

Path to Jobs

Path to Successful Employment (PSE) Training Curriculum

Path to Jobs' provides Job Exploration Counseling and Workplace Readiness Training to Develop Social Skills and Independent Living through our **Path to Successful Employment (PSE) training**.

Path to Jobs also offer the following services and supports as part of the PSE training curriculum:

- **Career-Readiness Services:** To explore job-readiness goals and provide vocational counseling and education.
- **Certification Process Assistance:** Individual technical assistance to persons seeking to obtain state certifications.
- **Benefits Counseling:** Transitional benefits counseling to help participants make informed decisions about entering/return to work.
- **Job Placement Services:** To arrange job matches with health/human service organizations, mentoring throughout job placement, and training to supervisors at placement facilities.

Path to Jobs' training, Path to Successful Employment (PSE), covers Professional Career Development and Workplace Culture/Etiquette in a 17-day (102-hour) program. The program consists of 15 training modules grouped in four (4) segments: Orientation, Interpersonal Skills, Impact Skills, and Process Skills. All modules use classroom training as the primary educational strategy and make use of diverse learning materials (participant workbooks, activity handouts, infographic handouts with key information and tips, video, slides) and activities (didactic presentations, role plays, interactive games, discussions, personal and group reflections) led by a skilled Trainer. Pre- and post-tests for each module assess participants' learning progress.

ORIENTATION consists of three modules delivered over a 4-day period:

1. Path to Successful Employment Orientation (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Introductory, get-to-know session covering training goals, expectations, ground rules, schedule, attendance requirements, and other orientation information. Participants fill out required paperwork for the training and participate in a resilience scale assessment.

2. Career Development (12 hours over 2 days of classroom training with the diverse learning materials and activities detailed above): Participants learn how to envision, prepare for, and take steps toward a job and long-term career. They explore their interests, skills, and strengths in relation to potential career pathways; set short- and longer-term job-related goals; create an action plan; research potential employers; learn and practice resume-writing skills; learn how to develop cover letters aligned with each job application and employer's requirements; learn skills for job interviews (including mock interview practice sessions); and learn how to develop honest, thoughtful, and constructive responses to difficult questions (e.g., history of incarceration, gaps in work history, etc.).

3. Workplace Readiness (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants gain a personal, marketable skill-set that

prepares them to be a competent, capable employee in today's workplace. This transferable set of skills and behaviors includes how to interact with supervisors and coworkers (e.g., promptness; appropriate attire; workplace norms and courtesies; maintaining a positive, helpful attitude; communicating about scheduled absences, and many other readiness skills).

INTERPERSONAL SKILLS consists of four modules delivered over a four-day period:

1. Establishing Healthy Workplace Boundaries (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants learn the definition, limitations, guidelines, and standards of workplace boundaries; the functions boundaries serve (e.g., a safe, respectful, and healthy work environment); and role definition between client and staff, supervisor and staff, etc..

2. Conflict Management (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills and strategies for proactively practicing conflict resolution, collaboration, and productive management of interpersonal challenges at work.

3. Cultural Competence (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants are introduced to core skills for providing culturally competent services to people who are diverse across identities/attributes such as race/ethnicity, country of origin, sexual identity, gender identity, language, religious/spiritual traditions, and more. Participants learn the value of, and need for, cultivating cultural competency practices in the workplace. Skills include exploring: self-awareness about one's own culture, cultural worldview, beliefs, biases, and assumptions; recognition and awareness of diverse cultural practices and norms; attitudes toward cultural differences; and cultural competency best practices.

4. Communication Skills (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills on: (1) internal communication with supervisors, colleagues, volunteers, and others—in person, in written form (emails, texts), by phone, and in various contexts; (2) external communication when communicating with people outside the organization; advising/educating clients/patients; representing the organization to customers, clients, patients, stakeholders, and funders.

IMPACT SKILLS consists of four modules delivered over a five-day period:

1. Time Management and Organizing, Planning, and Prioritizing Work (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills in goal setting, planning, organizing/managing a workflow calendar, prioritizing assignments, managing competing demands, protecting/allocating time, communicating with supervisors and colleagues around time-sensitive projects and related challenges, and problem-solving.

2. Stress Management and Self-Care (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills around investing in self-care and stress management as crucial for workplace success and overall well-being. Skills include stress management and relaxation techniques that can be applied in real time to

deescalate stressful situations and promote self-regulation; recognizing and responding to triggers in a healthy way; daily self-care skills that support overall physical and mental wellness; recognizing and preventing burn-out.

3. Financial Management (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills on money management and financial stability in the following areas: setting financial goals; budgeting and saving; opening a bank account; reviewing credit reports; resolving debt problems (including student loans); and public benefit and tax credit eligibility.

4. Digital Literacy Skills (12 hours over two days of classroom training with the diverse learning materials and activities detailed above): Participants gain introductory skills on: navigating the web; conducting online job searches; email software (MS Outlook); writing software (MS Word); medical software (electronic health records), presentation software (MS PowerPoint), spreadsheet software (MS Excel), and database user interface and query software (client databases, MS Access).

PROCESS SKILLS consists of four modules delivered over a four-day period:

1. Business Writing (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills for creating work-related memos, emails, and other written communications that are concise and clear.

2. Documentation and Record-Keeping (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills to accurately document service activities and client/patient records (e.g., date, type of activity, type of service, patient/client demographics) in compliance with employer requirements and grant requirements. Participants learn how to write a progress note detailing goals and activities agreed to by the client/patient, as well as developing goals and plans to prioritize, organize, and accomplish one's own work.

3. Patient Confidentiality (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills on maintaining patient/client confidentiality. Participants learn the rationale for, and importance of, confidentiality; how HIPAA operates; how to maintain strict fidelity to HIPAA; related behaviors to ensure compliance with maintaining confidentiality of patient private health information; and how to support their employer's obligations to meet service requirements and patient/client needs.

4. Health Literacy (6 hours over 1 day of classroom training with the diverse learning materials and activities detailed above): Participants develop skills to promote health literacy as a component of health equity to support the highest level of health for all people. Topics include: how to support clients/patients in using and applying health information rather than just understanding it; how to support clients/patients in making well-informed decisions; and how to bring a public health lens into this work.