

Workforce Ready Koncepts  
**WRK** Mobile Learning Platform  
Curriculum Catalog  
2018

**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 need 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:

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

### 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:

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

### 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:

- Managing Customer-Driven Process Improvement
- Building and Maintaining Trust
- Ethical Decision-making in the Workplace
- Introduction to Workplace Ethics
- Diversity
- Bullying
- 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
- Time Management
- Generating Creative & Innovating Ideas
- Performance under Pressure
- Problem Solving and Decision-Making Strategies
- Performance 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
- Using Windows
- Hardware and Software Troubleshooting
- Computer Safety
- Mobile Device Security and Safety

## DIVERSITY IN THE WORKPLACE

An organizations success and competitiveness depend 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:

- Team Building
- Emotional Intelligence Essentials
- Fundamentals of Cross Cultural Communication
- Peer Relationships
- Professionalism and Business Etiquette
- 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:

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

## HEALTHCARE

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:

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

## 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
- Communication Curriculum
- Fundamentals of Cross Cultural Communication
- Fundamentals of Working with Difficult People
- Listening Essentials
- Workplace Conflict
- Organizational Behavior
- The role of HR as a Business Partner
- Diversity Training
- Sexual Harassment
- Bullying in the Workplace
- Business Management and Strategy

- Human Resources Core Knowledge
- Recruiting and Retention Strategies
- Strategic Human Resource Management
- Substance Abuse in the Workplace

## 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.

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

## PERSONAL AND 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
- 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
- Building and Maintaining Trust
- Business Ethics

## 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:

- Basic Presentations Skills
- Business Grammar Basics
- Anger Management
- 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:

- Time Management: Analyzing Your Use of Time
- Time Management: Avoiding Time Stealers
- Time Management: Planning and Prioritizing Your Time
- Managing Your Career
- Optimizing Your Work / Life Balance
- Performance Under Pressure
- Perseverance and Resilience
- Personal Productivity Improvement
- Problem Solving and Decision Making

## 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
- Preventing Accidents
- Basic First Aid
- Cell Phones in the Workplace
- Emergency Preparedness
- Electrical Safety

- Your 5 Senses
- Storm Water Pollution Prevention Plans – SWPPP
- OSHA

## 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:

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

## 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:

- Professionalism and Business Etiquette
- Writing Under Pressure
- Business Writing
- Business Grammar
- Communicate with Diplomacy and Tact
- Email Essentials for Business
- Fundamentals of Cross Cultural Communications
- Intrapersonal Communications

## 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:

- First time Supervisor
- Boss/Employee Relationship
- Evaluating Performance
- Giving and Receiving Feedback
- Workplace Excellence

- Performance Evaluation
- Motivating/Coaching
- Onboarding New Employees
- Tool School
- Professional Excellence
- Strategic Management

## 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:

- Business Execution
- Delegation Essentials
- Effective Communications
- Difficult Conversations
- Mentoring Techniques
- First Time Manager Essentials
- Management Essentials
- Managing Organization Change
- Managing During Difficult Times
- Business Crisis Management
- Multi-Generational Leadership
- Cultural Awareness
- Creating a Positive Work Environment
- Effective Succession Planning
- Leadership Essentials
- Employee Engagement
- The Voice of Leadership
- Advanced Management Skills Series
- Business Coaching Essentials
- Business Execution
- Effectively Managing Top Performers

## 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:

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

## 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:

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

## 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:

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

## 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

## PRE-GED/GED PREPERATION

Our Pre-GED/GED Preparation Courseware prepares learners with the necessary foundational skills in Math, Reading, Writing, Social Studies, and Science. With Pre and Post GED tests the training will determine where the learner is in their studies and when they are prepared to sit for the GED in a proctored GED Testing Center.