

Course Title:	Employability Skills	
Michigan High School Career Ready Practices		
Unit 1	Exploring Job Expectations	
Objectives:	<ol style="list-style-type: none"> 1. Identify the skills and behavior necessary to fulfill the job expectations of an employer. 2. Examine how to correct problems or issues that arise when an employee is not meeting their job expectations and determining goals for improving. 3. Compile exemplar job expectation skills that you will use in current or future employment. 	
Standards	Assignment	Description
1, 5, 6, 9	1.1	Being On Time
	1.2	Absence From Work
	1.3	Being Flexible
	1.4	Employee Honesty
	1.5	Enthusiasm
	1.6	Good Work Habits
	1.7	Being Productive
	1.8	Company Time or Property
	1.9	Chain of Command
Unit 2	Exploring Workforce Attitudes	
Objectives:	<ol style="list-style-type: none"> 1. Identify the characteristics of proper workforce attitudes. 2. Examine how to correct problems or issues that arise when an employee does not have proper workforce attitudes. 3. Demonstrate an ability to promote proper workplace attitudes. 	
Standards	Assignment	Description
1, 3, 5, 8	2.1	Accepting Responsibility
	2.2	Avoiding Mistakes
	2.3	Your Supervisor and You
	2.4	Following Instructions
	2.5	Problem Solving
	2.6	Taking Suggestions
	2.7	Showing Initiative
	2.8	Proper Grooming/Dress
	2.9	The Meaning of Work
Unit 3	Exploring Coworker Relations	

Objectives:	<ol style="list-style-type: none"> 1. Identify values and benefits of being a reliable and respectful team member in a work environment. 2. Examine importance for workers to admit their mistakes and take responsibility for them 3. Demonstrate an ability to promote positive co-worker relations. 	
Standards	Assignment	Description
9	3.1	Setting a Good Example
	3.2	Being a Team Member
	3.3	Criticizing Others
	3.4	Doing Your Fair Share
	3.5	Romance at Work
	3.6	Handling Mistakes
	3.7	Being Too Bossy
	3.8	Controlling Your Temper
	3.9	Sense of Humor
Unit 4	Exploring Customer Relations	
Objectives:	<ol style="list-style-type: none"> 1. Identify the skills and behavior necessary to promote positive customer relations. 2. Analyze the importance of first impressions and relationships on customer relations. 3. Demonstrate an ability to promote positive customer relations. 	
Standards	Assignment	Description
1, 4, 5	4.1	Good First Impression
	4.2	Using the Phone
	4.3	Difficult Customers
	4.4	Customer Complaints
	4.5	Listening and Responding
	4.6	Following Up
	4.7	A Positive Attitude
	4.8	Proper Manners
	4.9	Being Too Pushy
Unit 5	Exploring Workplace Issues	

Objectives:	<ol style="list-style-type: none"> 1. Identify values and benefits of maintaining ethical and positive attitudes when working with coworkers, customers and work related issues. 2. Analyze work situations that call for an employee to stand up for what is right 3. Demonstrate the ability to avoid or solve workplace issues. 	
Standards	Assignment	Description
2, 4, 5, 9	5.1	Customer Discrimination
	5.2	Sexual Harassment
	5.3	Standing Up for Ethics
	5.4	Exploiting Coworkers
	5.5	Negative Attitude
	5.6	Using Good Judgement
	5.7	Solving Conflicts
	5.8	Dealing with Mistakes
	5.9	Knowing the Workplace
	5.10	Appropriate Use of Humor