce for today and in the future

Lakeland Annex
940 E. Parker St
Lakeland, FL 33801
(863) 508-1100 TTY: 711

Winter Haven One Stop
500 E. Lake Howard
Winter Haven, FL 33881
(863) 508-1100 TTY: 711

Job Readiness Weekly Workshops

The Job Readiness Workshop provides emphases on building self-esteem, employability skills, job search techniques, career exploration, resumes, interviewing and job success skills. The workshops are designed to teach job seekers on how to obtain and sustain employment.

To Attend the Job Readiness Workshop follow the steps below:

1. Register in Employ Florida (www.employflorida.com)
2. Obtain a Job Readiness Referral from a Career Specialist or call ahead to reserve your seat
3. Please dress for success as job searching and other employment activities are included

Winter Haven
(863) 508-1100 ext. 3322

Lakeland
(863) 508-1100 ext. 3170

Classes are: Monday – Friday 9:00 AM – 3:00 PM

Attend any day or all ten, your choice from the topics below:

Day 1, Monday – **Introduction to Job Search** - Economic facts, rewards of work, amazing changes, and three rules of success.

Day 2, Tuesday – **Career Exploration** - Self-assessment, adding up your assets, defining job values, reaching out for job leads, meeting the Manager, tracking job search

Day 3, Wednesday - **Applications and Resumes**- Screening applications, mastering applications, resume and cover letters, self-inventory, resumes, composing successful cover letters.

Day 4, Thursday – **Interviewing and Planning for Success** - Introductions to interviewing, fear analysis, opening and closing the interview, top interview questions, stepping stones to the future, setting goals.

Day 5, Friday – **Practicing and Perfecting Interview Skills** - Video interviews, “labels”, interview practice, the “weakness” question, critique video interviews, interview follow-up techniques.

Day 6, Monday – **Marketing Yourself** - Refining interview techniques; marketing YOU, show liking techniques, first impressions, telephone interviews, dress to impress, informational interviews.

Day 7, Tuesday – **Communications and Teamwork** – Rules of listening, domino theory, teamwork skills and techniques.

Day 8, Wednesday – **Money Management** – “Latte Factor”, values, financial goals, choices, budgets – 3 guest speakers.

Day 9, Thursday – **Preparing for Success** – Polishing the interview, confronting conflict, understanding conflict styles, resolving conflict, responding to negativity.

Day 10, Friday – **Succeeding on the Job** – What is customer service, the difference between internal and external customers, customer service skills that can help attain success and maintain the job, using the HEART technique for working with dissatisfied

Contact the Job Readiness Instructors below for more information:

John Krueger
(863) 508-1100 Ext: 3322
John_Krueger@polkworks.org

Michelle Phillips
(863) 508-1100 Ext: 3170
Michelle_phillips@polkworks.org

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY (via the Florida Relay Service) 711. Member Employ Florida.





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JOB READINESS MINI WORKSHOPS

Workshops	Dates	Times	Locations
Resumes 101 Creating a Basic Resume	First and Third Fridays of each month	9:00 AM – 10:00 AM	Polk Works - Winter Haven One Stop 500 East Lake Howard Winter Haven, FL 33881
Resumes 101 Creating a Basic Resume	First Friday of each month	9:00 AM – 10:00 AM	Polk Works - Lakeland One Stop 309 N. Ingraham Lakeland, FL 33801
Resumes 101 – En Español Redacte un Resume Básico	Third Friday of each month	9:00 AM – 10:00 AM	Polk Works - Lakeland One Stop 309 N. Ingraham Lakeland, FL 33801
Resumes 102 and Interviewing Critiquing and Perfecting Your Existing Resume	Every Wednesday	3:15 PM – 4:30 PM	Polk Works - Lakeland One Stop 309 N. Ingraham Lakeland, FL 33801 Polk Works - Winter Haven One Stop 500 East Lake Howard Winter Haven, FL 33881
Employflorida.com Workshop Help Navigating EFM	Every Friday	2:00 PM – 4:00 PM	Polk Works - Winter Haven One Stop 500 East Lake Howard Winter Haven, FL 33881
Microsoft Word 101 Workshop Basics of MS Word while constructing a Resume and downloading into Employ Florida	Last Thursday of each month	3:00 PM – 5:00 PM	Polk Works - Lakeland Satellite 997 E. Memorial Blvd. Suite 103 Lakeland, FL 33801 Polk Works - Winter Haven One Stop 500 East Lake Howard Winter Haven, FL 33881
Fresh Start: Stop the Revolving Door - Ex-Offender Workshop How to Access Offender Resources, Restoring Voting, Job Search, Federal Bonding, Completing a Master Application	Every Fourth Friday	3:00PM to 4:00 PM	Polk Works - Lakeland One Stop 309 N. Ingraham Lakeland, FL 33801 Polk Works - Winter Haven One Stop 500 East Lake Howard Winter Haven, FL 33881

Contact a Polk Works representative for additional information:

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