



Workforce Ready Concepts, LLC

WIOA Youth Essential WRKplace Skills Training

All youth learners who participate with Workforce Ready Concepts must complete our core curriculum Essential WRKplace Skills. These courses are designed to go over topics most employers want their new hires to know about. The courses are separated by topic and each subtopic has video modules that give our learners information to build their employability skills. Below is a list and description of the courses and modules we are currently using in our training core.

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.

- Non-Verbal Communication and Listening Skills
- Job Searching
- Personal Presentation Strategy
- Interviewing for a Job, Career, or Promotion
- Be prepare
- Comprehensive Quiz

Critical Thinking - Critical thinking is the identification and evaluation of evidence to guide decision making. A critical thinker uses broad in-depth analysis of evidence to make decisions and communicate his/her beliefs clearly and accurately

- Critical Thinking Essentials
- Critical Thinking in Leadership
- Comprehensive Quiz

Customer Service - Customer service is the provision of service to customers before, during and after a purchase. The perception of success of such interactions is dependent on employees "who can adjust themselves to the personality of the guest". Customer service concerns the priority an organization assigns to customer service relative to components such as product innovation and pricing. In this sense, an organization that values good customer service may spend more money in training employees than the average organization or may proactively interview customers for feedback.

- Service Impact Series
- Service Matters
- Comprehensive Quiz

Diversity - Diversity in the workforce means employing people without discrimination on the basis of gender, age and ethnic or racial background. Since globalization is the current overwhelming trend in business, diversity in the workplace is a better accepted and applied

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concept now more than ever.

- Inclusion Insights
- Dialogue – Now you're talking!
- Comprehensive Quiz

Essential WRKplace Skills - Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. Essential Skills are another way to talk about literacy skills development.

- Change Management
- Time Management
- Stress Management
- Comprehensive Quiz

Ethics - Business ethics (also corporate ethics) is a form of applied ethics or professional ethics that examines ethical principles and moral or ethical problems that arise in a business environment. It applies to all aspects of business conduct and is relevant to the conduct of individuals and entire organizations.

- Moral conscience and ethical behavior at work
- Character Matters!
- Comprehensive Quiz

Microsoft Office 2016

- Microsoft Excel 2016 – Beginner
- Microsoft OneNote 2016 – Beginner
- Microsoft PowerPoint 2016 – Beginner
- Microsoft Word 2016 – Beginner

Personal Development - Personal Development covers activities that improve awareness and identity, develop talents and potential, build human capital and facilitate employability, enhance quality of life and contribute to the realization of dreams and aspirations.

- Selling You!!!
- Emotional Intelligence
- Comprehensive Quiz

Social Media 101 - Social Media is websites and applications that enable users to create and share content or to participate in social networking. This course will go over the basics of Facebook, LinkedIn, and Twitter.

- Social Networking
- Comprehensive Quiz



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Additional Youth Element Courses

Leadership

- Leadership Best Practices
- Decision Making
- Teamwork

Post-Secondary Prep

- FAFSA
- Apply Texas

Financial Literacy

- Setting personal financial goals
- I wish I would have know
- Texas Reality Check
- What is credit?