

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
Objectable 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 and 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



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