



KeyTrain

Work Readiness Skill Building Curriculum

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Using KeyTrain®

- Logging in
 - Go to www.keytrain.com
 - Click on the Run KeyTrain Online link

The KeyTrain Users Zone

For current KeyTrain Users

Enter here to **Run KeyTrain Online**, get support, contact us, see new products, or **Run Career Ready 101**.

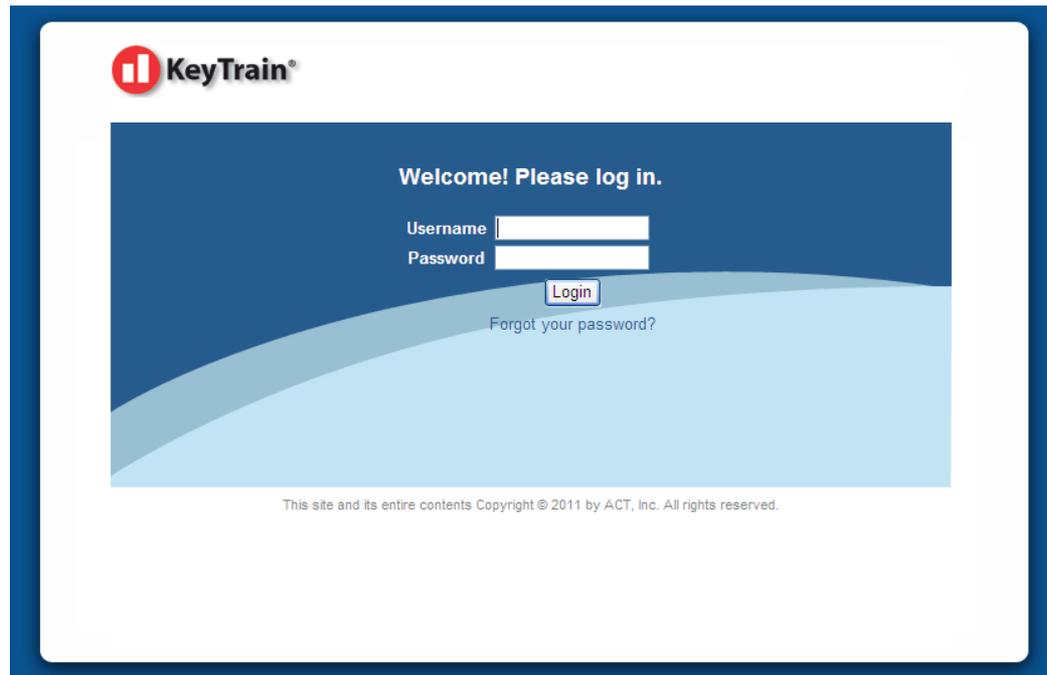
Enter Here >> 

And then on RUN KeyTrain Online

 **RUN KeyTrain ONLINE**

Using KeyTrain®

- Logging in
 - Enter your Username and Password
 - Password should be keytrain unless you reset it



The screenshot shows the KeyTrain login interface. At the top left is the KeyTrain logo. The main content area has a dark blue header with the text "Welcome! Please log in." Below this are two input fields: "Username" and "Password". A "Login" button is positioned below the password field. A link for "Forgot your password?" is located below the login button. At the bottom of the page, there is a copyright notice: "This site and its entire contents Copyright © 2011 by ACT, Inc. All rights reserved."

FINDING INFORMATION IN PARAGRAPHS

Some of the most confusing documents you may read contain a lot of information. The information may be put together into long sentences and paragraphs. But have you noticed that it can be easier to understand if the information is put in a list instead of sentences?

For instance, your manager assigns you to lead a team for a special marketing project. She hands you a memo that details the project information. How would you organize the information and your team? How would you get started on the project?

If you have to read a complex document or procedure, you may find it useful to make a bulleted list, break it into steps or outline the information. Then you will be able to understand it better.



MENU



REPEAT



PREVIOUS



NEXT

INFORMATION IN PARAGRAPHS PRACTICE

The following examples will give you a chance to practice what you have learned about organizing information into a list or outline.

Incident Report Process for Software Company

The following is the process to follow when completing a client incident report. Collect the information from the client and complete the Incident Report screen. After an incident report has been entered, try to identify the problem. If possible, resolve the problem with the client and close the incident report.

If you cannot resolve the problem, select the priority level. If the system is nonfunctional, select High. If operating but needs to be fixed, select Medium. If the system is functioning but needs minor changes, select Low. Last, assign the problem to the correct programmer.

What is the first step in the Incident Report Process?

- Complete the Incident Report screen.
- Identify the problem.
- Collect the information.
- Solve the problem.

Correct! You need to collect the information from the client.

Sorry, that is not correct. You need to know what the problem is before you can identify the



MENU



REPEAT



PREVIOUS



NEXT

Career Skills Curriculum

The Job Search

Finding the Right Job

1. Locating Jobs
2. Networking
3. Job Shopping On Line
4. Building a Job Search Web Site
5. Getting Results at Job Fairs
6. Using Employment Agencies
7. Searching the Classified Ads
8. Creating Your Own Position
9. Landing an Internship
10. Staying Motivated to Search

Effective Resumes

11. Things to Include in a Resume
12. Locating Needed Information
13. Selling Yourself in a Resume
14. Terms to Use in a Resume
15. Matching Talents to Employers
16. Describing Your Job Strengths
17. Organizing Your Resume
18. Writing an Electronic Resume
19. Dressing Up Your Resume
20. Using a Resume Successfully

The Application Process

21. Completing a Job Application
22. Types of Information for an Application
23. Reasons Companies Use Applications
24. Developing Job-Related Information
25. Assuring Accuracy of Information
26. Writing a Cover Letter
27. Applying On Line
28. Applying in Person
29. Following Up on Your Application
30. Double Check on Your Application

Interviewing Skills

31. Preparing for an Interview
32. Getting an Interview Off to a Good Start
33. Questions Interviewers Ask
34. Questions Interviewers Should Not Ask
35. Questions You Should Ask
36. Things to Include in a Career Portfolio
37. Interviewing Mistakes
38. Benefits to Ask About
39. Traits Employers Consider
40. Tips to Consider before Taking a Job

Career Skills Curriculum

Work Habits

Workplace Ethics

- 41. Demonstrating Good Work Ethic _____
- 42. Behaving Appropriately _____
- 43. Showing Honesty _____
- 44. Playing Fair _____
- 45. Using Ethical Language _____
- 46. Showing Responsibility _____
- 47. Eliminating Harassment and Intimidation _____
- 48. Respecting Diversity _____
- 49. Developing the Habit of Truthfulness _____
- 50. Leaving a Job Ethically _____

Personal Characteristics

- 51. Demonstrate a Good Attitude _____
- 52. Gaining and Showing Respect _____
- 53. Demonstrating Responsibility _____
- 54. Showing Dependability _____
- 55. Demonstrating Courtesy _____
- 56. Showing Pride in Your Work _____
- 57. Gaining Co-Workers Trust _____
- 58. Persevering _____
- 59. Handling Criticism _____
- 60. Showing Professionalism _____

Employer Expectations

- 61. Behaviors Employers Expect _____
- 62. Behaviors Empl. Find Objectionable _____
- 63. Job Success _____
- 64. Transferable Job Skills _____
- 65. Establishing Credibility _____
- 66. Demonstrating Your Skills _____
- 67. Surviving a Bad Work Environment _____
- 68. Managing Change _____
- 69. Building Work Relationships _____
- 70. Advancing Your Career _____

Communication Skills

Communicating at Work

- 71. Improving Communication Skills _____
- 72. Effective Oral Communication _____
- 73. Effective Written Communication _____
- 74. Effective Nonverbal Communication _____
- 75. Effective Word Use _____
- 76. Giving and Receiving Eff. Feedback _____
- 77. Handling Anger _____
- 78. Dealing with Difficult Co-workers _____
- 79. Dealing with a Difficult Boss _____
- 80. Dealing with Difficult Customers _____

Speaking

- 81. Using Language Carefully _____
- 82. Showing Confidence _____
- 83. One-on-One Conversations _____
- 84. Small Group Communication _____
- 85. Large Group Communication _____
- 86. Making Speeches _____
- 87. Involving the Audience _____
- 88. Answering Questions _____
- 89. Visual and Media Aids _____
- 90. Errors in Communication _____

Listening

- 91. Reasons for Listening _____
- 92. Benefits of Listening _____
- 93. Barriers to Listening _____
- 94. Listening Strategies _____
- 95. Ways We Filter What We Hear _____
- 96. Developing a Listening Attitude _____
- 97. Show You Are Listening _____
- 98. Asking Questions _____
- 99. Obtaining Feedback _____
- 100. Getting Others to Listen _____

Career Skills Curriculum

Communication Skills

Presenting Yourself

- 101. Presenting Yourself: Voice _____
- 102. Presenting Yourself: Appearance _____
- 103. Presenting Yourself: Posture _____
- 104. Presenting Yourself: Attitude _____
- 105. Presenting Yourself to Associates _____
- 106. Presenting Written Documents _____
- 107. Presenting Yourself: Conflict _____
- 108. Giving Constructive Criticism _____
- 109. Receiving Criticism _____
- 110. Demonstrating Leadership _____

Non-Verbal Communication

- 111. Communicating Non-Verbally _____
- 112. Positive Non-Verbal Techniques _____
- 113. Harmful Non-Verbal Behaviors _____
- 114. Reading Body Language _____
- 115. Read Mixed Messages _____
- 116. Matching Your Verbals to Non-Verbals _____
- 117. Improving Non-Verbal Listening _____
- 118. Giving Non-Verbal Feedback _____
- 119. Showing Confidence Non-Verbally _____
- 120. Showing Assertiveness _____

Career Skills Curriculum

Workplace Effectiveness

Time Management

- 121. Managing Time _____
- 122. Putting First Things First _____
- 123. Juggling Many Priorities _____
- 124. Overcoming Procrastination _____
- 125. Dealing with Information Overload _____
- 126. Organizing Workspace and Tasks _____
- 127. Staying Organized _____
- 128. Finding More Time _____
- 129. Managing Projects _____
- 130. Balancing Personal and Work Priorities _____

Problem Solving

- 131. Becoming a Problem Solver _____
- 132. Identifying a Problem _____
- 133. Becoming a Critical Thinker _____
- 134. Thinking Creatively _____
- 135. Char. of an Effective Risk Taker _____
- 136. Holding Yourself Accountable _____
- 137. Managing Change _____
- 138. Removing Your Barriers to Change _____
- 139. Making Change Serve You Personally _____
- 140. Dealing with Ongoing Change _____

Business Etiquette

On the Job Etiquette

- 161. Using Good Manners _____
- 162. Introducing People _____
- 163. Language and Behavior _____
- 164. Business Casual Dress _____
- 165. Business Meal Functions _____
- 166. Behavior at Business Parties _____
- 167. Behavior at Conventions _____
- 168. International Etiquette _____
- 169. Cross-Cultural Etiquette _____
- 170. Working in a Cubicle _____

Person-to-Person Etiquette

- 171. Meeting Business Acquaintances _____
- 172. Meeting People for the First Time _____
- 173. Showing Courtesy and Politeness _____
- 174. Interacting with Your Boss _____
- 175. Interacting with Subordinates _____
- 176. Interacting with Co-Workers _____
- 177. Interacting with Suppliers _____
- 178. Ending a Lingering Visit _____
- 179. Handling Confidential Information _____
- 180. Avoiding Gossip _____

Career Skills Curriculum

Workplace Effectiveness

Customer Service

- 141. Gaining Customer Trust _____
- 142. Interacting with Customers _____
- 143. Finding Out What Customers Want _____
- 144. Giving Customers What They Want _____
- 145. Keep Customers Coming Back _____
- 146. Seeing the Customer's Point of View _____
- 147. Selling Yourself and the Company _____
- 148. Handling a Customer's Complaints _____
- 149. Providing Customer Service by Tel. _____
- 150. Providing Customer Service by Internet _____

Teamwork

- 151. Teamwork Skills _____
- 152. Reasons Companies Use Teams _____
- 153. Types of Decisions Teams Make _____
- 154. Team Responsibilities _____
- 155. Problems That Affect Teams _____
- 156. Building Strong Team Communication _____
- 157. Expressing Yourself on a Team _____
- 158. Giving Constructive Criticism _____
- 159. Receiving Criticism _____
- 160. Team Problem Solving _____

Business Etiquette

Tel. and E-mail Etiquette

- 181. Creating a Good Impression by Tel. _____
- 182. Better Telephone Conversations _____
- 183. Barriers to Telephone Conversations _____
- 184. Making and Returning Calls _____
- 185. Answering Calls and Taking Messages _____
- 186. Making Cold Calls _____
- 187. Handling Conference Calls _____
- 188. Cellular Phone Etiquette _____
- 189. Appropriate Work E-Mail _____
- 190. Mistakes of Work E-Mail _____

Meeting Etiquette

- 191. Handling Pre-Meeting Details _____
- 192. Leading a Large Meeting _____
- 193. Introducing Speakers _____
- 194. Facilitating Discussions _____
- 195. Closing a Large Meeting _____
- 196. Two-Person Meeting _____
- 197. Participating in Meetings _____
- 198. Inviting Speakers _____
- 199. Preparing Meeting Visuals _____
- 200. Attending a Videoconference _____