

BUSINESS CAREERS TRAINING CENTER

Program Overview

Goodwill created the Business Careers Training Program to train and coach individuals with barriers to employment in the skills necessary to obtain and retain employment in administrative support positions. Training components reflect employer expectations, interpersonal skills and practical work activities. Office simulations and workstations are incorporated to prepare trainees for future employment.

Goodwill offers customized training, based on an individual's personal skills, abilities and experience.

This one-on-one instruction includes:

Computer Literacy Skills

- Windows
- Word
- Excel
- Outlook
- PowerPoint

Office Management Skills

- Document Preparation
- Records Management
- 10-key Calculator
- Customer Service
- Data Entry
- Phone Etiquette
- Machine Transcription
- Financial Skills
- Record Keeping
- Bookkeeping/Accounting
- Medical Office

The Business Careers Training Program is supported by knowledgeable, volunteer professionals who comprise a Business Advisory Council (BAC). The BAC and other businesses in the community are instrumental in shaping the training that prepares participants for successful employment.

This is an open-entry, open-exit program, averaging three months in length, depending upon the individual's goals, past-related experience, and progress during the course of study.

As with all Goodwill training programs, job placement and retention are key elements of success. Every participant receives training in resume, interviewing and job search preparation.

Participant Eligibility

- 17 years of age or older
- Documented disability or barrier to employment
- Overall academic requirement of seventh grade in reading recognition, comprehension and math are recommended
- Pertinent background or referral information (i.e., medical, psychological, individual plan, voucher, authorization)
- Funding approval for programming

How to Make a Referral

Individuals may contact Goodwill's Human Services Department directly.

Agencies, non-profit organizations, or other social service providers may contact Goodwill on behalf of their clients or refer them directly to the Human Services Department at Goodwill.

For More Information Contact

Goodwill Industries of Southeastern Wisconsin, Inc.

James O. Wright Center

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