

# Blueprint For Workplace Success

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# Chapter 1

## SELF DISCOVERY

<b>Estimated Time:</b>	30 Minutes	Deciding What You Want
	30 Minutes	Success, Oh Yes!
	90 Minutes	Career Assessment
	30 Minutes	Identifying Transferable Skills
	30 Minutes	Transferable Skills – Prove It!
	30 Minutes	Employability Skills

**Materials Needed:** Blueprint for Workplace Success Workbook, Chapter 1  
Chalkboard or Whiteboard and markers  
3 x 5 Index cards

### **Purpose:**

This lesson focuses on self-understanding, which is the underlying basis for participants to discover and explore their inherent skills, values and interests. The participants will conduct a self-assessment by identifying and recognizing their natural strengths. By completing a personal profile, participants will gather information to aid in identifying a career plan.

The instructional method develops the workplace competencies of:

- Connecting self-knowledge and positive work attitudes to future success.
- Taking abilities inventories.
- Analyzing personal aptitudes.

### **Curriculum standards addressed in this lesson:**

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

*Language Arts: Written and Oral Language Conventions (11-12)*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Reading
- ✓ Writing
- ✓ Listening
- ✓ Speaking

**Thinking Skills**

- ✓ Creative Thinking
- ✓ Decision Making

**Personal Qualities**

- ✓ Integrity & Honesty
- ✓ Responsibility
- ✓ Self-Esteem
- ✓ Self-Management

**Interpersonal Skills**

- ✓ Participating As A Team Member
- ✓ Teaching Others New Skills
- ✓ Exercising Leadership

**Information**

- ✓ Acquiring And Evaluating Information
- ✓ Organizing And Maintaining Information

**Upon completion of this lesson, participants will have:**

- Learned to identify personal successes and to analyze how they benefited from these successes.
- Learned that the success of pursuing employment and a career is connected to their motivation and choice of action.
- Identified their personal strengths, weaknesses, interests, hobbies, and desired lifestyle.
- Identified vocational interests and transferable skills for career exploration.
- Analyzed the educational level required and the barriers they must overcome to achieve the career of their choice.

## **Chapter 2**

# **MANAGING YOUR TIME EFFECTIVELY**

<b>Estimated Time:</b>	15 Minutes	Time Wasters (Optional Activity)
	30 Minutes	Time Saving Techniques
	15 Minutes	Keeping Track of Your Personal Hours
	15 Minutes	Keeping Track of Your Work Hours
	30 Minutes	Setting Goals

**Materials:** Blueprint For Workplace Success Workbook, Chapter 2  
Copies of “Time Wasters”, page 38  
Copies of “Daily Time Log”, page 41  
Copies of “Bi-Weekly Time Record”, BWSW page 21

### **Purpose:**

This lesson will enable the participants to focus on how they spend their time and explore alternatives for managing their time effectively. The topic of this lesson is a SCANS competency. Also, effective time management is a tool that will increase chances of participant success in school, in post secondary education, and on the job.

In this first lesson, participants learn:

- How employers keep track of the time an employee works.
- How the details of a record keeping system correlate to monetary rewards and benefits provided by an employer.
- How to develop the skills for keeping track of their time.

### **Curriculum standards addressed in this lesson:**

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

The dimensions of this competency include:

- Identifying tasks to be completed;
- Ranking tasks in order of importance;
- Estimating key task variables (such as importance, time to complete tasks, time available for task completions, and task deadlines);
- Developing and following an effective, workable schedule based upon these estimates;
- Avoiding wasting time; and
- Evaluating and adjusting a schedule.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Arithmetic And Mathematics

**Thinking Skills**

- ✓ Reasoning
- ✓ Creative Thinking
- ✓ Decision Making

**Personal Qualities**

- ✓ Responsibility
- ✓ Self-Management

**Resources**

- ✓ Time Management

**Systems**

- ✓ Understanding Systems

**Upon completion of this lesson, participants will have:**

- Identified their personal time wasters.
  - Learned time saving tips and techniques.
  - Learned how to keep a time log and create a “to do” list.
  - Learned how to keep track of their time using a simple record keeping system.
- Learned a variety of ways in which an employer keeps track of an employee’s work hours.

# Chapter 3

## REALITIES OF THE JOB MARKET

**Estimated Time:** 90 Minutes Realities of the Job Market  
15 Minutes True-False Quiz

**Materials Needed:** Blueprint For Workplace Success Workbook, Chapter 3

### **Purpose:**

This activity invokes the critical issues surrounding the realities of the marketplace within which work is sought after and hiring is actually done. Once understood, these issues provide a good handle on the work search tactics that are most effective.

### **Curriculum standards addressed in this lesson:**

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

### **This lesson focuses on the following SCANS foundation skills and competencies:**

#### **Basic Skills**

- ✓ Reading
- ✓ Listening
- ✓ Speaking

#### **Thinking Skills**

- ✓ Reasoning

#### **Personal Qualities**

- ✓ Self-Management

#### **Information**

- ✓ Acquiring And Evaluating Information

#### **Systems**

- ✓ Understanding Systems

### **Upon completion of this lesson, will have:**

- Learned five job search methods.
- Learned the steps of the typical hiring process
- Learned how to access the “Hidden Job Market”.

# Chapter 4

## WORKPLACE SKILLS FOR TODAY'S EMPLOYEE

<b>Estimated Time:</b>	45 Minutes	SCANS Workplace Skills
	30 Minutes	SCANS Skills Identification Game
	15 Minutes	SCANS Self Evaluation

**Materials Needed:** Blueprint for Workplace Success Workbook, Chapter 4  
Chalkboard or Whiteboard and markers

### **Purpose:**

Workplace competencies and skills were identified by the Secretary of Labor's Commission on Achieving Necessary Skills (SCANS) in 1991. Since that time schools across the country have been trying to integrate these skills in their instructional programs. The SCANS competencies are based on three major conclusions:

- All youth and adults must develop a new set of competencies and foundation skills if they are to enjoy a productive, full, and satisfying life.
- The qualities of high performance that today characterize our most competitive companies must become the standard for the vast majority of our companies, large and small, local and global.
- The nation's schools and employment services must be transformed into high-performance organizations in their own right.

In this section, the participants become familiar with the SCANS foundation skills and competencies. Throughout this training program, they will master several of them.

### **Curriculum standards addressed in this lesson:**

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

*Language Arts: Written and Oral Language Conventions (11-12)*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.
- Produce legible work that shows accurate spelling and correct punctuation and capitalization.

*Language Arts: Deliver Reflective Presentations (11-12)*

- Explore the significance of personal experiences, events, conditions, or concerns, using appropriate rhetorical strategies.
- Draw comparisons between the specific incident and broader themes that illustrate the speaker's beliefs or generalizations about life.
- Maintain a balance between describing the incident and relating it to more general, abstract ideas.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Writing
- ✓ Listening
- ✓ Speaking

**Thinking Skills**

- ✓ Creative Thinking

**Interpersonal Skills**

- ✓ Participating As A Team Member
- ✓ Negotiating To Arrive At A Decision

**Information**

- ✓ Acquiring And Evaluating Information
- ✓ Interpreting And Communicating Information

**Upon completion of this lesson, participants will have:**

- Become familiar with and understood the SCANS foundation skills and competencies.
- Understood the workplace behaviors required in today's workplace.

Conducted their own self-evaluation of their strengths and weaknesses in basic skills, thinking skills, personal qualities and competencies as defined by SCANS.

# Chapter 5

## USING EFFECTIVE COMMUNICATION

<b>Estimated Time:</b>	15 Minutes	Using Effective Communication
	15 Minutes	Charade Game
	60 Minutes	Communicating At Work

<b>Materials Needed:</b>	Blueprint for Workplace Success Workbook, Chapter 5
	Chalkboard or Whiteboard and markers
	Charade Actor A List
	Charade Actor B List

### **Purpose:**

The topic of this lesson is a SCANS foundation skill, Listening. Effective listening and speaking are essential for the vast majority of careers in the United States. The participants will be introduced to the following communication skills:

- Developing effective listening techniques (both verbal and non-verbal).
- Developing basic telephone techniques.
- Using appropriate behavior and language at school and work.

### **Curriculum standards addressed in this lesson:**

*English/Language Arts: Reading Comprehension (Focus on Informational Materials) (9-10)*

- Analyze the structure and format of functional workplace documents, including the graphics and headers, and explain how authors use the features to achieve their purposes.

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

*Language Arts: Written and Oral Language Conventions (11-12)*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.
- Produce legible work that shows accurate spelling and correct punctuation and capitalization.

*Language Arts: Deliver Reflective Presentations (11-12)*

- Explore the significance of personal experiences, events, conditions, or concerns, using appropriate rhetorical strategies.
- Draw comparisons between the specific incident and broader themes that illustrate the speaker's beliefs or generalizations about life.
- Maintain a balance between describing the incident and relating it to more general, abstract ideas.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Reading
- ✓ Writing
- ✓ Listening
- ✓ Speaking

**Thinking Skills**

- ✓ Creative Thinking
- ✓ Decision Making
- ✓ Knowing How To Learn
- ✓ Reasoning

**Personal Qualities**

- ✓ Sociability

**Interpersonal Skills**

- ✓ Participating as a team member
- ✓ Teaching others new skills
- ✓ Working with cultural diversity

**Information**

- ✓ Interpreting and communicating information

**Upon completion of this lesson, participants will have:**

- Learned effective listening techniques.
- Learned basic nonverbal communication (body language).
- Learned basic telephone techniques.
- Learned how to handle irate calls.
- Learned to distinguish formal, informal, and slang or vulgar English.
- Increased their ability to speak and write using Standard English.

## **Chapter 6**

# **CONTACTING EMPLOYERS**

<b>Estimated Time:</b>	30 Minutes	Finding My Future Employer
	30 Minutes	Tips For Approaching Employers In Person
	30 Minutes	Creating a Work Search Portfolio
	30 Minutes	Getting a Good Reference
	45 Minutes	Completing a Job Application
	90 Minutes	Preparing a Resume (allow 90 – 120 minutes)
	45 Minutes	Writing a Cover Letter

**Materials:**

- Blueprint for Workplace Success Workbook, Chapter 6
- Letter-size folder for each participant
- 3" x 5" index cards (6 for each participant)
- Access to computer lab, word processing software

### **Purpose:**

Now it's time to contact employers for the "real thing". This lesson introduces the participants to the important steps of the job search process:

- Finding the right employer
- Contacting employers in-person
- Completing a job application
- Preparing a resume
- Writing a cover letter
- Keeping a record of your job search efforts

### **Curriculum standards addressed in this lesson:**

*English/Language Arts: Speaking Applications (Genres and Their Characteristics) (9-10)*

- Apply appropriate interviewing techniques.
- Prepare and ask relevant questions.
- Make notes of responses.
- Use language that conveys maturity, sensitivity, and respect.
- Respond correctly and effectively to questions.
- Demonstrate knowledge of the subject or organization.
- Compile and report responses.
- Evaluate the effectiveness of the interview.

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

*Language Arts: Written and Oral Language Conventions (11-12)*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.
- Produce legible work that shows accurate spelling and correct punctuation and capitalization.

*Write business letters:*

- Provide clear and purposeful information and address the intended audience appropriately.
- Use appropriate vocabulary, tone, and style.
- Highlight central ideas or images.
- Follow a conventional style with page formats, fonts, and spacing that contribute to the documents' readability and impact.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Reading
- ✓ Writing
- ✓ Arithmetic And Mathematics
- ✓ Listening
- ✓ Speaking

**Thinking Skills**

- ✓ Creative Thinking
- ✓ Decision Making

**Resources**

- ✓ Material Management
- ✓ People Management

**Interpersonal Skills**

- ✓ Participating As A Team Member
- ✓ Exercising Leadership

**Information**

- ✓ Acquiring And Evaluating
- ✓ Organizing And Maintaining
- ✓ Interpreting And Communicating
- ✓ Using Computers To Process

**Upon completion of this lesson, participants will have learned:**

- How to find the right employer through the art of match-making
- Creative alternatives for contacting employers in-person
- How to get a good reference
- How to complete a job application
- How to prepare a resume
- How to write a cover letter
- How to keep a record of their job search efforts

# Chapter 7

## PREPARING FOR THE JOB INTERVIEW

<b>Estimated Time:</b>	15 Minutes	Interviewing Tips
	60 Minutes	Typical Interviewing Questions
	45 Minutes	Resolving Employer Concerns
	60 Minutes	Interview Role Plays (with participants)
	60 Minutes	Interview Role Plays (with professionals)
	30 Minutes	SCANS Post Test Evaluation

**Materials Needed:** Blueprint For Workplace Success Workbook, Chapter 7  
Job descriptions for the interview role-plays  
**Copies of the “Interview Role-Plays” form**  
**Copies of the “My Personal Ratings of Workplace Skills”**

### **Purpose:**

When it comes to job interviews, a little preparation goes a long way! This activity lays the groundwork for interview preparation by requiring participants to organize their thoughts and construct a basic dialogue containing the essential information requested during interviews. This is a simple and straightforward assessment that, when performed before every interview, yields great results for work seekers.

### **Curriculum standards addressed in this lesson:**

*Language Arts: Written and Oral Language Conventions (11-12)*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

*English/Language Arts: Speaking Applications (Genres and Their Characteristics) (9-10)*

- Apply appropriate interviewing techniques
  - a. Prepare and ask relevant questions.
  - b. Make notes of responses.
  - c. Use language that conveys maturity, sensitivity, and respect.
  - d. Respond correctly and effectively to questions.
  - e. Demonstrate knowledge of the subject or organization.

- f. Compile and report responses.
- g. Evaluate the effectiveness of the interview.

**This lesson focuses on the following foundation skills and SCANS competencies:**

**Basic Skills**

- ✓ Reading
- ✓ Writing
- ✓ Listening
- ✓ Speaking

**Thinking Skills**

- ✓ Creative Thinking
- ✓ Decision Making

**Resources**

- ✓ People Management

**Interpersonal Skills**

- ✓ Participating As A Team Member
- ✓ Exercising Leadership
- ✓ Negotiating To Arrive At A Decision

**Information**

- ✓ Acquiring And Evaluating Information
- ✓ Organizing And Maintaining Information

**Upon completion of this lesson, participants will have:**

- Prepared for the job interview.
- Participated in, or observed, practice job interviews.

# Chapter 8

## GETTING HIRED – WORKPLACE ISSUES, PAPERWORK AND FINANCES

<b>Estimated Time:</b>	90 Minutes	Workplace Laws
	30 Minutes	Papers Needed For Employment
	45 Minutes	Reading and Interpreting Pay Stubs
	120 Minutes	Saving Money & Opening a Checking Acct
	120 Minutes	Developing & Maintaining a Budget

**Materials Needed:** Blueprint For Workplace Success Workbook, Chapter 8  
Access to a computer for Internet research

### **Purpose:**

Becoming employed requires participants to enhance their skills of responsibility by becoming aware of and following employment laws and regulations. This lesson will introduce participants to their legal rights and requirements pertaining to:

- Laws governing employment
- Permits to work and employ
- Papers needed for employment
- Employer and employee rights

In addition, becoming proficient at calculating a paycheck with deductions and learning how to manage personal finances are critical life skills for everyone. This section will enhance the thinking and mathematical skills of the work seeker.

### **Curriculum standards addressed in this lesson:**

*English/Language Arts: Reading Comprehension (Focus on Informational Materials) (9-10)*

- Analyze the structure and format of functional workplace documents, including the graphics and headers, and explain how authors use the features to achieve their purposes.

*Written and Oral English Language Conventions*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.
- Produce legible work that shows accurate spelling and correct punctuation and capitalization.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Reading
- ✓ Listening

**Information**

- ✓ Interpreting And Communicating Information

**Systems**

- ✓ Understanding Systems

**Upon completion of this lesson, participants will have:**

- Developed an understanding of the jobs that are legal and illegal for workers under 18 years of age.
- Developed an understanding of the laws that govern employee and employer rights.
- Learned how to complete Forms W-4 and I-9.
- Learned to read pay stubs.
- Learned the definitions of the various terms used on the pay stub.
- Developed an understanding of the importance of saving money.
- Learned how to open a checking account, write checks, make deposits, balance a checkbook, and reconcile a bank statement.
- Learned how to develop a budget.
- Set some personal financial goals.

# Chapter 9

## KEEPING YOUR JOB

<b>Estimated Time:</b>	15 Minutes	Keeping Your Job
	15 Minutes	Most Common Reasons For Being Fired
	15 Minutes	Meeting Expectations
	30 Minutes	Dealing With Problem Situations in the Workplace
	15 Minutes	Problem Solving and Decision Making
	15 Minutes	Decision Making Methods
	15 Minutes	The Planning Method

**Materials Needed:** Blueprint For Workplace Success Workbook, Chapter 9  
Chalkboard or Whiteboard and markers

### **Purpose:**

Getting the job is worth celebrating, keeping the job is having the resources to keep celebrating! This lesson reinforces the SCANS foundation skills and competencies for decision making and problem solving in the workplace. Participants are introduced to:

- The most common reasons for being fired
- The concept of the employers as customers
- How to deal with problem situations in the workplace

### **Curriculum standards addressed in this lesson:**

*Language Arts: Written and Oral Language Conventions (11-12)*

- Demonstrate control of grammar, diction, and paragraph and sentence structure and an understanding of English usage.

*Language Arts: Listening and Speaking Strategies (9-10)*

- Formulate judgments about the ideas under discussion and convincing evidence.

**This lesson focuses on the following SCANS foundation skills and competencies:**

**Basic Skills**

- ✓ Listening
- ✓ Speaking

**Thinking Skills**

- ✓ Creative Thinking
- ✓ Decision Making
- ✓ Reasoning and Problem-Solving

**Personal Qualities**

- ✓ Responsibility
- ✓ Self-Management
- ✓ Integrity & Honesty

**Interpersonal Skills**

- ✓ Participating As A Team Member
- ✓ Teaching Others New Skills
- ✓ Serving Customers
- ✓ Exercising Leadership

**Upon completion of this lesson, participants will have:**

- Learned the most common reasons people get fired.
- Developed strategies for becoming a valued employee.
- Learned why it is important to treat employers as customers.
- Learned problem solving techniques
- Learned decision making methods
- Learned why the planning method can help them to reach their goals.