



*"Empowering persons with all types
of disabilities to achieve independence"*

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Career Path Skills Training Topics / Seminars

Part I: Getting a Job

- A. Comparing School and Work
- B. Why should I work?
- C. Work Vision Statement
 - Environmental Demands
 - "Scene" Self-Assessment
 - Matching you career and lifestyle
 - Considering job traits
 - What I like in a job
 - Work Vision Statement
- D. How to find a job
 - Networking
 - Pennsylvania Career Guide
 - Networking Tree
 - Independent Study Task
 - Internet
 - Newspaper
 - Online Newspaper
 - Job Fair
 - Grooming Checklist
 - Dressing professionally
 - Making connections at the Job Fair
 - Door to Door Search
 - Situation cards
 - IDing a worker
- E. Resume & Cover Letter
 - Key Points for Resume Presentation
 - Resume Content
 - Cover letter
 - Content/Tips
 - References
 - Who is a good reference?
 - Key Points
 - How to ask for reference

- “What are employers asking your references?”

F. Applications

- Application Worksheet
- Application checklist
- Application sections
- Reasons for leaving job
- Job descriptions
- Employment History worksheet
- Basic Application Form
- Intermediate application form
- Requesting applications in person
- Key Points on Completing Handwritten applications
- Computer/ online applications
- After submitting the application

G. Pre-employment screening

- Key points
- Guidelines
- Tips to picking the best answer

H. Interviews

- Before the Interview
 - Types of interviews
 - Phone
 - Group
 - Panel
 - One-on-one
 - Before the interview checklist
 - Researching the company
 - Preparing for Interview Questions handout
 - Top interview questions
 - “I’ll do anything”
 - Feature and benefits
 - Think like an interviewer
 - Skills
 - Behavioral Questions
 - Respond like a S.T.A.R.
 - Questions to ask at end of interview
 - What to ask
 - What not to ask
 - Illegal interview questions
 - Transferable skills
 - PP: What are transferable skills?
 - Identify transferable skills
 - Prepare materials
 - Plan Transportation to and from interview
 - Grooming and Dressing

- The 3 Ps
 - During the interview
 - Shaking hands and Greetings
 - Body Language during interview
 - Answering questions
 - Ending the Interview
 - Do's & Don'ts
 - After the Interview
 - Thank you note
 - Follow up after
 - The waiting game
 - Phone
 - Email
 - Interview Quiz
 - Job Offer
 - Accepting the job and getting information
 - Asking for time to think about the job offer
 - Dealing with Rejection
 - Disability Disclosure
 - Should you disclose?
 - How and When to disclose
 - Pros and Cons
 - Hiring Process
 - Before you start your job
 - When problem occurs
 - Requesting Accommodations
 - Communicating with people with disabilities
- I. Job Descriptions/ Exploration

Part II: Keeping a Job

A. Disability History

- Lives Worth Living
- Music Within
 - Facts about the movie
 - Facts about Art & Richard
 - Richard's talk
- Famous People with Disabilities
- Success vs. Failures

B. Your Legal Rights

- Americans with Disability Act
- Your Rights during the Hiring Process
- Workplace Accommodations

C. Personal Appearance

- What to wear
- Hygiene

D. Supervisor interactions

- Supervisor's roles/jobs
- Following instructions
- Accepting feedback & making changes
 - Being Respectful
 - Feedback and consequent chart
- Asking for help
 - Steps for asking for help
- Offering help and suggestions
- Dealing with interruptions
 - Social
 - Work-related
 - Emergency
- Changes in routines and procedures

E. Co-worker interactions

- Greetings and Goodbyes
- Conversations and Small Talk
 - Appropriate vs. inappropriate topics
 - Showing interest
 - Conversations are two-sided
 - Responding to comments and questions
 - Ending a conversation
- Teamwork
 - Types of teamwork and why is team work important?
 - Why is teamwork sometimes difficult?
 - How to be a team player
 - Effective Teams G.R.O.W.
 - Join the group

- Considering other perspectives & ideas
 - Respecting the Ideas of Others
 - Agree to disagree
 - Do's and Don'ts of Disagreements
 - Use your strengths & talents
 - Be reliable
 - Sort
- Personal Space
- Personal Belongings
- Private vs. Public behaviors
- Making friends at work
 - Socializing with co-workers
 - What is a friend?
 - Starting a convo
 - Leaving a convo
 - Getting together outside of work (when they ask you)
 - What information to get
 - Saying no politely
 - Asking co-workers to get together
 - Person
 - Phone
 - internet
 - Rules for asking
 - Dealing with disappointment
 - Guidelines for socializing
 - Online social networks
 - Facebook
 - Dating co-workers

F. Customer Service

- Discussion
 - When you think about good customer service what do you think of?
 - Tell us about a time you experienced good customer service.
 - When you think about bad customer service, what do you think of?
 - Tell us about a time you experienced bad customer service.
 - What jobs do you think would require a lot of customer service?
 - What jobs do you think would require very little customer service?
- Think like the customer
- Listen and look for signs
- Apologize for mistakes
- Apologize even when it's not your fault
- The customer is always right
- Ask for help
- Put on a happy face

G. Coping Strategies

- Signs of stress

- Where do you feel stress on your body?
 - How do you deal with stress?
 - What are good ways to handle stress?
 - What are some bad ways to handle stress?
 - What are the long term effects?
- Triggers
 - Examples
 - Self-assessment
- Strategies
 - Break plan for at work
 - Situational stories
 - Coping story cards
 - Thoughts and feelings organizers
 - Relaxation exercises
 - Deep breathing
 - Muscle relaxation
 - Visualization/ Imagery exercises
 - Quick strategies
 - Repetitive behaviors
- Create a coping plan
- Set up for success
- Positive self-talk/ thoughts
- Positive attitude at work

H. Job Responsibilities

- Time management & organization
 - Monthly calendar
 - Weekly calendar
 - Daily schedule
 - To do list
 - Visual organizational systems
 - Other strategies & accommodations
- Arriving and leaving
 - Getting to work on time
 - Leaving at end of day/shift
- Following work schedule
 - Keeping track of your work schedule
- Completing work on time
 - Why is it important?
 - How to meet deadlines
 - Breaking it down
- Break time
- Areas of work setting
- Requesting time off
 - Calling in Sick flow chart
 - What to say when you call in sick?

- I. Communication
 - Flipping the Switch
 - Listen Hear
- J. Problem Solving & Critical Thinking
 - Conflict management
- K. Professionalism
- L. Employee Etiquette
- M. Soft Skills
- N. Assertive vs. passive vs. aggressive behavior
 - What is assertive behavior and why is it important?
 - Situations: What type of response?
 - Myths about Assertiveness
 - Personal Rights of Self Advocates
 - On the spot assertiveness exercises
 - Assertive chart
- O. Leaving a Job
 - Quitting a job
 - Resignation letter
 - Getting laid off or fired
 - Coping with unemployment
- P. Employment Terms
 - Occupational Vocabulary
 - Roles & Hierarchy
 - Idioms & Slang
- Q. Workplace situations
 - True or False
 - Pink multiple choice
 - Iseek
- R. Bully & Harassment
 - Definitions
 - Bullying
 - Harassment
 - Scenarios
 - Bullies & Victims
 - How to Respond
 - How to Cope
 - Don't be a bully!

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