

This is a wonderful resource and can be used in a variety of classes. Each lesson comes with a list of the **Top 10 Tips** plus a detailed explanation of each tip. Also included are lesson plan ideas for the teacher and a 10 question True/False quiz to measure the students' understanding of the topic.

Career Solutions Training Group

13 E. Central Avenue

Paoli, PA 19301

1-888-299-2784

<http://www.careersolutionsgroup.com/>

e-mail: cstg@careersolutionsgroup.com

The next two pages lists the titles in the "Top 10 Tips" lessons.

TOP TEN TIPS: LESSONS FOR WORK READINESS

CD I: The Job Search

Finding the Right Job

1. Top 10 Tips for Locating Jobs
2. Top 10 Tips for Networking
3. Top 10 Tips for Job Shopping Electronically
4. Top 10 Tips for Using Your Own Web Site for Job Seeking
5. Top 10 Tips for Getting Results at Job Fairs
6. Top 10 Tips for Using Employment Agencies
7. Top 10 Tips for Searching the Classified Ads
8. Top 10 Tips for Creating Your Own Position
9. Top 10 Tips for Landing an Internship
10. Top 10 Tips for Being Successful at Work

Resumes

11. Top 10 Things to Include in a Resume
12. Top 10 Tips for Locating Needed Information
13. Top 10 Tips for Selling Yourself in a Resume
14. Top 10 Tips for Organizing Your Resume
15. Top 10 Tips for Matching Your Talents to Employers
16. Top 10 Tips for Describing Your Job Strengths
17. Top 10 Tips for Dressing Up Your Resume
18. Top 10 Tips for Electronic Resumes
19. Top 10 Words to Use in a Resume
20. Top 10 Tips for Using Numbers to Promote Your Strength

The Application Process

21. Top 10 Tips for Completing a Job Application
22. Top 10 Types of Information Needed in an Application
23. Top 10 Tips for Including Job-Related Information
24. Top 10 Tips for Answering Application Questions
25. Top 10 Tips for Assuring Accuracy of Information
26. Top 10 Tips for Writing an Application Cover Letter
27. Top 10 Tips for Applying On Line
28. Top 10 Tips for Applying in Person
29. Top 10 Tips for Following Up
30. Top 10 Tips for Maintaining Enthusiasm

Interviewing

31. Top 10 Tips for Preparing for the Interview
32. Top 10 Tips for Getting Off to a Good Start
33. Top 10 Questions Interviewers Ask
34. Top 10 Questions Interviewers Should Not Ask
35. Top 10 Questions You Should Ask
36. Top 10 Tips for Including a Career Portfolio
37. Top 10 Interviewing Mistakes
38. Top 10 Job Benefits to Ask About
39. Top 10 Ways Interviewers Rate Candidates
40. Top 10 Tips to Consider before Taking a Job

CD II: Employability Skills

Employer Expectations

41. Top 10 Behaviors and Attitudes Employers Expect
42. Top 10 Behaviors and Attitudes Employers Find Objectionable
43. Top 10 Guidelines for Job Success
44. Top 10 Exceptional Personal Qualities
45. Top 10 Tips to Establish Your Credibility
46. Top 10 Tips for Demonstrating Your Skills
47. Top 10 Tips for Surviving a Bad Work Environment
48. Top 10 Tips for Managing Change
49. Top 10 Tips for Building Healthy Work Relationships
50. Top 10 Tips for Advancing Your Career

Personal Characteristics

51. Top 10 Tips for Demonstrating a Good Attitude
52. Top 10 Tips for Showing Respect
53. Top 10 Tips for Gaining Respect
54. Top 10 Tips for Demonstrating Responsibility
55. Top 10 Tips for Showing Dependability
56. Top 10 Tips for Demonstrating Courtesy
57. Top 10 Tips for Showing Pride in Work
58. Top 10 Tips for Gaining Co-Workers Trust
59. Top 10 Tips for Demonstrating Resourcefulness
60. Top 10 Tips for Showing Cooperation

Work Ethics

61. Top 10 Tips for Demonstrating Good Work Ethic
62. Top 10 Tips for Showing Appropriate Behavior
63. Top 10 Tips for Showing Honesty
64. Top 10 Tips for Treating People Fairly
65. Top 10 Tips for Using Appropriate Language
66. Top 10 Tips for Accepting Personal Responsibility
67. Top 10 Tips for Eliminating Intimidation and Harassment
68. Top 10 Tips for Respecting People from Different Cultures
69. Top 10 Tips for Overcoming Tendencies to Lie
70. Top 10 Tips for Resigning from a Job Ethically

Communication Skills

71. Top 10 Tips for Effective Oral Communication
72. Top 10 Tips for Effective Written Communication
73. Top 10 Tips for Effective Interpersonal Communication
74. Top 10 Tips for Effective Use of Words
75. Top 10 Tips for Getting and Giving Feedback
76. Top 10 Tips for Improving Communication Skills
77. Top 10 Tips for Tips for Dealing with Difficult Co-Workers
78. Top 10 Tips for Dealing with a Difficult Boss
79. Top 10 Tips for Dealing with a Difficult Client
80. Top 10 Tips for Dealing with a Difficult Supplier

CD III: Business Skills

Customer Service

81. Top 10 Tips for Gaining Customer Trust
82. Top 10 Tips for Interacting with Customers
83. Top 10 Tips for Finding Out What Customers Want
84. Top 10 Tips for Giving Customers What They Want
85. Top 10 Tips to Keep Customers Coming Back
86. Top 10 Tips for Seeing the Customer's Point of View
87. Top 10 Tips for Selling Yourself and the Company
88. Top 10 Tips for Handling a Customer's Complaints
89. Top 10 Tips for Providing Customer Service by Telephone
90. Top 10 Tips for Providing Customer Service by Internet

Teamwork

91. Top 10 Teamwork Skills
92. Top 10 Reasons Companies Use Teams
93. Top 10 Types of Decisions Teams Make
94. Top 10 Team Responsibilities
95. Top 10 Problems that Affect Teams
96. Top 10 Tips for Building Strong Team Communication
97. Top 10 Tips for Expressing Yourself on a Team
98. Top 10 Tips for Giving Constructive Criticism
99. Top 10 Tips for Receiving Criticism
100. Top 10 Tips for Team Problem Solving

Time Management

101. Top 10 Tips for Managing Time
102. Top 10 Tips for Putting First Things First
103. Top 10 Tips for Juggling Many Priorities
104. Top 10 Tips for Overcoming Procrastination
105. Top 10 Tips for Dealing with Information Overload
106. Top 10 Tips for Organizing Workspace & Tasks
107. Top 10 Tips to Staying Organize
108. Top 10 Tips for Finding More Time
109. Top 10 Tips for Managing Projects
110. Top 10 Ways to Balance Personal & Work Priorities

Problem Solving

111. Top 10 Tips for Becoming a Problem Solver
112. Top 10 Tips for Identifying a Problem
113. Top 10 Becoming a Critical Thinker
114. Top 10 Tips for Thinking Creatively
115. Top 10 Characteristics of an Effective Risk Taker
116. Top 10 Tips for Holding Yourself Accountable
117. Top 10 Tips for Managing Change
118. Top 10 Tips for Removing Your Barriers to Change
119. Top 10 Tips for Making Change Serve You Personally
120. Top 10 Tips for Dealing with Ongoing Change

CD IV: Communicating Effectively

Presenting Yourself

121. Top 10 Tips for Presenting Yourself: Voice
122. Top 10 Tips for Presenting Yourself: Appearance
123. Top 10 Tips for Presenting Yourself: Posture
124. Top 10 Tips for Presenting Yourself: Attitude & Behavior
125. Top 10 Tips for Presenting Yourself: Associates
126. Top 10 Tips for Presenting Yourself: Written Documents
127. Top 10 Tips for Presenting Yourself During Conflict
128. Top 10 Tips for Giving Constructive Criticism
129. Top 10 Tips for Receiving Constructive Criticism
130. Top 10 Tips for Demonstrating Leadership

Listening

131. Top 10 Reasons to Listen
132. Top 10 Barriers to Listening
133. Top 10 Listening Strategies
134. Top 10 Ways We Filter What is Heard
135. Top 10 Tips for Showing You Are Listening
136. Top 10 Types of Open-Ended Questions
137. Top 10 Tips for Obtaining Feedback
138. Top 10 Tips for a Positive Attitude about Listening
139. Top 10 Tips for Getting Others to Listen
140. Top 10 Tips for Becoming a Better Listener

Speaking

141. Top 10 Tips for Speaking Successfully
142. Top 10 Tips for One-on-One Conversations
143. Top 10 Tips for Small Group Communication
144. Top 10 Tips for Large Group Communication
145. Top 10 Tips for Showing Confidence
146. Top 10 Tips for Gaining the Confidence of Your Audience
147. Top 10 Tips for Using Visuals During a Presentation
148. Top 10 Tips for Using Technology During a Presentation
149. Top 10 Tips for Involving the Audience
150. Top 10 Tips for Answering Questions

Non-Verbal Communication

151. Top 10 Tips for Communicating Non-Verbally
152. Top 10 Helpful Non-Verbal Behaviors
153. Top 10 Harmful Non-Verbal Behaviors
154. Top 10 Ways People Communicate through Body Language
155. Top 10 Tips for Reading Body Language
156. Top 10 Tips for Using Body Language Effectively
157. Top 10 Tips for Improving Non-Verbal Listening
- 158 Top 10 Tips to Show Assertiveness without Being Aggressive
159. Top 10 Tips to Match Non-Verbal & Verbal Communication
160. Top 10 Tips to Interpret & Evaluate What You Hear

CD V: Business Etiquette

On the Job Etiquette

161. Top 10 Tips for Using Good Manners
162. Top 10 Tips for Language and Behavior
163. Top 10 Tips for Introducing People
164. Top 10 Tips for Business Casual Dress
165. Top 10 Tips for Business Meal Functions
166. Top 10 Tips for Behavior at Business Parties
167. Top 10 Tips for Behavior at Conventions
168. Top 10 Tips for Participating in Meetings
169. Top 10 Tips for Working in a Cubicle
170. Top 10 Tips for Decorating Your Work Area

Person-to-Person Etiquette

171. Top 10 Tips for Greeting Acquaintances
172. Top 10 Tips When Meeting New People
173. Top 10 Tips for Handshakes
174. Top 10 Tips for Showing Courtesy and Politeness
175. Top 10 Tips for Interacting with Your Boss
176. Top 10 Tips for Interacting with Someone You Supervise
177. Top 10 Tips for Interacting with Co-Workers
178. Top 10 Tips for Ending a Personal Visit or Meeting
179. Top 10 Tips for Handling Confidential Information
180. Top 10 Tips for Avoiding Gossip

Telephone and E-mail Etiquette

181. Top 10 Tips for Creating a Good Impression by Telephone
182. Top 10 Tips for Improving Telephone Conversations
183. Top 10 Barriers to Telephone Conversations
184. Top 10 Ways Business and Personal Conversations Differ
185. Top 10 Tips for Taking Messages
186. Top 10 Tips for Returning Calls
187. Top 10 Tips for Cellular Phone Etiquette
188. Top 10 Tips for Handling Angry Callers
189. Top 10 Tips for Appropriate Work E-mail
190. Top 10 Mistakes of Work E-mail

Meeting Etiquette

191. Top 10 Tips for Inviting Participants
192. Top 10 Tips for Making Participants Comfortable
193. Top 10 Tips for Giving Introductions
194. Top 10 Tips for Appropriate Behavior and Dress
195. Top 10 Tips for Keeping the Discussion on Topic
196. Top 10 Tips for Staying on Schedule
197. Top 10 Tips for Equal Participation by All
198. Top 10 Tips for Handling Disagreement
199. Top 10 Tips for Dealing with Inappropriate Comments
200. Top 10 Tips for Closing a Meeting