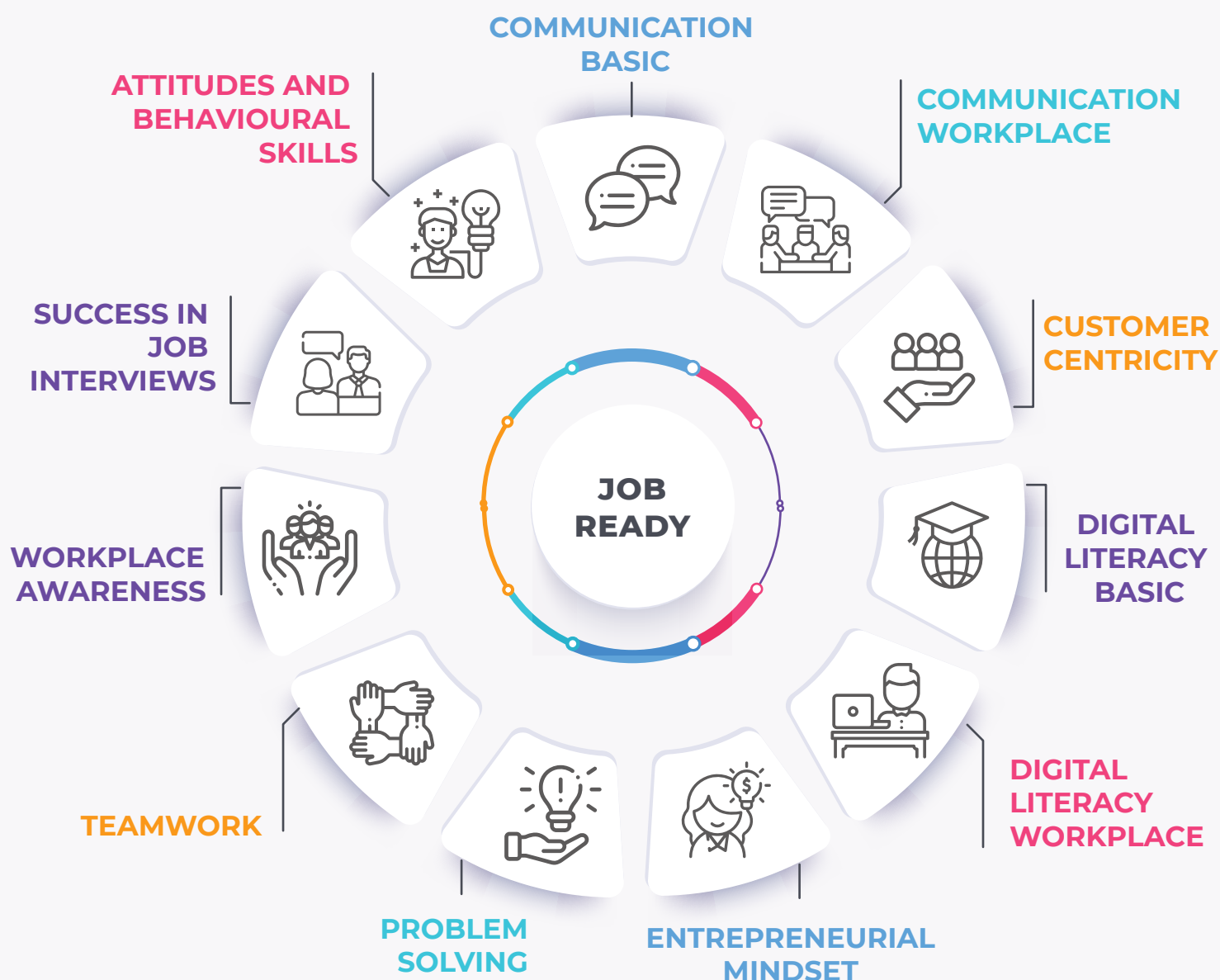




Job Ready

C A T A L O G U E

Job Ready



Job Ready

Introduction

Employability skills are a set of skills, knowledge, and attributes that make an individual more employable. These skills are important because employers look for people who have good communication, computer knowledge, and a positive attitude towards work. This course is designed to make learners employable and give them the right step towards a successful career.

The Employability Skills curriculum has been designed after thorough research on inputs from industry experts and faculty. It primarily focuses on essential competencies such as Communication, Digital Literacy, Behaviour, Problem Solving, Customer Centricity, Teamwork, etc.

The curriculum uses simulations for learner's practice and also has a strong assessment programme to measure learner's progress. With these comprehensive skills and knowledge, the learner can definitely ace the employers' expectations.

Employability skills are core skills needed in nearly every job. These are the skills that employers look for while recruiting. The Job Ready course will help learners acquire these skills, thus helping them in their journey towards a successful career.

Job Ready



Communication Basic

All employers look for potential employees with excellent communication skills. Apart from verbal, written, and non-verbal communication, excellent communication skills also require a person to be a good listener.

After completing the lessons in this competency, the learners will be able to:

- Know the importance of communication
- Have daily conversations about themselves and talk about their routine, hobbies, weather, places, and so on
- Learn about non-verbal communication or body language
- Learn the basics of active listening
- Prepare for a job interview and group discussion
- Gain negotiation skills, assertiveness, and selling skills





Communication: Basics and Importance

Communication and its importance

Types: Verbal and Non-verbal

7 C's of communication

Barriers to effective communication

Speaking: Greetings and Introductions

Greeting

General interactions

Self-introduction

Communication Basic

Job Ready

Speaking: Seasons, Travel, Nature, and Entertainment

- Conversations involving seasons, travel, transportation, elements of nature, entertainment, types of markets, and festivals

Speaking: Human body, Food, and Colours

- Conversations involving human body, colours, common health problems, food, and nourishment

Speaking: Describing Weather, Directions, Places, and Things

- Conversations involving human body, colours, common health problems, food, and nourishment

Speaking: Describing Date and Time

- Conversations about ideas, instances, routines, events, time, day, and date

Writing: Construct Meaningful Sentences

- Meaningful written communication
- Simple and relevant sentences

Writing: Understand Personal Experiences and Thoughts

- Phrases or sentences on thoughts, experiences, views or plans
- Patterns of writing dates
- Connectors or sequencing words



Non-verbal Communication

- Non-verbal communication
- Types of non-verbal communication
- Non-verbal communication and its use
- Gestures, expressions, and postures at workplace
- Correct body language and common mistakes
- Body language and suitable response
- Improvement techniques

Active Listening

- Introduction to active listening
- Listening with undivided attention

Communication Basic

Job Ready

Negotiation: Understanding Perspectives

- Point of views or perspectives
- Reaching consensus on different

Self Presentation: Making a Great First Impression

- Importance of a good first impression
- Ways to create a positive first impression
- Mindset behind always making a good

Self Presentation: Excelling at Interviews

- Effective Performance
- Techniques to perform well
- Ways to be confident
- Speaking with politeness and respect
- Documents to carry to the interview

Self Presentation: Rocking the Group Discussion

- Effective participation in group
- Preparation for group discussions
- Communication of thoughts

Selling: Communicate Effectively to Gain Acceptance

- Accurate and correct delivery of message
- Correct recommendation using appropriate technique
- Rapport and trust-building
- Obstacles in gaining acceptance



Communication Workplace

An employee with good communication skills can communicate effectively with clients, stakeholders, and team members. This helps them progress in workplace environments. Such an employee is surely counted as an asset to the organisation.

After completing the lessons in this competency, the learners will be able to:

- Have effective interactions over the phone
- Negotiate, present and seek opinions, and have buyer-seller interactions
- Refuse politely
- Practice active listening
- Make requests
- Write notes, emails, and reports





Speaking: On the Telephone

- Effective interaction over phone
- Taking information over phone
- Taking and leaving a message

Speaking: Making Requests

- Basic conversations at work
- Requests and permissions
- Information sharing with peers/supervisors

Communication Workplace

Job Ready

Speaking: Participating in Buyer Seller Interactions

Buyer Seller interaction
Product or service enquiry
The art of apology
Making complaint

Speaking: Saying No or Refusing Politely

Refusing requests politely
Ways to politely say "No"

Speaking: Workplace Conversations

Routine and non-routine formal discussion
Discussing experiences
Clear sequencing of tasks

Speaking: Presenting and Seeking Opinions

- Seek and share views
- Reasoned opinions
- Polite disagreements
- Compare advantages and disadvantages

Writing: Write for a Purpose

- Structure of text
- Writing practice
- Purpose based writings

Writing: Write Effective Notes

- Note writing techniques
- Written or oral communication
- Taking notes during a discussion



Writing: Write Effective Emails

- Basics of a writing effective e-mail
- Types of e-mails
- Emailing different recipients
- Purpose of e-mails

Writing: Write Effective Resumes and Reports

- Structure and purpose of resume and reports
- Resume formats
- Reports for various purposes

Communication Workplace

Job Ready

Writing: Write an Effective Summary

- Elements of a good summary
- Argument/opinion supported by a valid reason
- Inferences of summary
- Cause and effect based on shared information

Negotiation: Negotiation in Action Getting to YES

- Effective handling of situations
- Negotiation strategies
- Positive and healthy relationships
- Making complaint

Selling: Compare Features and Benefits of Products & Services

- Comparison of features
- Parameters of comparison
- Importance of gathering information
- Common mistakes when making



Customer Centricity

Sparking customer delight and always placing the customers' needs first, generates the highest business value. It means offering a great experience to the customer throughout each interaction with them.

After completing the lessons in this competency, the learners will be able to:

- Know the importance of excellent customer service in every industry
- Understand the different types of customers
- Greet customers and assist them
- Respond to customers' queries
- Handle customers' complaints
- Enhance customers' experience by performing better than their expectations





Types of Customers:1

- Types of customers
- Customer management

Types of Customers:2

- Types of customers
- Customers handling

Responding Effectively to Customers

- Customer needs and services
- Response to customer's concerns

Building Rapport with Customers

- Rapport with customers
- Customer needs and the 'Wow' experience

Customer Centricity

Job Ready



Attitudes & Behavioural Skills

Employers seek to recruit individuals who understand the importance of self-care, positive attitude, and mental wellbeing. Attitudes & Behavioural Skills help a person become efficient and productive not only in the workplace but also in personal life.

After completing the lessons in this competency, the learners will be able to:

- Manage time and gain cost-consciousness
- Learn the importance of quality & attention to detail
- Acquire the art of being result-oriented and have a positive mindset
- Understand the basics of safety practices
- Learn the basics of agility and change management
- Understand how to be self-aware
- Understand the beauty of continuous learning
- Note the importance of values and beliefs
- Acquire emotional intelligence
- Gain financial literacy
- Understand the importance of good health and grooming





Time and task management: Plan and Manage Tasks Within a Timeline

- Importance of planning time and tasks
- Plan based on requirements
- Plan evaluation and amendments

Time and task management: Plan, Prioritise, and Manage Tasks

- Preparation of a plan
- Clear priorities
- Priority preference of a task

Cost consciousness: Introduction to Money Management

- Money management
- Application of money management
- Benefits of money management

Attitudes & Behavioural Skills

Job Ready

Cost consciousness: Create a Budget

- What is a budget?
- Importance of budgeting
- Budget Creation
- Characteristics of a successful budget

Quality consciousness: Introduction to Quality

- Importance of quality
- Meaning of quality
- Quality standard
- Mindset for quality standard
- Link between quality and ownership/accountability

Quality consciousness: Understand the Impact of Errors

- Impact of errors
- Prevention of errors and mistakes
- Error identification for quality

Result Orientation: Introduction to Result Orientation

- Result orientation
- The approach
- The mindset

Result Orientation: Plan Tasks to Achieve Goals

- Note writing techniques
- Written or oral communication
- Taking notes during a discussion



Result Orientation: Plan Tasks to Achieve Goals

- Cycle of result orientation
- Results to be achieved
- Account of current position
- Task planning and prioritization
- Plan execution
- Result analysis
- Application of result orientation cycle to achieve desired results

Self-Awareness: Know Yourself

- Self-awareness
- The right job
- Job Execution
- Areas for self-improvement/development

Attitudes & Behavioural Skills

Job Ready

Self Awareness: Searching for a Job

- The right job
- Types of job roles
- Strength and skill-specific jobs
- Process of finding the right job

Values and Beliefs: Make Ethical Decisions

- Values and beliefs
- Which values to adopt?
- Importance of value adoption
- Values covered: Responsibility, self-discipline, empathy, etc.

Emotional Intelligence

- Emotions and their effect in interpersonal situations
- Emotion management (To display maturity and empathy)
- Stress management and its aspects
- Diffusion of emotionally charged interpersonal situations

Responding to Change: Understand and Adjust to Change

- What is 'change'?
- Typical response to 'change'
- Importance of accepting change
- Resistance management
- Response to criticism

Personal Health, Hygiene, and Grooming

- Importance of personal grooming
- Importance of personal hygiene
- Grooming essentials
- Not maintaining appearance?
- Personal grooming



Adopting safety practices: Basic First Aid

- Basic First Aid
- Importance/objective of First Aid
- Components
- Decision to use First Aid

Adopting safety practices: Health, Environment, and Safety Awareness

- Importance of maintaining health, environment and safety standards
- 'Health' and being 'Healthy'
- 'Safety' and how it can be ensured?
- Safety hazards, causes, and prevention

Attitudes & Behavioural Skills

Job Ready

Gain Financial Literacy

- Components of a salary slip
- Types of bank accounts
- Need and purpose of loans
- Need and purpose of insurance





Digital Literacy Basic

With the increased importance of technology in society, digital literacy is gaining recognition as the most valuable tool for lifelong learning. The core competencies of using computers, navigating the internet, and having access to broadband internet are essential to success.

After completing the lessons in this competency, the learners will be able to:

- Acquire basic computer skills in MS Office
- Learn etiquettes when communicating online
- Access information on the Internet
- Set up an email account and send emails
- Use various social media or networking sites
- Learn about computer hardware, data security, CRM, and POS





Operating Digital Devices I

- Introduction to the digital world
- Operation of digital devices
- Functions of digital devices

Perform Financial Transactions

- Introduction to financial transactions
- Introduction to online transactions
- Debit card/Net banking/ATM usage

Navigate Using Maps

- Introduction to Maps, GPS
- How to use Google and Bing maps?

Digital Literacy Basic

Job Ready

Create Document

- Document creation in MS Word
- MS Word and its usage

Fill Online Forms

- Basic information in online forms
- Online details for jobs
- Types of online forms

Interact With People

- Introduction to emails
- Using emails
- IM for interaction

Access The Internet

- Introduction to the Internet
- Advantages & disadvantages of the Internet

Hardware and Software of Different Devices

- Difference between hardware and software
- Types of hardware/software and their usage

How to Secure Your Web Browser

- Importance of security settings

Benefits and Dangers of Social Networking Platforms

- Pros and cons of social networks
- Types of hardware/software and their usage

Steps Involved in Online Information Search

- Searching information on the Internet
- Steps in online information search



Digital Literacy Workplace

Technology is now firmly embedded in daily living. In fact, it helps to enhance productivity. Globalisation and digital technologies have had an intense effect on the world of work. We must be able to utilize online learning tools and social media platforms. Being digital literate definitely upsurges a learner's chances of getting a job. While the sector and the job role may vary, but knowledge of digital tools at workplace are considered essential.

After completing the lessons in this competency, the learners will be able to:

- Find and access relevant digital content
- Analyse and combine information
- Share digital content in purposeful ways
- Know about advanced tools in MS Office





Operating Digital Devices II

- Operating systems
- Functions of digital devices

Analyse Data

- Introduction to MS Excel
- Charts in MS Excel
- Data analysis in MS Excel

Make Presentations

- MS Powerpoint presentation
- Uses of animations, themes, shapes, visual functions, etc.
- Data presentation through charts and tables

Work With Media Files

- Introduction to media files
- Introduction to video tools

Digital Literacy Workplace

Job Ready

Perform Effective Online Communication

- Introduction to the Internet
- Advantages & disadvantages of the Internet

Types of Data Security

- Types of security threats
- Securing data and devices

Web Browser Features and Risks

- Functions and features of web browsers
- Features affecting device security

Availability and features of different social networking platforms

- Features affecting device security

Identifying Data Security Threats

- Detection of security threats

Availability and Features of Different Online Communication Tools

- Online communication tools
- Features of communication tools

Criteria for Evaluating Online Information

- Online information using key criteria

Working with Domain-specific Tools such as CRM and POS Devices

- Online information using key criteria

Working with Advanced Tools and Shortcuts of Excel

- Tools and shortcuts of Excel

Working with Advanced Tools and Shortcuts of PowerPoint

- PowerPoint tools to enhance productivity



Problem Solving

Problem solving is about having the willingness to find solutions when faced with difficult situations. Problem solving includes creative thinking abilities, critical thinking mindset, and the ability and confidence to make the correct decisions.

After completing the lessons in this competency, the learners will be able to:

- Learn the importance of having a positive mindset when faced with problems
- Understand ways to find different solutions to one problem and then identify the most ideal solution
- Think creatively or out-of-the-box
- Analyze problems using critical thinking
- Acquire decision making skills





Problem Solving: Introduction to Critical Thinking

- Critical thinking
- Critical thinking process
- Benefits and applications of critical thinking
- Application of critical thinking based on data analysis and links between ideas

Problem Solving: Apply Critical Thinking To Analyse Data

- Logical conclusions
- Comparisons to select the best solution

Problem Solving

Job Ready

Problem Solving: Introduction to Creative Thinking

- Creative thinking
- Creative thinking techniques
- Benefits and applications of creative thinking
- Problem solving

Creative Thinking: Apply Design Thinking

- Design thinking
- Benefits and applications of design thinking
- Difference between creative and design thinking
- Design thinking process
- Problem resolution

Problem Solving: Introduction to Decision Making

- Decision making
- Importance of good decisions
- Effective decision making in a situation
- Understanding situations

Decision Making: Respond Effectively to a Situation

- Decision making process
- Response through decision making



Teamwork

Since an employee works on a number of group projects, he/she needs to be able to get along well with others, collaborate, and work towards the common organisational goal. Teamwork skills include helping team members, being an active participant in team-projects, being flexible, and learning to manage conflicts.

After completing the lessons in this competency, the learners will be able to:

- Learn about the importance of collaborating with team members to achieve a goal
- Build effective work-relationships
- Understand the importance of networking to achieve business goals
- Acquire the understanding of what conflicts are and how to identify them
- Resolve or diffuse conflicts in personal and professional situations





Work Effectively in a Team

- Completion of tasks
- Techniques to work effectively in a team

Collaborate to Achieve Team Goals

- Techniques to collaborate within a team
- Importance and ways to achieve team goals

Build Effective Relationships

- Effective work relationships
- Effective relationships within the team

Build Effective Relationships with Stakeholders

- Effective work relationships with stakeholders

Teamwork

Job Ready

Collaborate Across Different Teams

- Achieving organizational goals within and across teams

Conflict Management: An Introduction

- What is a conflict?
- Types of conflicts
- Conflict management
- Needs of concerned parties

Conflict Management: Identify and Resolve Conflicts

- Reasons of a conflict
- Individual perspective
- Conflict resolution

Conflict Management: Resolve Conflicts to Maintain Relationships

- Best strategy to resolve conflicts
- Relationship management through healthy practices



Network to Achieve Business Outcomes

- Network to expand organisational outcomes

Enhance Team Effectiveness through Appropriate Interventions

- Improvement of overall effectiveness and team dynamics
- Intervention to improve team effectiveness

Conflict Management: Anticipate and Diffuse Conflicts

- Behaviours leading to a conflict
- Intervention at the right time
- Management of conflicts

Teamwork

Job Ready



Workplace Awareness

Workplace Awareness can simply be defined as staying up-to-date on the happenings and developments in the business world and industries across the world. These skills will help the learner become an aware, respectful, and well-cultivated employee.

After completing the lessons in this competency, the learners will be able to:

- Identify & look for a job
- Learn about different high-growth sectors and industries
- Learn about the rules and guidelines of working in a professional environment
- Acquire respectful and polite workplace etiquettes
- Respect cultural diversity in the workplace
- Acquire gender sensitivity in the workplace.



Cultural Fitment & Gender Diversity

- Organisation's cultural diversity and gender sensitivity policies
- Beliefs and behaviours to organisational policies

Identify and Align with High-growth Sectors

- High-growth skill sectors and skill sets
- Alignment of skill sets
- Relevant jobs based on skill set

Organisational Structure and Values

- Organisational structure and hierarchy
- Organisational values, work environment, and culture

Searching and Applying for Relevant Job

- Job vacancies and their accessibility-related media
- Job application requirements completion



Workplace Awareness

Job Ready



Entrepreneurial Mindset

The entrepreneurial mindset is about a certain way of thinking — it is about the way you approach challenges and mistakes. It also refers to the inherent need to improve your skill-sets and to persevere.

An entrepreneur is a person who can add value, whether they create something themselves or work for somebody else. Under that definition, the path towards entrepreneurship and an entrepreneurial mindset can be pursued by anyone, including a teen.



After completing the lessons in this competency, the learners will be able to:

- Understand the concept of entrepreneurship; the mindset and skills required for it; and the advantages and disadvantages of entrepreneurship
- Understand the types of entrepreneurship and enterprises
- Learn marketing and 4Ps (Product, Price, Place, and Promotion) and also explain how the 4 Ps affect any business opportunity
- Learn the importance of a business plan & ways to master an elevator pitch
- Understand who an entrepreneur is and what their roles/responsibilities are
- Learn how to identify the customer base for a particular business opportunity and its value proposition
- Understand how to overcome fears, confidently face challenges, and recover from difficulties/failures
- Understand the importance of grit and positivity
- Learn from the success/failure stories of famous entrepreneurs
- Understand the importance of focusing energy and using networking for professional success
- Learn the concept and principles of competition analysis
- Learn about the different types of business risks and choose appropriate ways to mitigate those risks
- Learn the concept of funding
- Understand the importance of vision, mission and goals to set up a business and discover, evaluate and exploit opportunities/innovations
- Learn how to be an able leader by creating a collaborative/empowering/motivating work environment, while also embracing diversity inclusion and emotional intelligence
- Realize the importance of selflessness in entrepreneurship
- Understand the importance of taking the onus
- Understand how market dynamics affect business
- Rate their own entrepreneurial skills and mindset by analyzing success and failure stories/case studies of other successful entrepreneurs



Introduction to Entrepreneurship

- Concept of entrepreneurship
- Entrepreneurial skills and mindset
- Advantages & disadvantages of entrepreneurship.

Recognise Opportunity

- Four types of entrepreneurship
- Four types of enterprises

Creativity & Innovation

- Marketing
- 4Ps of marketing and their effects

Creativity & Innovation

- Business plan and its elements
- Elevator pitch
- Creation of an effective business plan

Entrepreneurial Mindset

Job Ready

Are you a risk taker?

- An entrepreneur
- Roles and responsibilities of an entrepreneur
- Qualities of a good entrepreneur

Identify Your Customer

- Customer base and its value proposition
- Customer relationship management throughout the customer lifecycle

Self Confidence and Resilience

- Ways to conquer fear
- How to face challenges?
- Quick recovery from difficulties/failures
- Importance of positivity

Success and Failure Stories of Famous Entrepreneurs – 1

- Famous entrepreneurs and their experiences
- Differences between skills and mindsets of famous entrepreneurs

Never Give Up

- Focus for business enhancement
- Networking to build your business

Competition Analysis

- Concept of competition analysis
- Application of principles of competition analysis
- Most suitable business opportunity



Risks – Identification and Mitigation

- Types of business risks
- Identification and mitigation of business risks
- Application of risk mitigation strategies

Getting Money for Business

- Basics of financials
- Concept of fundin
- Various sources of funding

Dream and Achieve

- Entrepreneurial attitude
- Importance of work quality and ethics

Entrepreneurial Mindset

Job Ready

Leadership and Team Spirit

- Leading by example
- Importance of embracing diversity
- Role of emotional intelligence

Success and Failure Stories of Famous Entrepreneurs – 2

- Skill gaps of other entrepreneurs
- Analysis of success and failure stories

Serving the Society

- Giving without expecting a return
- Contribution to the development of society and country

Taking Ownership

- Complete ownership and accountability
- Control of business departments





Success in Job Interviews

These seven lessons on 'Success in Job Interviews' aim at preparing learners for interviews, on following a well-prepared approach to crack job interviews.

From prepping the documents to carry for the interview, knowing what to expect at the venue, preparing well-framed answers to common interview questions, to grooming well for the day of the interview, learners can watch and learn from Sam's journey through the whole cycle of preparing and appearing for interviews to accepting a job-offer.





How to Prepare for Job Interview - Gaining Confidence

- Be clear and confident about what to expect on the day of the interview

How to Prepare for Job Interview - Getting Ready

- Be prepared for the interview as per the readiness checklist.

How to Conduct Yourself at the Venue

- Be confident and act gracefully at the venue to create a good impression on everyone.

Success in Job Interviews

Job Ready

How to Answer Questions During the Interview

- Be confident and ready with answers to the different questions that the interviewer may ask.

How to Effectively Conclude the Interview

- Be aware of how to conclude the interview, while staying calm and composed.

How to Follow-up after the Interview

- Be clear about what to expect next, how to follow-up, and accept the outcome with grace and a positive outlook.

Ace your Job Interview

- Be prepared and feel confident before the first interview.





Job-Ready: Course Information

What will be the benefits of taking this course?

Employability skills are core skills needed in nearly every job. These are the skills that employers look for while selecting candidates for a job. The Job Ready course will help learners acquire these skills, get a job, and help them in their journey towards a successful career.

Further, this course is ideal for students to help them understand:

- what to prepare for before an interview,
- how to conduct themselves during an interview,
- how to follow up after an interview, and
- how to accept a job offer.

How will the student learn?

In each lesson, the learner will complete these 5 components, led by a facilitator, in a classroom setting (virtual/physical).

~5 Min	Watch	Set the context through a concept video or animation	5 minute micro-learning video
5 Min	Think	Exercises to make the learner reflect on the concept presented, and internalize	5 minute reflection activity — higher order thinking rather than recall
20 Min	Collaborate	Forums and social learning to interact with others to further expand learning	20 min peer discussion, role plays, group projects, group discussion, discussion forum.
20 Min	Do	interactive, scenario based exercises with branching and assessment	20 minute simulation activity to apply learning
>/=10 Min	Explore	Additional reference material to dig deeper for motivated learners	Knowledge links for self-motivated learning



Where will the student learn?

The student will register and login on LearnWISE, where they will be able to access all the lessons.

How will the students be evaluated?

The Assessment structure includes

- 4 Formative Assessments during the student's learning journey.
- 1 Summative Assessment after the student has completed all the modules

What will the students get after completing this program?

After a student completes all the modules and the assessments on LearnWISE portal, they will be able to download the Comprehensive Skill Scorecard, which includes a quantitative analysis of the learner's performance in the course, and the 21st century skills that they have acquired. The Skill Scorecard is an analytical, dynamic report demonstrating each learner's performance on the course, and aims to allow learners to showcase their skills to employers, at the time of placement/recruitment.



Job Ready

www.wfglobal.org