

WRK for Employers

All businesses have a unique set of hard skills that are required for employees to meet general business tasks and management objectives. When a potential employee is interviewed, they are often evaluated on their ability to complete these respective hard tasks. Once the employee is hired and assimilating into the work environment, the employer often discovers that the individual lacks soft skills training that facilitates a cohesive team, centralized focus and drive to meet the anticipated management objective. To create a better employee transition and to help your organization grow, WRK has developed a curriculum that will reinforce a core set of skills that every employee should have to enhance their ability to transition into the work place with a job centralized focus, team player perspective and a work centralized concept.

The core skills that are required to help improve this transition are presented with the follow WRK Curriculum:

Communications Skills

- Basic Presentation Skills
- Communicate with Diplomacy and Tack
- Business Writing Basics
- Constructive Feedback and Criticism
- Emotional Intelligence
- Fundamentals of Working with Difficult People
- Intrapersonal Communication
- Listening Essentials
- Body Language

Customer Service

- Customer Focus
- Customer Service Fundamentals
- Dealing with Difficult Situations
- Effective Listening

Personal Development

- Critical Thinking
- Dealing with Organizational Change
- Effective Time Management
- Optimizing Your Work / Life Balance
- Peer Relationships
- Personal Productivity Improvement
- Problem Solving and Decision Making Strategies

Essential Workplace Skills

- Dress code
- Sexual Harassment
- Bullying
- Safety in the Workplace
- OSHA & HIPAA (If Applicable)

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Frontline Skills

Frontline management is a transitional phase whereas a worker is moving from a peer environment into an implied leadership role. During the process, the new manager must learn a combination of leadership and management skills to deliver a desired team task while remaining customer focused. The management process involves delegation and execution of duties, adherence to policy, and effective use of resources to complete a task. The leadership role involves understanding people, creating a conducive work environment, utilizing great intrapersonal skills and motivating those under their management team. Also, because first line managers generally have direct contact with customers, a solid understanding of customer service skills is required.

To empower the first line management / leadership role, WRK has designed a curriculum that identifies the three core aspects of this transition. The curriculum blends management, leadership and customer service skills to develop a holistic leader arming them with solid first line skills along with upward management growth potential.

Communications Skills

- Emotional Intelligence Essentials
- Fundamentals of Cross Cultural Communication
- Fundamentals of Working with Difficult People
- Intrapersonal Communication
- Listening Essentials
- Workplace Conflict

Customer Service

- Customer Advocacy
- Customer Focus
- Customer Service Fundamentals

Leadership

- Employee Engagement
- Leadership Essentials
- The Voice of Leadership
- Team Building

Management

- Delegation Essentials
- Difficult Conversations
- Effectively Managing Top Performers
- Essential Mentoring Techniques
- First Time Manager Essentials
- Management Essentials
- Workforce Generations
- Organization Behavior

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Middle Management

Middle management is the transitional period whereas the manager's measurement standard is to meet or exceed centralized driven tasks such as financial budgets, productivity outcomes, or other long term goals of the business. Because this position generally answers to high level management, a midline manager needs the skill set of a first line manager enhanced by knowledge of desired outcome. A middle manager needs the skills to identify true anticipated outcome constructs and the ability to recommend accurate resources and training alignment to meet the goal. Managers at this level must also learn to communicate effectively at various levels of the organization.

To facilitate the development of middle management, WRK incorporates the skills learned in the first line management series and presents a curriculum that provides a high level of business knowledge.

Communication

- Basic Presentation Skills
- Business Grammar Basics
- Business Writing Basics
- Communicating Effectively with the 'C' Level
- E-mail Essentials for Business
- Negotiation Essentials
- Professional Networking Essentials
- Public speaking strategies
- Running Effective Business Meetings
- Telephone Essentials for Business

Operations and Management

- Managing Customer-Driven Process Improvement
- Operations Management
- Problem Solving and Decision-Making
- Business Coaching Essentials
- Business Execution
- Business Planning Essentials
- Managing during Difficult Times
- Managing Organizational Change
- Talent Management Essentials
- Professionalism and Business Etiquette

Leadership

- Developing a Culture of Learning
- Effective Succession Planning
- Employee Engagement
- Leadership Essentials
- Making Cross-Functional Teams Work
- Risk Management
- Setting and Managing Organizational Priorities
- The Voice of Leadership
- Leading Teams
- Optimizing Your Performance on a Team

Additional Topics

- Basic Business Math
- Microsoft Suite Training
- Project Management
- Optimizing Your Work/Life Balance

Professional Development

- Critical Thinking Essentials
- Business Ethics
- Dealing with Organizational Change
- Generating Creative & Innovative Ideas
- Managing Your Career
- Peer Relationships
- Performance under Pressure
- Perseverance and Resilience
- Personal Productivity Improvement

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Top Tier Management

Top tier management is where leaders need to possess the skill set to think as a business owner. A successful top tier manager leads with passion and drive but understands real issues that affect the overall desired outcomes. Effective top tier management requires a solid understanding of all levels of the business functionality. They must have the ability to listen to lower level needs and adapt to meet upper level outcome goals. An understanding of resources versus desired outcomes are mandatory. The ability to align resources, training and an adequate work environment to achieve the goal are dependent upon this level. Business Acumen, Leadership, Management and Communication skills are critical to success. Additionally, upper management must always have their finger on the pulse of the consumer.

Strategic Planning

- Strategic Planning
- Business Law Essentials
- Developing Strategic Thinking Acumen
- Program Management
- Team Building

Operations Curriculum

- Project Management
- Fundamentals of Lean for Business Organizations
- Managing Customer-Driven Process Improvement
- Operations Management

Marketing Curriculum

- Competitive Marketing Strategies
- Marketing Essentials
- Strategic Brand Management.
- Sales

Professional Development

- Building and Maintaining Trust
- Business Ethics
- Campus to Corporate
- Critical Thinking Essentials
- Dealing with Organizational Change
- Decisiveness
- Effective Time Management
- Generating Creative & Innovative Ideas
- Managing Your Career
- Optimizing Your Work/Life Balance
- Peer Relationships
- Performance under Pressure
- Perseverance and Resilience
- Personal Productivity Improvement
- Problem Solving and Decision-Making Strategies
- Professionalism and Business Etiquette

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