

MASTERING CAREER SUCCESS INSTRUCTOR'S SUMMARY

Title:	Mastering Career Success (Employability)
Hours:	12 hours
Description:	Mastering Career Success is designed to provide members with knowledge of the skills necessary to remain employed and to become a valuable employee to a business. Specifics include working in a diverse workplace, having a positive self-concept, self-management skills, getting along with supervisors, getting along with co-workers, solving problems in the workplace, problem solving skills, creative thinking, getting a raise, getting promoted and leaving a job.
Objectives:	Upon completion of this course, members will know how to keep and advance in a job and gain the confidence to be successful in the workplace.
Materials:	A marker board or chalk board, a flipchart (optional), the book <i>Job Savvy</i> (5th Edition) by LaVern L. Ludden, Ed. D., published by JIST Works, course outline handout, in-class exercises, case studies, role-playing exercises contained in the books.
Implementation:	The environment for this course should be formal but not critical. Some of the topics are personal and may be embarrassing for members who do not know the appropriate behaviors. Therefore, there should be no mocking or laughing at any member. Advise the members that “appropriate behavior” is expected from them in class, which it is a requirement for certification credit for this course. Inform them that “appropriate behavior” does not mean “no personality.” It means being aware of what is happening in the classroom by taking your lead from the instructor and being sensitive to the feelings of the other members.
Topics:	Chapter 7: Knowing Yourself: Importance of Self-Concept in the Workplace Importance of Taking Control of Your Life Importance of Living Positively Chapter 8: Getting Along with Your Supervisor: Role of Team Leader Role of Supervisor Rules for Working for Someone Rules for Communicating with a Supervisor The Importance of Being Coached on the Job The Importance of Meeting Your Supervisor's Expectations Chapter 9: Getting Along with Co-workers: Importance of Being Part of a Team Value of Diversity in the Workplace Rules for Getting Along with Other People Harassment/ Dangers of Dating in the Workplace

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Chapter II: Problem-Solving Skills:
Problem Solving Process
Importance of Creative Problem Solving

Chapter I3: Getting Ahead on the Job
When Promotions are Appropriate
When Raises are Appropriate
Proper Way to Leave a Job

**Certification
Requirements:**

Score 80% or higher on the Mastering Career Success Online Quiz
Master all competencies for Mastering Career Success (seeMCS6)
Score 80% or higher on the Work Certified™ Certification Exam

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MASTERING CAREER SUCCESS COMPETENCIES

MCS-43. Demonstrates appropriate dress for a professional office work place as evidenced by observation of performance.

MCS-44. Answers a minimum of eight questions correctly during class discussion and exercises; completes worksheets as evidenced by observation of performance.

MCS-45. Demonstrates proficiency in collecting data and reporting results accurately by scoring 80% or higher on the Frequency Table Exercise as evidenced by observation of work product.

MCS-46. Demonstrates ability to work effectively as a team member as evidenced by observation of performance.

MCS-47. Demonstrates knowledge of employability basics by achieving a score of 80% or higher on the online module quiz.

MASTERING CAREER SUCCESS COURSE OUTLINE

LESSON 1

Course Introduction
Knowing Yourself
Knowing Yourself Worksheet.

LESSON 2

Getting Along with Your Supervisor
Getting Along with Your Supervisor Worksheet

LESSON 3

Getting Along with Other Workers
Getting Along with Other Workers Worksheet

LESSON 4

Problem-Solving Skills
Problem-Solving Skills Worksheet
Getting Ahead on the Job
Getting Ahead on the Job Worksheet

Mastering Career Success Module Online Quiz

MASTERING CAREER SUCCESS TEACHING PLAN OVERVIEW LESSON 1

This lesson plan is for three hours. Take two 10-minute breaks at appropriate times.

TOPIC	TIME	COPIES REQUIRED as HANDOUTS
Course Outline & Competency Requirements	10 - 15 minutes	Course Competencies- page MCS6 Course Outline - page MCS7
<u>Job Savvy- Chapter 7</u> Knowing Yourself-Page 111-129 How Job Savvy Are You – “Corey” –Page 112-113 Your Approach to Life Quiz –pages 114-115 Self-Management Checklist –pages 119-125 A Review of Your Skills How Job Savvy Are You?- “Darren and Sheila” –page 127-128 Knowing Yourself Worksheet- <u>Competency</u>	100 - 120 minutes	How Job Savvy Are You- “Corey”- page MCS11 Your Approach to Life Quiz Self-Management Checklist A Review of Your Skills- page MCS12 How Job Savvy Are You?- “Darren and Sheila”- page MCS14 Knowing Yourself Worksheet- page MCS15

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MASTERING CAREER SUCCESS TEACHING PLAN

LESSON 1 ~ 5th Edition Book

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Course Outline & Competencies	Competencies-page MCS6 Course Outline-page MCS7	N/A	Review material on these documents.

INSTRUCTOR NOTES:

Make sure you go over all competency requirements for this module with the members.

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Knowing Yourself	Job Savvy- Chapter 7: Knowing Yourself- pages 111-129		Follow the flow of the chapter topics as indicated.
How Job Savvy Are You- “Corey”	How Job Savvy Are You- “Corey” - pages 112-113	Page MCS11	Only do the one case review with Corey.
Your Approach to Life Quiz	Your Approach to Life Quiz - pages 114-115		
Self-Management Checklist	Self-Management Checklist- pages 119-125		
A Review of Your Skills	A Review of Your Skills- page MCS12	Page MCS13	
How Job Savvy Are You?- “Darren and Sheila”	How Job Savvy Are You?- “Darren and Sheila”- page 127-128	Page MCS14	
Knowing Yourself Worksheet- <u>Competency</u>	Knowing Yourself Worksheet- page MCS15	Page MCS16	

INSTRUCTOR NOTES:

1. Review the lecture material contained in *Job Savvy* as well.
2. See the additional class exercises as part of the flow of the material to enhance both individual and group interaction.

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MASTERING CAREER SUCCESS TEACHING PLAN LESSON 1 ~ 5th Edition Book

3. Review the definition and discuss “Self-Confidence” - page 118 in Job Savvy.
4. The exercise on pages 114-115 is private, so tell the members to be truthful. Review how to score the exercise and what their results mean but **do not** ask the members to share their results with the class.
5. Encourage the members to utilize these skills within their résumé and cover letters for successful job search and applications.
6. Be sure to have the class complete the Knowing Yourself Worksheet, which is a competency.

This is a competency requirement that all participants must perform correctly.

MASTERING CAREER SUCCESS TEACHING PLAN OVERVIEW LESSON 2

This lesson plan is for three hours. Take two 10-minute breaks at appropriate times.

TOPIC	TIME	COPIES REQUIRED as HANDOUTS
Chapter 8 - Getting Along with Your Supervisor-Page 131-148	160 minutes	
The Team Leader and Delegating Work		The Team Leader and Delegating Work- page MCS19
What Does a Supervisor Do? Pages 132-134		
Communication: Asking Questions		Communication: Asking Questions – page MCS21
Group Activity: Learning To Ask Questions Case Studies - “Report on Results – page 138-139		Group Activity: Learning To Ask Questions Case Studies – page MCS23
How Job Savvy Are You? – Theresa and Bryan” - page 140		How Job Savvy Are You? – Theresa and Bryan” - page MCS25
Meet Your Supervisor’s Expectations- pages 140-142		Meet Your Supervisor’s Expectations- page MCS26
How Job Savvy Are You?- “Jenna, Ryan, and Brandon” – page 143		How Job Savvy Are You?- “Jenna, Ryan, and Brandon” – page MCS27
Getting Along with Your Supervisor Worksheet- <u>Competency</u>	Getting Along with Your Supervisor Worksheet- page MCS28	

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LESSON 2 ~ 5th Edition Book

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Getting Along with your Supervisor	Job Savvy- Chapter 8: Getting Along with Your Supervisor - pages 131-148		Follow the topics as they are contained in <i>Job Savvy</i> . Lecture and perform the exercises in the order in which they appear in the book. Delegating- page 130
The Team Leader and Delegating Work	The Team Leader and Delegating Work- page MCS19	Page MCS20	
What Does a Supervisor Do?	What Does a Supervisor Do? Pages 132-134		
Communication: Asking Questions	Communication: Asking Questions – page MCS21	Page MCS22	Good “Followership” – page 135 Read page 138– Ask Questions
Group Activity: Learning To Ask Questions Case Studies	Group Activity: Learning To Ask Questions Case Studies – page MCS23 and class discussion on “Report on Results – page 138	Page MCS24	Split the class into two groups (one for each case study). Have them work on them as a group and report the results.
How Job Savvy Are You? – Theresa and Bryan”	How Job Savvy Are You? – Theresa and Bryan” - page 140	Page MCS25	This is part of the teamwork competency.
Meet Your Supervisor’s Expectations	Meet Your Supervisor’s Expectations- pages 140-142	Page MCS26	Have all members complete the Competency Getting Along with Your Supervisor Worksheet.
How Job Savvy Are You?- “Jenna, Ryan, and Brandon”	How Job Savvy Are You?- “Jenna, Ryan, and Brandon” – page 143	Page MCS27	
Getting Along with Your Supervisor Worksheet- <i>Competency</i>	Competency -Getting Along with Your Supervisor Worksheet - page MCS28	Page MCS29	

INSTRUCTOR NOTES:

1. Review the lecture material contained in *Job Savvy* as well.
2. Review and discuss definition of “Delegating”.
3. Review and discuss “Good Followership”.
4. Use information on pages 135-137 to prepare for the section on page 138 on “Ask Questions”.
5. Perform all in-class exercises and provide opportunities for members to meet their requirement for answering a minimum of 8 questions correctly during classroom discussions.
6. Review the “Summing Up” section.
7. Have the members complete the Getting Along with Your Supervisor Worksheet (MCS28).

This is a competency requirement that all participants must perform correctly.

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MASTERING CAREER SUCCESS TEACHING PLAN OVERVIEW LESSON 3

This lesson plan is for three hours. Take two 10-minute breaks at appropriate times.

TOPIC	TIME	COPIES REQUIRED as HANDOUTS
Chapter 9 Getting Along with Other Workers-pages 149-165 The Team Concept Gaining Co-Worker Acceptance Checklist 150 How Job Savvy Are You? – “Rick and Lynette” –page 152 Preferences - page 153 Temperaments- pages 154-156 Basic Human Relations-pages 157-158 How Job Savvy Are You? – “Rosa, Tyler, Gwen, and Chang” - pages 158-159 Special Problems with Co-Workers-pages 162 Getting Along With Other Workers Worksheet- <i>Competency</i>	130 - 135 minutes	The Team Concept – page MCS32 Gaining Co-Worker Acceptance Checklist –page MCS34 How Job Savvy Are You? – “Rick and Lynette-page MCS35 Temperaments- page MCS36 Basic Human Relations-pages MCS37 How Job Savvy Are You? – “Rosa, Tyler, Gwen, and Chang” -page MCS39 Special Problems with Co-Workers – page MCS40 Getting Along with Other Workers Worksheet page MCS43

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MASTERING CAREER SUCCESS TEACHING PLAN

LESSON 3 ~ 5th Edition Book

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Getting Along with Other Workers	Job Savvy : Chapter 9: Getting Along with Other Workers- pages 149-165		Follow the topics as they are contained in <u>Job Savvy</u> .
The Team Concept	The Team Concept – page MCS32	Page MCS33	Discussion and review of “Synergy” on page 151
Gaining Co-Worker Acceptance Checklist	Gaining Co-Worker Acceptance Checklist - page 150	Page MCS34	
How Job Savvy Are You? – “Rick and Lynette”	How Job Savvy Are You? – “Rick and Lynette” – page 152	Page MCS35	Handout created for use instead of book worksheet.
Preferences	Preferences - page 153		
Temperaments	Temperaments page 154-156	Page MCS36	Refer to pages 157-158 in the book for completion of this exercise for Basic Human Relations.
Basic Human Relations	Basic Human Relations – page MCS37	Page MCS38	
How Job Savvy Are You? – “Rosa, Tyler, Gwen, and Chang”	How Job Savvy Are You? – “Rosa, Tyler, Gwen, and Chang” - page 158-159	MCS39	
Special Problems with Co-Workers-Page 162	Special Problems with Co-Workers – page MCS40	Page MCS41-42	Review definition of “Conflict Resolution” – page 163
Getting Along With Other Workers Worksheet - <u>Competency</u>	Getting Along With Other Workers Worksheet - page MCS43	Page MCS44	Have all members complete the Getting Along with Other Workers Worksheet.

INSTRUCTOR NOTES:

1. Review the lecture material contained in Job Savvy as well. The Instructor’s Guide often provides additional lecture material and thought-provoking questions on the material in Job Savvy.
2. Be sure to cover “Summing Up” in Job Savvy.
3. Do as a group exercise.
4. Have the members complete the Getting Along with Other Workers Worksheet, which is a competency.

This is a competency requirement that all participants must perform correctly.

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MASTERING CAREER SUCCESS TEACHING PLAN OVERVIEW LESSON 4

This lesson plan is for three hours. Take two 10-minute breaks at appropriate times.

TOPIC	TIME	COPIES REQUIRED as HANDOUTS
Chapter 11 Problem-Solving Skills- 183-194 Management Through Team Work Problem Solving Problem Solving: Frequency Table Exercise- <u>Competency</u> Creative Thinking Exercises- Thinking Outside the Box and A Different Perspective- <u>Competency</u> in <u>Job Savvy</u> - pages 189-190 - Problem-Solving Skills Worksheet - <u>Competency</u>	75 - 90 minutes	Management Through Team Work – page MCS49 Problem Solving – page MCS51 Problem-Solving Skills - Frequency Table Worksheet - page MCS53 Creative Thinking Exercises- Thinking Outside the Box /A Different Perspective –page MCS55 Problem-Solving Skills Worksheet - page MCS56
Chapter 13 Getting Ahead on the Job 183-194 Getting Ahead on the Job Leaving a Job Leaving A Job Worksheet uses <i>How Job Savvy Are You?</i> (Eric example only) in <u>Job Savvy</u> - <u>Competency</u>	50 - 60 minutes	Getting Ahead on the Job- page MCS58 Leaving a Job - page MCS60 Leaving A Job Worksheet uses <i>How Job Savvy Are You?</i> (Eric example only) in <u>Job Savvy</u> - page 227 - Page MCS62
Mastering Career Success Module Online Quiz- <u>Competency</u>	25 - 30 minutes	Module Online Quiz

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LESSON 4 ~ 5th Edition Book

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Problem-Solving Skills	Job Savvy - Chapter 11: Problem-Solving Skills - pages 183-194		Follow the topics as they are contained in <u>Job Savvy</u> .
Management Through Team Work	Management Through Team Work – page MCS49	Page MCS50	Read the introduction on page 184, the section titled “Management Through Teamwork” on page 184, and “Total Quality Management Team
Problem Solving	Problem Solving – page MCS51	Page MCS52	
Problem Solving: Frequency Table Exercise	Problem Solving: Frequency Table Exercise – page MCS53	Page MCS54	
Creative Thinking Exercises- Thinking Outside the Box and A Different Perspective- <u>Competency</u>	Competency - Creative Thinking Exercises- Thinking Outside the Box and A Different Perspective – pages 189-190	Page MCS55	Have the class read the “Problem Solving” section on page 185 and discuss the three basic assumptions.
Problem-Solving Skills Worksheet- <u>Competency</u>	Problem-Solving Skills Worksheet - page MCS56	Page MCS57	Have the members complete the Problem-Solving Skills Worksheet Problem solving using creativity- pages 189-190

INSTRUCTOR NOTES:

1. Review the lecture material contained in Job Savvy as well.
2. **Frequency Tables** - There are two types of frequency tables. One type of table is used for data collection and the other for data summary. The frequency table for data collection has three columns. The left column is labeled *Item*; the middle column, *Tally*; and the right column, *Number*. A description of the observation or answer is written under *Item* each time something different occurs or a new answer is given. A mark is made in the *Tally* column beside it. This process continues until all observations or data have been recorded. You count the number of marks in the *Tally* column and record that total in the *Number* column. It is recommended to create this Frequency Table in Excel.
3. Be sure to review “Summing Up” in Job Savvy.
4. Have the members complete the Problem-Solving Skills Worksheet.
This is a competency requirement that all participants must perform correctly.

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MASTERING CAREER SUCCESS TEACHING PLAN

LESSON 4 - 5th Edition Book

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Getting Ahead on the Job Group discussions: Getting Ahead on the Job Leaving a Job Leaving a Job Worksheet- <u>Competency</u>	Job Savvy - Chapter 13: Getting Ahead on the Job - pages 211-228. Group discussions: Getting Ahead on the Job- page MCS60 Leaving a Job - page MCS60 Leaving a Job Worksheet - page MCS62	 Page MCS61 Page MCS61 Page MCS63	This section will be done in a group discussion format. Review the Leaving A Job Worksheet prior to group discussions to ensure competency topics are covered. For each section you will explain the topic, pose questions, facilitate the group to elicit responses, record the responses on a flipchart or board, comment on the group's responses, and sum up by going over the main points they brought out that were appropriate and adding comments that were missed. First topic is "Getting ahead on the Job." Second topic is "Leaving a Job." Use: How Job Savvy Are You? (Eric example only) on page 227 in <u>Job Savvy</u> and have them write their answer on the Leaving a Job Worksheet - page MCS62

INSTRUCTOR NOTES:

1. Perform both in-class exercises and provide opportunities for members to meet their requirement for answering a minimum of 8 questions correctly during classroom discussions.

Getting ahead on the Job: The questions you should ask are: What is the difference between a raise and a promotion? What are reasons for raises?, What are reasons for promotions? What benefits come with promotions? and What can you do to put yourself in position for a promotion? Use the content on pages 213 through 218 of Job Savvy and the Getting Ahead on the Job Answer Key to aid in this exercise.

Leaving a Job. The questions you should ask are: What are reasons for leaving a job? How soon should you tell your employer you are leaving your job? Imagine you are leaving a job because a supervisor is not treating you fairly; what do you state as your official reason for leaving?, How much notice should you give your employer before you leave?, Is it important to leave your job on good terms? Why or why not? Use the content on pages 225-227 of Job Savvy and the Leaving a Job Answer Key to aid in this exercise.

2. Be sure to review the questions on the Leaving a Job Worksheet prior to both group discussions to ensure that those topics are covered during the group discussions.
3. Have the members complete the Leaving a Job Worksheet.

This is a competency requirement that all participants must perform correctly.

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MASTERING CAREER SUCCESS TEACHING PLAN
LESSON 4 ~ 5th Edition Book

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Mastering Career Success Online Quiz- <u>Competency</u>	LMS Database Program website: www.workcertified.org		See hardcopy of quiz and answer key on Chapter3; LMS Database/Module Quizzes

INSTRUCTOR NOTES:

Members must score 80% or higher on this quiz to be eligible for certification. Distribute Member Evaluation Forms and Instructor Program Critique forms from Chapter 2.

This is a competency requirement that all participants must perform correctly.