Workplace Readiness Training will be offered to students individually or in a group setting for the purpose of enhancing the ‘soft skills’ of students and preparing them for employment success. The program includes classroom curriculum and experiences in the community to assist students with understanding employer expectations. In the classroom, we will provide PowerPoints that focus on important “Soft Skills” in the workplace. In the community we will engage students by attending job fairs, meeting with potential employers and participating in mock interviews. The service will be provided at theIntandem offices located in both Cattaraugus and Niagara Counties, at local high school sites and in the community where applicable.

***Workplace Readiness Training in the Classroom***

**Introduction to Soft Skills**

Content – Introduction to the Workplace Readiness program

* Overview of the key topics of the program that will be discussed with opportunity for input and discussion.
* Review of expectations of the participants for attendance, participation, maintaining confidentiality, and general guidelines.
* Brief description of the 7 important soft skills that will be reviewed over the next several weeks.
* “What does this mean?” Discussion on each of the 7 topics that are being presented in this lesson. Opportunity for discussion and input from the students.
* Discussion on how soft skills can impact your job, help you keep your job and possibly get you a promotion.

Breakout Activities/Videos-

* What Are Soft Skills Video: <http://www.youtube.com/watch?v=tiy2lonr050>
* Why are Soft Skills Important Video: <http://www.youtube.com/watch?v=9nBgcoZBuiQ>
* Introduction questionnaire – “Tell us about yourself”
* Self-assessment – “Worker Profile Questionnaire” by each student to assess their preferred job preferences and habits

**Strong Work Ethic**

Content – Strong Work Ethic and applying this to jobs in the community

* **Part 1**. Define Strong Work Ethics and discuss ways to build strong work ethics in our daily lives
* Review 6 characteristics of a strong work ethic
* Discussion on 6 characteristics to include: being on time, being productive, showing initiative, not being afraid to fail, be professional and a team player.
* What have we learned about strong work ethic – Let’s Play Jeopardy
* **Part 2.** Local Community/Employer Interviews- We spoke to several mangers at local businesses to get their feedback on the qualities they look for in an employee: What types of jobs can you be hired for at Burger King, Big Lots, Tony’s Napoli and Fairfield Inn and Suites.

Breakout Activities/Videos-

* Break out into either individual or teams of 2 per group to play a few games of Jeopardy: <https://jeopardylabs.com/play/work-ethics-20>

<https://jeopardylabs.com/play/work-ethics-15>

<https://jeopardylabs.com/play/work-ethics-21>

* Watch Video of business managers and their answers to the same 6 questions regarding important worker traits and expectations.

**Communication**

Content – Define Communication at work and allow for discussion on the multiple ways we communicate with each other and how it impacts your ability to do your job.

* Review three types of communication: verbal, non-verbal and written.
* Discuss 6 essential communication skills for your career.
* Grab your whiteboards game: review of what we have learned so far from today’s class

Breakout Activities/Videos-

* Social Media video [Study shows employers are scouring social media, employees don’t care](https://www.youtube.com/watch?v=lKq6t0hoZFg)
* Game of True/False and Multiple Choice: Each student is given a whiteboard to record their answers.
* Effective Communication Skills in the Workplace video: <https://www.youtube.com/watch?v=QGHBq5OEsBM>

**Problem Solving**

Content – Discussion on “What is Problem Solving” and how to effectively work through a problem.

* Review “5 Steps to Problem Solving”: allow for discussion as we review each step.
* Video on a work scenario that used the five steps to solve a problem on the job.
* Provide the group with a scenario and allow for discussion as we walk through the 5 steps together
* Improving problem solving skills : Introduce the Plastic Cup Challenge

Breakout Activities/Videos- Plastic Cup Challenge “Let’s Work Together to Get the Job Done”. Complete tasks in a group, work together without touching the cups

**Materials:**

* 1 rubber band
* 4 strings
* 6 cups
* 2 Challenge Cards

**Professionalism**

Content – Define Professionalism in the workplace and have a discussion on the importance of its characteristics.

* Have discussion on the differences between being a professional and displaying professionalism in the workplace.
* Review the five ways to demonstrate professionalism: provide examples on why each characteristic is important in the workplace and discuss real life workplace scenarios showing how professionalism affects the worker and others.
* Conduct a follow up questionnaire to assess the students understanding on the topic of professionalism with multiple choice questionnaire and dry erase boards.
* Provide Professionalism Activity: “Workplace Etiquette”

Breakout Activities/Videos- Professionalism Activity: “Workplace Etiquette*”* worksheet. Complete activity by reading through the different workplace scenarios as a class and identifying good and poor examples of Professionalism.

**Team Work**

Content – Discussing the importance of working as a team member. Understanding teamwork, being a team player and why this skill is important for success in the workplace.

* Five Tips to Help You Improve your Teamwork Skills
* Why is teamwork an Important Soft Skill?
* Teamwork Activity – “We’re a Team!”

Breakout Activities/Videos- The contents are all mixed up and tangled in a container. The object is for the group to work together to make up four bags- each containing a paperclip, tab, rubber band and penny. Staff are to stay quiet and allow the group to navigate through the given instructions.

**Materials (**For a group of 4):

* 5 paperclips
* 5 tabs
* 5 pennies
* 5 rubber bands
* 4 baggies

**Job Preparation Skills**

Content – Teaching students how to prepare for job search by learning how to create a resume, complete a job application and practice potential interview questions.

* Basic skills needed to apply for a job to include researching the company you are interested in
* Let’s review your Interest Inventory from day one!
* Important components when building your resume.
* Preparing and practicing how to answer interview questions

Breakout Activities/Videos-

* [Online Job Applications: What Happens After You Submit Your Resume | Indeed](https://www.youtube.com/watch?v=NTIBXS7pbBs)  <https://www.youtube.com/watch?v=NTIBXS7pbBs>
* [Completing a Job Application](https://www.youtube.com/watch?v=XG9_aGpWUng&t=19s)  <https://www.youtube.com/watch?v=XG9_aGpWUng&t=19s>
* [Top Interview Tips: Common Questions, Nonverbal Communication & More | Indeed - YouTube](https://www.youtube.com/watch?v=HG68Ymazo18) <https://www.youtube.com/watch?v=HG68Ymazo18&t=43s>

***Workplace Readiness Training in the Community***

**Setting up job/internship interviews and follow up communication:** Intandem staff may provide this opportunity individually or with a group. After the students complete the classroom curriculum on the various soft skills/lessons, the job developer will meet with several businesses to set up potential job internship interviews. Each site will be chosen based on the student interests learned during the classroom sessions.

* Intandem staff will prepare students with interview preparations and review how to answer common question.
* Intandem staff will educate student on proper attire for an interview.

**Attending job fairs**: Throughout the year, our local communities provide information about job fairs in the area through social media, informational meetings and flyers. We have several partnerships in both Cattaraugus and Niagara Counties that keep us informed about the organized job fairs and hiring events in our areas.

* Intandem staff may invite individuals or groups to attend a job fair in the area.
* Intandem staff may assist student(s) with researching employers that will be presenting at a local fair. Students may be encouraged to bring a resume for businesses of interest.
* We will prepare students how to dress, ask questions, and navigate through each table.

**Exploring places of work:** Site visits to various businesses in the local area to compare work places in several categories:Work place size and number of employees**,** types of jobs available, hours they work, benefits,location and transportation requirementsand special requirements: clothes, training, hours

* Arrange site visits -- Prior to visit, prepare questions for employers and a response chart so each person can be actively involved. Use iPad or laptop to document responses.
* Observe and ask questions of supervisors about their requirements.
* During visit, record information and use for future discussion and reference.
* Use phones/laptops to locate websites for the businesses visited to learn more about the site.