SMARTWORKETHICS

Effective Steps to Personal Responsibility in the Workplace

Course Outline:

**Class 1:  Smart Communication Skills**

* [Configure](http://dev1.mntechnology.com/course-outline)
* Interactive Assessment
* Strengths/ Stressors
* Understanding Diversity

**Class 2:  Attitude/Good Work Ethic**

* Attitude is a Choice
* Attitude and Work Ethic
* Attendance/Punctuality
* Dependability/Responsibility

**Class 3:  The Power of Your Image**

* How and What Appearance Communicates
* Understanding Dress Codes
* The Details that Perfect the Image
* Dress and Professionalism
* Hygiene/Grooming

**Class 4:  Communication Skills**

* Telephone Etiquette
* Facial Expression
* Tone of Voice
* Listening
* Giving/Following Directions
* Body Language

**Class 5:  Cognitive Skills**

* Problem Solving
* Critical Thinking, Reasoning
* Creative Thinking
* Resourcefulness

**Class 6:  Organizational Skills**

* Goal Setting
* Time Management

**Class 7:  Personal Life Skills**

* Emotional Intelligence
* Self Management

**Class 8:  When Life Gives You a Job**

* Jobs that Enhance Strengths
* Job Satisfaction