TRAINING

# WorkSkills: Steps to Your Success®

*Meeting the needs of the new global marketplace with a flexible, total-systems approach*

The group of modules in this skill area addresses the specific needs of today's line and staff support employees new hires as well as established employees.

## What It Takes to Succeed: The Basic Principles™ *(WorkSkills: Steps to Your Success®)*

To succeed in today's changing workplace, every employee needs a firm foundation for communicating with managers and coworkers and a clear understanding of workplace norms and expected attitudes and behaviors.

What It Takes to Succeed: The Basic Principles™ addresses the basics of success in the workplace: minimal expectations (including appropriate dress, regular attendance, and other aspects of a strong work ethic) as well as broad guidelines for day-to-day interactions with others.

## Getting the Information You Need™ *(WorkSkills: Steps to Your Success®)*

When taking on a new assignment or learning a new task, employees must actively seek out the information they need to succeed. Given the pace of many work settings, however, that can be a challenging task.

This module centers on a four-step process for identifying gaps in knowledge, asking focused questions, encouraging others to share information, and checking their own understanding of what they hear.

Participants identify situations to apply the process, consider the potential impact of their questions, practice the process in a range of situations, and plan for later application of the process. Overall, the module helps participants gain skill and confidence in asking for and verifying the information they need to succeed at work.

## Speaking with Confidence™ *(WorkSkills: Steps to Your Success®)*

Expressing themselves clearly at work is a task many employees find challenging, whether in day-to-day interactions, during a meeting, or with someone in a position of authority. Even so, the ability to speak confidently is vital for success at work. In addition, many organizations today ask employees to express their opinions, make suggestions, and present ideas.

The four-step process in this module helps participants prepare and deliver a clear message. The module includes practical tips on overall organization and presentation and helps participants look at the information from the listener's point of view. Through multiple practice opportunities, participants gain the confidence and skills to speak out in ways that help them achieve positive results through a positive impact on their listeners.

About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. We are a single resource for aligning employee performance with organizational strategy through training and consulting solutions in sales performance, customer service, leadership and teamwork.

With 75 offices in 43 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you, too.

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## Positive Responses to Change™ *(WorkSkills: Steps to Your Success®)*

If the only constant these days is change, it's vital for all employees to respond swiftly and positively to the many changes they face or will face in their jobs. Because of the natural human resistance to change, however, it's easy for them to feel victimized and, as a result, to be left behind or worse, to seek other employment.

This module offers a four-step process for making the most of change, rather than resisting or just enduring it. After a video examination of resistance to change, the module helps participants come to grips with their own resistance, weigh their options, find positive responses, and encourage others to do the same. The module fosters practical optimism by helping participants see the bright side of a new situation, rather than dwelling on what is lost.

## Defusing Emotionally Charged Situations™ *(WorkSkills: Steps to Your Success®)*

Frequent changes, tight deadlines, unresolved issues, personality conflicts, and issues from home all can make the workplace a pressure-cooker where emotions get out of control—affecting both performance and relationships. To succeed at work, employees need to understand what tends to set them off and possess skills for cooling down tense situations.

This module helps participants explore the consequences—for themselves and others—of allowing emotion to get the better of them. They then work together to identify their individual "hot buttons" and develop appropriate coping strategies. They also consider and apply guidelines for handling others who may be out of control emotionally, and for moving the conversation toward calm, rational problem solving. Participants come up with their own reminders of key techniques and plan later application of the skills they've learned.

## Helping Your Team Work™ *(WorkSkills: Steps to Your Success®)*

In almost every job, success depends on shared projects, effective group interaction, coordinated effort, and helping one another in a pinch. Where team skills and awareness are weak, an employee can impede the performance of the team, and have a potentially disastrous secondary impact on the entire organization.

This module takes a close look at key team behaviors—thinking big picture, extending a hand, appreciating others, and making one's needs known. In the dynamic opening activity, participants recognize the value of strong teamwork and the consequences of a lack of teamwork. Then, using four TEAM guidelines, participants assess video examples, evaluate their own team behaviors, apply the guidelines in practice situations, and plan for application after the class.

## Managing Life Outside Work: Handling Emergencies and Resisting Temptations™ *(WorkSkills: Steps to Your Success®)*

Many employees find it difficult to be effective at work—or even go to work—when outside emergencies and needs intervene. To succeed long-term in their jobs, they need practical strategies for handling likely outside emergencies that may prevent them from going to work and for resisting the many possible temptations to skip work.

This module helps participants cope with a range of issues and events that can make it hard for them to meet an employer's minimum requirements. Participants begin by identifying the emergencies (e.g., a car problem) and temptations (e.g., a day at the beach) they may encounter. They then learn and apply a four-step process for developing emergency plans, and a five-step process for resisting (and rewarding themselves for resisting) common temptations to "call in sick" or just not show up.