

EMPLOYMENT DEVELOPMENT SERVICES PROGRAM - Part 1

DORS individuals will enhance their job readiness skills in order to prepare them for full or part time employment.

Week 1

Day 1

- **Introduction**
- **Discussion of employers' expectations such as:**
 - **Work attitude and values**
 - **Job search Skills**
 - **Technology skills**
 - **Communication and interpersonal skills**
 - **Basic work habits and behaviors**
 - **Life skills**
- **Resume Development**
 - Learn what goes into a resume and the different ways resumes can be formatted such as Chronological and Functional
 - Individuals will use the resume template to develop a resume as well.

Day 2

- **Resume Development continues**
 - Assisting with the resume template
 - Reviewing all resumes
 - Updating resumes
- **Introduction to the Clerical and Computer group**
- **Job Readiness Assessment** (Kim); Staff will assist as needed

Day 3

- **Customer Service Skills**
 - Definition of Customer Service
 - Why is Customer Service important?
 - What is good Customer Service
 - Handling complaints and angry customer
- **Active Listening Skills**
 - Thinking for a change
 - Individuals will understand the importance of active listening in other social situation
 - Participants will learn and be able to perform the four steps of active listening.

Day 4

- **Time Management**
 - The value of Time Management
 - Provide a "Personal Time Assessment"
 - Understand the importance of being on time

Week 2

Day 1

- **Continue Resumes**
 - Final review
 - Assistance clerical and computer
- **Dependability**
 - Focus on following directions
 - Show up on time
 - Show up consistently
 - Identify behaviors that show dependability, describe strategies for good attendance and being on time
- **Questions/Concerns**

Day 2

- **Attitude**
 - Definition of Attitudes
 - Role playing displaying negative behaviors
 - Role playing displaying positive attitudes
 - Definition on work attitudes
 - How does poor work attitudes effect the job
- **Job Readiness post assessment (Kim)**

Day 3

- **Conflict Resolution**
 - Introduction to conflict steps
 - Define conflict
 - Why conflicts arise at the job site
 - Impact of conflict
 - Key communication skills and listening
 - Using empathy
- **Developing Your Decision Making Skills**
 - Recognizing problems or a need for decision making
 - How we identify and handle different types of decisions

Day 4

- **Pre-hire Assessment (discussion)**