

Employability

Catalogue Number	3097-0000
Category	Employability
Duration	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