

# BLUEPRINT FOR SUCCESS SKILLS YOUTH NEED TO SUCCEED IN WORK AND LIFE



## Background

In 1990 the U.S. Department of Labor commissioned a study, the *Secretary's Commission on Achieving Necessary Skills (SCANS)*, to identify the skills that American workers needed for job success in a global market. The competencies and foundation skills that resulted from the SCANS study were intended to set the agenda for what students are taught in the nation's schools and how workers are trained and retrained for the high-skill, high-wage jobs of the future. The **South Bay Workforce Investment Board Youth Council convened nearly 100 employers**, educators and training organizations to identify standards for the SCANS skills that would be relevant to Youth and employers in 2004. Unlike many national skill standards initiatives, this unique effort focuses on employer initiated pre-employment training for youth job seekers and workers.

From this effort a curriculum was created called the “**Blueprint for Workplace Success**”, This innovative curriculum was created:

- With skill standards necessary for youth workplace success.
- To achieve improved, more relevant training and employment outcomes for youth.
- To connect what is being taught in the classroom with what is required in the workplace.

## What is the Blueprint for Workplace Success curriculum?

- *Blueprint for Workplace Success* is a pre-employment training program created by the South Bay Workforce Investment Board Youth Council to prepare youth to be productive learners and earners in the workplace.
- The curriculum consists of an Instructor's Guide and Student Workbook.
- The activities equip students with job seeking and job keeping skills in order to manage their own search for employment.
- It also provides the knowledge to perform well on the job while attending additional education and skill training programs.
- The curriculum is designed for youth aged 15 to 21. Youth receive 30 hours of training.
- The curriculum has pre and post tests that validate skill attainment and provide the framework for certification

## What are the benefits of participating in the Blueprint for Workplace Success?

**Schools and training organizations will** have regional world-class standards and supports through which they can recruit, prepare and retain students in learning-rich workplace training.

**Students will** have the skills needed to be productive learners and earners in the workplace and they will understand the relationship between what is taught in the classroom and what is required in the workplace.

**Employers will** have an increased supply of student workers with the skills and qualities needed to be an asset to the company and a qualified future employee.

**Parents will** see an increase in their child's motivation to learn and excel and in their maturity toward becoming a self-sustaining adult.

**One-Stop Career Centers will** have a certificate-based occupational training program through which youth can build employment skills and achieve a positive outcome.

**Blueprint for Workplace Success Curriculum** assists Youth in the interactive process of taking their natural talents, interests, abilities and skills, and tapping into their personal motivation and confidence to take the leadership role in creating their future. This highly interactive and powerful resource includes ideas, tools, strategies and fun interactive activities that are designed to be the blueprints to help Youth develop the workplace skills that employers are seeking.

**Each participant of the program will follow the Blueprint for Workplace Success plan to:**

### **Self Discovery**

Self-understanding is the underlying basis for participants to discover and explore their inherent values and abilities. By making wise choices and taking responsibility for the outcome desired, participants will learn how their interest, abilities, and skills can transfer to work opportunities.

### **Managing Time Effectively**

Participants learn how to focus on priority tasks, keep track of time, and set reasonable and attainable goals.

### **Understanding Workplace Skills for Today's Employee**

Participants learn what employers are looking for by assessing their own qualities and skills as they relate to the SCAN competencies.

### **Facing Realities of the Job Market**

Participants come face-to-face with a test of the realities of the job market. How much do they already know...how much do they need to learn? The results will enhance their employability skills.

### **Learning How to Use Effective Communication**

Participants learn that what they say and how they act can either open doors to opportunities or close them. Learning how to listen and use effective verbal and non-verbal communication are the critical tools for success!

### Gaining Skills and Knowledge for Contacting Employers

Participants learn that there is a whole strategy for contacting employers, and if they do it right the interviews will follow. They will also learn how to obtain the documents required for employment (i.e. social security card, I-9, state identification, drivers license, educational records, etc.).

### Preparing with Confidence for the Job Interview

At this point, participants learn how to take control of the job interview and impress the interviewer.

### Getting Hired and Learning about Workplace Issues and Paperwork

Once the participant is hired, it's a good thing to know about rights and responsibilities in the workplace.

### Learning How to Manage Money

Participants learn how to understand the details of a paycheck and manage their money to enable them to make more choices towards attaining life goals.

### Learning How to Keep the Job

Knowing what it takes for keeping a job will reduce the likelihood of being fired...and may increase the opportunities for advancement. The participants learn that the process of seeking employment is a life long journey!

## ORDER FORM

DISCOUNT CODE: SBWIC0504

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

FAX Number: \_\_\_\_\_

#### Check one:

Check Enclosed       U.S. Money Order Enclosed       Purchase Order (Attach to Order)

VISA     MasterCard     AMEX (Note: All credit card amounts will be charged in US dollars)

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Item Code	Description	Retail	Quantity	Price
M390	Blueprint For Workplace Success Instructor's Guide	\$ 89.00		
M391	Blueprint for Workplace Success Workbook (1 - 9)	\$ 29.95 each		
M391D10	Blueprint for Workplace Success Workbook (10 -24 )	\$ 18.00 each		
M391D25	Blueprint for Workplace Success Workbook (25 - 49)	\$ 15.00 each		
M391D50	Blueprint for Workplace Success Workbook (50 - 99)	\$ 12.50 each		
M391D100	Blueprint for Workplace Success Workbook (100+)	\$ 10.00 each		

(Minimum Shipping & Handling Fee \$12.00 US)

Tax (CA & HI) \_\_\_\_\_

S&H (add 12%) \_\_\_\_\_

**Grand Total** \_\_\_\_\_

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## SKILLS TO SUCCEED IN WORK AND LIFE



### PART I BASIC WORKPLACE SKILLS

#### ACADEMIC SKILLS

##### Reading

- Analyze and interpret written materials
- Aware of company policies, safety and health regulations and guidelines
- Working knowledge of charts and graph, company materials such as reports, annual reports, brochures and newsletters
- Job-related information such as memos, sales slips, inventory records, menus, phone messages, e-mail, etc.
- Use a map, dictionary, internet or thesaurus to access information

##### Writing

- Write legibly
- Use a process of drafting coherent written documents
- Uses proper grammar, punctuation, and spelling
- Take phone messages accurately, prepare fax cover sheets, compose simple memos and e-mail
- Complete job applications, time cards and personnel documents

##### Listening

- Can follow spoken instructions
- Listen critically to separate fact from opinion
- Communicate effectively in one-on-one dialogue and small group discussion
- Make and maintain eye contact in one-on-one and group discussions
- Ask clarifying questions for accuracy and comprehension
- Listen and repeat what was heard in your own words

##### Speaking

- Speak clearly without using slang and colloquialisms
- Clearly expresses ideas and information
- Ability to report accurately what others have said
- Ability to engage others in the exchange of ideas
- Answer phones and relay messages appropriately in a work environment

- Answers phones in a professional manner with a pleasant attitude
- Enunciates words when speaking on the phone

### **Arithmetic and Mathematics**

- Add, subtract, multiply and divide using whole numbers, decimals, and fractions
- Perform measurements of lengths, area, volume, weight and temperature
- Ability to calculate retail sales and food service transactions; inventory control, sales tax, etc.
- Understands how to calculate wage, hours, and deductions

## **THINKING SKILLS**

### **Decision Making**

- Consider the impact of decisions upon self and others
- Capable of evaluating and taking responsibility for decisions
- Uses the experience and knowledge developed on the job to make decisions
- Knows that it is appropriate to ask for help whenever needed
- Makes decisions based upon pre-established criteria (i.e. time, resources, regulations)

### **Reasoning and Problem Solving**

- Understands that problems may arise and know what actions to take
- Takes initiative to solve problems
- Able to learn and follow guidelines and procedures
- Resourceful - can access resources to solve problems and research information
- Seeks help or support when negative situations occur
- Uses common sense

### **Knowing How to Learn**

- Uses supervisor guidelines to self-assess to know abilities and limitations
- Open to learn and receive balanced feedback
- Researches to find reliable sources of information, including knowledgeable people
- Observes other employees and models best practices
- Keeps a daily journal to stay on track, measure growth and identify needs and opportunities
- Knows that every job has an entry level and with hard work you can advance

### **Use of Technology**

- Knows that the computer is a business tool
- Can use a computer to operate standard utility software programs such as word processing (MS Word), spreadsheets (Excel)
- Basic computer skills such as keyboarding, how to use a mouse, how to edit and save documents, set fonts, print, download graphics, etc.
- Can access information and resources on the Internet

### **Interpersonal/Social Skills**

- Courteous and interested listener not interrupting when others are speaking
- Positive and cooperative "can-do" attitude
- Accepts balanced, constructive criticism with maturity
- Understands the principles of conflict resolution and mediation
- Works well with others from diverse ethnic and cultural backgrounds
- Show teamwork by contributing to company and group goals
- Operate as a leader or follower to best accomplish company and job goals
- Not afraid to make suggestions or give feedback in an appropriate manner to co-workers and supervisors
- Knows appropriate office etiquette (i.e. knock and request entry when doors are closed; don't interrupt when someone is talking on the phone or in conversation with others)
- Knows appropriate way to relate to co-workers, supervisors and customers

### **PERSONAL QUALITIES**

#### **Self-Management**

- Come to work on-time (calls in advance when late or absent)
- Works required hours (without constant monitoring)
- Follows instructions, directions, knows limitations, self-monitors, stays on task – within timeframes, seeks appropriate help
- Able to manage time effectively, read task lists, incorporate duties and tasks in appropriate time frames
- Know limitations; seeks feedback and help when unsure
- Adapt to corporate/business culture – etiquette, appearance and decorum
- Able to effectively learn more about the job, expectations, the company, their mission, advancement opportunities
- Understand the concept of self-starter, independent worker, flexibility

#### **Work Ethic**

- Take pride in work; pays attention to detail
- Tutored in what quality at work means and it's importance in the work place
- Understands the concept of team work
- Leave personal problems out of the workplace

#### **Integrity/Honesty**

- Handle valuable resources appropriately – equipment, time cards, money
- Careful in handling proprietary information
- Considerate of company image
- Exercise self-control
- Earn trust
- Incorporate the values of integrity and honesty in the resume process – statements should be honest

## **Customer Service**

- Receive instruction regarding the need for basic customer assistance by listening to customer needs and responding adequately such as taking orders for purchase of products or services; providing assistance to resolve problems; providing delivery and order status information
- Analyze and evaluate customer needs and follow-up to ensure customer satisfaction
- Provide information on products and services
- Read work orders, instructions and memos to carry out customer service activities correctly

## **JOB SEEKING SKILLS**

- Professional cover letter and resume outlining specific job objectives, abilities/skills, work-related experience, educational background, community and extracurricular activities, awards, achievements, professional contacts
- Communicate effectively and persuasively in a job interview – can incorporate the concept of “why you should hire me”, and how to “sell yourself”
- Perform job search activities including searching for job leads, scheduling interviews and comfortable with follow-up techniques i.e. personal phone calls, email, faxes, and others
- Access to adequate transportation, independent in planning for transportation needs

## **PART II BASIC LIFE SKILLS**

### **FINANCIAL LITERACY**

#### **Managing Personal Finances and Consumer Services**

- Creating and managing a budget
- Counting money and making correct change
- Keeping basic financial records
- Making responsible expenditures
- Using banking services

### **RESPONSIBILITY**

#### **Exhibiting Responsible Citizenship**

- Demonstrate knowledge of civil rights and responsibilities
- Knowledge of local, state and federal governments
- Knowledge of the law and the ability to follow the laws
- Exhibit knowledge of citizen rights and responsibilities

## Achieving Socially Responsible Behavior

- Develop respect for the rights and properties of others
- Recognize authority and follow instructions
- Demonstrate appropriate behaviors in public places
- Know importance of character traits
- Recognize personal roles
- Cultural sensitivity

## SELF-MANAGEMENT

### Making Adequate Decisions/Self Management

- Locate and utilize sources of information and assistance
- Anticipate consequences
- Develop and evaluate alternatives
- Recognize nature of a problem
- Develop goal seeking behavior

### Maintaining Good Social and Interpersonal Skills

- Demonstrate listening and responding skills
- Establish and maintain close relationships
- Make and maintain friendships
- Identify interests and abilities
- Identify and control emotions
- Communicate with understanding
- Recognize and respond to emergency situations

### Acquiring Self-Confidence

- Express feelings of self-worth
- Describe others perception of self
- Accept and give praise
- Accept and give constructive criticism
- Develop confidence in oneself