

Job Ready Career Skills

Lesson Titles

The Job Search

Finding the Right Job

- Locating Jobs
- Networking
- Job Shopping On Line
- Building a Job Search Web Site
- Getting Results at Job Fairs
- Using Employment Agencies
- Searching the Classified Ads
- Creating Your Own Position
- Landing an Internship
- Staying Motivated to Search

Effective Resumes

- Things to Include in a Resume
- Locating Needed Information
- Selling Yourself in a Resume
- Terms to Use in a Resume
- Matching Talents to Employers
- Describing Your Job Strengths
- Organizing Your Resume
- Writing an Electronic Resume
- Dressing Up Your Resume
- Using a Resume Successfully

The Application Process

- Completing a Job Application
- Types of Information for an Application
- Reasons Companies Use Applications
- Developing Job-Related Information
- Assuring Accuracy of Information
- Writing a Cover Letter
- Applying On Line
- Applying in Person
- Following Up on Your Application
- Double Check on Your Application

Interviewing Skills

- Preparing for an Interview
- Getting an Interview Off to a Good Start
- Questions Interviewers Ask
- Questions Interviewers Should Not Ask
- Questions You Should Ask in an Interview
- Things to Include in a Career Portfolio
- Interviewing Mistakes
- Benefits to Ask About
- Traits Employers Consider to Rate Candidates
- Tips to Consider before Taking a Job

Work Habits

Workplace Ethics

- Demonstrating Good Work Ethic
- Behaving Appropriately
- Showing Honesty
- Playing Fair
- Using Ethical Language
- Showing Responsibility
- Eliminating Harassment and Intimidation
- Respecting Diversity
- Developing the Habit of Truthfulness
- Leaving a Job Ethically

Personal Characteristics

- Demonstrate a Good Attitude
- Gaining and Showing Respect
- Demonstrating Responsibility
- Showing Dependability
- Demonstrating Courtesy
- Showing Pride in Your Work
- Gaining Co-Workers Trust
- Persevering
- Handling Criticism
- Showing Professionalism

Employer Expectations

- Behaviors Employers Expect
- Behaviors Employers Find Objectionable
- Job Success
- Transferable Job Skills
- Establishing Credibility
- Demonstrating Your Skills
- Surviving a Bad Work Environment
- Managing Change
- Building Work Relationships
- Advancing Your Career

Business Etiquette

On the Job Etiquette

- Using Good Manners
- Introducing People
- Language and Behavior
- Business Casual Dress
- Business Meal Functions
- Behavior at Office Parties
- Behavior at Conventions
- International Etiquette
- Cross-Cultural Etiquette
- Working in a Cubicle

Person-to-Person Etiquette

- Meeting Business Acquaintances
- Meeting People for the First Time
- Showing Courtesy and Politeness
- Interacting with Your Boss
- Interacting with Subordinates
- Interacting with Co-Workers
- Interacting with Suppliers
- Ending a Lingering Visit
- Handling Confidential Information
- Avoiding Gossip

Telephone and E-mail Etiquette

- Creating a Good Impression
- Better Telephone Conversations
- Barriers to Telephone Conversations
- Making and Returning Calls
- Answering Calls and Taking Messages
- Making Cold Calls
- Handling Conference Calls
- Cellular Phone Etiquette
- Appropriate Work E-Mail
- Mistakes of Work E-Mail

Meeting Etiquette

- Handling Pre-Meeting Details
- Leading a Large Meeting
- Introducing Speakers
- Facilitating Discussions
- Closing a Large Meeting
- Two-Person Meeting
- Participating in Meetings
- Inviting Speakers
- Preparing Meeting Visuals
- Attending a Videoconference

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Workplace Effectiveness

Time Management

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

Problem Solving

- 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 Your Barriers to Change
- Making Change Serve You Personally
- Dealing with Ongoing Change

Customer Service

- Gaining Customer Trust
- Interacting with Customers
- Finding Out What Customers Want
- Giving Customers What They Want
- Keeping Customers Coming Back
- Seeing the Customer's Point of View
- Selling Yourself and the Company
- Handling a Customer's Complaints
- Providing Customer Service by Telephone
- Providing Customer Service by Internet

Teamwork

- Teamwork Skills
- Reasons Companies Use Teams
- Types of Decisions Teams Make
- Team Responsibilities
- Problems That Affect Teams
- Building Strong Team Communication
- Expressing Yourself on a Team
- Giving Constructive Criticism
- Receiving Criticism
- Team Problem Solving

Communication Skills

Communicating at Work

- Improving Communication Skills
- Effective Oral Communication
- Effective Written Communication
- Effective Nonverbal Communication
- Effective Word Use
- Giving and Receiving Effective Feedback
- Handling Anger
- Dealing with Difficult Co-workers
- Dealing with a Difficult Boss
- Dealing with Difficult Customers

Speaking

- Using Language Carefully
- Showing Confidence
- One-on-One Conversations
- Small Group Communication
- Large Group Communication
- Making Speeches
- Involving the Audience
- Answering Questions
- Visual and Media Aids
- Errors in Communication

Listening

- Reasons for Listening
- 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

Presenting Yourself

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

Non-Verbal Communication

- Communicating Non-Verbally
- Positive Non-Verbal Techniques
- Harmful Non-Verbal Behaviors
- Reading Body Language
- Read Mixed Messages
- Matching Your Verbals to Non-Verbals
- Improving Non-Verbal Listening
- Giving Non-Verbal Feedback
- Showing Confidence Non-Verbally
- Showing Assertiveness