

Workplace Success Series

A Step on the Pathway to Success

Presented by:

Monte Murphy

Shasta College CalWORKs

Project Coordinator



Goal

To detail a series of courses designed to assist our CalWORKs students population in obtaining/enhancing job/advancing skills essential to success in the workplace.



Reasons for Developing Courses



- ∞ Students/CalWORKs participants need the tools necessary to find employment
- ∞ Students unprepared for Work Study assignments
- ∞ Assist probationary/reentry students with “refresher” job skills courses



Additional Benefits in Developing Courses

- ∞ Offers student the ability to acquire college credit while developing essential skills
- ∞ Assists student in meeting the CalWORKs 32-35 hour work week requirement
- ∞ Increases Work Participation Rates
- ∞ CalWORKs students would be eligible for Work Study assignments
- ∞ Better prepared students - not only in the workplace, but in the classroom

Open-Entry Open-Exit Format



- ∞ “Take One, Take All” philosophy
- ∞ Each course is two hours a day and a week long in duration
- ∞ Workplace Success Series courses are in a continuing cycle
- ∞ Originally developed as a series of 11 courses (10 Business courses – all transferable credits and one computer class)





The Keys to Success



- ∞ **Partnership, Partnership, Partnership!**
 - **Key element and ingredient to success of developing new programs, curriculum, and services**
 - **Ensure the essential three C's (Collaboration, Communication and Cooperation) are in place and working in harmony to build a strong, healthy foundation on which to grow**
 - **Share information, ideas, and input**
 - **Listen, Listen, and LISTEN!!!!**



Think “Outside the Box” & Be Flexible



- ∞ Reassess and determine any changes, revisions, etc. needed to be made in order to enhance the program/classes offered
- ∞ Identify alternative methods to better address and meet the needs of targeted students/populations
- ∞ Should always be an on-going process
- ∞ Currently offering Workplace Success Series in two different and distinct formats tailored to best meet the needs and requirements of each county and partners
- ∞ Have plans in place to implement training to remote locations via ITV (Interactive Television instruction)



Workplace Success Series Courses



- ↪ **Attitude in the Workplace**
- ↪ **Conflict Resolution**
- ↪ **Stress Management in the Workplace**
- ↪ **Managing Organizational Change**
- ↪ **Customer Service in the Workplace**
- ↪ **Decision Making and Problem Solving**
- ↪ **Team Building**
- ↪ **Communicating with People**
- ↪ **Time Management**
- ↪ **Foundational Essentials: Values & Ethics**
- ↪ **Computer Basics**



Grading/Attendance

- ∞ Grading based upon positive attendance and positive participation
- ∞ Credit/No Credit Format
- ∞ Roll is taken on a daily basis (Provides documentation for tracking welfare-to-work hourly activities)
- ∞ If student completes all courses in series, the student will earn a Customer Service Academy Certificate

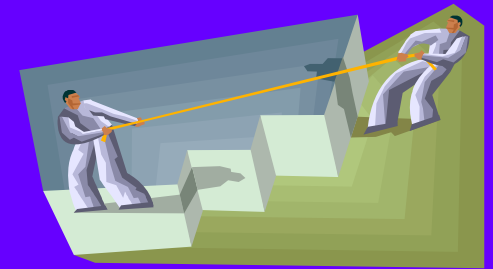


Attitude in the Workplace

Key skills in the area of attitude so the participant may effectively maintain a positive attitude at the workplace and at home. The participant will be introduced to the concepts of how attitudes are communicated, the three types of attitudes and how to adjust one's attitude. Topics will also include the primary causes of a bad attitude, turnaround strategies to battle them, and specific techniques to raise the attitude of others.



Conflict Resolution



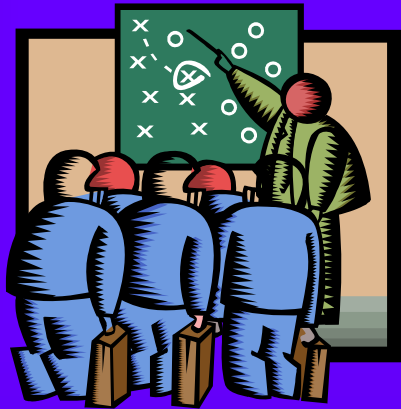
The meaning of conflict, the causes of conflict and strategies for resolving interpersonal conflict. Emphasis will be placed on the five conflict handling modes, how to deal with difficult people and how to bring out the best in others.

Stress Management in the Workplace



Key elements of stress management. Topics will include the recognition of stress, causes of stress, and the benefits of stress management. Emphasis will be placed on a multitude of ways to handle stress in order to have a more productive, professional and private life.





Managing Organizational Change

Understanding change and the influence it has on an organization and the individuals in that organization. Topics will include:
understanding organizational change, stages of change, and how to manage organizational change.



Customer Service in the Workplace



Key skills and attitudes in order to effectively meet the needs of customers. The participant will be introduced to the concept of internal and external customers, customer satisfaction and customer retention. Topics will also include communicating with customers, developing a positive attitude and handling complaints and sales skills.



Decision Making and Problem Solving

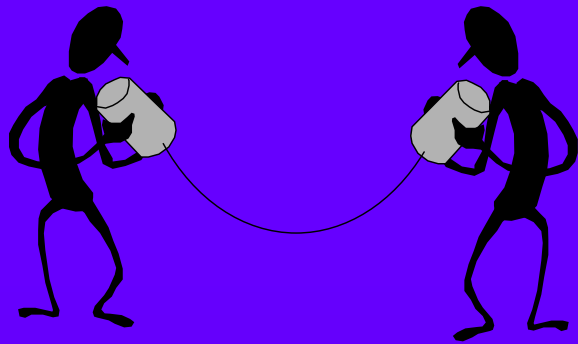
Emphasis will be placed on decision making and problem solving techniques, steps in the decision making process, and how to be creative and think outside of the box.



Team Building



Understanding of how teams work together, common problems teams encounter and how to solve them. Participants will learn to recognize various team player styles as well as gain exposure to the stages of team growth. Tips and techniques for team building in the workplace will also be covered.



Communicating with People

Key elements in communication. Topics will include verbal and nonverbal communication as well as listening skills. Emphasis will be placed on communication within business organizations and how to effectively communicate with internal and external customers.



Time Management



Time management principles and specific tools that assist in making use of time.

Emphasis will be placed on how to prioritize, identifying time wasters, delegation and goal setting.

Foundational Essentials: Values and Ethics



The importance of ethics and values in the workplace. Emphasis will be placed on how values influence actions, developing a personal ethical philosophy, and helping others do the right thing.



Computer Basics

Brief introduction course on personal computers in the workplace.





Promoting - Marketing

- ∞ **County CalWORKs Program (Trainings, information, meetings, input)**
- ∞ **On Campus (Other at-risk programs - EOPS, CARE, TRIO, DSPS, Probationary students, work-site learning, etc.)**
- ∞ **Community Partners (SMART, Community Health, EDD, etc.)**

Win-Win for All



∞ County

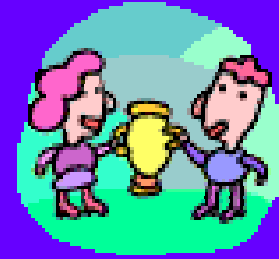
- Better prepared students for workforce
- Approved welfare-to-work activity (Participation)

∞ Community

- Assisting community partners (SMART, EDD, Community Health, etc.)
- Low cost training in courses that will better prepare workers who are interested in finding employment or enhancing their current or future employment opportunities.



Win-Win for All



🌀 College

- Increases FTES (Full-time Equivalent Student)
- Partners with other programs working with at-risk students (EOPS, CARE, DSPTS, TRIO, Probationary students, work-site learning, etc.)

🌀 CalWORKs Student

- Open-entry, Open-exit format
- Assists student in developing and enhancing essential skills that will contribute to finding employment and/or advancing
- Approved by the County and is an approved welfare-to-work activity (Part of 32-35 work week)
- Transferable units and Certificated program

Workplace Success Series

A Step on the Pathway to Success

Questions?



Thank You for Attending!

