



**Pre-ETS Workplace Readiness** – Work Readiness will be offered as a standalone service available at Horizon Goodwill, DORS counselors can refer to this service even if not referred for other Horizon Goodwill Services.

**Purpose:** *The workplace readiness module will provide students the opportunity to what it means to be a good employee. Through the exploration process they will begin to develop the “soft skills” the will be building blocks for longer term vocational success.*

**When:** *Tuesdays and Thursdays 3:30pm-6pm, duration 4 weeks (20 hours) monthly cohorts beginning first full week of each month*

**Where:** *Goodwill Store South End Shopping Center Hagerstown, MD  
Goodwill Resource Center Cumberland, MD*

**Who:** *Lead by Ebonee Parsons, Horizon Goodwill Industries Washington County  
Shauna Ours, Horizon Goodwill Industries Allegany County  
Carla Stickler, Horizon Goodwill Washington and Allegany Counties*

### **Week 1:**

#### **Day 1:**

##### **Introduction**

- Resources available (computers, printers, us, etc.)
- Expectations-required attendance (times and locations), job searches
- Syllabus of topics/binders to hold course materials, etc.

**Resume writing (Resume will continues to be reviewed and edited throughout the 10 weeks. At the end of course student will be given a flash drive with finalized resume uploaded onto it. )**

- Go over different steps/sections
- Identification of skills students currently possess that can be incorporated into resume
- Who can/can't I use as a reference? How to ask supports to be reference for employment.
- HW: fill out resume form

#### **Day 2**

##### **Long-term Goals**

- Explain, examples
- Making your goals S.M.A.R.T

- Career Self- Assessment- interest inventory
- Homework: Write down and bring back 2 long-term goals to next class based upon what you learned today, (1 personal goal, and 1 professional/employment related goal). Identify why this goal is important to you, steps that you will need to take to achieve it, who would like to help you achieve this goal, and when you would like to have it accomplished.

## **Week 2:**

### **Day 1:**

#### **Short-term Goals**

- Share long-term goals if anyone wants to
- Explain short-term goals, how they help to achieve long-term
- Homework: Choose 1 of long-term goals and create list of short-term goals

### **Day 2:**

#### **Introduction to Digital Literacy**

- Discussion around what types of devices students currently use, what types of devices they think they might encounter in workplace and what training they feel the need
- Setting up employment specific email to use for resume and job applications
- Set up Indeed Account and practice online job searching
- Social Media (appropriate Facebook pages, e-mail addresses, etc.),networking/company you keep

## **Week 3:**

### **Day 1:Conflict Resolution/Social Interaction/Communication Skills**

- Role-playing conflict situations
- practice different communication styles
- Explore Verbal vs. Non Verbal Communication

#### **Day 2: Interviewing**

- Questions that can be asked (form for HW where they think about & write answers)
- Role-playing an interview
- Clients present "fashion show" of what should and should not be worn to interview (can have them draw "appropriate" and "not appropriate" cards the week before and they wear the corresponding outfit to club)

## **Week 4:**

### **Day 1: Self-Management and Teamwork**

- Arriving to work on time.

- How will you get to work? What if you can't get there?
- Workplace hygiene
- Blindfold Maze Team Activity
- Picture Puzzle Team Activity

## **Day 2: Financial Literacy**

- What is Credit?
- Budgeting exercise/game
- How to open a bank account
- Tax overview