

# BEST

Basic Employability Skills Training



In partnership with



## Kansas BEST courses offer training in:

- Customer service skills
- Ethics in the workplace
- Punctuality and dependability
- Appearance
- Positive attitudes
- Communication skills
- Conflict Resolution

## Successful participants receive:

- A certificate of completion
- Recognition by area employers
- An edge over other job seekers

## To participate, contact:

Tanya Paul at (785) 762-8870

Junction City Workforce Center  
1012 A W 6<sup>th</sup> Street  
Junction City, KS 66441

## Pre-registration is Required



## PRE-REGISTRATION REQUIRED

### MAY CLASSES

#### **Power of a Positive Attitude**

*Self-esteem/tolerance for other points of view*

Wednesday, May 2, 2012

9:30 – 11:00

#### **Customer Service/Working with the Public**

*Internal and external customers, phone and face-to-face communication techniques,*

*dealing with angry customers*

Wednesday, May 9, 2012

9:30 – 11:00

#### **Ethics in the Workplace**

*Employee sabotage, personal and company values*

Wednesday, May 16, 2012

9:30 – 11:00

#### **Keeping Your Job**

*Time management, working independently and in teams, office etiquette, and workplace laws*

Wednesday, May 23, 2012

9:30 – 11:00



If you are in need of special accommodations, submit your request at least five (5) business days in advance of the event. Please allow 10 days for a sign language interpreter.

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