

## Curriculum Outlines

### **UNIT: INTRODUCTION TO CAREER READY 101**

Lesson: About this Course

- Introduction to Career Ready 101
- What is Career Readiness?
- The National Career Readiness Certificate™

### **UNIT: FINDING YOUR CAREER**

#### **Subject: Creating Your Career Goals**

Lesson: Career Clusters

- Introduction to Career Clusters
- The 16 Career Clusters Part 1
- The 16 Career Clusters Part 2
- Career Clusters Interest Survey

Lesson: Exploring Careers

- Introduction to Exploring Careers
- The O\*Net Interest Profiler
- Using O\*Net Online
- Search WorkKeys® Job Profiles

#### **Subject: Financial Awareness**

Lesson: Checking and Savings Accounts

- Introduction to Checking and Savings Accounts
- Checking Account Basics
- Managing a Checking Account
- Managing a Savings Account
- Online Banking

Lesson: Budgeting

- Introduction to Budgeting
- Calculating Household Income
- Creating a Budget
- Managing Your Budget
- Spending and Saving

Lesson: Credit Cards and Loans

- Introduction to Credit Cards and Loans
- Credit Basics
- Understanding Credit Cards
- Understanding Loans
- Managing Your Credit
- Repairing Your Credit

Lesson: Insurance

- Introduction to Insurance
- Automobile Insurance
- Homeowner's and Renter's Insurance
- Health Insurance
- Life Insurance

Lesson: Financial Planning and Investing

- Introduction to Financial Planning
- Creating a Financial Plan
- Understanding Savings Accounts
- Investing Basics
- Understanding Investments
- Saving and Investing for Retirement

**Subject: Preparing for Your Career**

## Lesson: Writing a Resume

- Introduction to Resumes
- Resume Formats
- Resume Design and Layout
- Resume Sections

## Lesson: Job Search Strategies

- Introduction to Job Search
- Planning Your Job Search
- Job Search Strategies
- Online Job Search
- Career Networking
- Other Job Search Strategies

## Lesson: Applying for a Job

- Introduction to Job Applications
- Application Types
- Application Steps
- Application Sections
- Application Supporting Documents

## Lesson: Interviewing Strategies

- Introduction to Interviewing
- Interviewing Types
- Preparing for an Interview
- During an Interview
- After an Interview
- Interviewing Practice

**Subject: Real-World Experience**

## Lesson: Job Shadowing

- Introduction to Job Shadowing
- Preparing for Job Shadowing
- During Job Shadowing
- After Job Shadowing

## Lesson: Mentoring

- Introduction to Mentoring
- Preparing for Mentoring
- The Mentoring Process
- Learning Outcomes

## Lesson: Guest Speakers

- Introduction
- Benefits of a Guest Speaker
- Characteristics of a Great Speaker
- Preparing for a Guest Speaker
- Learning Outcomes

## Lesson: Career Ladders

- Introduction
- Benefits of a Career Ladder
- Identifying Skill Requirements
- Advancing in a Career Ladder
- Learning Outcomes
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## UNIT: WORKPLACE SKILLS

### Reading for Information Outline

#### Program Introduction

#### Reading for Information WorkKeys Introduction

#### Pretest

##### Level 1

Introduction  
Recognizing Sound and Words  
Visual Comprehension  
Sequencing Skills  
Alphabetical Ordering  
Spelling  
Vocabulary  
Quiz

##### Level 2

Introduction  
Identifying Sent. Parts – Nouns  
Identifying Sent. Parts – Verbs  
Word Forms  
Following Directions  
Common Abbreviations  
Personal Information  
Text Comprehension  
Quiz

#### Program Introduction

#### Applied Mathematics WorkKeys Introduction

#### Calculator Review

#### Pretest

##### Level 1

Introduction  
Counting  
Numbers and Sequences  
Addition  
Subtraction  
Multiplication  
Division  
Quiz

##### Level 2

Introduction  
Word Problems  
Money  
Time  
Measurement  
Fractions & Decimals  
Calculator  
Quiz

##### Level 3

Introduction  
Word Meanings  
Finding Information & Details  
Following Directions  
Using Headings & Titles  
Making Connections  
Topics & Main Ideas  
Quiz

##### Level 4

Introduction  
Words in Context  
Word Part Clues  
Information in Paragraphs  
Reading for Details  
Making Inferences  
Reading Procedures  
Cause and Effect  
Quiz

### Applied Mathematics Outline

##### Level 3

Introduction  
Rounding & Estimating  
Quantity  
Handling Money  
Telling Time  
Measurement  
Fractions, Decimals & Percentages  
Positive & Negative Numbers  
Quiz

##### Level 4

Introduction  
Money, Time & Quantity  
Fractions & Decimals  
Percentages  
Measurement  
Averages  
Proportions & Ratios  
Diagrams & Graphics  
Quiz

##### Level 5

Introduction  
Fractions & Decimals  
Percentages

##### Level 5

Introduction  
Technical Terms & Jargon  
Interpreting Information  
Understanding Acronyms  
Multiple Word Meanings  
Applying Instructions  
Quiz

##### Level 6

Introduction  
Implied Details  
Understanding Jargon  
Meaning from Context  
Complex Information  
Main Principles  
Author's Reasons  
Quiz

##### Level 7

Introduction  
Word Definitions  
Legal Documents  
Applying Principles  
Drawing Conclusions  
Quiz

Measurement  
Perimeter & Area  
Production Rates  
Best Deals  
Quiz

##### Level 6

Introduction  
Problem Solving  
Multiple Step Problems  
Fractions & Decimals  
Percentages  
Area & Volume  
Rates  
Best Deals  
Quiz

##### Level 7

Introduction  
Multiple Steps  
Volume & Area  
Ratios & Proportions  
Best Deals  
Multiple Unknowns  
Troubleshooting  
Nonlinear Functions

## **Locating Information Outline**

**Program Introduction**  
**Locating Information**  
**WorkKeys Introduction**

**Pretest**

**Level 1**

Introduction  
 Graph Words  
 Graph Symbols  
 Putting Things in Order  
 Basic Graphs  
 Following Directions  
 Reading Graphs  
 Quiz

**Level 2**

Introduction  
 The Order of Graphs  
 Types of Graphs  
 Tools Used in Graphs  
 Creating Graphs  
 Using Different Graphs  
 The Purpose of Graphs  
 Quiz

**Level 3**

Introduction  
 Pie Charts  
 Bar Graphs  
 Line Graphs  
 Tables & Forms  
 Maps & Plans  
 Diagrams  
 Gauges  
 Quiz

**Level 4**

Introduction  
 Pie Charts  
 Bar Graphs  
 Line Graphs  
 Tables & Forms  
 Maps & Plans  
 Diagrams  
 Gauges & Dials  
 Quiz

**Level 5**

Introduction  
 Complex Graphics  
 Finding Details  
 Multiple Documents  
 Extracting Data  
 Identifying Trends  
 Quiz

**Level 6**

Introduction  
 Drawing Conclusions  
 Using Criteria  
 Data Relationships  
 Quiz

## **Applied Technology Outline - Introduction**

**Program Introduction**  
**Applied Technology WorkKeys**  
**Introduction**

**Problem Solving Strategies**

What is Problem Solving?  
 Problem Solving Methods  
 Identify the Problem  
 Gather Data  
 Make a Plan

Execute the Plan  
 Evaluate the Results  
 Compartmentalizing  
 Common Concepts  
 Other Problem-Solving Models

## **Applied Technology Outline – Electricity**

**Electricity Pretest**

**Up to Level 3**

Introduction  
 Voltage & Current  
 Resistors  
 Circuits & Switches  
 Capacitors  
 Inductors  
 Series & Parallel Circuits  
 Circuit Breakers  
 Multimeters  
 Troubleshooting Circuits  
 Quiz

**Level 4**

Introduction  
 Magnets & Electricity  
 Alternating & 3 Phase Current  
 Transformers  
 Motors & Generators  
 Ohm's Law  
 Grounding & GFCI's  
 Lighting Types  
 Relays & Solenoids  
 Troubleshooting Exercises  
 Quiz

**Level 5**

Introduction  
 Digital Circuits  
 Computers  
 Information Storage Devices  
 Printers  
 Photocopying  
 Troubleshooting Exercises  
 Quiz

**Level 6**

Introduction  
 Thermocouples & Thermostats  
 Analog / Digital Converters  
 Electronic Scales  
 Light Sensors & Emitters  
 Solar Cells  
 Troubleshooting Exercises  
 Quiz

## **Applied Technology Outline – Mechanics**

### **Mechanics Pretest**

#### **Up to Level 3**

Introduction  
Force & Pressure  
Friction & Inertia  
Planes & Levers  
Torque and Gears  
Wheels and Pulleys  
Springs  
Troubleshooting Exercises  
Quiz

#### **Level 4**

Introduction  
Screws  
Acceleration  
Rotation  
Center of Gravity  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Bearings  
Lubrication  
Conveyors  
Sound and Vibration  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Gas Engines  
Alternative Power  
Hybrid Engines  
Troubleshooting Exercises  
Quiz

## **Applied Technology Outline – Thermodynamics**

### **Thermodynamics Pretest**

#### **Up to Level 3**

Introduction  
Temperature & Heat  
Conduction  
Thermal Expansion  
Convection  
Radiation  
Troubleshooting Exercises  
Quiz

#### **Level 4**

Introduction  
Melting & Freezing  
Evaporation and Condensation  
Boiling  
Refrigeration  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Heat Exchangers  
Ovens & Furnaces  
Boilers  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Cooling Towers  
Solar Heating Systems  
Troubleshooting Exercises  
Quiz

## **Applied Technology Outline - Fluids**

### **Fluids Pretest**

#### **Up to Level 3**

Introduction  
Pressure & Flow  
Flotation  
Pipes & Valves  
Pumps  
Troubleshooting Exercises  
Quiz

#### **Level 4**

Introduction  
Gases and Pressure  
Vacuum  
Compression Heating  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Piping Problems  
Flow Measurement Devices  
Mixing & Turbulence  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Hydraulic Cylinders  
Piping Systems  
Troubleshooting Exercises  
Quiz

## **Listening Outline**

### **Program Introduction**

### **Listening WorkKeys Introduction**

### **Pretest**

#### **Level 1**

Introduction  
Preparing to Listen  
Listening for Information  
Following Directions  
Listening for Understanding  
Quiz

#### **Level 2**

Introduction  
Following Directions  
Getting the Details  
Organizing What You Hear  
Quiz

#### **Level 3**

Introduction  
Listening for Details  
Predicting Outcome  
Signal Words  
Literal Comprehension  
Quiz

#### **Level 4**

Introduction  
Listening for Details  
Interpretation  
Following Directions  
Listening Challenges  
Quiz

#### **Level 5**

Introduction  
Complete Details  
Following Directions  
Critical Listening  
Verbal vs Nonverbal  
Interpretation  
Quiz

## **Writing Outline**

### **Program Introduction**

### **Writing WorkKeys Introduction**

### **Pretest**

#### **Level 1**

Introduction  
Sentence Structure  
Nouns  
Verbs  
Punctuation  
Spelling  
Organization  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 2**

Introduction  
Sentence Structure  
Describing Words  
Punctuation and Spelling  
Organization  
Writing Practice  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 3**

Introduction  
Sentence Structure  
Nouns and Verbs  
Punctuation  
Organization  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 4**

Introduction  
Grammar and Punctuation  
Vocabulary  
Organization  
Writing Techniques  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 5**

Introduction  
Sentence Structure  
Parts of Speech  
Describing Words  
Punctuation and Capitalization  
Organization  
Proofreading  
Writing Exercises  
Practice Problems  
Quiz

## **Business Writing Outline**

### **Program Introduction**

### **Business Writing WorkKeys Introduction**

### **Pretest**

#### **Level 1**

Introduction  
Sentence Structure  
Nouns  
Verbs  
Punctuation  
Spelling  
Developing Ideas  
Organizing Ideas  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 2**

Introduction  
Sentence Structure  
Describing Words  
Punctuation and Spelling  
Organization  
Writing Practice  
Developing Ideas  
Organizing Ideas  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 3**

Introduction  
Sentence Structure  
Nouns and Verbs  
Punctuation  
Organization  
Developing Ideas  
Organizing Ideas  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 4**

Introduction  
Grammar and Punctuation  
Vocabulary  
Organization  
Developing Ideas  
Organizing Ideas  
Writing Style  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 5**

Introduction  
Sentence Structure  
Parts of Speech  
Describing Words  
Punctuation  
Organization  
Proofreading  
Persuasive Writing I  
Persuasive Writing II  
Writing Exercises  
Practice Problems  
Quiz

## **Observation Outline**

### **Program Introduction**

### **Observation WorkKeys Introduction**

### **Pretest**

#### **Up to Level 3**

Introduction  
Memory Skills  
Recognizing Main Ideas  
Visualization  
Overcoming Obstacles  
Observation Exercises  
Quiz

#### **Level 4**

Introduction  
Paying Attention to Details  
How Parts Relate to the Whole  
Memory Skills  
Sequencing Skills  
Observation Exercises  
Quiz

#### **Level 5**

Introduction  
Determining Context  
Observation Style  
Memory Skills  
Sustaining Attention  
Observation Exercises  
Quiz

#### **Level 6**

Introduction  
Getting Details Without Distractions  
Integrating Information  
Memory Skills  
Cause-Effect Relationships  
Observation Exercises  
Quiz

## **Workplace Observation**

### **Program Introduction**

### **WorkKeys Workplace Observation Introduction**

#### **PreTest**

#### **Level 1**

Introduction  
Preparing to Observe  
Memory and Visualization  
Recognizing Main Ideas  
Procedure Steps  
Quiz

#### **Level 3**

Introduction  
Interpreting What You Observe  
Details and Differences  
Multiple Conditions  
Memory Skills  
Workplace Observation Exercises  
Quiz

#### **Level 5**

Introduction  
Details, Differences &  
Distractions  
Evaluating Processes  
Predicting Outcomes  
Observation Exercises  
Quiz

#### **Level 2**

Introduction  
Paying Attention to Details  
Memory Skills  
Sequencing Skills  
Conditions in Procedures  
Workplace Observation Exercises  
Quiz

#### **Level 4**

Introduction  
Underlying Principles  
Cause-Effect Relationships  
Complex Procedures  
Drawing Conclusions  
Workplace Observation Exercises  
Quiz

## **Teamwork Outline**

### **Program Introduction**

### **Teamwork WorkKeys Introduction**

#### **Pretest**

#### **Up to Level 3**

Introduction  
Goal Recognition  
Recognizing Workplace Goals  
Team Goals  
Problem Identification  
Perseverance  
Membership  
Positive Attitude  
Trust and Dependability  
Quiz

#### **Level 4**

Introduction  
Prioritization  
Creative Thinking  
Commitment to Quality  
Customer Sensitivity  
Respect  
Appreciate Diversity  
Quiz

#### **Level 5**

Introduction  
Decision Making  
Delegation  
Leadership  
Empowerment  
Initiative  
Assertiveness  
Quiz

#### **Level 6**

Introduction  
Structuring and Planning  
Goal Creation and Revision  
Integration/Synthesis  
Role Flexibility  
Conflict Resolution  
Cohesiveness  
Quiz



## UNIT: CAREER SKILLS

### THE JOB SEARCH

#### **Finding the Right Job**

1. Locating Jobs
2. Networking
3. Job Shopping On Line
4. Building a Job Search Web Site
5. Getting Results at Job Fairs
6. Using Employment Agencies
7. Searching the Classified Ads
8. Creating Your Own Position
9. Landing an Internship
10. Staying Motivated to Search

#### **Effective Resumes**

11. Things to Include in a Resume
12. Locating Needed Information
13. Selling Yourself in a Resume
14. Terms to Use in a Resume
15. Matching Talents to Employers
16. Describing Your Job Strengths
17. Organizing Your Resume
18. Writing an Electronic Resume
19. Dressing Up Your Resume
20. Using a Resume Successfully

#### **The Application Process**

21. Completing a Job Application
22. Types of Information for an Application
23. Reasons Companies Use Applications
24. Developing Job-Related Information
25. Assuring Accuracy of Information
26. Writing a Cover Letter
27. Applying On Line
28. Applying in Person
29. Following Up on Your Application
30. Double Check on Your Application

#### **Interviewing Skills**

31. Preparing for an Interview
32. Getting an Interview Off to a Good Start
33. Questions Interviewers Ask
34. Questions Interviewers Should Not Ask
35. Questions You Should Ask in an Interview
36. Things to Include in a Career Portfolio
37. Interviewing Mistakes
38. Benefits to Ask About
39. Traits Employers Consider to Rate Candidates
40. Tips to Consider before Taking a Job

### WORK HABITS

#### **Workplace Ethics**

41. Demonstrating Good Work Ethic
42. Behaving Appropriately
43. Showing Honesty
44. Playing Fair
45. Using Ethical Language
46. Showing Responsibility
47. Eliminating Harassment and Intimidation
48. Respecting Diversity
49. Developing the Habit of Truthfulness
50. Leaving a Job Ethically

#### **Personal Characteristics**

51. Demonstrate a Good Attitude
52. Gaining and Showing Respect
53. Demonstrating Responsibility
54. Showing Dependability
55. Demonstrating Courtesy
56. Showing Pride in Your Work
57. Gaining Co-Workers Trust
58. Persevering
59. Handling Criticism
60. Showing Professionalism

#### **Employer Expectations**

61. Behaviors Employers Expect
62. Behaviors Employers Find Objectionable
63. Job Success
64. Transferable Job Skills
65. Establishing Credibility
66. Demonstrating Your Skills
67. Surviving a Bad Work Environment
68. Managing Change
69. Building Work Relationships
70. Advancing Your Career

## **COMMUNICATION SKILLS**

### **Communicating at Work**

71. Improving Communication Skills
72. Effective Oral Communication
73. Effective Written Communication
74. Effective Nonverbal Communication
75. Effective Word Use
76. Giving and Receiving Effective Feedback
77. Handling Anger
78. Dealing with Difficult Co-workers
79. Dealing with a Difficult Boss
80. Dealing with Difficult Customers

### **Speaking**

81. Using Language Carefully
82. Showing Confidence
83. One-on-One Conversations
84. Small Group Communication
85. Large Group Communication
86. Making Speeches
87. Involving the Audience
88. Answering Questions
89. Visual and Media Aids
90. Errors in Communication

### **Listening**

91. Reasons for Listening
92. Benefits of Listening
93. Barriers to Listening
94. Listening Strategies
95. Ways We Filter What We Hear
96. Developing a Listening Attitude
97. Show You Are Listening
98. Asking Questions
99. Obtaining Feedback
100. Getting Others to Listen

### **Presenting Yourself**

101. Presenting Yourself: Voice
102. Presenting Yourself: Appearance
103. Presenting Yourself: Posture
104. Presenting Yourself: Attitude
105. Presenting Yourself to Associates
106. Presenting Written Documents
107. Presenting Yourself: Conflict
108. Giving Constructive Criticism
109. Receiving Criticism
110. Demonstrating Leadership

### **Non-Verbal Communication**

111. Communicating Non-Verbally
112. Positive Non-Verbal Techniques
113. Harmful Non-Verbal Behaviors
114. Reading Body Language
115. Read Mixed Messages
116. Matching Your Verbals to Non-Verbals
117. Improving Non-Verbal Listening
118. Giving Non-Verbal Feedback
119. Showing Confidence Non-Verbally
120. Showing Assertiveness

## **WORKPLACE EFFECTIVENESS**

### **Time Management**

121. Managing Time
122. Putting First Things First
123. Juggling Many Priorities
124. Overcoming Procrastination
125. Dealing with Information Overload
126. Organizing Workspace and Tasks
127. Staying Organized
128. Finding More Time
129. Managing Projects
130. Balancing Personal and Work Priorities

### **Problem Solving**

131. Becoming a Problem Solver
132. Identifying a Problem
133. Becoming a Critical Thinker
134. Thinking Creatively
135. Characteristics of an Effective Risk Taker
136. Holding Yourself Accountable
137. Managing Change
138. Removing Your Barriers to Change
139. Making Change Serve You Personally
140. Dealing with Ongoing Change

### **Customer Service**

141. Gaining Customer Trust
142. Interacting with Customers
143. Finding Out What Customers Want
144. Giving Customers What They Want
145. Keep Customers Coming Back
146. Seeing the Customer's Point of View
147. Selling Yourself and the Company
148. Handling a Customer's Complaints
149. Providing Customer Service by Telephone
150. Providing Customer Service by Internet

### **Teamwork**

151. Teamwork Skills
152. Reasons Companies Use Teams
153. Types of Decisions Teams Make
154. Team Responsibilities
155. Problems That Affect Teams
156. Building Strong Team Communication
157. Expressing Yourself on a Team
158. Giving Constructive Criticism
159. Receiving Criticism
160. Team Problem Solving

## **BUSINESS ETIQUETTE**

### **On the Job Etiquette**

- 161. Using Good Manners
- 162. Introducing People
- 163. Language and Behavior
- 164. Business Casual Dress
- 165. Business Meal Functions
- 166. Behavior at Business Parties
- 167. Behavior at Conventions
- 168. International Etiquette
- 169. Cross-Cultural Etiquette
- 170. Working in a Cubicle

### **Person-to-Person Etiquette**

- 171. Meeting Business Acquaintances
- 172. Meeting People for the First Time
- 173. Showing Courtesy and Politeness
- 174. Interacting with Your Boss
- 175. Interacting with Subordinates
- 176. Interacting with Co-Workers
- 177. Interacting with Suppliers
- 178. Ending a Lingering Visit
- 179. Handling Confidential Information
- 180. Avoiding Gossip

### **Telephone and E-mail Etiquette**

- 181. Creating a Good Impression by Telephone
- 182. Better Telephone Conversations
- 183. Barriers to Telephone Conversations
- 184. Making and Returning Calls
- 185. Answering Calls and Taking Messages
- 186. Making Cold Calls
- 187. Handling Conference Calls
- 188. Cellular Phone Etiquette
- 189. Appropriate Work E-Mail
- 190. Mistakes of Work E-Mail

### **Meeting Etiquette**

- 191. Handling Pre-Meeting Details
- 192. Leading a Large Meeting
- 193. Introducing Speakers
- 194. Facilitating Discussions
- 195. Closing a Large Meeting
- 196. Two-Person Meeting
- 197. Participating in Meetings
- 198. Inviting Speakers
- 199. Preparing Meeting Visuals
- 200. Attending a Videoconference