



*Community Living · Employment Support · Day Services*

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## Appalachian Crossroads Work Readiness Syllabus

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Week	Lesson 1	Lesson 2
1	Attendance and Punctuality	Appearance and Communication/Attitude
2	Interpersonal Skills/Boundaries	Taking Initiative
3	Knowledge and Quality of work and Overall Effectiveness	Mock Interview

### Week One:

1. Attendance and Punctuality
  - a. Understanding work expectations for attendance and adhering to them. Notifying supervisor in advance in case of absence.
  - b. Understanding work expectations for punctuality. Arriving on time for work, taking and returning from breaks on time, and contacting the supervisor prior to being late.
  - c. Cell Phone Policy
2. Appearance, Communication and Attitudes
  - a. Understand the importance of dressing appropriately for position and duties. Practicing personal hygiene appropriate for position and duties.
  - b. Understanding body language
  - c. Understanding tone of voice and facial expressions
  - d. Keeping a positive attitude

### Week Two:

1. Interpersonal Skills/Boundaries
  - a. Working with a team
  - b. Understanding your skills
  - c. Develop and maintain good working relationships
  - d. Coping with change and other challenges
  - e. Responding to feedback positively
  - f. Creating healthy boundaries and understanding unhealthy boundaries
  - g. Active listening
  - h. Conflict resolution
  - i. Work ethics



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2. Taking Initiative
  - a. Participate fully in task or projects from initiation to completion. Initiating interaction with supervisor for next task completion of previous one.

**Week Three:**

1. Knowledge and Quality of work and overall effectiveness
  - a. Understand assignments, task and the expected end results
  - b. Giving best effort, evaluating own work, and utilizing feedback to improve work performance.
  - c. Striving to meet quality standards
  - d. Understanding effectiveness as compared to standards applicable to job requirements.
2. Mock Interviewing
  - a. PowerPoint
  - b. Job Readiness Checklist