**1007X- Work Readiness Training to Develop Social Skills and Independent Living for Potentially Eligible: East Baltimore Pipeline Job Readiness Training Curriculum Syllabus**

**Section 1: Workforce Preparation Skills**

* Starting with a goal
* Entry Level Positions…What a new worker needs to know
* Dress for success
* Your attitude
* Self-talk
* Developing a good work ethic
* Understanding employer’s expectations
* Preparing for the interview

**Section 2: Communication Skills**

* Reading essentials
* Writing essentials
* Listening essentials
* Body language
* Conflict resolution

**Section 3: Interpersonal Skills**

* Understanding your personal style
* Working with others on a team
* Developing and maintaining good working relationships
* Valuing and respecting diversity
* Coping with change and other challenges
* Responding to Feedback

**Section 4: Life Management Skills**

* Managing time effectively
* Managing resources
* Math basics
* Developing support systems

**Section 5: Decision-Making Skills**

* Using good judgment
* Solving problems effectively
* Making good decisions
* Being assertive not aggressive
* Managing Anger

**Section 6: Customer Service Skills**

* Providing prompt and courteous service
* Managing customer requests and concerns
* How to communicate with customers
* Telephone etiquette
* Handling problems and complaints

**Section 7: Preparing a Resume**

* Personal information
* Education
* Work experience
* Responsibilities, skills, accomplishments, awards, credentials
* Volunteer experiences

**Section 8: Person Centered Section**

* Staff will tailor any additional soft skills training to the individual they are working with including disability awareness, transportation, home health management, etc.