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WorkReady: Skills for Work Program Overview

Course 1: Exploring Job Options and Opportunities

This course helps learners develop skills and knowledge to explore new opportunities. Learners analyze skills and interests, identify where to get help when searching for a new job, use an internet search engine tool to look for career pathway opportunities, and review what to do before, during, and after an interview.

- Course is available in English and Spanish.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Exploring Interests and Careers

Analyze one's skills and interests. Identify where to get help when searching for a new job.

Unit 2: Searching for a New Job

Use an internet search engine tool to look for career pathway opportunities. Learn to use Indeed.com as a tool to search for available jobs in their area.

Unit 3: Acing the Interview

Learn interview strategies, such as appropriate body language, researching the company, reviewing common questions and answers, and time awareness.



Course 2: Starting a New Job

This course prepares learners to succeed when starting a new job. Through articles and real-world scenarios, learners review how to make a good first impression; review steps to open, write, and send emails; identify appropriate language in speaking, emails and texts; and learn simple ways to take initiative at work.

- Course is available in English and Spanish.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Starting a New Job

Analyze a new work environment to understand workplace culture and communication patterns. Identify simple ways to take initiative at work. Use an email service to open, write and send emails

Course 3: Communicating on the Job

This course helps learners develop skills and knowledge to effectively communicate with different people at work. Learners review phrases to use in different situations, learn ways of asking for help/clarification, practice language to respond to and offer feedback, and identify tips for staying calm to communicate in a professional setting.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Communicating with Coworkers

Identify professional phrases to use at work with coworkers. Identify and analyze tips for staying calm to communicate with coworkers Convert “You statements” to “I statements”

Unit 2: Communicating with Your Boss

Identify and analyze tips for staying calm to communicate with supervisors. Use language to ask for help/clarification when needed. Identify professional language to respond to and offer feedback.

Unit 3: Communicating with Customers

Identify professional phrases to use at work with customers. Convert confrontational “You statements” to “I statements.”



Course 4: Creative Problem Solving

This course guides learners through different and creative ways to solve problems, especially at work. Learn steps for solving problems, evaluate common workplace scenarios and identify possible solutions.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Creative Problem Solving

Follow steps to explore solutions for solving problems. Evaluate possible solutions to common workplace problems. Use a search engine to locate solutions online.

Course 5: Goal Setting

This course focuses on setting and achieving personal goals. Through articles and real-world examples, learners review the importance of setting goals, learn a framework for setting and achieving small and large goals, and reflect on personal goals.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Goal Setting

Learn the SMART framework for setting goals. Reflect on personal goals and answer evaluation questions. Create a calendar reminder on a phone to aid in creating habits and routine.



Course 6: Work-Life Balance

This course reviews strategies for finding work-life balance. Learners build self-awareness of times of high stress, review the mental and physical benefits of stress relief, and identify tips to help find moments of relief during the day.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Work-Life Balance

Learn why unplugging from technology is key for mental health. Learn strategies for stress relief and basic science behind these strategies. Evaluate tasks in order to prioritize them.



Course 7: Understanding Cultural Diversity

In this course, learners reflect on their personal beliefs about diversity, review laws that protect groups at work in the U.S., read statistics in charts and graphs about race, gender and salary inequalities, and reflect on the benefits of a diverse workplace.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Cultural Diversity

Learn laws that protect groups in the US. Analyze statistics in charts and graphs about race, gender and salary inequalities. Identify professional language for respecting differences. Identify examples of workplace harassment. Identify examples of cyber harassment.



Course 8: Time Management

This course invites learners to reflect on the differences in cultural understanding of time and personal understanding of time. Strategies to manage and respect others' understanding of time are introduced, such as labeling tasks to prioritize them, notifying a supervisor of issues regarding time, and effective planning of time.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Time Management

Label tasks in order to prioritize them. Use a calendar app to set reminders and manage time. Reflect on personal and different cultural senses of time.



Course 9: Financial Management

This course reviews essential topics and skills for effective personal financial management. Learners review steps to create a budget and practice multiplication to calculate monthly and annual spending. Concepts such as what it means to buy on credit, how interest works, and tips for online banking, are also introduced.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Financial Management

Identify short and long term budgeting goals. List detailed steps to follow in order to budget. Define different types of expenses (fixed vs. variable). Define "interest"
Calculate basic interest problems.



Course 10: Building Self-Confidence at Work

This course invites learners to identify personal and professional strengths and weaknesses, reflect on negative thought patterns, and identify strategies to contradict negative self thoughts to build self-confidence at work.

- Course is available in English.
- Aligns with workforce frameworks, such as Employability Skills Framework
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units of this course contain 15-20 lessons.

Unit 1: Building Self-Confidence at Work

Identify personal and professional strengths and weaknesses. Reflect on negative thought patterns and learn strategies to contradict negative self thoughts.



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Digital Skills for Work

This collection of courses helps learners to build knowledge around using and problem-solving with digital tools in different areas of daily life, as well as develop strategies to find, use, and analyze reliable information from the internet and social media.

- Courses available in English, Spanish, and for English Language Learners in the *English for Digital Skills* Program.
- Learners can take Course 1 to learn foundational digital skills, then do Course 2, 3, 4, 5, 6 or 7 in any order!
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units usually take an hour or less to complete
- Designed with reference to national and international digital skills frameworks competencies (*Northstar, Essential Digital Skills UK, Google, GSMA Mobile Internet Skills Toolkit, TCALL: Texas A&M*)

Unit 1: How to Use a Job Search Website - English, Spanish, ELL

Get started with a popular job search website. Learn how to quickly find the best job postings for you.

Unit 2: How to Fill Out an Online Job Application - English, Spanish, ELL

Look at different examples of online applications and troubleshoot common issues with online forms.

Unit 3: How to Use and Manage Your Email Inbox - English, Spanish, ELL

Explore tips for sending and receiving emails, and using your email inbox during the job search.

Unit 4: Intro to Google Docs- English, Spanish, ELL

Get started with word processing with a free tool. Learn how to get to, create, edit, and save a document, and the basics of document organization.



Unit 5: How to Use Google Docs Templates to Create a Resume- English, Spanish, ELL

Learn how to create and customize a resume with Google Docs by using features such as: cut, copy and paste, undo and redo, font styles, and more.

Unit 6: - Intro to Google Sheets- English, Spanish, ELL

Learn how to create a spreadsheet for making lists, budgeting, and more. Get started using features such as: merging and formatting cells and adding a formula.

Unit 7: Intro to Google Slides- English, Spanish, ELL

Learn how to create and customize a slideshow for presentations by changing themes, adding text boxes, duplicating slides, and more.

Unit 8: How to Send Your Google Files in an Email - English, Spanish, ELL

How can you share your professional or personal work with others? Learn how to add your work as an attachment or a link to your email, and safety tips for sending and opening attachments in email.