



Effective Steps to Personal Responsibility in the Workplace

COURSE OUTLINE

Class 1 - Smart Communication Skills

- A. Interactive Assessment
- B. Strengths
- C. Stressors
- D. Understanding Diversity

Class 2 - Attitude/Good Work Ethic

- A. Attitude is a Choice
- B. Attitude and Work Ethic
- C. Attendance/Punctuality
- D. Dependability
- E. Responsibility

Class 3 - The Power of Your Image

- A. How and What Appearance Communicates
- B. Understanding Dress Codes
- C. The Details that Perfect the Image
- D. Dress and Professionalism
- E. Nails/Hands
- F. Cologne
- G. Hygiene/Grooming

Class 4 - Interpersonal Communication Skills

- A. Telephone Etiquette
- B. Facial Expression
- C. Tone of Voice
- D. Listening
- E. Giving/Following Directions
- F. Body Language

Class 5 - Cognitive Skills

- A. Problem Solving
- B. Critical Thinking, Reasoning
- C. Creative Thinking
- D. Resourcefulness

Class 6 - Organizational Skills

- A. Goal Setting
- B. Time Management

Class 7 - Personal Life Skills

- A. Emotional Intelligence
- B. Self Management

Class 8 - When Life Gives You a Job

- A. Jobs that enhance strengths
- B. Job satisfaction



Central Oklahoma Workforce Investment Board
3813 North Santa Fe, Suite 135, Oklahoma City, OK 73118
www.cowib.org
SmartWorkEthics@cowib.org