

CAREER EXPLORATIONS I

Statement of Organization:

This ½ credit course is designed to develop work-ready job skills in the areas of responsible work behaviors, teamwork, customer service, and ethics in a business related environment. Students will earn work workshop credits towards the Work Readiness Skills Standards credential.

Career Explorations I will meet for a minimum of sixty hours and is offered to students from grades nine through twelve as an elective course.

Objectives:

All students will

- A. Increase knowledge and awareness of careers
- B. Identify career areas of interest and aptitude
- C. Comprehend skills needed to obtain career goals
- D. Understand ethics and soft skills
- E. Determine importance of teamwork in a community business
- F. Understand job acquisition process and entry level skills necessary to obtain employment

Content:

- A. Working with Others (13.3)
 - 1. Communication skills (rules and tailoring to audience)
 - 2. Positive self image, self-concept and positive attitude in the workplace
 - 3. Importance of teamwork
 - 4. Communicating with the supervisor
 - 5. Meeting supervisor's expectations; performance reviews
 - 6. Value of workplace diversity; conflict resolution
 - 7. Avoiding harassment and discrimination
- B. The Job Candidate (13.2)
 - 1. Completing a job application
 - 2. Developing a resume
 - 3. Completing personal data and tax forms
 - 4. Employer's environment and employee expectations
 - 5. Interview skills; participate in mock interview
- C. Blueprint for Becoming a Highly Valued Employee (13.1, 13.2, 13.3)
 - 1. Preparing for the first day of work
 - 2. Knowledge of company policies
 - 3. Appropriate dress, grooming, and hygiene
 - 4. Mannerisms and habits
 - 5. Absenteeism, punctuality and tardiness

6. How lifestyle impacts work
7. Problem solving and creative thinking
8. Business ethics
9. Social and dining etiquette

D. Identifying Your Future Employer (13.1)

1. Personal work plan and work goals
2. Developing a job strategy / career path plan
3. Finding local job opportunities
4. Researching jobs and employers
5. Employment relationship (employment laws, profit motive of business, etc.)
6. Getting ahead on the job (realistic expectations, raises, promotions, etc.)
7. Understanding the work environment

E. Customer Service (13.3)

1. Customer focus; demonstrate positive customer interaction
2. Customer service delivery and profitability; calculate costs relating to customer dissatisfaction
3. Identifying internal and external customers
4. Customer perceptions and consumer rights
5. Barriers to communication and active listening
6. Body language and personal signals
7. Proper telephone etiquette
8. Managing customer behaviors
9. Customers with special needs

F. Develop Career Choice Presentation and Employment Portfolio (13.1, 13.2)

1. Compile necessary materials for employment portfolio
2. Present a 7-10 minute oral report on career field of choice

G. Pennsylvania Department of Education's Career Clusters (8 of the 16) (13.1)

1. Focus on sampling of careers within each cluster
2. Identify connection between classroom learning and skills needed as adults in the workforce
3. Examine nontraditional occupations

Expected Levels of Achievement:

All students are expected to achieve mastery of the skill and concepts taught by obtaining a minimum of 80% on all graded materials.

Methods of Evaluation:

Student competence will be assessed through the use of one or more of the following methods:

- Demonstration
- Drill and practice
- Observation
- Portfolios
- Projects
- Teacher-made tests