

**Calhoun ISD Michigan Works!  
Required Employability Skills Training**

<b>MICHIGAN REQUIREMENT</b>	<b>TRAINING</b>
<b>Critical Thinking/Problem Solving</b>	
<ol style="list-style-type: none"> <li>1. Know who to ask or where to go to solve workplace problems</li> <li>2. Follow step by step written instructions</li> </ol>	<ol style="list-style-type: none"> <li>1. KeyTrain Career Skills Communicating at Work:76 and Problem Solving: 131-133, KeyTrain Teamwork Level 3</li> <li>2. KeyTrain Reading for Information (Level 3 Following Directions, L4 Reading Procedures, L5 Applying Instructions, and L6 Complex Information)</li> </ol>
<b>Oral Communications</b>	
<ol style="list-style-type: none"> <li>1. Know how to communicate appropriately with supervisors and co-workers</li> </ol>	<ol style="list-style-type: none"> <li>1. KeyTrain Career Skills Communicating at Work: 71-80 and Person to Person Etiquette:173-176</li> </ol>
<ol style="list-style-type: none"> <li>2. Use appropriate language and terminology for the workplace</li> </ol>	<ol style="list-style-type: none"> <li>2. KeyTrain Career Skills Speaking: 81-85, Non-Verbal Communication: 111-120, and On the Job Etiquette: 161,163,170</li> </ol>
<ol style="list-style-type: none"> <li>3. Articulate thoughts and ideas clearly and effectively</li> </ol>	<ol style="list-style-type: none"> <li>3. KeyTrain Career Skills Teamwork: 156-159 and Presenting Yourself:101-105</li> </ol>
<b>Written Communications</b>	
<ol style="list-style-type: none"> <li>1. Read and process workplace information</li> </ol>	<ol style="list-style-type: none"> <li>1. KeyTrain Reading for Information Levels 3-7 and Locating Information Levels 3-6</li> </ol>
<ol style="list-style-type: none"> <li>2. Write basic notes, memos, letters, and reports clearly and effectively</li> </ol>	<ol style="list-style-type: none"> <li>2. KeyTrain Business Writing Levels 3, 4 and 5.</li> </ol>
<b>Teamwork/Collaboration</b>	
<ol style="list-style-type: none"> <li>1. Build collaborative relationships with colleagues and customers</li> </ol>	<ol style="list-style-type: none"> <li>1. KeyTrain Teamwork Level 3, 4 and 5</li> </ol>
<ol style="list-style-type: none"> <li>2. Be able to work with diverse teams</li> </ol>	<ol style="list-style-type: none"> <li>2. KeyTrain Teamwork Levels 3, 4, 6 KeyTrain Career Skills Workplace ethics 47 and 48</li> </ol>
<ol style="list-style-type: none"> <li>3. Take personal responsibility for influencing and accomplishing group goals</li> </ol>	<ol style="list-style-type: none"> <li>3. KeyTrain Teamwork Levels 3, 4, 5</li> </ol>
<b>Management Conflict/Negotiation Skills</b>	
<ol style="list-style-type: none"> <li>1. Demonstrate objectivity in assessing other viewpoints by considering all sides of an issue</li> </ol>	<ol style="list-style-type: none"> <li>1. KeyTrain Teamwork Levels 4, 5, 6 and KeyTrain Career Skills Problem Solving 131-135</li> </ol>
<ol style="list-style-type: none"> <li>2. Show respectful behavior during workplace conflicts</li> </ol>	<ol style="list-style-type: none"> <li>2. KeyTrain Career Skills Teamwork 155-160, Career Skills Communicating at Work: 76-80, Career Skills Presenting Yourself: 107-110</li> </ol>

<b>MICHIGAN REQUIREMENT</b>	<b>TRAINING</b>
3. Know how to compromise with others	3. KeyTrain Teamwork Levels 4, 5, 6 ; Career Skills Teamwork: 155, 160; Employer Expectations: 68, 69; Listening: 93-100
<b>Information Technology Applications</b>	
1. Demonstrate the use of the Internet as an electronic research tool	1. KeyTrain Job Profiles Database Useage and O*NET Occupation Research
2. Select and use appropriate technology to accomplish a given task (printers, copiers, scanners)	2. Appropriate technology is available in all Michigan Works! Service Center and staff are available to assist with use of equipment.
<b>Professionalism/Work Ethic</b>	
1. Demonstrate personal accountability, effective work habits, e.g. punctuality, working productively with others, appropriate hygiene and dress, and time and workload management	1. KeyTrain Career Skills Workplace Ethics: 41-50, Career Skills Personal Characteristics: 51-60, Career Skills Time Management: 121-130, Career Skills Customer Service: 141-150, Career Skills Employer Expectations: 61-63 and 67-69, and KeyTrain Teamwork Level 4
2. Demonstrate health and safety practices and drug-free behavior in the workplace setting	2. KeyTrain Career Skills Personal Characteristics: 51, 53, 54, Career Skills Workplace Ethics: 42
3. Obtain a reliable transportation option	3. Work one on one with MI Works! Service Center staff and obtain community referral information if appropriate
<b>Diversity</b>	
1. Learn from and work with individuals from diverse cultures, races, gender, religions, lifestyles, and viewpoints.	1. KeyTrain Teamwork Level 4, Career Skills Business Etiquette: 168,169, Career Skills Workplace Ethics: 48
<b>Creativity/Innovation</b>	
1. Look for continuous improvement in the workplace	1. KeyTrain Teamwork Level 4 and Level 6 and Career Skills Problem Solving: 131-140
2. Communicate new ideas to others	2. KeyTrain Career Skills Communicating at Work: 71-76, Career Skills Speaking: 82-88, Career Skills Teamwork: 157-159
3. Integrate knowledge across different disciplines	3. KeyTrain Teamwork Level 4 and Level 6
<b>Lifelong Learning/Self Direction</b>	
1. Be prepared to continuously acquire new knowledge & skills	1. KeyTrain Workplace Skills-Foundation for Lifelong learning

<b>MICHIGAN REQUIREMENT</b>	<b>TRAINING</b>
2. Know where and how to learn new job skills	2. KeyTrain Job Profiles Database
3. Be able to learn from one's mistakes	3. KeyTrain Career Skills Teamwork: 159, Career Skills Problem Solving: 136-138, and KeyTrain Teamwork Level 6
4. Take initiative in the workplace	4. KeyTrain Teamwork Level 5 and level 6, Career Skills Personal Characteristics: 53-54, Career Skills Time Management: 122-124
<b>Ethics/Social Responsibility</b>	
1. Demonstrate integrity and ethical behavior	1. KeyTrain Career Skills Workplace Ethics: 41-50, Career Skills Personal Characteristics: 51-60
2. Act responsibly with the interests of the larger community in mind	2. KeyTrain Teamwork Level 3, 4, and 5
3. Possess awareness of the importance of workplace policies and procedures	3. KeyTrain Reading for Information, Level 3, 4, 5 and 6
<b>Customer Service</b>	
1. Provide for customer needs and expectations in a helpful and courteous manner	1. KeyTrain Career Skills Customer Service: 141-150, Career Skills Listening: 91-98, Career Skills Personal Characteristics: 55-56, Career Skills Telephone & Email Etiquette: 181-183, 189, 190
2. Demonstrate customer service skills in an appropriate setting by listening, suggesting solutions and communicating the ideas at hand.	2. KeyTrain Career Skills Customer Service: 141-150, Career Skills Listening: 91-98, Career Skills Personal Characteristics: 55-56, KeyTrain Teamwork Level 4