

Tools for Workplace Success

Course Overview

The *Tools for Workplace Success* course is a basic skills program that embeds writing skills and soft skills within real-world workplace contexts. It is designed to help learners develop soft skills and workplace competencies that are highly valued in today's skills-based economy. The program has four themes:

- Meeting Workplace Expectations
- Working with Others
- Managing Yourself
- Getting Ahead

Each theme is divided into four lessons designed to teach core competencies pertaining to the theme. The themes are based on the most sought-after workplace skills as identified by the U.S. Department of Labor and by the Employment and Training Administration's (ETA) competency model.

Learning Outcomes

While taking this course, students will learn to:

- **Demonstrate dependability and reliability** by ensuring punctuality, complying with company policies, fulfilling workplace obligations, and ensuring attention to detail
- **Verify information** by obtaining further information when the information is incomplete or unclear
- **Ensure customer satisfaction** by determining how to provide personalized service, applying creative thinking skills when customers are frustrated, and using customer focus skills to communicate with customers
- **Listen actively and communicate effectively** by expressing information clearly, understanding how to approach different audiences, and learning how to use both verbal and nonverbal expression
- **Work with others effectively** by using teamwork skills, respecting the ideas and contributions of others, resolving conflicts, learning about other cultures, and offering and accepting criticism
- **Demonstrate ethical behavior** by abiding by a strict code of behavior and encouraging others to do the same
- **Demonstrate responsibility** by being accountable for actions and learning from mistakes
- **Manage time effectively** by prioritizing tasks, allocating resources appropriately, and anticipating obstacles
- **Demonstrate professionalism** by exhibiting self-control, maintaining a professional appearance, and maintaining a positive attitude in the workplace
- **Demonstrate self-motivation** by completing tasks even when obstacles arise, and by setting challenging goals
- **Deal with change effectively** by determining what to do when a system or approach is no longer working, and using creative thinking skills to develop different approaches to difficult problems

Modes of Course Delivery

The *Tools for Workplace Success* course can be used as a core curriculum or as a supplement to enhance regular instruction. Because of this flexibility, the course can be delivered in a self-paced or a customized mode. Custom mode allows instructors to assign individual lessons and assessments and set the pace for the course.

Pacing and Course Duration

Sample 10-week and 12-week pacing guides are provided in the Teacher Planning Guide. The pacing guides can be used as is or adapted to account for shorter or longer terms to suit individual needs. Each of the lessons requires approximately 40-50 minutes of study. Additional academic skill support lessons, discussion prompts, and writing activities can be used to enhance students' learning.

Assessments and Reporting

Assessments for the course include interactive formative assessments within each lesson, as well as scored pretests and posttests for each lesson. Teachers and students can generate reports to show progress and mastery of industry and academic knowledge of skills.

How to Access Tools for Workplace Success

When you order *Tools for Workplace Success*, you will access everything you need in the ConnectED Learning Management System, including the core lessons, academic skill support lessons, teacher planning guide, lesson plans, and other useful resources. For more information on this or other *Workforce Access* courses, please go to www.workforceaccess.com.

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