



Top 10 Tips for Work Readiness

Simple, Practical, Easy-to-Use, Reproducible

For Free Lesson Downloads, visit www.careersolutionspublishing.com

Each CD Covers an Essential Work Readiness Topic

10 lessons for each topic and 10 tips in each lesson

This series of CDs provides work readiness lessons in a simple format of easy-to-use tips.

Download and print the lessons to use them in your classrooms.

- **Each CD covers one major area of work readiness:**

- CD I: The Job Search, CD II: Employability Skills, CD III: Business Skills, CD IV: Communicating Effectively, and CD V: Business Etiquette.

Pricing Information

Individual CD: \$295
5-CD Series: \$995

- **Each CD is divided into 4 subtopics, each subtopic is divided into 10 lessons:**

- CD I: The Job Search contains:
 - Finding the Right Job, Resumes, The Application Process, and Interviewing.
- Finding the Right Job contains:
 - Top 10 Tips for Locating a Job, Top 10 Ways to Network, and 8 other lessons.

- **Each lesson gives 10 Tips with supporting information that all students should know.**

- An Activity and a True/False Assessment are provided for every lesson.
- An Instructor's Guide gives suggestions and solutions.
- Every topic comes with reproducible handouts of the Top 10 Tips for students.

Being successful at work requires more than applying knowledge and skills to a task. In fact, according to many employer surveys, success comes from factors that often are not taught in school: how to get along with your boss, obtaining and using information effectively, serving customers graciously, exhibiting honesty and responsibility, and many others.

Top 10 Tips for Work Readiness **comprehensively covers the most important attributes for beginning and growing in a career.** Please download one free lesson of *Top 10 Tips for Work Readiness* from our Web site.



Career Solutions Publishing

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Top 10 Tips for Work Readiness Lesson Titles

The Job Search

Finding the Right Job

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

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

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 on Your Application

Interviewing

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

Employability Skills

Employer Expectations

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

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

Work Ethics

Demonstrate 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

Communication Skills

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

Business Skills

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

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

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

Communicating Effectively

Presenting Yourself

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

Listening

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

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

Nonverbal Communication

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

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

Meeting Etiquette

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