

# Yes She Can<sup>INC</sup>™

## Curriculum components of work skills development program

### General Employment Skills Class

- Prompt arrival, departure and break time
- Communicates with managers about scheduling conflicts
- Dressing for success including hygiene, clothing, overall appearance
- Knowing when to ask for help
- Understanding rationale for various tasks/responsibilities
- Self-advocacy in a work/training environment

### Workplace Social Skills and Emotional Regulation (1 and 2)

- Interacts with co-workers and managers appropriately
- Understands differences in workplace relationships and associated behavior
- Balances work and social time during a workday
- Values positive attitude and positive feedback
- Exhibits motivation to do a good job
- Accepts constructive feedback
- Respects co-workers' boundaries
- Manage frustration appropriately
- Asks for clarification
- Works cooperatively with co-workers
- Able to manage change in direction or routine

### Basic Business Skills Class

- Tagging/ticketing protocol for all merchandise
- Researching merchandise item, name, pricing and history using Wiki, EBay, AG websites
- Pricing protocols
- Data entry into inventory system
- Data entry documenting merchandise donations

### Customer and Public Relations Skills (1 and 2)

- Phone protocols
- Greeting customers' protocols
- Using up-sale and cross-sale techniques
- Completing transaction including use of credit card payments
- Writing thank you letters for donations
- Customer interactions specific to Wish List
- Maintaining accuracy of Wish List
- Assisting/teaching weekend activities with young girls

### Retail Skills (1 and 2):

- Maintaining cleanliness and appearance of store
- Maintaining appealing appearance of merchandise
- Strategies for displays

## **Marketing Skills**

- Taking and posting photos for social media sites
- Strategies, writing and posting blog entries on website
- Posting events on community calendars

## **Intermediate Business Skills**

- Controls quality of work
- Solves problems based on skill, awareness of business priorities and protocols
- Completes assignments reliably
- Completes preparation for and posts to on-line store

## **Advanced Marketing skills:** (communicating with target audience)

- Participates in developing a marketing strategy
- Identifies execution steps
- Create content calendar and publishing plan
- Identifies areas of content
- Audience Reach

## **Advanced Business Skills:** (Business decision making process)

- Identifies business priorities
- Identifies business goals and objectives along with time frames
- Actively supports team development
- Shows accountability for her work
- Understands the oversight process

## **Employment Search Skills**

- Interest in career exploration and interests
- Identify personal skills/strengths
- Develops resume
- Understands use of Linked In and sets up profile
- Purpose of and strategies around networking
- Prepares for and participates in mock interviews
- Prepares for and participates in informational interviews

## **Self-Advocacy Skills (1 and 2)**

- Identifies work-related needs to managers
- Appropriately verbalizes needs/frustrations to co-workers
- Asks for additional support/instruction as needed
- Engages in conversation with others with differing opinions
- Learns from mistakes
- Learns to set limits with others as needed
- Knows one's rights

## **Remote Learning Skills**

- Setting up a work space at home that is professional
- Using video conferencing tools
- Knowing how and when to mute or go off video
- Using chat and hand-raising function on Zoom
- Learning to take turns speaking in group Zoom call
- Meeting productivity goals and expectations