

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