



# Job **Rise**

C A T A L O G U E

# Job Rise



# Job Rise

## 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.

**Education and experience will make a learner eligible for a job, but to be successful in most roles, one will need skills that are likely to develop over time. The Job Rise course will help learners move up the ladder in their careers & accomplish their goals.**

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# 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: Collaborating with Others**

- Collaboration
- Identification of purpose
- Information/inputs to resolve queries

### **Speaking: Influencing Others**

- Influence others in conversations across different situations

### **Listen Actively and Take Actions**

- Active listening
- Right course of action

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### **Listening: Gather Information and Draw Conclusions**

Maximum information extraction  
Information context and relevance  
Actionable inferences

### **Negotiation: Managing Disagreements and Deadlocks**

Solution-Centric approach  
Creative ways to arrive at a solution  
Ego management

### **Writing: Review and Modify Written Artefacts**

Review of written artefacts  
Importance of effective feedback  
Focus on important aspects

### **Selling: Identify and Represent Key Features Of Products**

- Key features
- Presentation of key features

### **Assertive Communication**

- Assertiveness
- Difference between being assertive and being aggressive
- Importance of being assertive
- Situations demanding assertiveness
- Dealing with aggression/criticism/negative feedback
- Examples of situations at work



# 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





### **Exceeding Customer Expectations**

- Customer expectations
- How to exceed customer's expectations?

### **Enhancing Customer Experience**

- Improvement of customer satisfaction
- Customer experience enhancement

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# 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: Manage Multiple Resources**

- Resource management
- Types of resources
- Optimum utilization of resources
- Time and requirement wise resource allocation
- Task delegation
- Time management tips to improve productivity

### **Cost consciousness: Review and Analyse Budgets**

- Resource management
- Types of resources
- Optimum utilization of resources
- Time and requirement wise resource allocation
- Task delegation
- Time management tips to improve productivity

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### **Quality consciousness: Improve Quality through Attention to Detail**

- Attention to detail
- Importance
- When and where to pay attention to detail?
- Improvement in quality of work and life

### **Result Orientation: Set Standards to Achieve Goals**

- What are standards?
- Importance of keeping standards
- Impact of improper standards
- Areas requiring standards
- Quality standards

### **Values and Beliefs: Align With Your Organization**

- Important values and beliefs
- Set of values and principles of a company
- Organisational values and their adoption
- Value based decisions

### **Responding to Change: Adapt and Respond to Change**

- Adapting to change
- Response to change
- Change implementation
- Response to criticism



### **Adopting safety practices: Responsibility Towards Safety**

- Occupational health, environment and safety
- Responsibility towards health and safety (OSHA guidelines)
- Expectation from organisation/employer (OSHA guidelines)
- Potential situation of threat/risk
- Channel to report/raise alarm
- Prevention of reoccurrence
- Tips to avoid workplace hazards

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### **Introduction to Learnability**

- What is learnability?
- Role of learnability in improving career
- Learnability as a life-long process





# 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





### **Best Practices to Consider While Sharing Data Online Through Different Devices**

- Data security within an organization
- Online data security and best practices

### **Best Practices of Using Different Online Communication Tools**

- Best practices while using online communication and sharing tools

### **Best Practices to Consider while Working with Work Productivity Tools and Devices**

- Work productivity tools and issues
- Work productivity tools and best practices

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### **Best Practices Related to Online Information Search**

- Online information search and best practices
- Online information search issues

### **Using Online Communities**

- Various online communities
- Difference between online communities and social networking
- Benefits and risks of interacting using online communities

### **Using Internet for Everyday Activities**

- Internet for everyday activities





# 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: Apply Critical Thinking to Solve Problems**

- Problem solving and analysis
- Assessment of results
- Remedial actions

### **Creative Thinking: Evaluate Solutions**

- Creative solutions for problems solving
- Assessment and evaluation
- Remedial action/ solution refinement
- Tips to improve creative thinking
- Hindrances to creative thinking



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### **Decision Making: Analyse Impact of Decisions on Organisations**

- Impact analysis and decisions
- Assessment of results



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# 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





### **Network to Achieve Business Outcomes**

- Network to expand organisational outcomes

### **Network to Achieve Business Outcomes**

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

### **Network to Achieve Business Outcomes**

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

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# 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.





### Create a Career Growth Plan

- Growth opportunities and experience mapping
- Career growth plan and the use of upskilling resources

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# 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.





### **Adapt to Change**

- Market dynamics affecting business
- Competition strategies for superior performance

### **Discover Yourself**

- One's skill rating
- Development of entrepreneurial skills and knowledge

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# Job-Rise: Course Information

## What will be the benefits of taking this course?

Education and experience make learners eligible for a job, but to get steady promotions, it is required to gain certain 21st Century Skills which usually develop over time. The Job-Rise course will help learners gain these skills, and move up the ladder to achieve their dreams. Further, the Shine at the Workplace module is designed to help learners who are currently employed, to gain knowledge and develop the mindset needed to get promoted, and progress in their respective careers.

## 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	<b>Watch</b>	Set the context through a concept video or animation	5 minute micro-learning video
5 Min	<b>Think</b>	Exercises to make the learner reflect on the concept presented, and internalize	5 minute reflection activity — higher order thinking rather than recall
20 Min	<b>Collaborate</b>	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	<b>Do</b>	interactive, scenario based exercises with branching and assessment	20 minute simulation activity to apply learning
>/=10 Min	<b>Explore</b>	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 Job-Rise 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.





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