

FREE CAREER WORKSHOPS AT THE CHICAGOLAND RETAIL SECTOR CENTER!

Join the conversation: #Reimagine Retail

For more information please visit [corporate.walmart.com/opportunity](http://corporate.walmart.com/opportunity).

**Orientation:** The Retail Sector Center orientation will provide information about the Walmart Foundation/Chicago Cook Workforce initiative, educational and training opportunities in the retail industry, program eligibility, intake process, initial skills assessment requirements, and Workforce Innovative Opportunity Act (WIOA). During orientation, attendees will meet with Career Coaches to explore career options and develop career plans, including enrollment in relevant workshops and training sessions, based on their skills assessment and interests.

**Conducting an Effective Job Search:** This workshop assists job seekers in conducting effective and efficient job searches. Participants will learn how to research specific employers and job opportunities in the retail industry. In addition, job seekers learn how to use computer databases to find job leads. Topics include: Planning and Targeting the Search, Researching the Company, Telephone Checking, Following Up, and Networking.

**Interviewing Techniques:** This workshop will help job seekers understand how to present their resume and project a professional image during a job interview. Participants will learn responses to typical interview questions and techniques for handling difficult questions and situations. Job seekers also learn how to ask the interviewer questions that create positive impressions.

**LinkedIn for Beginners:** Job seekers will learn how to create a LinkedIn account and build a professional profile. Participants will learn about the basic features of LinkedIn to expand their professional networking opportunities. Job seekers will also learn tips on how to utilize privacy settings on social networking sites to ensure a successful job search.

**Time Management:** This workshop is for participants who are seeking an introduction to the time management skills needed to properly balance personal and professional time commitments. Participants will learn the basics of list-making, organization, time blocking, and how to identify problem areas with their own workflows to improve their productivity and enhance their work performance and manage personal commitments.

**Resume 101:** This workshop is for participants without a resume or have an electronic version in any format besides MS Word. Participants will learn how to create or re-format their resume in MS Word and then highlight their skills that retail employers want to see. This workshop will introduce participants to multiple formats, templates, and the do's and don'ts of developing a resume. Participants will also learn the elements of a good cover letter.

**Resume 102:** This is an appointment only, one-on-one opportunity for participants to make final modifications and polishes to resumes that are already in good working order, properly formatted and edited. Participants must have a completed resume in MS Word, and have received approval from the instructor to participate in Resume 102.

Funding for this initiative is part of a \$10.9 million grant the Walmart Foundation made to The Chicago Cook Workforce Partnership. The two-year grant program is the largest investment to date as part of Walmart and the Walmart Foundation's Opportunity initiative, which aims to increase the economic mobility of workers in retail and adjacent sectors by working with nonprofits, educational institutions and government agencies to make it easier for frontline workers to move into roles with more responsibility. Requests for services, aids, and/or alternative formats must be made in advance by calling 312-281-7925.

TTY users, please call 1-773-975-5846.

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**Basic Financial Literacy Workshop:** This workshop is for participants seeking to enhance their financial knowledge to enable them to accomplish their personal goals. Participants will take a brief financial literacy survey before starting topics addressing basic budgeting, how to pay your bills, understanding employment tax forms, understanding your credit and protecting your financial information online. Students looking for more advanced help will be able to schedule one on one assistance with the workshop leader.

**Customer Service and Sales Certification:** This comprehensive and intensive training program prepares customers to take the Customer Service and Sale Certification test offered by the National Retail Federation. Students will also work with instructors to create an updated resume consistent with their training certifications and aimed at helping them procure employment in the hospitality and retail industries.

**Hospitality Training Certificate:** This week-long program utilizes materials from the American Lodging Association to train students in the areas of Guest Services, Careers and Professionalism, and Safety and Security, to prepare them for their introductory positions in the hospitality industry, with a focus on lodging and tourism. Students will also work with instructors to create an updated resume consistent with their training certifications and aimed at helping them procure employment in the hospitality and retail industries.

**ServSafe Food Handler Certification:** The ServSafe Food Handler Training Course is a week-long course that will teach participants all aspects of food handling, including, Basic Food Safety, Personal Hygiene, Cross-Contamination & Allergens, Time & Temperature, and Cleaning & Sanitation. The course uses direct-instruction styles, with enhanced assessments to fully prepare students for the Illinois Food Handler Licensing Exam. Students will take the required Illinois Food Handler Licensing Exam and receive their certification on-site at the Sector Center. Students will also work with instructors to create an updated resume consistent with their training certifications and aimed at helping them procure employment in the hospitality and retail industries.

**Retail Industry Fundamentals Certification:** The Retail Industry Fundamentals credential helps train and advance both entry-level retail associates and first-time job seekers. It is an industry-led and validated program that focuses on five core areas: Basic work fundamentals, the business of retail, customer focus, getting and keeping jobs in retail, and selling. Students will also work with instructors to create an updated resume consistent with their training certifications and aimed at helping them procure employment in the hospitality and retail industries.

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**Career Empowerment Group (CEG):** The CEG is a weekly job support meeting run by our Business Services Representatives that will provide the job seeker with tangible advice, strategies, and resources that will help assist with the job search. Every week we will examine a new topic relevant to the job search process, including but not limited to, Job Readiness, Employer Expectations, Interviewing Mistakes, Dressing for Success, Job Hunting Resources and Job v. Career

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