



**Your User Name and Password are now available.**

**For a free 14-day preview of *Job Ready Career Skills™ on the Web*, click on the *Job Ready* logo on our homepage at: [www.careersolutionspublishing.com](http://www.careersolutionspublishing.com)**

***Job Ready Career Skills™ on the Web*** comes with a student tracking system, optional audio, pre- and post-tests, teacher choice of required lessons, and many more features listed below. The system maintains scores and allows teachers to analyze students' work readiness strengths and weaknesses. Teachers can reset the lesson scores to "0" so students are able to repeat them as many times as needed to improve their performance.

Teachers and employers who have previewed ***Job Ready Career Skills™ on the Web*** say it is "the right tool at the right time in education." To view ***Job Ready Career Skills™ on the Web*** with no obligation, contact us by e-mail at [jobreadyweb@careersolutionspublishing.com](mailto:jobreadyweb@careersolutionspublishing.com) or by phone at (888) 299-2784.

The **Teacher Desktop** for ***Job Ready Career Skills™ on the Web*** provides the following:

- Record of all students in your class, including their Student ID
- Opportunity to develop your own Pre-Tests and Post-Tests
- Ability to select and identify the specific lessons students should complete
- Ability to view scores by Lesson, Topic and Category
- Record of minutes spent on each lesson
- Ability to reset lessons to "0" scores so students can redo
- Ability to view a variety of reports, including these:
  - Essay Answers by Student
  - Incorrect Answers by Student
  - Pre-Test Answers by Student
  - Post-Test Answers by Student
  - Progress by Student
- Suggested responses to Professional Development activities
- Ability to e-mail students
- Chart of Functions

**Pricing Information**

Web version: \$ 995 annual license  
CD version: \$1,295 perpetual site license



1199 Lancaster Avenue, Berwyn, PA 19312  
Toll free: (888) 299-2784, Fax: (610) 993-8249  
[www.careersolutionspublishing.com](http://www.careersolutionspublishing.com)

# Job Ready Career Skills™

## Lesson Titles

### The Job Search

#### **Finding the Right Job**

- Locating Jobs
- Networking
- Job Shopping On Line
- Building a Job Search Web Site
- Getting Results at Job Fairs
- Using Employment Agencies
- Searching the Classified Ads
- Creating Your Own Position
- Landing an Internship
- Staying Motivated to Search

#### **Effective Resumes**

- Things to Include in a Resume
- Locating Needed Information
- Selling Yourself in a Resume
- Terms to Use in a Resume
- Matching Talents to Employers
- Describing Your Job Strengths
- Organizing Your Resume
- Writing an Electronic Resume
- Dressing Up Your Resume
- Using a Resume Successfully

#### **The Application Process**

- Completing a Job Application
- Types of Information for an Application
- Reasons Companies Use Applications
- Developing Job-Related Information
- Assuring Accuracy of Information
- Writing a Cover Letter
- Applying On Line
- Applying in Person
- Following Up on Your Application
- Double Check on Your Application

#### **Interviewing Skills**

- Preparing for an Interview
- Getting an Interview Off to a Good Start
- Questions Interviewers Ask
- Questions Interviewers Should Not Ask
- Questions You Should Ask in an Interview
- Things to Include in a Career Portfolio
- Interviewing Mistakes
- Benefits to Ask About
- Traits Employers Consider to Rate Candidates
- Tips to Consider before Taking a Job

### Work Habits

#### **Workplace Ethics**

- Demonstrating Good Work Ethic
- Behaving Appropriately
- Showing Honesty
- Playing Fair
- Using Ethical Language
- Showing Responsibility
- Eliminating Harassment and Intimidation
- Respecting Diversity
- Developing the Habit of Truthfulness
- Leaving a Job Ethically

#### **Personal Characteristics**

- Demonstrate a Good Attitude
- Gaining and Showing Respect
- Demonstrating Responsibility
- Showing Dependability
- Demonstrating Courtesy
- Showing Pride in Your Work
- Gaining Co-Workers Trust
- Persevering
- Handling Criticism
- Showing Professionalism

#### **Employer Expectations**

- Behaviors Employers Expect
- Behaviors Employers Find Objectionable
- Job Success
- Transferable Job Skills
- Establishing Credibility
- Demonstrating Your Skills
- Surviving a Bad Work Environment
- Managing Change
- Building Work Relationships
- Advancing Your Career

### Business Etiquette

#### **On the Job Etiquette**

- Using Good Manners
- Introducing People
- Language and Behavior
- Business Casual Dress
- Business Meal Functions
- Behavior at Office Parties
- Behavior at Conventions
- International Etiquette
- Cross-Cultural Etiquette
- Working in a Cubicle

#### **Person-to-Person Etiquette**

- Meeting Business Acquaintances
- Meeting People for the First Time
- Showing Courtesy and Politeness
- Interacting with Your Boss
- Interacting with Subordinates
- Interacting with Co-Workers
- Interacting with Suppliers
- Ending a Lingering Visit
- Handling Confidential Information
- Avoiding Gossip

#### **Telephone and E-mail Etiquette**

- Creating a Good Impression
- Better Telephone Conversations
- Barriers to Telephone Conversations
- Making and Returning Calls
- Answering Calls and Taking Messages
- Making Cold Calls
- Handling Conference Calls
- Cellular Phone Etiquette
- Appropriate Work E-Mail
- Mistakes of Work E-Mail

#### **Meeting Etiquette**

- Handling Pre-Meeting Details
- Leading a Large Meeting
- Introducing Speakers
- Facilitating Discussions
- Closing a Large Meeting
- Two-Person Meeting
- Participating in Meetings
- Inviting Speakers
- Preparing Meeting Visuals
- Attending a Videoconference

# Job Ready Career Skills™

## Lesson Titles

### Workplace Effectiveness

#### **Time Management**

Managing Time  
Putting First Things First  
Juggling Many Priorities  
Overcoming Procrastination  
Dealing with Information Overload  
Organizing Workspace and Tasks  
Staying Organized  
Finding More Time  
Managing Projects  
Balancing Personal and Work Priorities

#### **Problem Solving**

Becoming a Problem Solver  
Identifying a Problem  
Becoming a Critical Thinker  
Thinking Creatively  
Characteristics of an Effective Risk Taker  
Holding Yourself Accountable  
Managing Change  
Removing Your Barriers to Change  
Making Change Serve You Personally  
Dealing with Ongoing Change

#### **Customer Service**

Gaining Customer Trust  
Interacting with Customers  
Finding Out What Customers Want  
Giving Customers What They Want  
Keeping Customers Coming Back  
Seeing the Customer's Point of View  
Selling Yourself and the Company  
Handling a Customer's Complaints  
Providing Customer Service by Telephone  
Providing Customer Service by Internet

#### **Teamwork**

Teamwork Skills  
Reasons Companies Use Teams  
Types of Decisions Teams Make  
Team Responsibilities  
Problems That Affect Teams  
Building Strong Team Communication  
Expressing Yourself on a Team  
Giving Constructive Criticism  
Receiving Criticism  
Team Problem Solving

### Communication Skills

#### **Communicating at Work**

Improving Communication Skills  
Effective Oral Communication  
Effective Written Communication  
Effective Nonverbal Communication  
Effective Word Use  
Giving and Receiving Feedback  
Handling Anger  
Dealing with Difficult Co-workers  
Dealing with a Difficult Boss  
Dealing with Difficult Customers

#### **Speaking**

Using Language Carefully  
Showing Confidence  
One-on-One Conversations  
Small Group Communication  
Large Group Communication  
Making Speeches  
Involving the Audience  
Answering Questions  
Visual and Media Aids  
Errors in Communication

#### **Listening**

Reasons for Listening  
Benefits of Listening  
Barriers to Listening  
Listening Strategies  
Ways We Filter What We Hear  
Developing a Listening Attitude  
Show You Are Listening  
Asking Questions  
Obtaining Feedback  
Getting Others to Listen

#### **Presenting Yourself**

Presenting Yourself: Voice  
Presenting Yourself: Appearance  
Presenting Yourself: Posture  
Presenting Yourself: Attitude  
Presenting Yourself to Associates  
Presenting Written Documents  
Presenting Yourself: Conflict  
Giving Constructive Criticism  
Receiving Criticism  
Demonstrating Leadership

#### **Non-Verbal Communication**

Communicating Non-Verbally  
Positive Non-Verbal Techniques  
Harmful Non-Verbal Behaviors  
Reading Body Language  
Read Mixed Messages  
Matching Your Verbals to Non-Verbals  
Improving Non-Verbal Listening  
Giving Non-Verbal Feedback  
Showing Confidence Non-Verbally  
Showing Assertiveness