

ONBOARDING ESSENTIALS™ 2019 - 2020



## ONBOARDING ESSENTIALS™



*Recruit. Retain. Rejoice!*

## A CURRICULUM FOR SUCCESSFULLY ONBOARDING STUDENTS AND ADULTS

2019-2020 Syllabus

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## CURRICULUM SUMMARY

- **All Lessons Follow the Same Lesson Plan**

- A. Introduction: Lesson Objectives
- B. Lesson Activity/Exercise/Project
- C. Self-Assessment
- D. Wrap Up & Final Thoughts
- E. Situational Judgment Questions

- **The Curriculum Covers 75 Skills in 8 Categories**

- A. Attitudinal Skills
- B. Communication Skills
- C. Interpersonal Skills
- D. Personal Skills
- E. Self-Improvement Skills
- F. Job Finding Skills
- G. Applied Skills on the Job
- H. Social Media & Internet Skills

### **Onboarding Essentials™ Curriculum**

#### **I. TRANSITIONING INTO THE COMPANY SKILLS**

- Lesson 1: Adjust Your Attitude
- Lesson 2: Cultural Sensitivity in the Workplace
- Lesson 3: Corporate Cultures: Learning How to Fit In
- Lesson 4: The Art of Compromising
- Lesson 5: You and the Customer

#### **II. ASSIMILATION & COMMUNICATION SKILLS**

- Lesson 1: Controlling Your Emotions
- Lesson 2: Learn to Say "I Don't Know"
- Lesson 3: The Fine Art of Listening
- Lesson 4: Giving and Receiving Criticism
- Lesson 5: The Unwritten Rules of Workplace Communications

#### **III. LEADERSHIP & GOAL ATTAINMENT SKILLS**

- Lesson 1: Leadership Style
- Lesson 2: Contributing Effectively to a Team
- Lesson 3: Time Management: A Key to Success
- Lesson 4: Understanding Goals: Efficiency and the Bottom Line
- Lesson 5: Take Advice and Make Results

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## IV. SUCCESS ON THE JOB SKILLS

Lesson 1: Politics Is a Reality in the Workplace  
Lesson 2: Building a Good Relationship with Your Employer/Supervisor  
Lesson 3: Following Your Instincts in the Workplace  
Lesson 4: Behind Closed Doors: Meeting Etiquette  
Lesson 5: The Importance of Multitasking

## V. POLISHING & REFINING YOUR WORKPLACE IMAGE SKILLS

Lesson 1: Workplace Entitlement  
Lesson 2: Integrity in the Workplace  
Lesson 3: Dealing with Ambiguity  
Lesson 4: Arrogance Has No Place in the Workplace  
Lesson 5: Learning How to Be Persuasive

## SkillBott Syllabus

### I. TRANSITIONING INTO THE COMPANY

#### Lesson 1: Adjust Your Attitude

This lesson includes discussion questions and exercises to teach you about the power and impact of attitude. The self-assessment will help you examine your own attitudes. Once you understand how your attitude can help or hurt you at work, you can see the value of changing your attitude when needed. You can develop the power to resist the contagion of negative attitudes and buttress your own positive attitude in the face of negative circumstances. This positive attitude will be noticed quickly by a supervisor, and will contribute to future workplace success. **Key skills include adjusting your attitude, being adaptable and flexible, showing personal energy, being self-motivated, showing self-awareness.**

#### Lesson 2: Cultural Sensitivity in the Workplace

This lesson utilizes a variety of activities to teach you about cultural sensitivity in the workplace. In a cultural sensitivity exercise, you can role-play fictional cultures to experience cross-cultural interactions and how others perceive their cultural customs. Additional scenarios shed light on how certain statements are culturally insensitive, and a self-assessment can be used for you to get a feel for your personal level of cultural sensitivity. **Key skills include being culturally sensitive, behaving courteously with manners.**

#### Lesson 3: Corporate Cultures: Learning How to Fit In

This lesson uses role-play activities to explore expectations of new employees, and aspects of culture within both an organization and work team. In addition, a self-assessment can help you gauge your comfort with the topic of corporate culture. By fitting into the corporate culture, an employee will feel part of the team or organizational “family.” Participating in the corporate culture provides a basis for good working relationships within the organization, and can add to a sense of satisfaction of being part of an

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organization whose values you share. **Key skills include cooperating with others, showing personal energy, showing self-awareness, learning how to fit in, behaving courteously with manners, understanding business.**

### Lesson 4: The Art of Compromise

There are three important negotiation behaviors that all employees should be able to use effectively: compromising, settling a disagreement, and accommodating the other party. This lesson contains role play scenarios that teach you about these behaviors through interactive exercises and discussion. The lesson also includes two interactive activities where you can practice your negotiation skills by negotiating. **Key skills include questioning appropriately, being adaptable and flexible, showing personal energy, compromising, behaving courteously with manners, understanding business, being organizationally aware.**

### Lesson 5: You and Your Customer – Part 1

This lesson teaches you the two elements of customer service, the “who” and the “how.” The lesson helps identify one’s current customers, and scenarios that illuminate the “customer service killers.” **Key skills covered include questioning appropriately, providing customer service, following directions, supervising oneself, being reliable, behaving courteously with manners, being organizationally aware.**

### Lesson 5: You and Your Customer – Part 2

This lesson extends the learning from “The Customer is Always Right, Effective Customer Service Skills – Part 1” by giving you an opportunity to practice handling difficult customer service situations on the phone. Through the role-play exercise, students can experience what it feels like to be on both ends of the phone line, and will learn how they can react to these situations calmly and with confidence. After this lesson, when you pick up the phone and hear an irate customer, you will have both skills and perspective to draw upon to handle the situation. **Key skills covered include questioning appropriately, providing customer service, and showing personal energy, being accountable, behaving courteously with manners, thinking critically, and understanding business**

## II ASSIMILATION & COMMUNICATION

### Lesson 1: Controlling Your Emotions

In this lesson, you will learn about various frustration situations and emotional control killers and will discover ways to handle each appropriately. You will also take an emotional management self-assessment to get a sense of your skill levels in this area. Ultimately, this lesson will help you understand the respect, power and credibility that come from emotional control, which will help you to excel in the workplace. **Key skills include being adaptable and flexible, controlling your emotions.**

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### Lesson 2: Learn to Say: “I Don’t Know”

This lesson has several scenarios and techniques for tactfully admitting limitations; all to help improve skills in understanding limitations, admitting those limitations, and finding solutions to the problem. If you can learn to say “I don’t know, but I will find out”, you will be considered trustworthy by your employers and your company’s clients. **Key skills covered include learning how to say I don’t know, being organized, and showing self-awareness.**

### Lesson 3: The Fine Art of Listening – Part 1

This lesson has activities that help you see and think about the importance of listening, experience the impact of distractions, practice their listening skills, and reflect on how you can be an effective listener. If you can be an effective listener, you will be able to work more efficiently, and have a better relationship with your boss, coworkers and customers. **Key skills covered include listening, taking notes and following directions.**

### Lesson 3: The Fine Art of Listening – Part 2

The lesson contains activities for you to practice ways to deliver information, and listen in such a way as to avoid “effective listening killers.” An employee who analyzes his or her listening behaviors, and uses these strategies to improve, will find that he or she will have far more successful workplace relationships. Successful workplace relationships are a key factor in getting more advanced assignments and promotions. **Key skills covered include listening, questioning appropriately, taking notes and behaving courteously with manners.**

### Lesson 4: Giving and Receiving Criticism

This lesson teaches you to provide negative feedback in the form of a “when, think, feel” statement, which focuses on the facts of the problem situation: the when, what it makes others think, and how others feel about it. The lesson also includes an activity which gives you a chance to view ways to receive negative criticism. Activities teach you the “listen, repeat, learn” method for responding to negative criticism, which will enhance the person’s ability to do his or her job and impress the person delivering the criticism. **Key skills covered include giving and receiving criticism, questioning appropriately, being adaptable and flexible, showing self-awareness and behaving courteously with manners.**

### Lesson 5: The Unwritten Rules of Workplace Communications

This lesson has scenarios, discussions, an exercise in slang translation, a business vocabulary activity, and a self-assessment. These activities are designed for you to learn and practice the sometimes unwritten rules of workplace communication, and you will learn to understand the consequences inherent in these rules. With this lesson, you will be better prepared to express yourself positively in the work world, starting with the first impression you make on your very first day. **Key skills covered include speaking clearly, questioning appropriately, showing self-awareness and behaving courteously with manners.**

### III. LEADERSHIP & GOAL ATTAINMENT

#### Lesson 1: Leadership Style – Part 1

The first part of this lesson presents leadership from an historic view. Within the lesson, you will complete activities that show examples of different kinds of leadership. Later, you will be asked to consider your own definition of leadership. **Key skills include maintaining an eye on success, showing personal energy, being self-motivated, behaving courteously with manners and developing leadership.**

#### Lesson 1: Leadership Style – Part 2

This second part of the lesson on leadership focuses on optimal leadership in the workplace. You will get the chance to look at yourself and the characteristics within you that define you as an individual and potential leader. **Key skills include maintaining an eye on success, showing personal energy, being self-motivated, behaving courteously with manners and developing leadership.**

#### Lesson 2: Contributing Effectively to a Team – Part 1

This lesson will provide a chance to work on tasks to practice teamwork and observe the action modes firsthand. The more you can learn about contributing effectively to teams, the more success you will have in workplace team situations. If you are successful in teams, you will experience the sense of accomplishment in doing something together that couldn't be done individually. After you develop a reputation for being an outstanding team player, you will be invited onto additional teams and can more quickly advance in your career. **Key skills include questioning appropriately, behaving courteously with manners, contributing to a team, being organizationally aware and learning how to teach a team member.**

#### Lesson 2: Contributing Effectively to a Team – Part 2

This lesson addresses seven characteristics of successful teamwork, including vision, involvement, and commitment, focus on learning, trust, communication, and empowerment. Employees that have a high level of teamwork savvy will understand that these are necessary components in their teams and will work to foster them. **Key skills include questioning appropriately, behaving courteously with manners, contributing to a team, being organizationally aware and learning how to teach a team member.**

#### Lesson 3: Time Management: A Key to Success – Part 1

This lesson uses interactive activities to make you aware of the importance of time management as indicated above. You can practice their prioritization skills and experience a role-play exercise which dramatically demonstrates the connection between time and money. If we are able to manage our time to do more than the boss expects, it should translate into a great performance review. **Key skills include being organized, supervising oneself, being accountable, being reliable, being self-motivated, managing time, understanding business and being organizationally aware.**

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### Lesson 3: Time Management: A Key to Success – Part 2

This second part of the “Time is a Tyrant: Managing it is a Key to Success” lesson further explores time management by highlighting several key time management errors: procrastination, tardiness, inability to multitask, and lack of direction. Then, role-play scenarios will give you an opportunity to learn about three time management behaviors: making decisions, delegating, and defining a time-frame for the project. ***Key skills include being organized, supervising oneself, being accountable, being reliable, being self-motivated, managing time, completing work on time, understanding business and being organizationally aware.***

### Lesson 4: Understanding Goals: Efficiency and the Bottom Line – Part 1

This lesson introduces you to the notion that employees should be on the lookout for “needs” that could be improved or changed to make money or save money and time. A person identifying a need in just this way has been at the beginning of some of our most famous and well-known companies. This lesson includes discussion activities which examine the impact of certain behaviors on the organizational bottom-line, and then consider appropriate responses to a discovery of behavior that hurts the bottom-line. ***Key skills include maintaining an eye on success, being organized, following directions, being accountable, being reliable, being self-motivated, maintaining eye contact, being bottom line oriented, being organizationally aware and adhering to workplace rules.***

### Lesson 4: Understanding Goals: Efficiency and the Bottom Line – Part 2

This second part of the “Bottom-Line Oriented” lesson includes role-play and discussion activities around three bottom-line behaviors: identifying new ideas, saving money, and communication of the idea. ***Key skills include questioning appropriately, maintaining an eye on success, being organized, following directions, supervising oneself, being accountable, being reliable, being self-motivated, adhering to workplace rules, maintaining eye contact, being bottom line oriented, understanding business and being organizationally aware.***

### Lesson 5: Take Advice and Make Results

Through various activities, this lesson provides you an opportunity to delve into the process of taking and using advice from several perspectives: learning how to get and use feedback from important “customers” in their lives, understanding and practicing the 2A-2R method, and assessing their own tendencies regarding advice. ***Key skills covered include questioning appropriately, taking advice and being adaptable and flexible.***

## IV. SUCCESS ON THE JOB

### Lesson 1: Politics Is a Reality in the Workplace – Part 1

This lesson provides several role plays and exercises that demonstrate politics in the workplace and how to use politics in an appropriate manner. Employers look for individuals who are naturally politically savvy. Remember, an employer values employees who are resource-driven and network well because ultimately the employee will improve the status of the employer or the company. It is a common belief that political

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savvy in the workplace is one of the most important skills an employee can acquire, and if the employee uses this skill effectively they will be promoted through the organization. **Key skills include taking notes, following directions, being reliable, behaving courteously with manners, understanding work politics and being organizationally aware.**

### Lesson 1: Politics Is a Reality in the Workplace – Part 2

This second part of the workplace politics lesson concentrates on positive politics. You learn the central role of networking in positive political behavior. Activities give you a chance to network within the school environment and identify connections with people via mutual friends or coworkers. You can take a self-assessment to learn about your own skills in positive politics. Ultimately, you can learn that positive politics is not only possible, but enjoyable and helpful to others as well as yourself. **Key skills include behaving courteously with manners, understanding work politics and being organizationally aware.**

### Lesson 2: Building a Good Relationship with Your Employer

This lesson uses a self-assessment to teach you sixteen strategies to be the best employee you can be, and build outstanding relationships with your bosses. Then, you can practice your all-important problem solving a safety or workspace problem of your own. By implementing these strategies and developing great relationships with your bosses, you can smooth over many potential bumps in the road that we all experience in our careers. **Key skills include being adaptable and flexible, showing personal energy, being organized, following directions, supervising oneself, being accountable, being reliable, being self-motivated, building good relationships, being organizationally aware and adhering to workplace rules.**

### Lesson 3: Following Your Instincts in the Workplace

The key point of the lesson is that sometimes you must make tough decisions at work, and your intuition can be a valuable tool to assist you in making the right call. When you have a gut feeling about something, you need to listen to it and use it to help you choose the right path. You should never use intuition as a rationale to do something that is unethical, illegal, or inappropriate because of a gut feeling. That is not right. But perhaps you have a nagging feeling that a number in a report isn't right, and deserves further analysis. This is just the kind of intuition that can avoid huge potential problems in the workplace. **Key skills include behaving courteously with manners and following your instincts.**

### Lesson 4: Behind Closed Doors: Meeting Etiquette – Part 1

This lesson gives you an opportunity to practice preparing for a meeting by selecting attendees, and developing an agenda and objective. Then you can read role-plays and analyze scenarios that demonstrate inappropriate meeting behavior. In the end, an effective meeting is a great way to communicate in an organization, whereas a poor meeting is a waste of time and money and will leave employees frustrated. In either case, the successful employee will know how to behave in a way that enhances his or her credibility in the organization. **Key skills include questioning appropriately, being organized, supervising oneself, being reliable, meeting etiquette, maintaining eye contact, behaving courteously with manners, understanding business and being organizationally aware.**

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### Lesson 4: Behind Closed Doors: Meeting Etiquette – Part 2

This lesson introduces the four meeting roles. Then, there is an exercise in which you practice having a meeting in whatever way you choose, and then practice having another meeting with these four roles in place. You can experience the difference in quality of the two practice meetings. This lesson also offers a meeting etiquette self-assessment for you to use to get a sense of your own awareness of meeting concepts. **Key skills include questioning appropriately, taking notes, being organized, being reliable, meeting etiquette, maintaining eye contact, understanding business and being organizationally aware.**

### Lesson 5: The Importance of Learning Multitasking

Multitasking is a key skill to managing this complexity. However, each person views complexity differently and a set of job assignments that would be easy for one person could overwhelm another. This lesson uses an exercise in which you can assess your own tolerance for complexity by evaluating the complexity of a series of job assignments. Then you can find strategies to deal with these challenges. **Key skills include maintaining an eye on success, being adaptable and flexible, showing personal energy, being organized, following directions, supervising oneself, being accountable, being reliable, being self-motivated, learning multitasking, thinking critically, understanding business, being organizationally aware, learning, teaching and adhering to workplace rules.**

## V. POLISHING & REFINING YOUR WORKPLACE IMAGE

### Lesson 1: Workplace Entitlement – Part 1

There are three common sources of entitlement based on rank, praise/traits, and hard work. This lesson will provide you with an understanding of these three sources of entitlement. At the conclusion of this lesson, you will be better able to act appropriately when you identify entitlement happening in the workplace and avoid it when you feel the need for extra special attention. **Key skills covered include dealing with entitlements, being accountable, being reliable, showing self-awareness, being organizationally aware and learning to teach a team member.**

### Lesson 1: Workplace Entitlement – Part 2

This lesson includes an activity in which you will be tempted to feel entitled. A second exercise teaches you how praise can lead to a big ego and feelings of entitlement. **Key skills covered include dealing with entitlements, being accountable, behaving courteously with manners, understanding business, being organizationally aware and learning to teach a team member.**

### Lesson 1: Workplace Entitlement – Part 3

This lesson uses a role-play activity to describe several other negative entitlement behaviors. First, a new employee might incorrectly think that he or she is exempted from some work because he or she is new. Second, an employee might feel that he or she is “too important” for menial tasks – this will quickly cause resentment in the team and could lead to negative feedback from the boss. Lastly, some employees might feel so entitled to special treatment that they are too powerful for the company rules. **Key skills covered include dealing with entitlements, being organized, being accountable, being reliable, behaving**

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*courteously with manners, understanding business, adhering to workplace rules and learning to teach a team member.*

### Lesson 2: Integrity in the Workplace – Part 1

In this lesson, you will deal with integrity and temptation. One exercise looks at a series of workplace morality situations to help you determine the consequences of particular courses of action. A set of role-plays present three workplace behaviors that must be avoided: deceit, duplicity, and corruption. **Key skills include demonstrating honesty, demonstrating integrity, supervising oneself, being accountable, behaving courteously with manners, understanding business and adhering to workplace rules.**

### Lesson 2: Integrity in the Workplace – Part 2

In this lesson, you will look at the question of how to act when no one is looking. One doesn't have to search far in the media for stories of workplace corruption and dishonesty and the destruction they have caused. You can and must take responsibility for your own actions, and create a career that you can be proud of, because every dollar earned will be based on integrity. **Key skills include showing personal energy, demonstrating honesty, demonstrating integrity, supervising oneself, being accountable as well as reliable.**

### Lesson 3: Dealing with Ambiguity

This lesson allows you to explore the consequences of ambiguity, and learn and practice strategies to deal with it. There is an ambiguity self-assessment which will help you get a sense of your comfort level with ambiguous situations. In the end, if you can draw on a number of strategies to deal with ambiguous situations, you will become the "calm, cool, and collected" employee that managers want to hire and retain. Also, you will find that work provides many more opportunities to use your skills and talents to the fullest. **Key skills covered include questioning appropriately, dealing with ambiguity, being organized, showing self-awareness and adhering to workplace rules.**

### Lesson 4: Arrogance Has No Place in the Workplace – Part 1

This lesson will help you start thinking about the impact of arrogance in the workplace. Activities help you learn how to recognize and respond to workplace arrogance. By eliminating any of your own potential arrogant behavior and knowing how to deal with it in others, you can dismantle one of the most unpleasant interpersonal behaviors in the workplace. **Key skills include questioning appropriately, dismantling arrogance, showing self-awareness, behaving courteously with manners, being organizationally aware.**

### Lesson 4: Arrogance Has No Place in the Workplace – Part 2

This second part of the lesson gives you a further opportunity to learn about arrogance in the workplace. Three common arrogance behaviors are explored in detail through a role-play activity: bragging, the power trip, and conceit. Discussion questions allow you to examine the impact of these behaviors, how one can respond to them, and how the same scenario might play out with more positive behaviors. **Key**

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*skills include questioning appropriately, dismantling arrogance, showing self-awareness, behaving courteously with manners, being organizationally aware.*

### **Lesson 5: Learning How to Be Persuasive – Part 1**

This lesson teaches you the basic dos and don'ts of persuasive communication, and gives you the opportunity to explore these concepts through scenarios and discussion. In addition to being useful at work, these skills will help you with one of the most important persuasion opportunities – convincing an employer to hire them in the first place! ***Key skills covered include learning how to be persuasive, maintaining an eye on success, being adaptable and flexible, showing personal energy, being self-motivated and showing self-awareness.***

### **Lesson: Learning How to Be Persuasive – Part 2**

This lesson is an in-depth analysis of how to ask for a raise, the myths around it, and the WIDARR method. You will have a chance to prepare a WIDARR, as well as to self-assess your own persuasive communication abilities. With the WIDARR tool in your “toolbox,” you will be able to approach asking for a raise with more confidence and sophistication. ***Key skills covered include learning how to be persuasive, asking for a raise, questioning appropriately, maintaining an eye on success, being self-motivate and showing self-awareness.***