

# Employability

<b>Catalogue Number</b>	77-3097-0000
<b>Category</b>	Employability
<b>Duration</b>	15 Hours

## Activity 1: Time-Management Techniques

Lesson Objectives

Materials Required

List of Topics

Importance of Time Management

The Pickle-Jar Analogy

Activities: The Pickle-Jar Analogy

Benefits of Time Management

Activities: Benefits of Time Management

Time Preferences

Time Wasters

Identifying Time-Wasters

Activities: Identifying Time-Wasters

Developing a Time-Management Plan

Activities: Developing a Time-Management Plan

Using a Planner

Activities: Using a Planner

Additional Activities

Additional Resources

Summary

**Group Activities**

**Group Activity: Time-Management Techniques**

**Group Activity: Identifying Time-Wasters**

**Group Activity: Generalize Your Plan – Weekend**

## **Activity 2: Personal Qualities Desirable for the Workplace**

Lesson Objectives

Materials Required

List of Topics

Desirable Personal Qualities for the Workplace

Your Personal Qualities

Personal Qualities and Professions

Additional Resources

Summary

*Group Activities*

*Group Activity: List Personal Qualities*

*Group Activity: Guest Lecture*

## **Activity 3: Interpersonal Communication**

Lesson Objectives

Materials Required

List of Topics

The Importance of Communication

Giving Instructions

Activities: Giving Instructions

Assessing Communications Strengths and Difficulties

Feedback

Additional Resources

Additional Activities

Summary

*Group Activities*

*Group Activity: Communication in the Workplace*

*Group Activity: Following Directions*

*Group Activity: Feedback*

## **Activity 4: Conflict Resolution**

Lesson Objectives  
Materials Required  
List of Topics  
Discussion  
Interpersonal Conflicts  
Resolving Interpersonal Conflicts  
Employee Handbook  
Activities: Employee Handbook  
Protocols  
Activities: Protocols  
Chain of Command  
Activities: Chain of Command  
Personal Conflicts  
Resolving Personal Conflicts  
Additional Resources  
Summary

### ***Group Activities***

***Group Activity: Resolving Interpersonal Conflicts***

***Group Activity: Protocols***

***Group Activity: Personal Conflicts***

***Group Activity: Resolving Personal Conflicts***

***Group Activity: Personal Conflict Resolution Plan***

## **Activity 5: Teamwork**

Lesson Objectives  
Materials Required  
List of Topics  
Importance of Teamwork  
Key Traits of Successful Work Teams  
How Teams Work  
Activities: How Teams Work  
Additional Resources

Additional Individual Activities

Summary

*Group Activities*

*Group Activity: Importance of Teamwork*

*Group Activity: Passing Balls*

*Group Activity: Lowering a Hoop*

*Group Activity: Characteristics Needed to Work in a Team Environment*

*Group Activity: Characteristics Needed to Work in a Dispersed Team Environment*

### **Activity 6: Problem-Solving Techniques and Decision-Making Skills**

Lesson Objectives

Materials Required

List of Topics

Problem-Solving

Activities: Problem-Solving

Theories of Problem-Solving

Activities: Theories of Problem-Solving

Decision-Making

Activities: Decision-Making

Additional Resources

Summary

### **Activity 7: Proper Business and Personal Ethics**

Lesson Objectives

Materials Required

List of Topics

Defining Larceny

Scenario Evaluation

Employers' Expectations of Employees

Causes of Conflict

Professional Ethics

Additional Activities

Additional Resources

Summary

*Group Activity*

*Group Activity: Scenario Evaluation*

**Activity 8: Workplace Etiquette - Part A: Business Etiquette and E-mail Use**

Lesson Objectives

List of Topics

Business Etiquette – Introduction

Punctuality

Business Cards

Activity: Business Cards

Other Topics

Activity: Other Topics

Computer Etiquette – Introduction

Writing E-mail

Quick and Dirty

Convenient

Be Brief

Use an Appropriate Subject heading

Threads

Copied Message Body

Use URGENT Sparingly

Recipient List

Formatting

Attachments

Smilies, Emoticons, and Emojis

Other Text Tricks

Signature

E-mail Accounts

Activity: Business Writing (Brevity)

Activity: Computer Communication

Activity: Internet Research

Activity: Writing an E-mail

Activity: Evaluate an E-mail

Activity: Compose an E-mail (Incorrect)

Activity: Compose an E-mail (Correct)

Summary

## **Activity 8: Workplace Etiquette - Part B: Ethical Computer and Cell Phone Usage**

Lesson Objectives

Materials Required

List of Topics

Computer Ethics – Introduction

Sharing Computers

Activity: Research Computer Ethics

Activity: Computer Use Policies

Activity: Web Use

Activity: Computer Use

Activity: Computer Room Rules

Additional Resources

Cell Phone Use

Company Policy

Cell Phone Etiquette

Activity: Web Use

Summary

Activity: Summary

*Group Activities*

*Group Activity: Role Playing*

*Group Activity: Do's and Don'ts*

*Group Activity: E-mail Etiquette Rules*

*Group Activity: E-mail Etiquette Practice*

## **Activity 9: Employer-Employee Relationships**

Lesson Objectives

Materials Required

List of Topics

Respect

Activities: Respect

Loyalty

Activities: Loyalty

Teamwork

Activities: Teamwork

Additional Resources

Summary

*Group Activity*

*Group Activity: Respect*

## **Activity 10: Proper Communication with Diverse Populations**

Lesson Objectives

Materials Required

List of Topics

Life Experiences

Customs and Traditions

Communication with Diverse Populations

Additional Resources

Summary

*Group Activities*

*Group Activity: Timelines*

*Group Activity: Customs and Traditions*

*Group Activity: Dealing with Controversial Issues*

*Group Activity: Confronting Diversity*

*Group Activity: Isolation within a Group*

*Group Activity: Communicating in Difficult Situations*

## **Activity 11: Career Goals**

Lesson Objectives  
Materials Required  
List of Topics  
Goal Categories  
Goal Time Spans  
Choosing Your Goals  
Activity: Choosing Your Goals  
Defining Career Goals  
Your Career Action Plan  
Activities: Your Career Action Plan  
Additional Activities  
Additional Resources  
Summary

*Group Activities*

*Group Activity: Interview*

*Group Activity: Obstacles and Barriers*

## **Activity 12: Résumés and Cover Letters - Part A**

Lesson Objectives  
Materials Required  
List of Topics  
Purpose of a Résumé  
Packaging Yourself  
Think Advertising  
Understanding Résumé Writing  
Activity: Evaluate Your Old Résumé  
Activity: Evaluate Another Résumé  
Résumé Format



Length

Materials – Paper

Fonts

Materials – Ink

Layout

Activity: Investigate Résumé Format

## **Activity 12: Résumés and Cover Letters - Part B**

Résumé Content

Organization

Identification – Your Name

Identification – Contract Information

Assertions

Objective

Summary

Skills/Accomplishments

Evidence

Experience

Education

Work Permit

Awards

Personal Interests

References

Key Words

Power Words

Numbers

Proofread

Added Pizzazz

Activity: Internet Research on Job Objective

Activity: Internet Research on Summary

Activity: Internet Research on Skills/Accomplishments

Activity: Internet Research on Power Words

Activity: Internet Research on Résumé Writing

Activity: Write Your Résumé

## **Activity 12: Résumés and Cover Letters - Part C**

Cover Letter – Introduction

Response Letters

Focus

Function

Strategy

Why the Résumé is Being Sent

Are You in the Know

Something About You

Formalities

Salutation

Closing

Signature

Activity: Take Notes

Activity: Internet Research

Inquiry Letters – Introduction

Junk Mail

Activity: Internet Research

Activity: Collect Junk Mail

Additional Resources

Summary

Activity: Summary

### **Activity 13: Job Applications**

Lesson Objectives

Materials Required

List of Topics

Sample Application Forms

Tips for Completing Application Forms

Creating a Pocket Résumé

Additional Resources

Summary

*Group Activities*

*Group Activity: Components of a Job Application*

*Group Activity: Completing a Job Application*

### **Activity 14: Potential Employer Interviews**

Lesson Objectives

Materials Required

List of Topics

Preparing for an Interview

Activities: Preparing for the Interview

Commonly Asked Questions

Behavioral Questions

Additional Resources

Summary

*Group Activities*

*Group Activity: Commonly Asked Questions*

*Group Activity: Behavioral Questions*

*Group Activity: Interviewing Skills*

## **Activity 15: Interviewing Skills**

Lesson Objectives

Materials Required

List of Topics

Appropriate Interview Behavior

Inappropriate Interview Behavior

Activities: Interview Behavior

Post-Interview Follow-Up

Activities: Post-Interview Follow-Up

Common Reasons for Not Getting the Job

Interview Practice

Additional Resources

Summary

*Group Activities*

*Group Activity: Interview Critique Sheet*

*Group Activity: Mock Interviews*

Conclusion