

OPERATION



A.B.L.E.

OF GREATER BOSTON

Ability Based on Long Experience.

MS Office 2010 Upgrade



Beginner's Crash Course



Computer Skills
Quick Start



Customer Service



Diversity



Social Recruiting



Interviewing Skills



Developing Direct Reports



The Power of
Feedback



Presentation Skills



Building Strong
Relationships



Employer Services

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Course Catalog

ABLE *Workforce Training*

...Building Skills
for Today's Worker

Excellence... Experience... Education



www.operationable.net

ABLE Workforce Training

Mission

To provide employers with high quality and competitively priced employee training programs that enhance worker productivity and optimize organizational effectiveness.

Core Values

ABLE Workforce Training is based on a set of core beliefs that guide all training engagements:

- **Excellence** – providing training programs that apply industry best practices
- **Experience** – serving as a leading training provider for more than three decades
- **Education** – advancing workers’ skills and knowledge; helping employers become more competitive and profitable

Operation A.B.L.E. has been training adult learners since 1982. It’s what we do, and we’re good at it.

ABLE Workforce Training extends that expertise to the employer community through a wide range of highly flexible skills training solutions. We work closely with our clients to create skills development programs tailored to the needs of employers and employees alike. Employers maximize the productivity, motivation, and effectiveness of their employees, while workers enhance their overall performance and employability.

Employers who pay into the Massachusetts unemployment insurance system can qualify for financial aid through the Commonwealth’s *Workforce Training Fund Program* and the Department of Industrial Accidents Safety Office. We work closely with our clients to help them make the most of these resources.

Operation A.B.L.E. is licensed by the Massachusetts Division of Professional Licensure and is approved by a number of public training funders including the SNAP Employment and Training Program, the Workforce Investment Act, the TIAA/TRADE act, and the Massachusetts Rehabilitation Commission.

On the following pages, we describe a variety of training topics. If they don’t address your particular training requirements, contact Tom McFarland at 617 542 4180 x127 or tmcfarland@operationable.net. Our training director can work with you to develop a training curriculum that meets your needs.

Taming End User Angst: Easing the Transition to MS Office 2010

The migration to MS Office 2010 is underway. Microsoft has built new features into its next generation of office productivity applications that promise unprecedented improvements in end user efficiency and organizational effectiveness. But cutting-edge software can only deliver as promised if end users know how to realize its full potential.

With Operation A.B.L.E.'s *MS Office Transition Training*, organizations can maximize return on their MS Office investment. Rather than a one-size-fits-all approach to curriculum development, we adapt our training engagements to balance the clients' overall business objectives with the skills development needs of end users.

We offer courses in each of the MS Office 2010 applications, including Word, Excel, PowerPoint, Access, and Outlook. Classes can be scheduled at Operation A.B.L.E.'s computer labs at 131 Tremont Street, Boston, or on-site in a client's own training facility.

Participants will learn to:

- Master the complexities of MS Office 2010's ribbon user interface
- Understand the logic behind the new graphic user interface by alternating documents between versions Office 2003 & Office 2007/2010
- Modify MS Word 2010 documents
- Work with spreadsheets using MS Excel 2010
- Create powerful slide presentations in MS PowerPoint 2010
- Store information in an Access database and retrieve data by sort, find, filter and query features
- Create, manage, and maintain e-mails, appointments, contacts, distribution lists, tasks, and notes in MS Outlook 2010

Participant benefits include:

- Increased effectiveness and efficiency every day with a thorough understanding of Microsoft Office applications
- Mastery of Microsoft's universally accepted software, crucial in today's business environment
- Proficiency using Microsoft Office 2010 to express ideas, solve business problems, and connect with people
- Ability to meet the challenges of the new software and work productively in a fast-moving environment

Duration: The length of each training engagement will depend on the need and number of trainees and the strategic objectives of the client.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Beginners Crash Course

Information technology has permeated the American workplace. Yet, many employers still maintain operational areas in which computer skills are not required. But as organizations discover new ways to utilize business information, they are deploying technology into previously paper-based environments, where valued and productive workers with limited computer skills must be trained to adapt to changing times.

Operation A.B.L.E.'s instructor-led *Beginners Crash Course* helps organizations ease the transition of paper-based functions into their electronic reporting environments, enabling them to capture important critical information at its source. This not only helps them successfully bridge the technology gap and speed the movement of information; it helps them enhance a valuable asset through a cost-effective training program.

We have been training adult learners since 1982, many of them users with little or no familiarity with MS Office or Windows. Yet, they excel in our classes because our trainers understand the challenges they face in learning new technology.

Participants will learn:

- The basics of MS Word to create and save documents
- How to use MS Outlook to communicate internally and move MS Word documents through the organization
- Keyboarding skills needed for maximum productivity

Participant benefits include:

- Learning from trainers familiar with the needs and challenges of adult learners
- Learning to adapt to employers' evolving data processing requirements
- Learning to create and maintain records for easy data verification
- Discovering potential for developing additional tech skills
- Enhancing "employability" enables workers to feel more confident and secure

Duration: The length of each training engagement will depend on the need and number of trainees and the strategic objectives of the client.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Quick Start: Computer Boot Camp for the Accomplished Job Seeker

[Designed specifically for career centers and job search support providers.]

Quick Start was designed for job seekers that managed to succeed in their professional lives, but are suddenly hamstrung by their lack of Microsoft Office skills. They could be accomplished college graduates, entrepreneurs, tradespeople, maintenance technicians, medical industry workers, retail professionals, plant managers, or come from any number of rich employment backgrounds.

But to return to meaningful employment, where they can bring their talents, years of experience, and unique skills to bear on resuming their careers, they need to learn the basics of MS Windows, Word, Excel, and Outlook – the computing skills required of nearly every new job applicant today – even keyboarding. From the ABLE Quick Start foundation, trainees can move on to search for jobs with greater confidence, use the Internet more effectively, and create cover letters and resumes that demonstrate proficiency in using technology.

Quick Start is an ideal training solution that can be deployed at career centers, community organizations, veterans' organizations, local chambers of commerce, union halls, or any location in which participants and members are encountering the technology hurdle on their way to meaningful employment.

Participants will learn:

- To use the Internet more effectively for job searching
- To perform the major tasks in MS Word that are required of nearly all entry level job applicants
- How to create MS Excel spreadsheets and use basic functions
- To master MS Outlook for e-mail creation and management, and developing contact lists and calendars
- How programs like Kenexa Provelt 4.0, the electronic skills testing and evaluation software for MS Office applications, are used in corporate recruitment

Participant benefits include:

- Working knowledge of the office technologies required to land most jobs today
- Confidence to apply for desired jobs requiring MS Office skills
- Solid foundation on which to build MS Office proficiency

Duration: The length of each training engagement will depend on the need and number of trainees and the strategic objectives of the client.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Customer Service: The Key to Your Success

Customer service *is* the key to any organization's success. Consistent and continual training in the art of ensuring quality customer service is essential for revenue growth, cost reduction, and staff retention. This workshop can be customized to address specific organizational objectives to reinforce and improve existing customer satisfaction procedures. Utilizing concrete service scenarios and role playing, attendees will learn skills and techniques that enable them to transform the "easy talk" of great customer service into action and results.

Participants will learn how to:

- Build sales, increase repeat business, and establish a positive reputation through quality customer service
- Implement standards and systems to insure consistent quality customer service and eliminate service barriers
- Anticipate the needs and expectations of the internal and external customer.
- Optimize technology as a service tool
- Implement continuous improvement in service by utilizing lessons learned from customer complaints and negative feedback

Participant benefits include:

- Checklist for assessing staff's ability to provide quality customer service
- Framework for ensuring that customer service standards are being met
- Methods for measuring customer satisfaction
- Strategies for successful complaint resolution and handling difficult customers

Duration: 4 hours minimum. Actual workshop duration can be adjusted upward based on employer's training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Toward Cultural-Competent Client Services

The ability to bridge cultural gaps is an essential skill for volunteers and staff of today's multi-cultural organizations. This workshop expands participants' understanding of multiple forms of diversity and assists them in communicating with people whose backgrounds may be different from their own.

Through the use of the Three Lens Model, participants begin to examine some of their own biases, values and behaviors so they can become more inclusive and responsive to the service needs of their clients.

Using a variety of experiential learning methods including self-assessment, exercises, discussion, and case studies, participants explore multiple dimensions of diversity. This workshop can help participants improve the quality of their interactions with clients and peers in the communities they serve and lead to better client service outcomes.

Participants will learn how to:

- Broaden their understanding of intercultural interactions with clients
- Recognize multiple dimensions of diversity
- Address the impact of assumptions and values in delivering services to a multi-cultural client population
- Use a cultural lens to understand and respond to clients
- Apply this knowledge to representative volunteer and staff encounters

Participant benefits include:

- Recognition of communication filters that may block understanding
- Experiential basis to better understand their client population
- Increased sensitivity to multiple cultural perspectives
- Enhanced ability to serve the unique needs of different cultural groups
- Framework to make sense of a variety of cultural differences

Duration: 3 hours minimum. Actual workshop duration can be adjusted upward based on employer's training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

The emphasis in this program is Cultural Diversity. We have other versions that address Generational Differences, Gay/Straight concerns, and Interrupting Racism.

Social Recruiting: Leveraging Social Media

Social Recruiting, or the use of social media to recruit new talent, is gaining popularity among human resource professionals. In 2011, 89% of U.S. companies used social networks to recruit new talent. Why? Because 84% of jobseekers are 'hanging out' on these platforms, to the tune of 14.4 million new hires as a result.*

In this workshop, HR professionals will learn how to leverage and integrate the leading social networking platforms into their recruitment strategies for maximum return on investment.

Participants will gain insight into using these platforms to reduce cost-per-hire, increase referrals, mine for "passive candidates," and vet prospective candidates.

They will learn the following:

- The best social media platform(s) for the situation at hand
- How to use each platform for the desired outcome
- How to vet candidates through social media and the examination of the online reputation checklist
- Address job seeker expectations and increase employer transparency

Participant benefits include:

- Understanding of where to begin
- Expanded reach beyond personal networks
- Access to qualified passive candidates
- Increased response rates rather than traditional cold calling and emailing
- Incorporates 'Best Practices' to showcase your employment brand

Downloadable extras:

- *The Essential Guide To Developing A Social Recruiting Strategy*
- INFOGRAPHIC: *How Recruiters Screen Candidates Using Social Media*

Duration: Actual workshop duration can be adjusted upward based on employer's training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

*Jobvite's Social Recruiting Survey 2011

<http://recruiting.jobvite.com/resources/social-recruiting-survey.php>

Interviewing for Success

Selecting a new employee from an applicant pool can be a challenging task for new and experienced supervisors. Making that important choice requires an understanding of the requirements of the open position and the ability to determine a candidate's capability to perform job responsibilities successfully. This 3.5-hour workshop focuses on specific interviewing tips and techniques that will enhance the interviewer's ability to make sound hiring decisions.

Through brief lectures, group discussions, and skill practices based on actual job openings, participants will learn how to do the following:

- Identify three distinct stages of every interview—planning, conducting, and evaluating
- Review job analysis tools—how to analyze job openings in terms of identifying critical tasks, skills and abilities
- Practice question development—how to create and use interview questions (e.g., open, closed, probing, competency-based)
- Identify communication tips for keeping the interview on track
- Create an action plan for the next interview

Participant benefits include:

- An interview framework that can be applied to any job opening
- Competency-based questions that relate specifically to an open position
- Checklists for each phase of the interview: beginning, middle, and close

Duration: 3.5 hours minimum. Actual workshop duration can be adjusted upward based on employer's training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Developing Your Direct Reports

For new and experienced supervisors one of the most challenging areas is how to help direct reports develop and grow in their current jobs. This workshop explores how to help your direct reports grow their skills and increase their contribution to the organization.

Participants will learn how to do the following:

- Understand the differences in what drives individual employee performance
- Recognize the role of the supervisor, the employee, and the organization in the development process
- Connect the individual's development interests with department and organizational needs
- Create a climate of two-way communication to identify specific on-the-job development opportunities

Participant benefits include:

- Framework to initiate and conduct a development discussion
- Tips for identifying "low cost/no cost" on-the-job development activities

Duration: 3.5 hours minimum. Actual workshop duration can be adjusted upward based on employer's training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

The Power of Feedback: Positive and Constructive

Communication is an essential part of every job. As a supervisor, how certain are you that your message is heard and understood in the way you intended? Remove any doubt by strengthening your feedback skills. This interactive session focuses on specific tips to help you work toward clearer messages.

Participants will learn how to do the following:

- Identify characteristics, benefits and potential risks of providing on-the-job feedback
- Deliver effective feedback by using a five-question model to prepare for the conversation
- Understand the other party's point of view and anticipate reactions
- Apply workshop principles to their scenarios

Participant benefits include:

- An outline for structuring any feedback conversation
- Checklist for preparing, conducting, and following up on a feedback discussion

Duration: 3.5 hours minimum. Actual workshop duration can be adjusted upward based on employer's training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Presentation Skills: Beyond the Basics

What makes a presentation memorable? Is it the captivating content? The dynamic delivery? Are strong speakers the only ones with a “natural ability” to get ideas across?

Today, presenting information is part of everyone's job description, whether in a one-on-one conversation, a team meeting, or discussions with internal or external customers.

Students will learn seven methods used by professional speakers to move presentations from routine to memorable.

Participants will learn how to:

- Include the four major components of an effective presentation: audience, speaker, content and environment in every presentation
- Identify and organize a presentation's key theme and supporting ideas
- Apply a three-step presentation model: "plan, deliver, evaluate" to a current presentation.
- Sound spontaneous using a structured approach

Participant benefits include:

- Presentation outline that can be customized for any audience
- Framework for writing strong presentation openings and closings
- Non-verbal and vocal delivery tips

Duration: 3.5 hours minimum. Actual workshop duration can be adjusted upward based on employer’s training requirements.

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Communication and Relationship Building Skills

Research shows that 85% of a person's success depends on *relational skills*: the ability to know people and interact with them. Interpersonal skills are increasingly critical because of five factors of growing importance in most organizations today: technology, time, intensity, diversity, and liability. This program's objective is to raise awareness about how to build good relationships through effective communication.

Participants will learn how to:

- Define their communication competence
- Use the Johari Window to improve understanding between individuals
- Use both verbal and non-verbal communication in team/group settings
- Deal with conflict through negotiation
- Use influence skills to settle differences of opinion
- Understand the impact that building trust can have on human interaction

Participant benefits include:

- Stronger customer service/relations skills
- Proficiency in dealing with difficult situations
- Better understanding of the dynamics of human interaction

Duration: 6-Hour Seminar (1 Day).

Cost: Operation A.B.L.E. will develop a training proposal based on the specific requirements of the organization and the trainees.

Additional Employer Services

In addition to our particular expertise in training adult learners in a wide range of hard and soft skills subjects, we also provide a variety of other useful services that help employers effectively and creatively meet the challenges of managing a diverse and multi-faceted workforce.

No-Cost Online Job Posting Service – Employers can post job openings free of charge on Operation A.B.L.E.'s online job board to recruit new hires from the highly skilled, experienced, and dedicated mature job seekers that visit our web site daily.

- **Internships** – Operation A.B.L.E. works closely with employers to arrange internships for our highly skilled training program graduates, as well as for qualified mature job seekers in need of current work experience. As the intern benefits from valuable on-the-job experience, the employer gets to try out new talent at no cost while evaluating the intern's prospects for permanent employment.

Outplacement Services:

Group Outplacement: When companies close, Operation A.B.L.E. can help your downsized employees transition more easily to other work opportunities. Topics covered in class include creating a resume, creating a cover letter, applying on line, using social media to find work, effective interviewing tips and negotiating the offer. A minimum of two days is needed to cover all topics.

Individual Outplacement: Operation A.B.L.E. can also assist downsized individuals who need help transitioning into a new job. Downsized employees would meet with a career counselor to assist them in finding new opportunities and to cover the essentials of job search including: resume writing, cover letters, applying on line, effective interviewing techniques, using social media to help with the job search, negotiating the job offer and much more.

Temp Services:

Operation A.B.L.E. can help employers meet their temporary employment needs by identifying the right candidate for a project or job and putting them on ABLE's payroll while the employer determines if s/he is the right fit for the company. We will work out a mutually acceptable fee for this candidate(s) that will be very competitively priced.

Career/Employment/Performance/Retirement Counseling:

Operation A.B.L.E. can provide counseling for incumbent workers at your company. For some employees, they need assistance learning how to navigate your company's system for getting promoted or what skills are needed to be eligible for the next higher job. For others, they need assistance with job performance. Often, if we can intercede early enough, we can turn poor performance around and make the employee's job performance much more acceptable. For still others, they need assistance in winding down their careers but they don't want to retire completely. We can work with potential retirees and management to design a retirement plan that is a win-win—good for the company and good for the individual.