

Table of Contents

Work Readiness Curriculum

Module 1: My Life, My Choices

Module Overview.....	2
Trainee Career Portfolio.....	3
Module Vocabulary.....	4
Lesson 1: My Career Map: Who I Am	6
• “My Career Map” Activity 1.1.1.....	10
• “Who I Am” Activity 1.1.2.....	11
• “3-2-1 Review!” Activity 1.1.3.....	19
Lesson 2: Daily and Weekly Goals	20
• “What Are My Weekly and Daily Goals?” Activity 1.2.1.....	23
• “3-2-1 Review!” Activity 1.2.2.....	24
Lesson 3: My Interests, My Job	25
• “What’s Okay?” Activity 1.3.1.....	27
• “3-2-1 Review!” Activity 1.3.2.....	30
Lesson 4: Jabber: Dreams n’ Goals	31
• “Jabbers: Dreams n’ Goals - 20 Topic Statements” Activity 1.4.1.....	33
• “Jabbers: Dreams n’ Goals - Game Card” Activity 1.4.2.....	34
• “Making My Goals a Reality” Activity 1.4.3.....	35
• “3-2-1 Review!” Activity 1.4.4.....	36

Table of Contents: Continued

Module 2: Fostering Community Involvement

Module Overview.....	40
Trainee Career Portfolio.....	41
Module Vocabulary.....	42
Lesson 1: Relationship Mapping	44
• “ <i>My Relationship Map</i> ” Activity 2.1.1.....	47
• “ <i>Strategies to Build Stronger Community Relationships</i> ” Activity 2.1.2.....	48
• “ <i>3-2-1 Review!</i> ” Activity 2.1.3.....	51
Lesson 2: How Will Work Impact My Life?	52
• “ <i>The Feather or the Rock</i> ” Activity 2.2.1.....	55
• “ <i>If I Had a Job</i> ” Activity 2.2.2.....	57
• “ <i>3-2-1 Review!</i> ” Activity 2.2.3.....	58
Lesson 3: My Ideal Job	59
• “ <i>Choosing My Ideal Job {Workbook}</i> ” Activity 2.3.1.....	60
• “ <i>3-2-1 Review!</i> ” Activity 2.3.2.....	73
Lesson 4: Picture Perfect	74
• “ <i>Picture Perfect Worker</i> ” Activity 2.4.1.....	76
• “ <i>3-2-1 Review!</i> ” Activity 2.4.2.....	80
Lesson 5: My Employment Ideals	81
• “ <i>My Picture Perfect Workplace</i> ” Activity 2.5.1.....	83
• “ <i>3-2-1 Review!</i> ” Activity 2.5.2.....	85
Lesson 6: Exploring Potential Workplaces	86
• “ <i>Tell Me More</i> ” Activity 2.6.1.....	88
• “ <i>3-2-1 Review!</i> ” Activity 2.6.2.....	90

Table of Contents: Continued

Module 3: Understanding Employer Expectations

Module Overview.....	93
Trainee Career Portfolio.....	94
Module Vocabulary.....	95
Lesson 1: Professionalism in the Workplace	98
• “3-2-1 Review!” Activity 3.1.1.....	100
Lesson 2: Professional or Play?	101
• “Professional or Play? Picture cards”.....	103
• “3-2-1 Review!” Activity 3.2.1.....	106
Lesson 3: Written and Unwritten Rules in the Workplace	107
• “Written and Unwritten Rules” Activity 3.3.1.....	111
• “Workplace Rules in Real Life” Activity 3.3.2.....	113
• “3-2-1 Review!” Activity 3.3.3.....	118
Lesson 4: Communications at Work	119
• “Qualities of Excellent Communication” Activity 3.4.1.....	121
• “Communicating at Work” Activity 3.4.2.....	123
• “3-2-1 Review!” Activity 3.4.3.....	124

Table of Contents: Continued

Module 4: Entering the Workplace

Module Overview.....	127
Trainee Career Portfolio.....	128
Module Vocabulary.....	129
Lesson 1: Preparing for the Workplace	134
• “ <i>Dealing With My Concerns When I’m Starting a New Job</i> ” Activity 4.1.1.....	137
• “3-2-1 Review!” Activity 4.1.2.....	139
Lesson 2: Who Am I As An Employee?	140
• “ <i>Personal vs. Work-Related Skills</i> ” Activity 4.2.1.....	144
• “ <i>My 30 Second Commercial</i> ” Activity 4.2.2.....	145
• “ <i>My Recommendations</i> ” Activity 4.2.3.....	146
• “3-2-1 Review!” Activity 4.2.4.....	147
Lesson 3: What Does My Employer Expect of Me?	148
• “ <i>My Expectations</i> ” Activity 4.3.1.....	151
• “ <i>Interviewing and Employer</i> ” Activity 4.3.2.....	152
• “3-2-1 Review!” Activity 4.3.3.....	153
Lesson 4: Pathways to a Job	154
• “ <i>The Pathway to a Job</i> ” Activity 4.4.1.....	158
• “ <i>Resources to Help Me Find Available Jobs</i> ” Activity 4.4.2.....	159
• “3-2-1 Review!” Activity 4.4.3.....	164
Lesson 5: Completing an Application	165
• “3-2-1 Review!” Activity 4.5.1.....	169

Table of Contents: Continued

Module 4: Entering the Workplace (cont.)

Lesson 6: Resume and Cover Letter Writing	170
• “ <i>Creating My First Impression</i> ” Activity 4.6.1.....	174
• “ <i>What Does a Cover Letter Look Like?</i> ” Activity 4.6.2....	176
• “ <i>3-2-1 Review!</i> ” Activity 4.6.3.....	177
Lesson 7: Preparing for the Interview	178
• “ <i>My Interview: Before, During, After</i> ” Activity 4.7.1.....	182
• “ <i>Mock Interview Question Cards</i> ”.....	183
• “ <i>Interview Follow-Up: Writing a Thank-You Letter</i> ” Activity 4.7.2.....	185
• “ <i>3-2-1 Review!</i> ” Activity 4.7.3.....	186
Lesson 8: Self-Advocacy and Disclosure	187
• “ <i>Avocados and Advocacy</i> ” Activity 4.8.1.....	191
• “ <i>3-2-1 Review!</i> ” Activity 4.8.2.....	193
Lesson 9: Language and Paperwork of the Workplace	194
• “ <i>Language of the Workplace</i> ” Activity 4.9.1.....	197
• “ <i>Paperwork and Documents of the Workplace</i> ” Activity 4.9.2.....	199
• “ <i>3-2-1 Review!</i> ” Activity 4.9.3.....	202
Lesson 10: Community Resources for Success	203
• “ <i>My Community Resources</i> ” Activity 4.10.1.....	205
• “ <i>3-2-1 Review!</i> ” Activity 4.10.2.....	210

Table of Contents: Continued

Module 5: Learning the Job & Managing the First 30 Days

Module Overview.....	212
Trainee Career Portfolio.....	213
Module Vocabulary.....	214
Lesson 1: Understanding How I Learn.....	219
• “ <i>Learning Style Inventory</i> ” Activity 5.1.1.....	
• “ <i>Language Learning Style Strategies</i> ” Activity 5.1.2.....	226
• “ <i>3-2-1 Review!</i> ” Activity 5.1.3.....	233
Lesson 2: Communicating at Work: Who to Ask for Help....	234
• “ <i>Coworker vs. Supervisor</i> ” Activity 5.2.1.....	236
• “ <i>3-2-1 Review!</i> ” Activity 5.2.2.....	238
Lesson 3: Communicating at Work: Active Listening.....	239
• “ <i>Becoming an Active Listener</i> ” Activity 5.3.1.....	242
• “ <i>3-2-1 Review!</i> ” Activity 5.3.2.....	245
Lesson 4: Communicating at Work: Problem Solving.....	246
• Problem Solving Scenario Cards.....	248
• “ <i>Problem Solving</i> ” Activity 5.4.1.....	249
• “ <i>3-2-1 Review!</i> ” Activity 5.4.2.....	250
Lesson 5: Developing and Maintaining Work Relationships	251
• “ <i>Helpful Hints for Talking With Coworkers</i> ” Activity 5.5.1	253
• “ <i>3-2-1 Review!</i> ” Activity 5.5.2.....	256

Table of Contents: Continued

Module 5: Learning the Job & Managing the First 30 Days (cont.)

Lesson 6: Customer Service Skills: Communicating Face to Face	257
• “ <i>Providing A+ Customer Service</i> ” Activity 5.6.1.....	260
• “ <i>3-2-1 Review!</i> ” Activity 5.6.2.....	262
Lesson 7: Customer Service Skills: Telephone Etiquette	263
• “ <i>Communicating With Customers Over the Phone</i> ” Activity 5.7.1.....	265
• “ <i>3-2-1 Review!</i> ” Activity 5.7.2.....	267
Lesson 8: Preparing for My Work Day	268
• “ <i>Getting Ready for Work</i> ” Activity 5.8.1.....	270
• “ <i>3-2-1 Review!</i> ” Activity 5.8.2.....	271
Lesson 9: Preparing for Emergencies and Unexpected Events	
• “ <i>What Should I Do</i> ” Activity 5.9.1.....	274
• “ <i>3-2-1 Review!</i> ” Activity 5.9.2.....	275
Lesson 10: Safety in the Workplace	276
• “ <i>3-2-1 Review!</i> ” Activity 5.10.1.....	278
Lesson 11: My Rights and Responsibilities in the Workplace	279
• “ <i>Rights and Responsibilities as a Worker</i> ” Activity 5.11.1.....	282
• “ <i>Just Another Day on the Job</i> ” Activity 5.11.2.....	283

Table of Contents: Continued

Module 6: Professional Behavior for Long Term Success

Module Overview.....	293
Trainee Career Portfolio.....	294
Module Vocabulary.....	295
Lesson 1: Being a Team Player	298
• “ <i>We’re a Team</i> ” Activity 6.1.1...../.....	300
• “3-2-1 Review!” Activity 6.1.2.....	301
Lesson 2: Managing Stress	302
• “ <i>Taking Control</i> ” Activity 6.2.1.....	304
• “3-2-1 Review!” Activity 6.2.2.....	305
Lesson 3: Giving and Receiving Feedback	306
• Feedback Scenario Cards.....	311
• “3-2-1 Review!” Activity 6.3.1.....	312
Lesson 4: Time Management	313
• “ <i>How Do I Spend My Time</i> ” Activity 6.4.1.....	317
• “ <i>Creating My Weekly Schedule</i> ” Activity 6.4.2.....	318
• “3-2-1 Review!” Activity 6.4.3.....	320
Lesson 5: Decision-Making Skills	321
• “ <i>Seven Steps to Great Decision-Making</i> ” Activity 6.5.1.....	323
• “3-2-1 Review!” Activity 6.5.2.....	326
Lesson 6: Effective Communication	327
• “ <i>Tips to Being Assertive</i> ” Activity 6.6.1.....	329
• “ <i>Passive, Aggressive, or Assertive</i> ” Activity 6.6.2.....	330
• “3-2-1 Review!” Activity 6.6.3.....	332

Table of Contents: Continued

Module 6: Professional Behavior for Long Term Success (cont.)

Lesson 7: Having Confidence on the Job	333
• <i>“Who is Talking to You?”</i> Activity 6.7.1.....	336
• <i>“3-2-1 Review!”</i> Activity 6.7.2.....	338