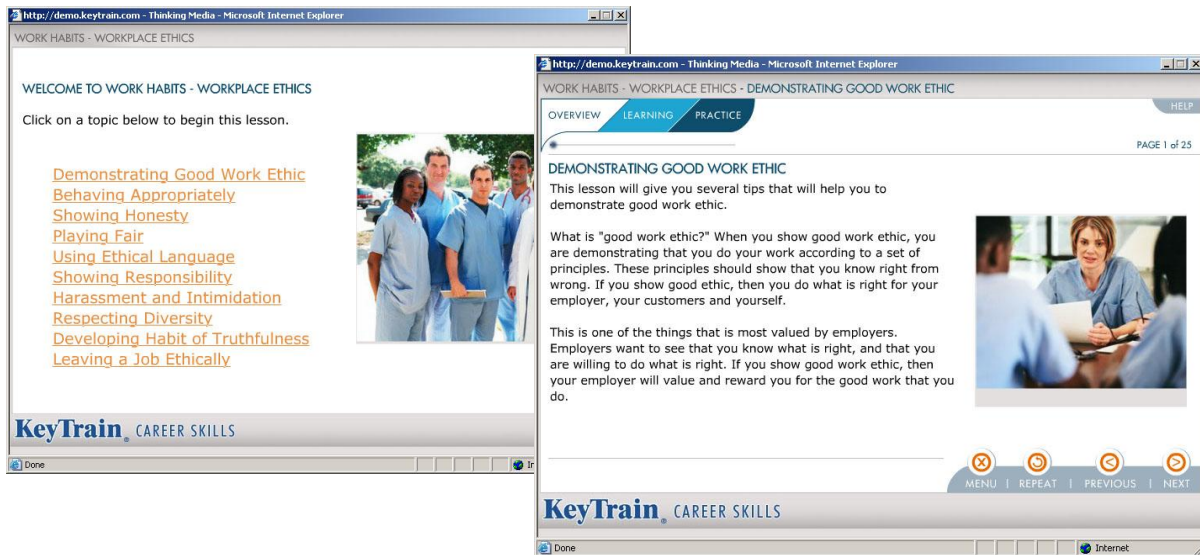


KeyTrain® Career Skills Outlines



The Job Search

Finding the Right Job

1. Locating Jobs
2. Networking
3. Job Shopping On Line
4. Building a Job Search Web Site
5. Getting Results at Job Fairs
6. Using Employment Agencies
7. Searching the Classified Ads
8. Creating Your Own Position
9. Landing an Internship
10. Staying Motivated to Search

Effective Resumes

11. Things to Include in a Resume
12. Locating Needed Information
13. Selling Yourself in a Resume
14. Terms to Use in a Resume
15. Matching Talents to Employers
16. Describing Your Job Strengths
17. Organizing Your Resume
18. Writing an Electronic Resume
19. Dressing Up Your Resume
20. Using a Resume Successfully

The Application Process

21. Completing a Job Application
22. Types of Information for an Application
23. Reasons Companies Use Applications
24. Developing Job-Related Information
25. Assuring Accuracy of Information
26. Writing a Cover Letter
27. Applying On Line
28. Applying in Person
29. Following Up on Your Application
30. Double Check on Your Application

Interviewing Skills

31. Preparing for an Interview
32. Getting an Interview Off to a Good Start
33. Questions Interviewers Ask
34. Questions Interviewers Should Not Ask
35. Questions You Should Ask in an Interview
36. Things to Include in a Career Portfolio
37. Interviewing Mistakes
38. Benefits to Ask About
39. Traits Employers Consider to Rate Candidates
40. Tips to Consider before Taking a Job

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Work Habits

Workplace Ethics

41. Demonstrating Good Work Ethic
42. Behaving Appropriately
43. Showing Honesty
44. Playing Fair
45. Using Ethical Language
46. Showing Responsibility
47. Eliminating Harassment and Intimidation
48. Respecting Diversity
49. Developing the Habit of Truthfulness
50. Leaving a Job Ethically

Personal Characteristics

51. Demonstrate a Good Attitude
52. Gaining and Showing Respect
53. Demonstrating Responsibility
54. Showing Dependability
55. Demonstrating Courtesy
56. Showing Pride in Your Work
57. Gaining Co-Workers Trust
58. Persevering
59. Handling Criticism
60. Showing Professionalism

Employer Expectations

61. Behaviors Employers Expect
62. Behaviors Employers Find Objectionable
63. Job Success
64. Transferable Job Skills
65. Establishing Credibility
66. Demonstrating Your Skills
67. Surviving a Bad Work Environment
68. Managing Change
69. Building Work Relationships
70. Advancing Your Career

Communication Skills

Communicating at Work

71. Improving Communication Skills
72. Effective Oral Communication
73. Effective Written Communication
74. Effective Nonverbal Communication
75. Effective Word Use
76. Giving and Receiving Effective Feedback
77. Handling Anger
78. Dealing with Difficult Co-workers
79. Dealing with a Difficult Boss
80. Dealing with Difficult Customers

Speaking

81. Using Language Carefully
82. Showing Confidence
83. One-on-One Conversations
84. Small Group Communication
85. Large Group Communication
86. Making Speeches
87. Involving the Audience
88. Answering Questions
89. Visual and Media Aids
90. Errors in Communication

Listening

91. Reasons for Listening
92. Benefits of Listening
93. Barriers to Listening
94. Listening Strategies
95. Ways We Filter What We Hear
96. Developing a Listening Attitude
97. Show You Are Listening
98. Asking Questions
99. Obtaining Feedback
100. Getting Others to Listen

Presenting Yourself

101. Presenting Yourself: Voice
102. Presenting Yourself: Appearance
103. Presenting Yourself: Posture
104. Presenting Yourself: Attitude
105. Presenting Yourself to Associates
106. Presenting Written Documents
107. Presenting Yourself: Conflict
108. Giving Constructive Criticism
109. Receiving Criticism
110. Demonstrating Leadership

Non-Verbal Communication

111. Communicating Non-Verbally
112. Positive Non-Verbal Techniques
113. Harmful Non-Verbal Behaviors
114. Reading Body Language
115. Read Mixed Messages
116. Matching Your Verbals to Non-Verbals
117. Improving Non-Verbal Listening
118. Giving Non-Verbal Feedback
119. Showing Confidence Non-Verbally
120. Showing Assertiveness

Workplace Effectiveness

Time Management

121. Managing Time
122. Putting First Things First
123. Juggling Many Priorities
124. Overcoming Procrastination
125. Dealing with Information Overload
126. Organizing Workspace and Tasks
127. Staying Organized
128. Finding More Time
129. Managing Projects
130. Balancing Personal and Work Priorities

Problem Solving

131. Becoming a Problem Solver
132. Identifying a Problem
133. Becoming a Critical Thinker
134. Thinking Creatively
135. Characteristics of an Effective Risk Taker
136. Holding Yourself Accountable
137. Managing Change
138. Removing Your Barriers to Change
139. Making Change Serve You Personally
140. Dealing with Ongoing Change

Customer Service

141. Gaining Customer Trust
142. Interacting with Customers
143. Finding Out What Customers Want
144. Giving Customers What They Want
145. Keep Customers Coming Back
146. Seeing the Customer's Point of View
147. Selling Yourself and the Company
148. Handling a Customer's Complaints
149. Providing Customer Service by Telephone
150. Providing Customer Service by Internet

Teamwork

151. Teamwork Skills
152. Reasons Companies Use Teams
153. Types of Decisions Teams Make
154. Team Responsibilities
155. Problems That Affect Teams
156. Building Strong Team Communication
157. Expressing Yourself on a Team
158. Giving Constructive Criticism
159. Receiving Criticism
160. Team Problem Solving

Business Etiquette

On the Job Etiquette

161. Using Good Manners
162. Introducing People
163. Language and Behavior
164. Business Casual Dress
165. Business Meal Functions
166. Behavior at Business Parties
167. Behavior at Conventions
168. International Etiquette
169. Cross-Cultural Etiquette
170. Working in a Cubicle

Person-to-Person Etiquette

171. Meeting Business Acquaintances
172. Meeting People for the First Time
173. Showing Courtesy and Politeness
174. Interacting with Your Boss
175. Interacting with Subordinates
176. Interacting with Co-Workers
177. Interacting with Suppliers
178. Ending a Lingering Visit
179. Handling Confidential Information
180. Avoiding Gossip

Telephone and E-mail Etiquette

181. Creating a Good Impression by Telephone
182. Better Telephone Conversations
183. Barriers to Telephone Conversations
184. Making and Returning Calls
185. Answering Calls and Taking Messages
186. Making Cold Calls
187. Handling Conference Calls
188. Cellular Phone Etiquette
189. Appropriate Work E-Mail
190. Mistakes of Work E-Mail

Meeting Etiquette

191. Handling Pre-Meeting Details
192. Leading a Large Meeting
193. Introducing Speakers
194. Facilitating Discussions
195. Closing a Large Meeting
196. Two-Person Meeting
197. Participating in Meetings
198. Inviting Speakers
199. Preparing Meeting Visuals
200. Attending a Videoconference