

WorkGo



WorkGo is a youth orientated Internet-based instructional system that focuses on the Attitudes, Values, Character and Service Behaviors required to be successful in work, training, and school.

THE NEED FOR AN ATTITUDES BASED CURRICULUM



Today more and more youth who are entering the workforce lack social skills. In fact, the workforce of tomorrow will require more social skills than ever before. Based on the overwhelming need for social skills training, TBS has put together an entire curriculum designed to instruct individuals (ages 14-21) in the following traits:

- Friendliness
- Optimism
- Work Ethics
- Courtesy
- Teamwork
- Self-discipline
- Self-confidence
- Conformity to Prevailing Norms
- Language Proficiency

WHAT IS WORKGO?

The WorkGo program is designed to introduce Job Readiness Skills to youth looking to enter the workforce. The program aims to increase awareness of the types of Attitudes, Skills and Behaviors employers expect from new employees. These attitudes and skills apply to individuals who are:



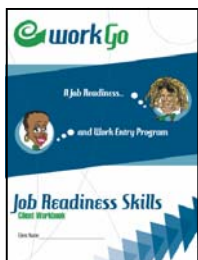
- Full-time Employees
- Part-time Employees
- Summer Hires
- Students in High School
- Students in Training Programs
- Students in Continuing Education Programs

WorkGo is a new interactive approach to the critical generic work dimensions of Job Readiness and Job Retention. The instructional methodology is very unique in that all the content is built around job related scenarios. The WorkGo curriculum is composed of two parts.

Part 1. Job Readiness & Job Retention Skills - Deals with workplace attitudes & behaviors. There are 10 independent courses.

Part 2. Successful Service Skills - Deals with the relationship of customer service skills to sales. There are 8 independent courses..

Each lesson is supplemented with the student workbook. The student is directed to specific locations in the workbook where they complete each exercise. The workbook is designed to serve as an "Attitude Portfolio." This process is self-directed requiring minimal instructor intervention. Although the instruction is individualized and self-paced, it is designed to work effectively in extremely small discussion groups.



WORKGO COMPONENTS

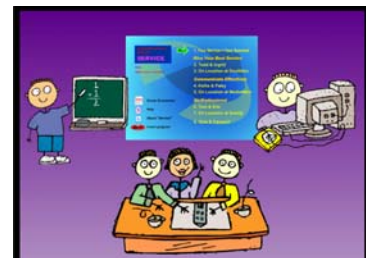
The program uses a comprehensive management system to administer and deliver the program. The system manages client registration, lesson assignments, student progress and reporting, as well as a case management function including student tracking.

WorkGo curriculum covers specific work behaviors and attitudes that contribute to SUCCESS in work, school & training such as Service, Commitment, Team Work, Productivity, and Initiative. All of the lessons are animated and contain unique and realistic job related scenarios that deal with behaviors directly related to job success and employers expectations. All of the characters are designed to relate to the target audience (14-21). The characters are balanced by Age, Sex and Race.



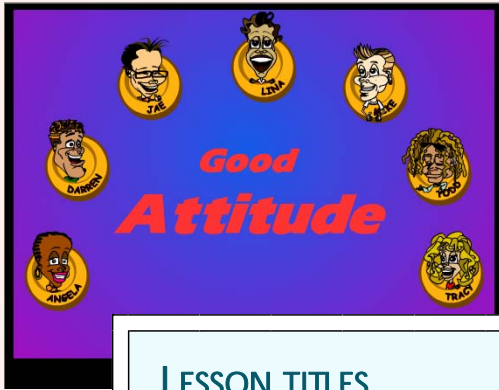
INSTRUCTIONAL METHODOLOGY

The instructional methodology used in WorkGo is "situational judgment." Therefore all lessons present a situation and the student is asked to make a judgment as to the most effective action that should be taken. All of the scenarios have been designed to reflect the actual expectations of a prospective employer. The students' responses will reflect whether they have the interpersonal problem-solving skills which will enable them to take appropriate action when confronted with various kinds of entry-level work situations.



NOTE—THE METHODOLOGY AND CONTENT OF THE WORKGO PROGRAM IS DESIGNED TO ASSIST STUDENTS IN BEING PREPARED TO TAKE THE "WORKFORCE CREDENTIAL TEST" AND MORE SPECIFICALLY THE "WORK READINESS SITUATIONAL JUDGEMENT TEST."

1: WORKPLACE ATTITUDES & BEHAVIORS:



LESSON TITLES

1. Importance of Positive Attitudes in Work & School
2. Be there
3. Keeping your focus
4. Doing your very best
5. Accepting Guidance and Direction
6. Being Flexible
7. Staying Calm
8. Looking After Yourself
9. Honesty

TOPICS COVERED

- The Importance of a positive attitude in getting hired, enjoying work, and being successful
- Meeting and exceeding your employer's expectations
- Avoid non-work chatter or dealing with personal business
- Showing initiative in work situations
- Following procedures and standard practices
- Willing to do "Extra"
- Being ready to step up and help when needed
- Controlling your emotions
- Making constructive suggestions
- Managing and reducing stress
- Importance of completing work tasks
- Being honest with yourself and others
- Positive attitudes lead to more interesting work and better jobs

2: SUCCESSFUL SERVICE SKILLS



LESSON TITLES

1. Service = Success
2. Service Essentials
3. Handling Difficult Situations
4. Effective Communication
5. Dealing with Customers
6. Professionalism
7. Satisfying the Customer's Needs
8. Key Points for Good Service

TOPICS COVERED

- Good service applies to customers, co-workers, and all other people at work
- Doing more than expected
- Being prepared to put in the extra effort
- Being helpful and courteous no matter how difficult
- Being flexible and imaginative in solving customer problems
- Speaking clearly and sincerely
- Always do what is best for the customer
- Listening carefully before explaining your point of view
- Always improving knowledge, skills and work performance
- Always being on your best behavior
- Learning to listen, observe, ask questions and make suggestions
- Always think about how to give the best service

FREE TRIAL OFFER

For a FREE access code to view the entire WorkGo program please call Technology Based Solutions at 888-783-2283.

