

WRK for Employees

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:

Sample Curricula

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
- Diversity
- Safety in the Workplace

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Essential WRKplace Skills

Essential workplace skills, also referred to as foundational skills, work-readiness skills, or soft skills are a set of skills and behaviors that are necessary for every job. The Essential WRKplace Skills training teach our learners how to communicate in the workplace, solve problems, teamwork, responsible choices, and how to take charge of their own career. Personal qualities, habits, and attitudes influence how our learners interact with others. Employers value employability skills because they are linked to how our learners get along with their co-workers, customers, and their job performance and career success. The training modules in our Essential WRKplace Skills curriculum include:

To empower your employees, WRK has designed a set of curricula that identifies the necessary skills all employees should possess. The curricula 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.

Essential WRKplace Skills I

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

Diversity and Ethics

- Diversity in the Workplace
- Working in a Multi-Generational Workforce
- Morals and Conscience at Work
- Business Ethics
- Critical Thinking and Problem Solving

Leadership

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

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

Essential **WRK**place Skills II

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
- Employee Engagement
- Leadership Essentials
- Setting and Managing Organizational Priorities
- The Voice of Leadership
- Leading Teams
- Optimizing Your Performance on a Team

Professional Development

- Dealing with Organizational Change
 - Generating Creative & Innovative Ideas
 - Peer Relationships
 - Performance under Pressure
 - Perseverance and Resilience
 - Personal Productivity Improvement
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