

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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Lesson Titles

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 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