

# The Workplace Excellence Series

Delivering Essential Skills for Workplace Success



## Blueprint for Workforce Development Providers

serving job seekers & career changers & incumbent workers

Today's companies demand essential workplace skills when hiring, retaining, and advancing quality employees. And they look to workforce development providers like you to teach these skills. Developed through a public-private partnership in response to employer needs and vetted by businesses across industries, **The Workplace Excellence Series** is a powerful tool to help job seekers and incumbent workers master soft skills for workplace success during the job search and on the job.

### BENEFITS

Increase Customer Success

- Prepare clients to outshine their competition so they can get hired faster, perform better, and stay longer.
- Provide employers with candidates who possess the essential workplace skills they want.

Expand Regional Workforce Competitiveness & Deliver Fee-for-Service

- Offer more comprehensive workforce solutions for businesses in your area.
- Bridge the skills gap by providing candidates with the essential workplace skills to build the bottom-line.
- Deliver the Workplace Excellence training to local organizations, companies, and others as fee-for-service.

Improve Program Performance

- Inspire and equip your staff to role model workplace excellence.

### NEXT STEPS

**The Workplace Excellence Series** must be delivered by a Certified Facilitator so:

- Get your team certified to deliver the series to your clients, and as fee-for-service to employers and organizations in your area; OR
- Bring in a Certified Facilitator to deliver the series to your clients or employees.

### THE CURRICULUM

The series consists of ten flexible modules designed to help students, job seekers, and incumbent workers understand and deliver what companies really want today. Each module teaches the employer's perspective, practical skills, and the "bottom line" in one of ten essential areas.

- Adaptability** | navigating success in the changing workplace
- Communication** | verbal & non-verbal communication
- Dependability** | maximizing your time in the workplace
- Presentability** | displaying the image of your workplace
- Reasonability** | managing your mindset in the workplace
- Respectability** | thriving in the multi-generational workplace
- Suitability** | fitting into the culture of the workplace
- Transitionability** | making a smooth job transition
- Workability** | realities & expectations in today's workplace
- Writeability** | written communication in the workplace

*“Once you've hired someone, you INVEST in them. You groom them for success, and brand them to what the organization is looking for so that you have a star employee. Turnover costs. So instead of paying that cost, how about putting them through*

*The Workplace Excellence Series?”*

– Tishuana Hodge, Regional Director of Human Resources, Hilton Baltimore BWI



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