

Aztec Ready for Work Series Content Description

The *Ready for Work* Learning Series is specifically designed to foster workforce readiness skills. It gives students the tools to build a successful foundation to launch themselves into today's workforce with confidence. This comprehensive interactive series engages students with progressive lesson content that is based on real life and workforce scenarios. The software is presented in an is easy to use effective format.

UNIT AND LESSON	DESCRIPTION
PRE-EMPLOYMENT	
UNIT OBJECTIVES: IN THIS UNIT, YOU WILL LEARN HOW TO: <ul style="list-style-type: none"> • PREPARE FOR AN INTERVIEW • EXPLORE CAREER CHOICES AND PREPARE FOR COMPLETING JOB APPLICATIONS • PRACTICE CREATING AND FILLING OUT A JOB APPLICATION • GATHER INFORMATION NEEDED AND PREPARE A WELL-WRITTEN RESUME 	
Interviewing	Preparation, appearance, documentation, expressing oneself clearly, answering questions, anticipating questions, asking questions
Career Awareness	Narrowing career choices, exploring qualifications for careers, searching in your community and on the Internet, obtaining necessary documentation for making applications
Filling Out an Application	Creating your reference sheet, categories, terminology and tips, neat and complete
Cover Letter Basics	Formatting the cover letter, the opening statement, contents and organization, appropriate terminology for the field, clear next steps
Resume Writing	Gathering information, choosing the appropriate format, highlighting skills and strengths, the career statement, using key words, editing, distributing the resume to appropriate audiences

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COMMUNICATION SKILLS	
UNIT OBJECTIVES:	
IN THIS UNIT, YOU WILL LEARN HOW TO:	
<ul style="list-style-type: none"> • BUILD LISTENING AND COMMUNICATION SKILLS NEEDED IN THE WORKPLACE • BUILD SPEAKING SKILLS NEEDED IN THE WORKPLACE • UNDERSTAND THE BASICS ABOUT COMPANY RULES AND FOLLOWING ORDERS IN THE WORKPLACE • EXPLORE DIFFERENT TYPES OF READING MATERIALS FOUND IN THE WORKPLACE • EXPLORE DIFFERENT TYPES OF WRITING SKILLS NEEDED IN THE WORKPLACE 	
Listening Skills	Communication, listening, skills for becoming a good listener, types of poor listeners, emotional listeners, listening exercises, exercises in recalling what you hear, importance of listening at work, whom to listen to, recognizing and correcting poor listening habits, listening for main ideas, tools for remembering what you hear, proper note taking for different tasks, active listening, abbreviations for note taking, note taking skills, active listeners, listening to supervisors
Effective Speaking	Sharing information, communicating with co-workers, communicating with bosses, communicating with employees, asking questions, speaking properly, non-verbal communication, making introductions, speaking to an audience, facial expressions, eye contact, body language, posture, introductions, voice, volume, tone, pitch, mannerisms
Following Directions	Following orders, learning company rules, understanding orders, asking questions, basic rules for company correspondence, steps for following directions, manuals, equipment manuals, diagrams, training, training guides, importance of details, meetings, learning steps needed to complete a task, working with co-workers, bulletin boards
Reading for Work	Kinds of reading needed for work, reading manuals, reading signs and symbols, reading schedules, reading graphs and charts, reading memos and emails, reading notices, reading vocabulary for work, definitions of work related vocabulary
Writing for Work	Writing skills necessary for employment, writing resumes, writing job applications, taking messages, memos, emails, business letters, writing reports, abbreviations, phone messages, cover Letters, formatting

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SELF-MANAGEMENT SKILLS	
UNIT OBJECTIVES:	
IN THIS UNIT, YOU WILL LEARN HOW TO:	
<ul style="list-style-type: none"> • APPRECIATE THE IMPORTANCE OF HEALTHY HABITS AND PROPER APPEARANCE IN THE WORKFORCE AND IN INTERVIEWS • INCREASE POSITIVE THINKING SKILLS AND CREATE THE PROPER ATTITUDES NEEDED IN THE WORKFORCE • OBTAIN TIME MANAGEMENT SKILLS NEEDED TO BE SUCCESSFUL IN THE WORKFORCE • KNOW HOW TO MANAGE EMOTIONS AND DEAL WITH STRESS IN THE WORKFORCE • UNDERSTAND THE BASIC RULES FOR PROPER BEHAVIOR IN THE WORKFORCE AND WORKPLACE • DEVELOP EFFECTIVE WORK TECHNIQUES NEEDED TO BE SUCCESSFUL IN THE WORKFORCE • EXPLORE DECISION MAKING SKILLS USING THE 6-STEP DECISION MAKING PROCESS NEEDED TO BE SUCCESSFUL IN THE WORKFORCE 	
Health and Appearance	Appearance, importance of a good impression, how to dress for job interviews, how to dress for various types of employment, personal hygiene, nutrition, food groups, exercise, health, healthy workers, aerobic exercise, low impact exercise, high impact exercise, conditioning exercise, benefits of exercise, rest, causes of insomnia
Positive Thinking	Self-esteem, different types of attitudes, job objectives, handling criticism, attitude toward customers, attitude toward bosses, attitude toward employees, motivation, identifying negative and positive attitudes, management style of supervisors, customer service, stereotyping
Time Management	Managing personal time, managing work time, being efficient, punctuality, learning to estimate time, making appointments, using "to do" lists, working efficiently, delegating work, planning ahead, assessing cost effectiveness of services, making use of services, valuing time
Managing Emotions	Learning how to manage mistakes, managing stress and emotions, defining emotional stability, handling stress, dealing with authority, dealing with mistakes, handling criticism, working with others, Co-workers' behaviors that elicit emotions, boss's behavior that elicits emotions, handling prejudice
Correct Work Behavior	Basic rules for correct work behavior, dependability, mannerisms, sensitivity toward others, behavior toward bosses, behaviors toward co-workers, behavior toward employees, common workplace behavior problems, behavior toward customers, workplace behavior that leads toward promotion, privacy at work, gossiping at work, cooperation at work, honesty and lying at work, credibility, integrity, following company rules, safety rules, customer service, dealing with demanding or angry customers
Working Productively	Efficiency, how to improve efficiency, work attitudes, important organizational skills, planning ahead, organizing tasks, delegating tasks, Work techniques for various types of jobs, treating time like money, motivation, prioritizing, purpose, wasted time, teamwork, time management, planning, preparing, sequencing, managing stress
Effective Work Techniques	Efficiency, treating time like money, motivation, organization, priorities, purpose, delegating, networking, wasted time, reading directions, staying neat, customer service, work attitudes, important organizational skills, planning ahead, organizing tasks, delegating tasks, work techniques for various types of jobs
Decision Making	Types of decisions made at work, planning ahead, gathering information, criteria for making decisions, steps for narrowing down decisions, implementing decisions, procrastination, consulting others, following orders, 6-step decision making model, reacting to different situations, drawing conclusions, executing decisions.

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WORKING WITH OTHERS	
UNIT OBJECTIVES:	
IN THIS UNIT, YOU WILL LEARN HOW TO:	
<ul style="list-style-type: none"> • UNDERSTAND SKILLS NEEDED TO BUILD PROPER RELATIONSHIPS IN THE WORKFORCE • ACQUIRE EFFECTIVE CUSTOMER SERVICE SKILLS NEEDED IN THE WORKFORCE • DEVELOP VARIOUS TEAMWORK SKILLS NEEDED TO BE SUCCESSFUL IN THE WORKFORCE • UNDERSTAND HOW TO DEAL WITH AND UNDERSTAND THE ROLES OF SUPERVISORS IN THE WORKFORCE 	
Relating to Others	Personal relationships, how people work with others, relationships in various jobs, positive behavior, negative behavior, handling emotions, listening skills, positive criticism, solutions to interpersonal problems, communication skills, dealing with competition, understanding different types of behavior, teamwork, listening, dealing with difficult co-workers, prejudice.
Effective Customer Service	Defining different types of customers, learning good people skills, how to contact customers, paying attention to details, talking with customers in person, talking with customers on the phone, writing to customers, dealing with retail customers, product demonstration, processing a sale, receiving payment, customer service after sales.
Teamwork	Defining various types of teams, roles of team members, individual responsibilities of team members, leadership skills, organizing a team, common team problems, ways of handling team problems, components of a successful team, self-assessment of teamwork skills, roles within a team, managing expectations, team coordination.
Dealing with Supervisors	Supervisors, differences between bosses and employees, understand various supervisors' titles, understand "chain of command," managers, roles of supervisors, rules for good worker-supervisor relations, traits of a good supervisor, different managing styles.