

# **Workforce Ready Concepts**

**WRK** for Employers

**Curriculum Catalog**

**2020**

# **WRK**

**The WRK implements a blended model consisting of online courses, participatory learning and onsite sessions to meet employee's needs under multiple modalities.**

**Our online curriculum allows employees 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 employees 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, employees 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.**

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**WRK** for Employers 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.



## **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**

### **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**

## **COMMUNICATION**

**Effective communication in the workplace is an essential part of any organization. The ability to communicate effectively can make the difference between success and failure in the workplace. Our communication curriculum addresses the 3 main types of communication; verbal, non-verbal, and written, as well as developing effective communication skills for all levels of employees. 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:**

- **Active Listening**
- **Body Language**
- **Business Writing**
- **Communicating Effectively**
- **DiSC Communication Profile**

## **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:**

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

## **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**
- **Customer Service**
- **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**

## **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**

## **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 Word 2010/2013**
- **Microsoft Excel 2010/2013**
- **Microsoft Outlook 2010/2013**
- **Microsoft PowerPoint 2010/2013**

## **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**



## **PRESENTATION AND FACILITATION**

**Productive business requires effective communication skills. To achieve this objective workers 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**

## **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**

## **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 effect, 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:**

- **Code of Ethics and Professional Conduct**
- **IT Project Management Essentials**
- **Managing Software Project Outsourcing**
- **Project Communications Management**

- **Project Cost Management**
- **Project Human Resource Management**
- **Project Management Essentials**
- **Project Management for Non-Project Managers**
- **Project Risk Management**
- **Project Scope Management**
- **Project Stakeholder Management**
- **Project Time Management**

## **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**

## **TIME MANAGEMENT**

**Effective time management is an essential aspect of work and personal. 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**

## **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**

## **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 being 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**
- **Personal Productivity Improvement**
- **Problem Solving and Decision Making Strategies**