PLATO Course Essential Career Skills

Course Overview

This one-semester course is intended as a practical, hands-on guide to help you understand the skills required to achieve success in modern-day careers. This course has 21 lessons organized into five units, plus five Unit Activities. Each lesson contains one or more Lesson Activities.

This course will cover essential career skills such as positive work ethics, teamwork, conflict resolution, effective speaking and listening, health and safety, and information technology.

You will submit the Unit Activity documents to your teacher, and you will grade your work in the Lesson Activities by comparing them with given sample responses. The Unit Activities (submitted to the teacher) and the Lesson Activities (self-checked) are the major components of this course. There are other assessment components, namely the mastery test questions that feature along with the lesson; the pre- and post-test questions that come at the beginning and end of the unit respectively, and an end-of-semester test. All of these tests are a combination of simple multiple-choice questions and technology enhanced (TE) questions.

Course Goals

This course will help you meet the following goals:

- Explore ways to demonstrate work ethics and integrity at the workplace.
- Explore personal qualities, self-representation, creativity, and resourcefulness that employers look for in employees.
- Familiarize yourself with diversity, team work, and conflict resolution skills to avoid conflicts in the workplace.
- Sharpen reading, writing, speaking, and listening skills necessary for interpreting documents and communicating in the workplace.
- Focus on mathematical, critical-thinking, and problem-solving skills to analyze and accomplish tasks in the workplace.
- Learn about the nature and scope of organizations and skills required for providing customer satisfaction.
- Focus on skills required for time and resource management and maintaining a safe environment at the workplace.
- Explore job acquisition, advancement, and lifelong skills for improving professional skills.
- Focus on attaining proficiency in job-specific technologies, information technology, and the Internet.
- Familiarize yourself with telecommunication devices, services, and applications for performing business related tasks using technology.

Prerequisite Skills

PLATO Course Essential Career Skills has the following prerequisites:

- basic math knowledge
- ability to visualize and apply creativity and innovation
- familiarity with the writing process and following guidelines

General Skills

To participate in this course, you should be able to do the following:

- Perform basic operations on a computer.

For a complete list of general skills that are required for participation in online courses, refer to the Prerequisites section of the Plato Student Orientation document, found at the beginning of this course.

Credit Value

PLATO Course Essential Career Skills is a 0.5-credit course.

Course Materials

- Notebook
- Computer with Internet connection and speakers or headphones
- Microsoft Word or equivalent
- Microsoft Excel or equivalent
- Microsoft PowerPoint or equivalent

Course Pacing Guide

This course description and pacing guide is intended to help you stay on schedule with your work. Note that your course instructor may modify the schedule to meet the specific needs of your class.

Unit 1: Personal Qualities

Summary

In this unit, you will learn about positive work ethics and how to demonstrate integrity at workplace in order to maintain honesty and reliability. You will also learn about positive self-representation skills suitable for working in a workplace. Additionally, in this unit, you will familiarize yourself with ways to demonstrate creativity and resourcefulness by contributing new ideas.

Day	Activity/*Objective*	Type
1 day 1	**Syllabus and Plato Student Orientation** *Review the Plato Student Orientation and Course Syllabus at the beginning of this course.*	Course Orientation
2 days: 2–3	**Positive Work Ethics** *Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.*	Lesson
3 days: 4–6	**Integrity** *Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.*	Lesson
2 days: 7–8	**Self-Representation** *Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.*	Lesson
3 days: 9–11	**Creative Resourcefulness** *Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.*	Lesson
1 day: 12	**Space Jumble**	Game
4 days 13–16	**Unit Activity/Threaded Discussion —Unit 1**	Unit Activity
1 day 17	**Posttest—Unit 1**	Assessment

Unit 2: People Skills

Summary

In this unit, you will learn about workplace diversity and how to communicate effectively with all coworkers and customers. You will also familiarize yourself with teamwork skills required at the workplace. Additionally, you will learn conflict-resolution skills to avoid interpersonal conflicts and issues.

Day	Activity/*Objective*	Type
3 days: 18–20	**Diversity Awareness** *Demonstrate diversity awareness by working well with all customers and coworkers.*	Lesson
3 days: 21–23	**Teamwork** *Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.*	Lesson
3 days: 24–26	**Conflict Resolution** *Demonstrate conflict-resolution skills by negotiating diplomatic solutions to avoid interpersonal and workplace issues.*	Lesson
1 day: 27	**Para Jumble**	Game
4 days 28–31	**Unit Activity/Threaded Discussion —Unit 2**	Unit Activity
1 day 32	**Posttest—Unit 2**	Assessment

Unit 3: Communicating and Problem Solving

Summary

In this unit, you will familiarize yourself with reading and writing skills required at the workplace. You will also learn how to communicate with people at the workplace by employing effective speaking and listening skills. In addition, you will familiarize yourself with mathematical skills required to complete tasks and learn about critical thinking and problem-solving skills needed to solve problems at the workplace.

Day	Activity/*Objective*	Type
2 days: 33–34	**Reading and Writing** *Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.*	Lesson
3 days: 35–37	**Speaking and Listening** *Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.*	Lesson
3 days: 38–40	**Mathematics** *Demonstrate mathematics skills by using mathematical reasoning to accomplish tasks.*	Lesson
3 days: 41–43	**Critical Thinking and Problem Solving** *Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.*	Lesson
1 day: 44	**Space Jumble**	Game
4 days 45–48	**Unit Activity/Threaded Discussion —Unit 3**	Unit Activity
1 day 49	**Posttest- Unit 3**	Assessment

Unit 4: Professional Knowledge and Skills

Summary
In this unit, you will familiarize yourself with workplace organizations, systems, and climates. You will learn customer service skills to address customer needs and explore time, task, and resource management skills to work effectively in an organization. Because it is important to follow safety guidelines and manage personal health, you will learn about health and safety skills. You will also learn how to apply for jobs and seek promotions in the organizations in which you are employed. Finally, you will learn to improve professional skills by continually updating yourself with industry-related information.

Day	Activity/*Objective*	Type
3 days: 50–52	**Organizations, Systems, and Climates** *Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.*	Lesson
2 days: 53–54	**Customer Service** *Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.*	Lesson
3 days: 55–57	**Time, Task, and Resource Management** *Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.*	Lesson
2 days: 58–59	**Health and Safety** *Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.*	Lesson
3 days: 60–62	**Job Acquisition and Advancement** *Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.*	Lesson
3 days: 63–65	**Lifelong Learning** *Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.*	Lesson
1 day: 66	**Para Jumble**	Game
4 days 67–70	**Unit Activity/Threaded Discussion —Unit 4**	Unit Activity
1 day 71	**Posttest—Unit 4**	Assessment

Unit 5: Technology Knowledge and Skills

Summary
In this unit, you will familiarize yourself with technologies required to complete your tasks in an organization. Along with these technologies, you will develop proficiency in information technology by learning about computers, file management techniques, and software/programs. In addition, you will familiarize yourself with the Internet and its security issues, telecommunication devices, services, and applications.

Day	Activity/*Objective*	Type
3 days: 72–74	**Job-Specific Technologies** *Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.*	Lesson
3 days: 75–77	**Information Technology** *Demonstrate proficiency with information technology by using computers, file management techniques and software/programs effectively.*	Lesson
2 days: 78–79	**Internet Use and Security** *Demonstrate proper Internet use and security by using the Internet appropriately for work.*	Lesson
3 days: 80–82	**Telecommunications** *Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.*	Lesson
1 day: 83	**Space Jumble**	Game
4 days 84–87	**Unit Activity/Threaded Discussion —Unit 5**	Unit Activity
1 day 88	**Posttest—Unit 5**	Assessment
1 day 89	**Semester Review**	
1 day 90	**End-of-Semester Test**	Assessment