

Workforce Ready Koncepts
WRK Mobile Learning Platform
Curriculum Catalog
2016 - 2017

WRK

The **WRK** Mobile Learning Platform implements a blended model consisting of online courses, participatory learning and onsite sessions to meet customer needs under multiple modalities.

Our online curriculum allows students to work in a self-paced atmosphere using comprehensive digital media, videos and interactive content during times that are convenient for (To) them.

The participatory aspect of the learning environment allows students to engage in an interactive online discussion forum whereas they express their own opinions to weekly guided work-related topics by posting responses to the question, viewing peer postings on the same topic, while receiving community feedback on their own comments. All discussion forums are managed by an educational professional to keep the responses guided toward meeting the learning objective. Also, unique to this process is that, prior to posting a response, students cannot review comments or postings of others before they submit a post. Participatory learning has been proven to be an excellent method to facilitate individualized thought, formulation of opinion and the demonstration of content knowledge.

We also provide a guided curriculum for case managers so that they can conduct weekly or monthly skills activities that are thematically related to the students training.

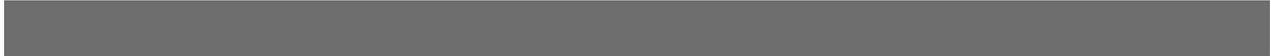
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WRK Mobile Learning Platform Course Library provides our customers with documentation of available curricula. This catalog will provide a detailed description of curriculums available but does not include all available courseware as our catalog is updated as business trends and workforce needs change.

This catalog is separated into four sections, Essential Workplace Skills (Soft Skills), Post Employment Skills, and Career Readiness and College Readiness for Youth.



ESSENTIAL WORKPLACE SKILLS

BUSINESS ACUMEN

Business acumen is keenness and quickness in understanding and dealing with a business situation in a manner that is likely to lead to a good outcome. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of courses to meet the anticipated learning outcome:

- Anger Management Essentials
- Basic Presentation Skills
- Building Work Relationships
- Communicate with Diplomacy and Tact
- Essential Skills for Administrative Support Professionals
- Interpersonal Communication

BUSINESS ESSENTIALS

Business Essential skills address issues of communication, leadership, effective listening and organization. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of courses to meet the anticipated learning outcome:

- Customer Service Fundamentals
- Getting Results Without Direct Authority
- Interpersonal Communication
- Listening Essentials

BUSINESS ETHICS

Business Ethics also known as corporate ethics addresses the moral or ethical issues that arise in the business environment. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Building and Maintaining Trust
- Bullying
- Diversity
- Ethical Decision-making in the Workplace
- Introduction to Workplace Ethics
- Managing Customer-Driven Process Improvement
- Sexual Harassment

BUSINESS PERFORMANCE EXCELLENCE

Business Performance Excellence address the alignment of operational planning with strategic goals. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Critical Thinking Essentials
- Dealing with Organizational Change

- Generating Creative & Innovating Ideas
- Performance Excellence
- Performance under Pressure
- Problem Solving and Decision-Making Strategies
- Time Management

CAREER DEVELOPMENT

Personal and career development is the process in which one takes stock in their own self-worth and future goals. The process requires the identification of a goal, planning, and the organized process for achievement. The skill set also requires performance excellence. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Basic Presentation Skills
- Building and Maintaining Trust
- Business Ethics
- Business Grammar Basics
- Business Writing Basics
- Communicate with Diplomacy and Tact
- Constructive Feedback and Criticism
- Managing Your Career
- Optimizing Your Work/Life Balance
- Personal Productivity Improvement
- Problem Solving and Decision-Making Strategies
- Professional Excellence

DIGITAL LITERACY

Digital Literacy is the set of competencies required for full participation in a knowledge society. It includes knowledge, skills, and behaviors involving the effective use of digital devices such as laptops, desktop PC's and software and hardware. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Basic Computer Skills
- Computer Safety
- Hardware and Software Troubleshooting
- Mobile Device Security and Safety
- Using Windows

DIVERSITY IN THE WORKPLACE

An organizations success and competitiveness depends upon its ability to embrace diversity and realize the benefit. A diverse collection of skills and experiences (e.g. languages, cultural understanding) allows a company to provide service to customers on a global basis. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Emotional Intelligence Essentials
- Fundamentals of Cross Cultural Communication
- Peer Relationships
- Professionalism and Business Etiquette
- Team Building
- Workforce Generations – Working with Multigenerational Teams

ENGLISH LANGUAGE SKILLS

Over two thirds of employers in the United States says that communicating and having a basic understanding of the English language is important to their business. Every industry has a gap between the English language skills required at work, and those many employees have. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Basic English for Employees with English as a Second Language
- Business Grammar
- English at Work
- Proper Grammar
- Punctuation, Tense, and Verb Relationship

HEALTHCARE

When you are in the healthcare field you need to know more than just the medicine, there is a level of customer service and administration you should be aware of too. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Health Information Technology for Economic and Clinical Health Act: HITECH
- Health Insurance
- HIPAA
- Patient Care

HUMAN RESOURCES

Human Resource agents maintains and enhances an organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Administrative Support Curriculum
- Bullying in the Workplace
- Business Management and Strategy
- Communication Curriculum
- Diversity Training
- Fundamentals of Cross Cultural Communication
- Fundamentals of Working with Difficult People
- Human Resources Core Knowledge
- Listening Essentials
- Organizational Behavior

- Recruiting and Retention Strategies
- Sexual Harassment
- Strategic Human Resource Management
- Substance Abuse in the Workplace
- The role of HR as a Business Partner
- Workplace Conflict

MICROSOFT OFFICE

Microsoft office is the industry standard and most companies use it as a daily tool. Our set of Microsoft Office training will give learners a deeper understanding of the platform and individual suites with Beginner, Intermediate, and advanced training.

- Microsoft Access 2010/2013
- Microsoft Excel 2010/2013
- Microsoft Office 365
- Microsoft OneNote 2013
- Microsoft Outlook 2010/2013
- Microsoft PowerPoint 2010/2013
- Microsoft SharePoint 2010/2016
- Microsoft Word 2010/2013
- Windows 10
- Windows 8

PROFESSIONAL COMMUNICATION

Professional communication skills address written, oral and visual aspects of communicating. Additionally, in today's environment, it involves digital communication environments such as social media and email. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Anger Management
- Basic Presentations Skills
- Business Grammar Basics
- Business Writing
- Communicate with Diplomacy and Tact
- Email Essentials for Business
- Intrapersonal Communication
- Listening Essentials
- Telephone Essentials for Business

TIME MANAGEMENT

Effective time management is an essential aspect of work and personal life. To be successful one must learn the skill of balancing both. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Managing Your Career
- Optimizing Your Work / Life Balance
- Performance Under Pressure
- Perseverance and Resilience

- Personal Productivity Improvement
- Problem Solving and Decision Making
- Time Management: Analyzing Your Use of Time
- Time Management: Avoiding Time Stealers
- Time Management: Planning and Prioritizing Your Time

WORKPLACE SAFETY

A safe work environment is a productive one. NO matter the size or type of business, workplace safety procedures are a necessity for all employees and employers. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Automobiles at Work
- Basic First Aid
- Cell Phones in the Workplace
- Electrical Safety
- Emergency Preparedness
- OSHA
- Preventing Accidents
- Storm Water Pollution Prevention Plans – SWPPP
- Your 5 Senses

WORKPLACE WELLNESS

To be at your highest level of production you must keep your mind and body healthy. Workplace wellness is designed to support healthy behavior in the workplace. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Anger Management
- Emotions at Work
- Office Ergonomics
- Sleeping and Eating
- Staying Healthy in an Office
- Stress Management

WRITTEN COMMUNICATIONS

Written Communication skills are a key aspect of the effective business process. It is important to understand the business language, terminology, culture and proper etiquette when addressing an audience via written communication. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Business Grammar
- Business Writing
- Communicate with Diplomacy and Tact
- Email Essentials for Business
- Fundamentals of Cross Cultural Communications

- Intrapersonal Communications
- Professionalism and Business Etiquette
- Writing Under Pressure

LEADERSHIP AND MANAGEMENT

EFFECTIVE SUPERVISION

Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Boss/Employee Relationship
- Evaluating Performance
- First time Supervisor
- Giving and Receiving Feedback
- Motivating/Coaching
- Onboarding New Employees
- Performance Evaluation
- Professional Excellence
- Strategic Management
- Tool School
- Workplace Excellence

IT SECURITY

Business depends on robust, reliable, and secure software to ensure their continued operations. IT Securities gives a high-level overview of the process and methodologies which are designed and implemented to protect confidential, private, and sensitive information or data from unauthorized access or disruption. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Cyber Safety
- Enterprise Security
- Software Security

LEADERSHIP & MANAGEMENT

Leadership and management can consist of both informal establishment and designated appointment. Both forms come with their respective uniqueness however; effective listening and communication are keys to success in either environment. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Advanced Management Skills Series
- Business Coaching Essentials
- Business Crisis Management
- Business Execution
- Business Execution
- Creating a Positive Work Environment
- Cultural Awareness
- Delegation Essentials
- Difficult Conversations
- Effective Communications
- Effective Succession Planning

- Effectively Managing Top Performers
- Employee Engagement
- First Time Manager Essentials
- Leadership Essentials
- Management Essentials
- Managing During Difficult Times
- Managing Organization Change
- Mentoring Techniques
- Multi-Generational Leadership
- The Voice of Leadership

PERSONAL DEVELOPMENT

Identifying and improving on ourselves is necessary for our own self-edification. WRK has identified individual training curricula that may be useful for anybody looking to help themselves be better.

- Attitude Matters
- Building Relationships
- Character Matters
- Communication for Personal and Professional Development
- Focusing on the Positive
- Lifelong Learning – Study Skills for Adults
- Personal Finance
- Self-Awareness

PRESENTATION AND FACILITATION

Productive business requires effective communication skills. To achieve this objective worker in these positions, need a quality foundation good presentation techniques and facilitation skills. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Communication Curriculum
- Essentials of Facilitating
- Operations Curriculum
- Overlap here between management and leadership

PROJECT MANAGEMENT

Project management is the process of initiating, planning, controlling, and closing the work of a team. Due to the varying skills required to be effective, our programs use a core set of project management skills thematically aligned with leadership and communications skills to develop a holistic project manager. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Managing the Project
- PM Essentials
- Project Management for First Time Project Managers

SALES AND SERVICE

Sales and service are the driving force behind any business. A business needs to sell a product to a customer followed by outstanding service to maintain the customer relationship. The skillset involves communication skills, customer service knowledge and solid business knowledge. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Attention to Detail
- Business Ethics
- Effective Communication Skills
- Effective Listening
- Email Communication
- Essential Selling Skills
- Interpersonal Communications
- Phone Skills
- Sales Foundation
- Sales Management
- Sales Negotiations
- Solution Selling
- Strategic Account Sales Skills

WORK/LIFE BALANCE

The modern work environment is forever changing. With the implementation of modern technology there is a greater propensity for employees to access work issues remotely. This process has generated a struggle between work/life balances. The scenario sets up a need to effectively address both aspects while be optimally effective in both capacities. Our curriculum addresses these outcomes using the following group of core courses along with a thematic selection of content to meet the anticipated learning outcome:

- Attitude Matters
- Critical Thinking Essentials
- Effective Time Management
- Emotional Intelligence Essentials
- Managing Your Career
- Optimizing Your Work/ Life Balance
- Peer Relationships
- Perseverance and Resilience
- Staying Positive

NATIONAL RETAIL FEDERATION CERTIFICATION

The National Retail Foundation, a non-profit foundation created in 1981, conducts industry research, develops education and workforce development programs, and promotes retailing as a career destination. The NRF Foundation benefits retailers, their associates and business partners and allies, and consumers in many ways. Research provides the basis for education about the industry and its importance to the economy, and provides industry and government leaders with an analysis of public policy decisions on consumers, retailers, and the economy. The Foundation's education and career development efforts, including NRF University wired, encourage professional development and excellence in performance of retailing for associates and executives at all levels.

RETAIL INDUSTRY FUNDAMENTALS CERTIFICATE

The Retail Industry Fundamentals credential helps train and advance both entry-level retail associates and first-time job seekers. It is an industry-led and validated program that focuses on five core areas:

- Basic work fundamentals
- The business of retail
- Customer focus
- Getting and keeping jobs in retail
- Selling

CUSTOMER SERVICE AND SALES CERTIFICATION

The Customer Service and Sales curriculum is designed to help entry-level sales and service associates learn skills related to frontline work in retail (or any industry that values customer service and sales skills). This certification proves to employers that our WRK Mobile Learning Platform learner knows how to learn about products of services, assess customer needs, educate customers, meet customer needs and provide ongoing support. Individuals taking the course will learn:

- Products and services
- Assessing and meeting customer needs
- Preparing for selling, gaining customer commitment and closing the sale
- The basics of store operations and inventory control
- The process of merchandising
- The importance of common employability skills
- Crafting a polished resume

CAREER READINESS

Career readiness is the attainment and demonstration of skills that show requisite competencies for an individual to function in a work environment. Skills such as workplace conduct, communication, dress code and working with others all incorporate a subset of the requirement. To address these requisites, our curriculum uses a thematic selection of content to meet the anticipated learning outcome.

- Body Language
- Bullying
- Communications Curriculum
- Customer Service Skills
- Dealing with Difficult Situations
- Dress Code
- Emotional Intelligence
- Employment Application
- Interviewing Techniques
- Listening Essentials
- Safety in the Work Place
- Sexual Harassment
- Workplace Conflict

COLLEGE READINESS

College Readiness Courseware prepares learners with the necessary foundational skills in Pre-Algebra, Algebra, Geometry, Reading, Writing and English. College Readiness includes five learning modules that provide learners with practice and application of concepts addressed by commonly accepted college placement exams.

- Algebra
- Geometry
- Pre-Algebra
- Reading
- Writing and English