

WorkSkills: Steps to Your Success™

14 Hour Workshop



The group of modules in this skill area addresses the specific needs of today's line and staff support employees new hires as well as established employees.

Content & Outcomes

What It Takes To Succeed: The Basic Principles 2 hours

To succeed in today's changing workplace, every employee needs a firm foundation for communicating with managers and coworkers and a clear understanding of workplace norms and expected attitudes and behaviors.

What It Takes to Succeed: The Basic Principles™ addresses the basics of success in the workplace: minimal expectations (including appropriate dress, regular attendance, and other aspects of a strong work ethic) as well as broad guidelines for day-to-day interactions with others.

Getting The Information You Need 2 hours

When taking on a new assignment or learning a new task, employees must actively seek out the information they need to succeed. Given the pace of many work settings, however, that can be a challenging task.

This module centers on a four-step process for identifying gaps in knowledge, asking focused questions, encouraging others to share information, and checking their own understanding of what they hear. Participants identify situations to apply the process, consider the potential impact of their questions, practice the process in a range of situations, and plan for later application of the process. Overall, the module helps participants gain skill and confidence in asking for and verifying the information they need to succeed at work.



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Content & Outcomes**Speaking With Confidence 2 hours**

Expressing themselves clearly at work is a task many employees find challenging, whether in day-to-day interactions, during a meeting, or with someone in a position of authority. Even so, the ability to speak confidently is vital for success at work. In addition, many organizations today ask employees to express their opinions, make suggestions, and present ideas.

The four-step process in this module helps participants prepare and deliver a clear message. The module includes practical tips on overall organization and presentation and helps participants look at the information from the listener's point of view. Through multiple practice opportunities, participants gain the confidence and skills to speak out in ways that help them achieve positive results through a positive impact on their listeners.

Positive Responses to Change 2 hours

If the only constant these days is change, it's vital for all employees to respond swiftly and positively to the many changes they face or will face in their jobs. Because of the natural human resistance to change, however, it's easy for them to feel victimized and, as a result, to be left behind or worse, to seek other employment.

This module offers a four-step process for making the most of change, rather than resisting or just enduring it. After a video examination of resistance to change, the module helps participants come to grips with their own resistance, weigh their options, find positive responses, and encourage others to do the same. The module fosters practical optimism by helping participants see the bright side of a new situation, rather than dwelling on what is lost.

Defusing Emotionally Charged Situations 2 hours

Frequent changes, tight deadlines, unresolved issues, personality conflicts, and issues from home all can make the workplace a pressure-cooker where emotions get out of control—affecting both performance and relationships. To succeed at work, employees need to understand what tends to set them off and possess skills for cooling down tense situations.

This module helps participants explore the consequences—for themselves and others—of allowing emotion to get the better of them. They then work together to identify their individual “hot buttons” and develop appropriate coping strategies. They also consider and apply guidelines for handling others who may be out of control emotionally, and for moving the conversation toward calm, rational problem solving. Participants come up with their own reminders of key techniques and plan later application of the skills they've learned.

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Content & Outcomes**Helping Your Team Work 2 hours**

In almost every job, success depends on shared projects, effective group interaction, coordinated effort, and helping one another in a pinch. Where team skills and awareness are weak, an employee can impede the performance of the team, and have a potentially disastrous secondary impact on the entire organization.

This module takes a close look at key team behaviors—thinking big picture, extending a hand, appreciating others, and making one’s needs known. In the dynamic opening activity, participants recognize the value of strong teamwork and the consequences of a lack of teamwork. Then, using four TEAM guidelines, participants assess video examples, evaluate their own team behaviors, apply the guidelines in practice situations, and plan for application after the class.

Managing Life Outside of Work: Handling Emergencies and Resisting Temptations 2 hours

Many employees find it difficult to be effective at work—or even go to work—when outside emergencies and needs intervene. To succeed long-term in their jobs, they need practical strategies for handling likely outside emergencies that may prevent them from going to work and for resisting the many possible temptations to skip work.

This module helps participants cope with a range of issues and events that can make it hard for them to meet an employer’s minimum requirements. Participants begin by identifying the emergencies (e.g., a car problem) and temptations (e.g., a day at the beach) they may encounter. They then learn and apply a four-step process for developing emergency plans, and a five-step process for resisting (and rewarding themselves for resisting) common temptations to “call in sick” or just not show up.

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What It Takes To Succeed: The Basic Principles

OVERVIEW

This Module addresses the basics of success in the workplace: minimal expectations (including appropriate dress, regular attendance, and other aspects of a strong work ethic) as well as broad guidelines for day-to-day interactions with others.

The Five Basic Principles help participants identify behaviors that promote success at work and guide application of the skills covered in other modules. These Basic Principles provide a positive context for all the skills and related behaviors covered in the WorkSkills program.

LEARNING OBJECTIVES

- Describe behavior that prevents people from being successful at work.
- Identify behaviors that help people to succeed at work.
- Identify two keys to success—how you present yourself and how you interact with others.
- Use the five Basic Principles to improve their interactions with others.

THE BASIC PRINCIPLES

- Focus on the situation, issue, or behavior, not on the person.
- Maintain the self-confidence and self-esteem of others.
- Maintain constructive relationships.
- Take the initiative to make things better.
- Lead by example.

TYPICAL TIME INVESTMENT

2 Hours, (two 50-minute sessions.)



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Getting The Information You Need

OVERVIEW

When taking on a new assignment or learning in a new task, employees must actively seek out the information they need to succeed. Given the pace of many work settings, however, that can be a challenging task.

This module centers on a four-step process for identifying gaps in knowledge, asking focused questions, encouraging others to share information, and checking their own understanding of what they hear. Participants identify situations to apply the process, consider the potential impact of their questions, practice the process in a range of situations, and plan for later application of the process. Overall, the module helps participants gain skill and confidence in asking for and verifying the information they need to succeed at work.

LEARNING OBJECTIVES

- Describe the importance of actively seeking information necessary for job success.
- State the kind of information they need.
- Encourage the other person with positive body language and facial expressions.
- Explore the topic by asking a mix of open and closed questions.
- Paraphrase what they hear to verify understanding.
- Use the SEEK steps in a practice situation.
- Identify a situation at work or outside work where they can use the SEEK steps to obtain information.

SKILL STEPS

- State the information you need and why.
- Encourage the person by showing your interest.
- Explore the topic by asking questions.
- Keep checking your own understanding.

TYPICAL TIME INVESTMENT

2 Hours, (two- 50 minute sessions.)



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Speaking With Confidence

OVERVIEW

Expressing themselves clearly at work is a task many employees find challenging, whether in day-to-day interactions, during a meeting, or with someone in a position of authority. Even so, beginning with the initial job interview, the ability to speak confidently is vital for success at work. In addition, many organizations today ask employees to express their opinions, make suggestions, and present ideas.

The four-step process in this module helps participants prepare and deliver a clear message. The module includes practical tips on overall organization and presentation, and helps participants look at the information from the listener's point of view. Via multiple practice opportunities, participants gain the confidence and skill to speak out in ways that help them achieve positive results through a positive impact on their listeners.

LEARNING OBJECTIVES

- Use a four-step process-TALK- to prepare and deliver a message with confidence.
- Explain the importance of speaking with the listener's point of view in mind.
- Describe and use several techniques to help a speaker organize his or her thoughts in preparation for delivering a message.
- Describe and use several techniques to deliver a message confidently.

SKILL STEPS

- Think about your listener's point of view.
- Arrange your thoughts.
- Let your confidence show.
- Keep checking for understanding.

TYPICAL TIME INVESTMENT

2 Hours, (two 50-minute sessions.)



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Positive Responses To Change

OVERVIEW

If the only constant these days is change, it's vital for all employees to respond swiftly and positively to the many changes they face or will face in their jobs. Because of the natural human resistance to change, however, it's easy for them to feel victimized, and as a result to be left behind or, worse, to seek other employment.

This module offers a four-step process for making the most of change, rather than resisting or just enduring it. After a fanciful video examination of resistance to change, the module helps participants come to grips with their own resistance, weigh their options, find positive responses, and encourage others to do the same. The module fosters practical optimism by helping participants see the bright side of the new situation, rather than dwelling on what is lost.

LEARNING OBJECTIVES

- Give several reasons why people resist change.
- Explain the change dilemma—people naturally resist change, but organizations need people who are flexible.
- Use a wide variety of behaviors—FLEX Steps—to respond positively to change.

SKILL STEPS

- Face your thoughts and feelings.
- Learn more about the change.
- Express yourself in positive actions and words.
- eXplore ways to make the change work.

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Diffusing Emotionally Charged Situations

OVERVIEW

Frequent changes, tight deadlines, unresolved issues, personally conflicts, issues from home—conditions like these make the workplace a pressure-cooker where emotions can get out of control, affecting both performance and relationships. To succeed at work, employees need self-knowledge of what tends to set them off, as well as techniques for cooling down a tense situation.

In this module, participants begin by examining the consequences—for themselves and others—of allowing emotion to get the better of them. Then they work together to identify their individual “hot buttons,” and develop appropriate strategies for coping with them. Later, they consider and apply guidelines for handling others who may be out of control emotionally, and for moving the conversation toward calm, rational problem-solving.

Finally, participants come up with their own reminders of key techniques and plan later application of the skills they’ve learned.

LEARNING OBJECTIVES

- List their hot buttons.
- Describe several methods for cooling down a situation.
- State the two keys for effectively defusing emotionally charged situations.
- Use a variety of responses to cool down an emotionally charged situation with another person.

SKILL STEPS

- Tell yourself to stay cool.
- Say nothing until the other person calms down.
- Listen for facts and feelings.
- Offer your support.
- Ask questions to understand the situation better.
- Give information to clear up misunderstandings.
- Seek a solution.
- Know when to walk away.
- Try to see the other person’s point of view.
- Apologize, if necessary.

TYPICAL TIME INVESTMENT

2 Hours, (two- 50 minute sessions.)



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Helping Your Team Work

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This module takes a close look at key team behaviors—thinking big picture, extending a hand, appreciating others, and making one’s needs known. In the dynamic opening activity, participants recognize the value of strong teamwork, and the consequences of a lack of teamwork. Then, using four TEAM guidelines, participants assess video examples, evaluate their own team behaviors, apply the guidelines in practice situations, and plan for application after class.

LEARNING OBJECTIVES

- Explain that people who work for the same organization are all part of one large team that needs to work together to be successful.
- Describe the ripple effect one person’s behavior can have on an organization.
- Describe the ideal team player.
- Use four TEAM Guidelines to increase teamwork among a group of people.
- List obstacles of good teamwork.
- Identify ways to overcome obstacles to good teamwork.

SKILL STEPS

- Think big picture.
- Extend a hand.
- Appreciate ideas and actions.
- Make your needs known.

TYPICAL TIME INVESTMENT

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Managing Life Outside Of Work: Handling Emergencies And Resisting Temptations

OVERVIEW

Many employees find it difficult to be effective at work—or even to GO to work—when outside emergencies and needs intervene. So, to succeed long-term in their jobs, they need practical strategies for handling likely outside emergencies that may prevent them from going to work, and resisting the many possible temptations to skip work.

This module helps participants cope with a range of issues and events that can make it hard for them to meet an employer’s minimum requirements. Participants begin by identifying the emergencies (e.g., a car problem) and temptations (e.g., a day at the beach) that they may encounter. Then they learn and apply a four-step process for developing emergency plans, and a five-step process for resisting (and rewarding themselves for resisting) common temptations to “call in sick” or just not show up.

LEARNING OBJECTIVES

- Identify the kinds of emergencies and temptations that might interfere with their getting to work.
- Use a creative-thinking tool—mind mapping—to develop a plan for dealing with an emergency.
- Use the four-step PLAN process to effectively communicate an emergency plan to an employer.
- Describe and use several techniques for handling temptations that they find difficult to resist.

SKILL STEPS

- Plan what you’ll do.
- Let your listener’s needs drive what you’ll say.
- Address your listener’s concerns.
- Now express yourself confidently.

TYPICAL TIME INVESTMENT

2 Hours, (two 50-minute sessions.)



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