



English Español

Job Ready Career Skills teaches the personal skills and characteristics that employers require.

This student-motivating, interactive program provides pre- and post-tests, lesson assessment and scoring.

Job Ready Career Skills lessons are available in English or Spanish editions and may be purchased singly, or together as a discounted package. Lessons fall into five categories of 23 topics, a total of 230 10-20 minute lessons that can be taught in one year or spread over several years of a student's education. Students can save or print a Certificate of Completion for inclusion in their portfolio. *Job Ready Career Skills* Online includes **The Teacher's Desktop** and **The Administrator's Desktop**.

The Teacher's Desktop is a teacher-friendly, LMS compatible student management system. You'll find that it reduces your time commitment and makes your job easier. **The Administrator's Desktop** allows administrators to view all schools, teachers, classes and students under their supervision.



To turn your classroom into a job readiness laboratory, take our **Job Ready Career Skills Guided Tour**. Visit www.careersolutionspublishing.com and look for the "Guided Tour" logo on the homepage.

Student version	The Teacher's Desktop (Online only)
<ul style="list-style-type: none"> • Videos by topic • Practical content • Assessment and activity for each lesson • Easy navigation • Drop-down menus • Certificate of Completion 	<ul style="list-style-type: none"> • Class roster • Pre- and post-test capability • Ability to select and require lessons • Option to establish minimum score and reset lessons • Simple score reporting, exportable to Excel • Multiple rosters by classes or schools

Job Ready Career Skills Site Licenses

ONLINE A *Job Ready Career Skills* online annual site license covers all teachers and students in one building/school and includes *The Teacher's Desktop* for management of lessons and student performance. For program or state site licenses, contact us at 888 299-2784. *The Administrator's Desktop* may be purchased separately.

USB A *Job Ready Career Skills* USB drive, annual site license entitles all teachers and students in one building/school to use the program. The program can be installed on individual computers or a network.

Job Ready Career Skills Pricing information

English or Spanish Edition

Online Student version with *The Teacher's Desktop*

\$1,395 annual site license

\$ 200 *The Administrator's Desktop* annual site license

Special Package: Both English and Spanish Versions

\$1,995 annual site license

\$ 200 *The Administrator's Desktop* annual site license

English Edition only, Ed2

USB drive Student version

\$1,395 annual site license

Contact us

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Work Habits

Workplace Ethics

Demonstrating Good Work Ethic
Behaving Appropriately
Maintaining Honesty
Playing Fair
Using Ethical Language
Showing Responsibility
Reducing Harassment
Respecting Diversity
Making Truthfulness a Habit
Leaving a Job Ethically

Personal Characteristics

Demonstrating a Good Attitude
Gaining and Showing Respect
Demonstrating Responsibility
Showing Dependability
Being Courteous
Showing Pride In Work
Gaining Coworkers' Trust
Persevering
Handling Criticism
Showing Professionalism

Employer Expectations

Behaviors Employers Expect
Objectionable Behaviors
Job Success
Transferable Job Skills
Establishing Credibility
Demonstrating Your Skills
Surviving a Bad Environment
Managing Change
Building Work Relationships
Advancing Your Career

Social Media

Social Media Expectations
Preserving Your Reputation
Other Social Media Cautions
Benefits for Business
Business Tips to Get Started
Business Mistakes to Avoid Interacting with Others
Being hired as a Social Media Specialist
Working with Systems and Strategies



Lesson Titles

Workplace Effectiveness

Customer Service

Gaining Customer Trust
Interacting with Customers
Learning What Customers Want
Giving Customers What They Want
Keeping Customers Coming Back
Seeing the Customer's Point
Selling Yourself and the Company
Handling Customer Complaints
Customer Service by Telephone
Customer Service by Internet

Problem Solving

Becoming a Problem Solver
Identifying a Problem
Becoming a Critical Thinker
Thinking Creatively
Effective Risk Taking
Holding Yourself Accountable
Managing Change
Removing Barriers to Change
Making Change Serve You
Dealing with Ongoing Change

Teamwork

Teamwork Skills
Reasons Companies Use Teams
Decisions Teams Make
Team Responsibilities
Problems That Affect Teams
Building Team Communication
Expressing Yourself on a Team
Giving Constructive Criticism
Receiving Criticism
Team Problem Solving

Time Management

Managing Time
Putting First Things First
Juggling Many Priorities
Overcoming Procrastination
Dealing with Information Overload
Organizing Workspace and Tasks
Staying Organized
Finding More Time
Managing Projects
Prioritizing Personal and Work Life

Leadership

Qualities of a Good Leader
Leadership Style
Developing Employees
Goals and Planning
Organizing Work
Controlling the Work
Decision Making
Dealing with Conflict
Dealing with Diversity
Leading People Older Than Yourself

Business Etiquette

On-the-Job Etiquette

Using Professional Manners
Introducing People
Language and Behavior
Business Casual Dress
Business Meal Functions
Behavior at Work Parties
Behavior at Conventions
International Etiquette
Cross-Cultural Etiquette
Working in a Cubicle

Person-to-Person Etiquette

Meeting Business Acquaintances
Meeting People for the First Time
Showing Politeness
Interacting with Your Boss
Interacting with Subordinates
Interacting with Coworkers
Interacting with Suppliers
Ending a Lingering Visit
Keeping Information Confidential
Avoiding Gossip

Telephone and Email Etiquette

Creating a Good Impression
Better Telephone Conversations
Barriers to Phone Conversations
Making and Returning Calls
Keeping Phone Calls Professional
Making Cold Calls
Handling Conference Calls
Handling Unsolicited Calls
Appropriate Work Email
Mistakes of Work Email

Cell Phone and Internet Etiquette

Cell Phone Etiquette
Mistakes of Cell Phone Use
Appropriate Work Texting
Mistakes in Texting
Using Blogs
Using Social Media
Understanding Copyright
Online Security
Adopting a New Technology
Separating Electronic Personal Life

Meeting Etiquette

Handling Pre-Meeting Details
Leading a Large Meeting
Inviting Speakers
Introducing Speakers
Facilitating Discussions
Closing a Large Meeting
Conducting Two-Person Meetings
Participating in Meetings
Preparing Meeting Visuals
Attending a Videoconference

Communication Skills

Communicating at Work

Improving Communication Skills
Effective Oral Communication
Effective Written Communication
Effective Nonverbal Skills
Effective Word Use
Giving and Receiving Feedback
Handling Anger
Dealing with Difficult Coworkers
Dealing with a Difficult Boss
Dealing with Difficult Customers

Listening

Reasons for Listening
Benefits of Listening
Barriers to Listening
Listening Strategies
Ways We Filter What We Hear
Developing a Listening Attitude
Show You Are Listening
Asking Questions
Obtaining Feedback
Getting Others to Listen

Nonverbal Communication

Communicating Nonverbally
Positive Nonverbal Messages
Harmful Nonverbal Behaviors
Reading Body Language
Reading Mixed Messages
Matching Verbals and Nonverbals
Improving Nonverbal Listening
Giving Nonverbal Feedback
Showing Confidence Nonverbally
Showing Assertiveness

Presenting Yourself

Using a Pleasant Voice
Looking Professional
Showing a Professional Attitude
Using Good Posture
Presenting Yourself to Associates
Writing Documents
Dealing with Conflict
Giving Constructive Criticism
Accepting Criticism
Demonstrating Leadership

Speaking

Using Language Carefully
Showing Confidence
One-on-One Conversations
Small Group Communication
Large Group Communication
Making Speeches
Involving the Audience
Answering Questions
Visual and Media Aids
Errors in Presentation

The Job Search

The Application Process

Completing a Job Application
Information for an Application
Why Companies Use Applications
Developing Job Information
Assuring Accuracy of Information
Writing a Cover Letter
Applying Online
Applying in Person
Following Up on an Application
Double Check Your Application

Effective Résumés

Things to Include in a Résumé
Locating Needed Information
Selling Yourself in a Résumé
Terms to Use in a Résumé
Matching Your Talents to a Job
Describing Your Job Strengths
Organizing Your Résumé
Writing an Electronic Résumé
Dressing Up Your Résumé
Using a Résumé Successfully

Interviewing Skills

Preparing for an Interview
Giving Interviews a Good Start
Questions Interviewers Ask
Questions Interviewers Shouldn't Ask
Questions to Ask in an Interview
Things to Include in a Career Portfolio
Interviewing Mistakes
Benefits to Ask About
Traits Employers Call Important
Considerations Before Taking a Job

Finding the Right Job

Locating Jobs
Networking
Job Shopping Online
Building a Job Search Website
Getting Results at Job Fairs
Searching the Classified Ads
Using Employment Agencies
Creating Your Own Position
Landing an Internship
Staying Motivated to Search



www.careersolutionspublishing.com