

## LESSON SUMMARY

### I. INTERPERSONAL SKILLS

- Lesson 1: Adjust Your Attitude
- Lesson 2: Arrogance Has No Place in the Workplace – Part 1
- Lesson 3: Arrogance Has No Place in the Workplace – Part 2
- Lesson 4: Cultural Sensitivity in the Workplace
- Lesson 5: Cultural Awareness: Knowing Not to Cross the Line
- Lesson 6: Corporate Cultures: Learning How to Fit In
- Lesson 7: The Art of Compromising
- Lesson 8: Opportunities Are Created, Not Handed Out; Making Something Out of Nothing
- Lesson 9: You and the Customer – Part 1
- Lesson 10: You and the Customer – Part 2

#### FINAL PROJECT

---

### II. COMMUNICATION SKILLS

- Lesson 1: Controlling Your Emotions
- Lesson 2: Learn to Say “I Don’t Know”
- Lesson 3: The Fine Art of Listening – Part 1
- Lesson 4: The Fine Art of Listening – Part 2
- Lesson 5: Dealing with Ambiguity
- Lesson 6: Take Advice and Make Results
- Lesson 7: Giving and Receiving Criticism
- Lesson 8: Networking on the Job – Part 1
- Lesson 9: Networking on the Job – Part 2
- Lesson 10: Learning How to Be Persuasive – Part 1
- Lesson 11: Learning How to Be Persuasive – Part 2
- Lesson 12: The Unwritten Rules of Workplace Communications

#### FINAL PROJECT

---

### III. SELF-IMPROVEMENT SKILLS

- Lesson 1: Finding Direction from Someone Is Lost: “A Drifter”
- Lesson 2: The SkillBott Explorer: Self-Assessment for Attainable Career Objectives
- Lesson 3: Mapping Long Term Possibilities
- Lesson 4: Leadership Style – Part 1
- Lesson 5: Leadership Style – Part 2
- Lesson 6: Contributing Effectively to a Team – Part 1
- Lesson 7: Contributing Effectively to a Team – Part 2
- Lesson 8: Network Your Way to Career Success
- Lesson 9: Time Management: A Key to Success – Part 1
- Lesson 10: Time Management: A Key to Success – Part 2
- Lesson 11: Understanding Goals: Efficiency and the Bottom Line – Part 1
- Lesson 12: Understanding Goals: Efficiency and the Bottom Line – Part 2

#### FINAL PROJECT

---

## LESSON SUMMARY

### IV. JOB FINDING SKILLS

- Lesson 1: Using Informational Interviews to Your Advantage
- Lesson 2: The Power of a Cover Letter
- Lesson 3: Resume Writing – Part 1
- Lesson 4: Resume Writing – Part 2
- Lesson 5: The Job Application Is the First Critical Step – Part 1
- Lesson 6: The Job Application Is the First Critical Step – Part 2
- Lesson 7: The 3 “P”s of Interviewing: Prepare, Practice, Perform
- Lesson 8: Dress for Success
- Lesson 9: Dining Etiquette for the Workplace
- Lesson 10: First Impressions Only Happen Once
- Lesson 11: Why Should I Hire You? Interviewing for Success
- Lesson 12: Working Hard or Hardly Working

#### FINAL PROJECT

---

### V. ON THE JOB SKILLS

- Lesson 1: Proper Workplace Attendance: The First Step to Success
- Lesson 2: Politics Is a Reality in the Workplace – Part 1
- Lesson 3: Politics Is a Reality in the Workplace – Part 2
- Lesson 4: Building a Good Relationship with Your Employer
- Lesson 5: Following Your Instincts in the Workplace
- Lesson 6: Behind Closed Doors: Meeting Etiquette – Part 1
- Lesson 7: Behind Closed Doors: Meeting Etiquette – Part 2
- Lesson 8: Workplace Entitlement – Part 1
- Lesson 9: Workplace Entitlement – Part 2
- Lesson 10: Workplace Entitlement – Part 3
- Lesson 11: Integrity in the Workplace – Part 1
- Lesson 12: Integrity in the Workplace – Part 2
- Lesson 13: Consistency in the Workplace
- Lesson 14: The Importance of Multitasking

#### FINAL PROJECT

---

### VI. SOCIAL MEDIA & INTERNET SKILLS

- Lesson 1: InterNetworking
  - Lesson 2: The Dos & Don'ts for Email, Texting, PDA's and Cell Phones
  - Lesson 3: Important Workplace Considerations
  - Lesson 4: Your Interests, Your Major, Your Career
  - Lesson 5: Electronic Job Search Strategies (Advanced) – Part 1
  - Lesson 6: Electronic Job Search Strategies (Advanced) – Part 2
  - Lesson 7: The Internet and Your Career (Advanced)
-