



Course Title: **Work Experience**

Description: The Work Experience Program is a cooperative arrangement between student, school, and employer. Work Experience allows a student to gain job skills, earn money, and school credit through employment in the community. While on the job, the student will learn firsthand the skills/competencies needed to get and keep a job. Students must have a job (“cash” jobs and working for relatives does not count). Students should plan to meet with the coordinator once a week.

Standards are from Iowa CTE Business, Finance, Marketing, Management Standards #2, #3, #5, #12

CTE Bus #3, Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers.

CTE Bus #5, Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others.

CTE Bus #12, Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career.

<u>Reporting Topic</u>	<u>Course Level Standards</u>	<u>Competency Statement</u>
<p>Emotional Intelligence</p>	<ul style="list-style-type: none"> ● Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others. CTE Bus #5 <ul style="list-style-type: none"> ○ Develop personal traits to foster career advancement. 5.2 <ul style="list-style-type: none"> ■ Identify desirable personality traits important to business. 5.2.1 ■ Utilize techniques to build self-confidence. 5.2.2 ■ Demonstrate interest and enthusiasm. 5.2.3 ■ Demonstrate initiative. 5.2.4 ○ Apply ethics to demonstrate trustworthiness.5.3 <ul style="list-style-type: none"> ■ Demonstrate honesty and integrity.5.3.1 ■ Demonstrate responsible behavior.5.3.2 ■ Demonstrate fairness.5.3.3 ■ Assess risks of personal decisions.5.3.4 ■ Demonstrate ethical work habits.5.3.5 ■ Take responsibility for decisions and 	<p>Students will develop an understanding of personal qualities related to succeeding in a job</p>



	<ul style="list-style-type: none"> actions.5.3.6 <ul style="list-style-type: none"> ■ Build trust in relationships.5.3.7 ■ Recognize and respond to ethical dilemmas.5.3.10 ■ Manage commitments in a timely manner.5.3.11 ○ Exhibit techniques to manage emotional reactions to people and situations.5.4 <ul style="list-style-type: none"> ■ Exhibit a positive attitude.5.4.1 ■ Demonstrate self-control.5.4.2 ■ Explain the use of feedback for personal growth.5.4.3 ■ Adjust to change.5.4.4 ○ Use communication skills to foster open, honest communications.5.6 <ul style="list-style-type: none"> ■ Explain the nature of effective communications.5.6.1 ○ Implement teamwork techniques to accomplish goals.5.8 <ul style="list-style-type: none"> ■ Participate as a team member.5.8.1 ○ Manage internal and external business relationships to foster positive interactions. 5.10 <ul style="list-style-type: none"> ■ Treat others with dignity and respect. 5.10.1 ■ Foster positive working relationships. 5.10.2 ■ Consider conflicting viewpoints. 5.10.3 	
<p>Job Skills</p>	<ul style="list-style-type: none"> ● Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career. CTE Bus #12 <ul style="list-style-type: none"> ○ Utilize critical-thinking skills to determine best options/outcomes. 12.2 	<p>Students will demonstrate how to be successful at their job and explain advancement possibilities</p>



	<ul style="list-style-type: none">■ Explain the need for innovation skills. 12.2.1■ Make decisions. 12.2.2■ Demonstrate problem-solving skills. 12.2.3○ Participate in career planning to enhance job-success potential. 12.3<ul style="list-style-type: none">■ Assess personal interests and skills 12.3.1.needed for success in business.■ Analyze employer expectations in the business environment.12.3.2■ Explain the rights of workers.12.3.3■ Identify sources of career information.12.3.4■ Identify tentative occupational interest.12.3.5■ Explain employment opportunities in business.12.3.6○ Utilize career-advancement activities to enhance professional development. 12.5<ul style="list-style-type: none">■ Describe techniques for obtaining work experience (e.g., volunteer activities, internships).12.5.1■ Explain the need for ongoing education as a worker.12.5.2■ Explain possible advancement patterns for jobs. 12.5.3○ Understand and follow company rules and regulations to maintain employment.12.6<ul style="list-style-type: none">■ Adhere to company protocols and policies.12.6.1■ Follow rules of conduct.12.6.2■ Follow chain of command.12.6.3	
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<p>Customer Relations</p>	<ul style="list-style-type: none">● Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers. CTE Bus #3<ul style="list-style-type: none">○ Foster positive relationships with customers to enhance company image.3.1<ul style="list-style-type: none">■ Reinforce service orientation through communication.3.1.4■ Respond to customer inquiries. 3.1.5■ Demonstrate appropriate communication for working with diverse clients. 3.1.6■ Interpret business policies to customers/clients. 3.1.7	<p>Students will demonstrate various ways of communicating with customers at their job placement</p>
<p>Skills for Success</p>	<ul style="list-style-type: none">● Communication Skills: Understands the concepts, strategies, and systems used to obtain and convey ideas and information. CTE Bus #2<ul style="list-style-type: none">○ Demonstrate staff communication techniques and strategies to achieve workplace objectives.2.6<ul style="list-style-type: none">■ Describe staff communication techniques.2.6.1■ Apply techniques to communicate effectively in the workplace.2.6.2■ Demonstrative active participation in staff meetings.2.6.3■ Demonstrate group problem-solving techniques.2.6.4■ Describe the impact of a social media brand on the achievement of organizational objectives.2.7.1■ Demonstrate ability to develop messages appropriate for various types of social media.2.7.2	<p>Students will demonstrate communication and leadership skills in their job placement</p>



	<ul style="list-style-type: none">■ Distinguish between using social media for business and personal purposes.2.7.3● Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers. CTE Bus #3<ul style="list-style-type: none">○ Foster positive relationships with customers to enhance company image.3.1<ul style="list-style-type: none">■ Reinforce service orientation through communication.3.1.4■ Respond to customer inquiries. 3.1.5■ Demonstrate appropriate communication for working with diverse clients. 3.1.6■ Interpret business policies to customers/clients. 3.1.7○ Resolve conflicts with/for customers to encourage repeat business. 3.2<ul style="list-style-type: none">■ Handle difficult customers. 3.2.1■ Demonstrate strategies for handling customer/client complaints. 3.2.2● Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others. CTE Bus #5<ul style="list-style-type: none">○ Exhibit techniques to manage emotional reactions to people and situations.5.4<ul style="list-style-type: none">■ Exhibit a positive attitude.5.4.1■ Demonstrate self-control.5.4.2■ Explain the use of feedback for personal growth.5.4.3■ Adjust to change.5.4.4○ Use communication skills to foster open, honest communications.5.6<ul style="list-style-type: none">■ Explain the nature of effective communications.5.6.1	
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	<ul style="list-style-type: none">○ Implement teamwork techniques to accomplish goals.5.8<ul style="list-style-type: none">■ Participate as a team member.5.8.1○ Demonstrate leadership skills to achieve workplace objectives. 5.9<ul style="list-style-type: none">■ Explain the concept of leadership. 5.9.1■ Explain the nature of ethical leadership. 5.9.2■ Model ethical behavior. 5.9.3■ Demonstrate adaptability. 5.9.6■ Develop an achievement orientation.5.9.7■ Challenge the status quo. 5.9.8■ Lead change. 5.9.9■ Enlist others in working toward a shared vision. 5.9.10■ Coach others. 5.9.11○ Manage internal and external business relationships to foster positive interactions. 5.10<ul style="list-style-type: none">■ Treat others with dignity and respect. 5.10.1■ Foster positive working relationships. 5.10.2■ Consider conflicting viewpoints. 5.10.3● Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career. CTE Bus #12<ul style="list-style-type: none">○ Utilize critical-thinking skills to determine best options/outcomes. 12.2<ul style="list-style-type: none">■ Explain the need for innovation skills. 12.2.1■ Make decisions. 12.2.2■ Demonstrate problem-solving skills. 12.2.3	
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