



## 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 24 topics, a total of 240 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](http://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"> <li>• Videos by topic</li> <li>• Practical content</li> <li>• Assessment and activity for each lesson</li> <li>• Easy navigation</li> <li>• Drop-down menus</li> <li>• Certificate of Completion</li> </ul>	<ul style="list-style-type: none"> <li>• Class roster</li> <li>• Pre- and post-test capability</li> <li>• Ability to select and require lessons</li> <li>• Option to establish minimum score and reset lessons</li> <li>• Simple score reporting, exportable to Excel</li> <li>• Multiple rosters by classes or schools</li> </ul>

### 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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[www.careersolutionspublishing.com](http://www.careersolutionspublishing.com)

## 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

## 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

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## 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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## Communication Skills Continued

### Emotional Intelligence

Understanding Emotional Intelligence  
Personal Benefits of Emotional Intelligence  
Career Benefits of Emotional Intelligence  
Emotional Intelligence and Leadership  
Improving Self-Awareness  
Improving Self-Regulation  
Improving Self-Motivation  
Improving Empathy  
Improving Social Skills through Empathy  
Effects of EI in the Workplace



## Lesson Titles