

Curriculum Outlines

UNIT: INTRODUCTION TO CAREER READY 101

Lesson: About this Course

- Introduction to Career Ready 101
- What is Career Readiness?
- The National Career Readiness Certificate™

UNIT: FINDING YOUR CAREER

Subject: Creating Your Career Goals

Lesson: Career Clusters

- Introduction to Career Clusters
- The 16 Career Clusters Part 1
- The 16 Career Clusters Part 2
- Career Clusters Interest Survey

Lesson: Exploring Careers

- Introduction to Exploring Careers
- The O*Net Interest Profiler
- Using O*Net Online
- Search WorkKeys® Job Profiles

Subject: Financial Awareness

Lesson: Checking and Savings Accounts

- Introduction to Checking and Savings Accounts
- Checking Account Basics
- Managing a Checking Account
- Managing a Savings Account
- Online Banking

Lesson: Budgeting

- Introduction to Budgeting
- Calculating Household Income
- Creating a Budget
- Managing Your Budget
- Spending and Saving

Lesson: Credit Cards and Loans

- Introduction to Credit Cards and Loans
- Credit Basics
- Understanding Credit Cards
- Understanding Loans
- Managing Your Credit
- Repairing Your Credit

Lesson: Insurance

- Introduction to Insurance
- Automobile Insurance
- Homeowner's and Renter's Insurance
- Health Insurance
- Life Insurance

Lesson: Financial Planning and Investing

- Introduction to Financial Planning
- Creating a Financial Plan
- Understanding Savings Accounts
- Investing Basics
- Understanding Investments
- Saving and Investing for Retirement

UNIT: FINDING YOUR CAREER *continued*

Subject: Preparing for Your Career

Lesson: Writing a Resume

- Introduction to Resumes
- Resume Formats
- Resume Design and Layout
- Resume Sections

Lesson: Job Search Strategies

- Introduction to Job Search
- Planning Your Job Search
- Public/Private Career Resources
- Online Job Search
- Career Networking
- Other Job Search Strategies

Lesson: Applying for a Job

- Introduction to Job Applications
- Application Types
- Application Steps
- Application Sections
- Application Supporting Documents

Lesson: Interviewing Strategies

- Introduction to Interviewing
- Interviewing Types
- Preparing for an Interview
- During an Interview
- After an Interview
- Interviewing Practice

Subject: Real-World Experience

Lesson: Job Shadowing

- Introduction to Job Shadowing
- Preparing for Job Shadowing
- During Job Shadowing
- After Job Shadowing

Lesson: Mentoring

- Introduction to Mentoring
- Preparing for Mentoring
- The Mentoring Process
- Learning Outcomes

Lesson: Guest Speakers

- Introduction
- Benefits of a Guest Speaker
- Characteristics of a Great Speaker
- Preparing for a Guest Speaker
- Learning Outcomes

Lesson: Career Ladders

- Introduction
 - Preparing for a Career Ladder
 - Identifying Skill Requirements
 - Advancing in a Career Ladder
 - Learning Outcomes
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UNIT: WORKPLACE SKILLS

Reading for Information Outline

Program Introduction

Reading for Information WorkKeys Introduction

Pretest

Level 1

Introduction
Recognizing Sound and Words
Visual Comprehension
Sequencing Skills
Alphabetical Ordering
Spelling
Vocabulary
Quiz

Level 2

Introduction
Identifying Sent. Parts – Nouns
Identifying Sent. Parts – Verbs
Word Forms
Following Directions
Common Abbreviations
Personal Information
Text Comprehension
Quiz

Program Introduction

Applied Mathematics WorkKeys Introduction

Calculator Review

Pretest

Level 1

Introduction
Counting
Numbers and Sequences
Addition
Subtraction
Multiplication
Division
Quiz

Level 2

Introduction
Word Problems
Money
Time
Measurement
Fractions & Decimals
Calculator
Quiz

Level 3

Introduction
Word Meanings
Finding Information & Details
Following Directions
Using Headings & Titles
Making Connections
Topics & Main Ideas
Quiz

Level 4

Introduction
Words in Context
Word Part Clues
Information in Paragraphs
Reading for Details
Making Inferences
Reading Procedures
Cause and Effect
Quiz

Applied Mathematics Outline

Level 3

Introduction
Rounding & Estimating
Quantity
Handling Money
Telling Time
Measurement
Fractions, Decimals & Percentages
Positive & Negative Numbers
Quiz

Level 4

Introduction
Money, Time & Quantity
Fractions & Decimals
Percentages
Measurement
Averages
Proportions & Ratios
Diagrams & Graphics
Quiz

Level 5

Introduction
Fractions & Decimals
Percentages

Level 5

Introduction
Technical Terms & Jargon
Interpreting Information
Understanding Acronyms
Multiple Word Meanings
Applying Instructions
Quiz

Level 6

Introduction
Implied Details
Understanding Jargon
Meaning from Context
Complex Information
Main Principles
Author's Reasons
Quiz

Level 7

Introduction
Word Definitions
Legal Documents
Applying Principles
Drawing Conclusions
Quiz

Measurement
Perimeter & Area
Production Rates
Best Deals
Quiz

Level 6

Introduction
Problem Solving
Multiple Step Problems
Fractions & Decimals
Percentages
Area & Volume
Rates
Best Deals
Quiz

Level 7

Introduction
Multiple Steps
Volume & Area
Ratios & Proportions
Best Deals
Multiple Unknowns
Troubleshooting
Nonlinear Functions

UNIT: WORKPLACE SKILLS *continued*

Locating Information Outline

Program Introduction

Locating Information

WorkKeys Introduction

Pretest

Level 1

Introduction
Graph Words
Graph Symbols
Putting Things in Order
Basic Graphs
Following Directions
Reading Graphs
Quiz

Level 2

Introduction
The Order of Graphs
Types of Graphs
Tools Used in Graphs
Creating Graphs
Using Different Graphs
The Purpose of Graphs
Quiz

Level 3

Introduction
Pie Charts
Bar Graphs
Line Graphs
Tables & Forms
Maps & Plans
Diagrams
Gauges
Quiz

Level 4

Introduction
Pie Charts
Bar Graphs
Line Graphs
Tables & Forms
Maps & Plans
Diagrams
Gauges & Dials
Quiz

Level 5

Introduction
Complex Graphics
Finding Details
Multiple Documents
Extracting Data
Identifying Trends
Quiz

Level 6

Introduction
Drawing Conclusions
Using Criteria
Data Relationships
Quiz

Applied Technology Outline - Introduction

Program Introduction

Applied Technology WorkKeys Introduction

Problem Solving Strategies

What is Problem Solving?
Problem Solving Methods
Identify the Problem
Gather Data
Make a Plan

Execute the Plan
Evaluate the Results
Compartmentalizing
Common Concepts
Other Problem-Solving Models

Applied Technology Outline – Electricity

Electricity Pretest

Up to Level 3

Introduction
Voltage & Current
Resistors
Circuits & Switches
Capacitors
Inductors
Series & Parallel Circuits
Circuit Breakers
Multimeters
Troubleshooting Circuits
Quiz

Level 4

Introduction
Magnets & Electricity
Alternating & 3 Phase Current
Transformers
Motors & Generators
Ohm's Law
Grounding & GFCI's
Lighting Types
Relays & Solenoids
Troubleshooting Exercises
Quiz

Level 5

Introduction
Digital Circuits
Computers
Information Storage Devices
Printers
Photocopying
Troubleshooting Exercises
Quiz

Level 6

Introduction
Thermocouples & Thermostats
Analog / Digital Converters
Electronic Scales
Light Sensors & Emitters
Solar Cells
Troubleshooting Exercises
Quiz

UNIT: WORKPLACE SKILLS *continued***Applied Technology Outline – Mechanics****Mechanics Pretest****Up to Level 3**

Introduction
Force & Pressure
Friction & Inertia
Planes & Levers
Torque and Gears
Wheels and Pulleys
Springs
Troubleshooting Exercises
Quiz

Level 4

Introduction
Screws
Acceleration
Rotation
Center of Gravity
Troubleshooting Exercises
Quiz

Level 5

Introduction
Bearings
Lubrication
Conveyors
Sound and Vibration
Troubleshooting Exercises
Quiz

Level 6

Introduction
Gas Engines
Alternative Power
Hybrid Engines
Troubleshooting Exercises
Quiz

Applied Technology Outline – Thermodynamics**Thermodynamics Pretest****Up to Level 3**

Introduction
Temperature & Heat
Conduction
Thermal Expansion
Convection
Radiation
Troubleshooting Exercises
Quiz

Level 4

Introduction
Melting & Freezing
Evaporation and Condensation
Boiling
Refrigeration
Troubleshooting Exercises
Quiz

Level 5

Introduction
Heat Exchangers
Ovens & Furnaces
Boilers
Troubleshooting Exercises
Quiz

Level 6

Introduction
Cooling Towers
Solar Heating Systems
Troubleshooting Exercises
Quiz

Applied Technology Outline - Fluids**Fluids Pretest****Up to Level 3**

Introduction
Pressure & Flow
Flotation
Pipes & Valves
Pumps
Troubleshooting Exercises
Quiz

Level 4

Introduction
Gases and Pressure
Vacuum
Compression Heating
Troubleshooting Exercises
Quiz

Level 5

Introduction
Piping Problems
Flow Measurement Devices
Mixing & Turbulence
Troubleshooting Exercises
Quiz

Level 6

Introduction
Hydraulic Cylinders
Piping Systems
Troubleshooting Exercises
Quiz

UNIT: WORKPLACE SKILLS *continued*

Listening Outline

Program Introduction

Listening WorkKeys Introduction

Pretest

Level 1

Introduction
Preparing to Listen
Listening for Information
Following Directions
Listening for Understanding
Quiz

Level 2

Introduction
Following Directions
Getting the Details
Organizing What You Hear
Quiz

Level 3

Introduction
Listening for Details
Predicting Outcome
Signal Words
Literal Comprehension
Quiz

Level 4

Introduction
Listening for Details
Interpretation
Following Directions
Listening Challenges
Quiz

Level 5

Introduction
Complete Details
Following Directions
Critical Listening
Verbal vs Nonverbal
Interpretation
Quiz

Listening for Understanding Outline

Program Introduction

Listening for Understanding WorkKeys Introduction

Pretest

Level 1

Introduction
Preparing to Listen
Main Ideas and Details
Following Instructions
Practice Exercises
Quiz

Level 2

Introduction
Main Ideas and Details
Word Meaning
Following Instructions
Listening for Order and Time
Practice Exercises
Quiz

Level 3

Introduction
Main Ideas and Details
Word Meaning from Context
Complex Instructions
Sequence & Time Relationships
Practice Exercises
Quiz

Level 4

Introduction
Following Indirect Instructions
Making Inferences
Understanding Cause & Effect
Timelines and Sequence
Practice Exercises
Quiz

Level 5

Introduction
Jargon and Word Meaning
Making Inferences
Understanding Reasons & Ideas
Complex Instructions
Practice Exercises
Quiz

UNIT: WORKPLACE SKILLS *continued*

Writing Outline

Program Introduction

Writing WorkKeys Introduction

Pretest

Level 1

Introduction
Sentence Structure
Nouns
Verbs
Punctuation
Spelling
Organization
Writing Exercises
Practice Problems
Quiz

Level 2

Introduction
Sentence Structure
Describing Words
Punctuation and Spelling
Organization
Writing Practice
Writing Exercises
Practice Problems
Quiz

Level 3

Introduction
Sentence Structure
Nouns and Verbs
Punctuation
Organization
Writing Exercises
Practice Problems
Quiz

Level 4

Introduction
Grammar and Punctuation
Vocabulary
Organization
Writing Techniques
Writing Exercises
Practice Problems
Quiz

Level 5

Introduction
Sentence Structure
Parts of Speech
Describing Words
Punctuation and Capitalization
Organization
Proofreading
Writing Exercises
Practice Problems
Quiz

Business Writing Outline

Program Introduction

Business Writing WorkKeys Introduction

Pretest

Level 1

Introduction
Sentence Structure
Nouns
Verbs
Punctuation
Spelling
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems
Quiz

Level 2

Introduction
Sentence Structure
Describing Words
Punctuation and Spelling
Organization
Writing Practice
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems
Quiz

Level 3

Introduction
Sentence Structure
Nouns and Verbs
Punctuation
Organization
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems
Quiz

Level 4

Introduction
Grammar and Punctuation
Vocabulary
Organization
Developing Ideas
Organizing Ideas
Writing Style
Writing Exercises
Practice Problems
Quiz

Level 5

Introduction
Sentence Structure
Parts of Speech
Describing Words
Punctuation
Organization
Proofreading
Persuasive Writing I
Persuasive Writing II
Writing Exercises
Practice Problems
Quiz

UNIT: WORKPLACE SKILLS *continued*

Observation Outline

Program Introduction

Observation WorkKeys Introduction

Pretest

Up to Level 3

Introduction
Memory Skills
Recognizing Main Ideas
Visualization
Overcoming Obstacles
Observation Exercises
Quiz

Level 4

Introduction
Paying Attention to Details
How Parts Relate to the Whole
Memory Skills
Sequencing Skills
Observation Exercises
Quiz

Level 5

Introduction
Determining Context
Observation Style
Memory Skills
Sustaining Attention
Observation Exercises
Quiz

Level 6

Introduction
Getting Details Without Distractions
Integrating Information
Memory Skills
Cause-Effect Relationships
Observation Exercises
Quiz

Workplace Observation

Program Introduction

WorkKeys Workplace Observation Introduction

PreTest

Level 1

Introduction
Preparing to Observe
Memory and Visualization
Recognizing Main Ideas
Procedure Steps
Quiz

Level 2

Introduction
Paying Attention to Details
Memory Skills
Sequencing Skills
Conditions in Procedures
Workplace Observation Exercises
Quiz

Level 3

Introduction
Details and Differences
Multiple Conditions
Memory Skills
Workplace Observation Exercises
Quiz

Level 4

Introduction
Underlying Principles
Cause-Effect Relationships
Complex Procedures
Drawing Conclusions
Workplace Observation Exercises
Quiz

Level 5

Introduction
Details, Differences & Distractions
Evaluating Processes
Predicting Outcomes
Observation Exercises
Quiz

UNIT: WORKPLACE SKILLS *continued*

Teamwork Outline

Program Introduction

**Teamwork WorkKeys
Introduction**

Pretest

Up to Level 3

Introduction
Goal Recognition
Recognizing Workplace Goals
Team Goals
Problem Identification
Perseverance
Membership
Positive Attitude
Trust and Dependability
Quiz

Level 4

Introduction
Prioritization
Creative Thinking
Commitment to Quality
Customer Sensitivity
Respect
Appreciate Diversity
Quiz

Level 5

Introduction
Decision Making
Delegation
Leadership
Empowerment
Initiative
Assertiveness
Quiz

Level 6

Introduction
Structuring and Planning
Goal Creation and Revision
Integration/Synthesis
Role Flexibility
Conflict Resolution
Cohesiveness
Quiz



UNIT: CAREER SKILLS

THE JOB SEARCH

Finding the Right Job

1. Locating Jobs
2. Networking
3. Job Shopping On Line
4. Building a Job Search Web Site
5. Getting Results at Job Fairs
6. Using Employment Agencies
7. Searching the Classified Ads
8. Creating Your Own Position
9. Landing an Internship
10. Staying Motivated to Search

Effective Resumes

11. Things to Include in a Resume
12. Locating Needed Information
13. Selling Yourself in a Resume
14. Terms to Use in a Resume
15. Matching Talents to Employers
16. Describing Your Job Strengths
17. Organizing Your Resume
18. Writing an Electronic Resume
19. Dressing Up Your Resume
20. Using a Resume Successfully

The Application Process

21. Completing a Job Application
22. Types of Information for an Application
23. Reasons Companies Use Applications
24. Developing Job-Related Information
25. Assuring Accuracy of Information
26. Writing a Cover Letter
27. Applying On Line
28. Applying in Person
29. Following Up on Your Application
30. Double Check on Your Application

Interviewing Skills

31. Preparing for an Interview
32. Getting an Interview Off to a Good Start
33. Questions Interviewers Ask
34. Questions Interviewers Should Not Ask
35. Questions You Should Ask in an Interview
36. Things to Include in a Career Portfolio
37. Interviewing Mistakes
38. Benefits to Ask About
39. Traits Employers Consider to Rate Candidates
40. Tips to Consider before Taking a Job

WORK HABITS

Workplace Ethics

41. Demonstrating Good Work Ethic
42. Behaving Appropriately
43. Showing Honesty
44. Playing Fair
45. Using Ethical Language
46. Showing Responsibility
47. Eliminating Harassment and Intimidation
48. Respecting Diversity
49. Developing the Habit of Truthfulness
50. Leaving a Job Ethically

Personal Characteristics

51. Demonstrate a Good Attitude
52. Gaining and Showing Respect
53. Demonstrating Responsibility
54. Showing Dependability
55. Demonstrating Courtesy
56. Showing Pride in Your Work
57. Gaining Co-Workers Trust
58. Persevering
59. Handling Criticism
60. Showing Professionalism

Employer Expectations

61. Behaviors Employers Expect
62. Behaviors Employers Find Objectionable
63. Job Success
64. Transferable Job Skills
65. Establishing Credibility
66. Demonstrating Your Skills
67. Surviving a Bad Work Environment
68. Managing Change
69. Building Work Relationships
70. Advancing Your Career

UNIT: CAREER SKILLS *continued*

COMMUNICATION SKILLS

Communicating at Work

71. Improving Communication Skills
72. Effective Oral Communication
73. Effective Written Communication
74. Effective Nonverbal Communication
75. Effective Word Use
76. Giving and Receiving Effective Feedback
77. Handling Anger
78. Dealing with Difficult Co-workers
79. Dealing with a Difficult Boss
80. Dealing with Difficult Customers

Speaking

81. Using Language Carefully
82. Showing Confidence
83. One-on-One Conversations
84. Small Group Communication
85. Large Group Communication
86. Making Speeches
87. Involving the Audience
88. Answering Questions
89. Visual and Media Aids
90. Errors in Communication

Listening

91. Reasons for Listening
92. Benefits of Listening
93. Barriers to Listening
94. Listening Strategies
95. Ways We Filter What We Hear
96. Developing a Listening Attitude
97. Show You Are Listening
98. Asking Questions
99. Obtaining Feedback
100. Getting Others to Listen

Presenting Yourself

101. Presenting Yourself: Voice
102. Presenting Yourself: Appearance
103. Presenting Yourself: Posture
104. Presenting Yourself: Attitude
105. Presenting Yourself to Associates
106. Presenting Written Documents
107. Presenting Yourself: Conflict
108. Giving Constructive Criticism
109. Receiving Criticism
110. Demonstrating Leadership

Non-Verbal Communication

111. Communicating Non-Verbally
112. Positive Non-Verbal Techniques
113. Harmful Non-Verbal Behaviors
114. Reading Body Language
115. Read Mixed Messages
116. Matching Your Verbals to Non-Verbals
117. Improving Non-Verbal Listening
118. Giving Non-Verbal Feedback
119. Showing Confidence Non-Verbally
120. Showing Assertiveness

UNIT: CAREER SKILLS *continued*

WORKPLACE EFFECTIVENESS

Time Management

121. Managing Time
122. Putting First Things First
123. Juggling Many Priorities
124. Overcoming Procrastination
125. Dealing with Information Overload
126. Organizing Workspace and Tasks
127. Staying Organized
128. Finding More Time
129. Managing Projects
130. Balancing Personal and Work Priorities

Problem Solving

131. Becoming a Problem Solver
132. Identifying a Problem
133. Becoming a Critical Thinker
134. Thinking Creatively
135. Characteristics of an Effective Risk Taker
136. Holding Yourself Accountable
137. Managing Change
138. Removing Your Barriers to Change
139. Making Change Serve You Personally
140. Dealing with Ongoing Change

Customer Service

141. Gaining Customer Trust
142. Interacting with Customers
143. Finding Out What Customers Want
144. Giving Customers What They Want
145. Keep Customers Coming Back
146. Seeing the Customer's Point of View
147. Selling Yourself and the Company
148. Handling a Customer's Complaints
149. Providing Customer Service by Telephone
150. Providing Customer Service by Internet

Teamwork

151. Teamwork Skills
152. Reasons Companies Use Teams
153. Types of Decisions Teams Make
154. Team Responsibilities
155. Problems That Affect Teams
156. Building Strong Team Communication
157. Expressing Yourself on a Team
158. Giving Constructive Criticism
159. Receiving Criticism
160. Team Problem Solving

BUSINESS ETIQUETTE

On the Job Etiquette

161. Using Good Manners
162. Introducing People
163. Language and Behavior
164. Business Casual Dress
165. Business Meal Functions
166. Behavior at Business Parties
167. Behavior at Conventions
168. International Etiquette
169. Cross-Cultural Etiquette
170. Working in a Cubicle

Person-to-Person Etiquette

171. Meeting Business Acquaintances
172. Meeting People for the First Time
173. Showing Courtesy and Politeness
174. Interacting with Your Boss
175. Interacting with Subordinates
176. Interacting with Co-Workers
177. Interacting with Suppliers
178. Ending a Lingering Visit
179. Handling Confidential Information
180. Avoiding Gossip

Telephone and E-mail Etiquette

181. Creating a Good Impression by Telephone
182. Better Telephone Conversations
183. Barriers to Telephone Conversations
184. Making and Returning Calls
185. Answering Calls and Taking Messages
186. Making Cold Calls
187. Handling Conference Calls
188. Cellular Phone Etiquette
189. Appropriate Work E-Mail
190. Mistakes of Work E-Mail

Meeting Etiquette

191. Handling Pre-Meeting Details
192. Leading a Large Meeting
193. Introducing Speakers
194. Facilitating Discussions
195. Closing a Large Meeting
196. Two-Person Meeting
197. Participating in Meetings
198. Inviting Speakers
199. Preparing Meeting Visuals
200. Attending a Videoconference

UNIT: PERSONAL SKILLS

WORK DISCIPLINE: Job Performance

Introduction to Job Performance

Job Performance: An Overview

Communicating at Work

- Introduction
- Improving Communication Skills
- Effective Oral Communication
- Effective Written Communication
- Effective Nonverbal Communication
- Effective Word Use
- Giving & Receiving Feedback
- Handling Anger
- Dealing with Difficult Co-Workers
- Dealing with a Difficult Boss
- Final Quiz

Time Management

- Introduction
- Managing Time
- Putting First Things First
- Juggling Many Priorities
- Overcoming Procrastination
- Dealing with Information Overload
- Organizing Workspace & Tasks
- Staying Organized
- Finding More Time
- Balancing Personal & Work Priorities
- Final Quiz

Problem Solving

- Introduction
- Becoming a Problem Solver
- Identifying a Problem
- Becoming a Critical Thinker
- Thinking Creatively
- Characteristics of an Effective Risk Taker
- Holding Yourself Accountable
- Managing Change
- Removing Barriers to Change
- Dealing with Ongoing Change
- Final Quiz

WORK DISC: Organizational Citizenship

Personal Characteristics

- Introduction
- Demonstrating a Good Attitude
- Gaining and Showing Respect
- Demonstrating Responsibility
- Showing Dependability
- Demonstrating Courtesy
- Gaining Co-Workers' Trust
- Persevering
- Handling Criticism
- Showing Professionalism
- Final Quiz

Presenting Yourself

- Introduction
- Presenting Yourself: Voice
- Presenting Yourself: Appearance
- Presenting Yourself: Attitude
- Presenting Yourself to Associates
- Presenting Written Documents
- Presenting Yourself: Conflict
- Giving Constructive Criticism
- Receiving Criticism
- Demonstrating Leadership
- Final Quiz

Workplace Ethics

- Introduction
- Demonstrating Good Work Ethic
- Behaving Appropriately
- Showing Honesty
- Playing Fair
- Using Ethical Language
- Showing Responsibility
- Eliminating Harassment
- Respecting Diversity
- Developing a Habit of Truthfulness
- Final Quiz

UNIT: PERSONAL SKILLS *continued*

WORK DISCIPLINE: Work Behavior

Employer Expectations

- Introduction
- Behaviors Employers Expect
- Objectionable Behaviors
- Job Success
- Transferable Job Skills
- Establishing Credibility
- Demonstrating Your Skills
- Managing Change
- Building Work Relationships
- Advancing Your Career
- Final Quiz

On-the-Job Etiquette

- Introduction
- Using Good Manners
- Introducing People
- Language and Behavior
- Business Casual Dress
- Business Meal Functions
- Behavior at Business Parties
- Behavior at Conventions
- International Etiquette
- Cross-Cultural Etiquette
- Final Quiz

Person-to-Person Etiquette

- Introduction
- Meeting Business Acquaintances
- Meeting People for the First Time
- Showing Courtesy & Politeness
- Interacting with Your Boss
- Interacting with Subordinates
- Interacting with Co-Workers
- Interacting with Suppliers
- Handling Confidential Information
- Avoiding Gossip
- Final Quiz

TEAMWORK

Working in Teams

- Introduction
- Teamwork Skills
- Reasons Companies Use Teams
- Types of Decisions Teams Make
- Team Responsibilities
- Final Quiz

Communicating in Teams

- Introduction
- Improving Communication Skills
- Effective Oral Communication
- Effective Nonverbal Communication
- Reading Body Language
- Building Strong Team Communications
- Expressing Yourself on a Team
- Final Quiz

Team Problem Solving

- Introduction
- Problems That Affect Teams
- Becoming a Problem Solver
- Identifying a Problem
- Becoming a Critical Thinker
- Giving Constructive Criticism
- Receiving Criticism
- Team Problem Solving
- Final Quiz

UNIT: PERSONAL SKILLS *continued*

CUSTOMER SERVICE

Customer Relations

- Introduction
- Demonstrating Courtesy
- Gaining Customer Trust
- Interacting with Customers
- Handling Confidential Information
- Finding Out What Customers Want
- Giving Customers What They Want
- Seeing the Customer's Point of View
- Final Quiz

Communication Skills

- Introduction
- Improving Communication Skills
- Effective Oral Communication
- Effective Word Use
- Using Language Carefully
- One-on-One Conversations
- Creating a Good Impression by Telephone
- Making and Returning Calls
- Answering Calls and Taking Messages
- Final Quiz

Service Excellence

- Introduction
- Keep Customers Coming Back
- Selling Yourself and the Company
- Dealing with Difficult Customers
- Handling a Customer's Complaints
- Providing Customer Service by Telephone
- Providing Customer Service by Internet
- Final Quiz

MANAGING OTHERS

Problem Solving

- Introduction
- Becoming a Problem Solver
- Identifying a Problem
- Becoming a Critical Thinker
- Thinking Creatively
- Characteristics of an Effective Risk Taker
- Holding Yourself Accountable
- Managing Change
- Making Change Serve You Personally
- Dealing with Ongoing Change
- Final Quiz

MANAGING OTHERS (continued)

Time Management

- Introduction
- Managing Time
- Putting First Things First
- Juggling Many Priorities
- Overcoming Procrastination
- Organizing Workspace & Tasks
- Staying Organized
- Finding More Time
- Managing Projects
- Balancing Personal & Work Priorities
- Final Quiz

Speaking

- Introduction
- Using Language Carefully
- Showing Confidence
- One-on-One Communication
- Small Group Communication
- Large Group Communication
- Making Speeches
- Answering Questions
- Visual and Media Aids
- Errors in Presentation
- Final Quiz

Listening

- Introduction
- Benefits of Listening
- Barriers to Listening
- Listening Strategies
- Ways We Filter What We Hear
- Developing a Listening Attitude
- Show You Are Listening
- Asking Questions
- Obtaining Feedback
- Getting Others to Listen
- Final Quiz

Meeting Etiquette

- Introduction
- Handling Pre-Meeting Details
- Leading a Large Meeting
- Introducing Speakers
- Facilitating Discussions
- Closing a Large Meeting
- Two-Person Meeting
- Participating in Meetings
- Preparing Meeting Visuals
- Final Quiz