

CJ Healing Arts Career Camp Curriculum Summer 2023

Our Mission is to serve people with disabilities as they transform their lives into instruments of power and beauty.

We envision a world where every human's abilities, talents, and skills are applied and celebrated.

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Section 1: Work Readiness Training

Objectives:

- Identify the online job boards used by most employers and create an employment seeker profile.
- Identify the types of resumes and produce a resume or visual resume.
- Identify or describe what is appropriate attire for different work settings and interviews.
- Identify steps for preparing for an interview.
- Provide responses for common interview questions.
- Generate a list of questions to ask during an interview.
- Identify and demonstrate the steps of the active listening process.
- Identify the types of decision making and demonstrate the steps of the decision-making process.
- Identify and differentiate between various messages associated with body language.
- Define and describe the characteristics of good hygiene.
- Discuss personal safety for work, including situational awareness and internet safety.

Activities:

- Students will research five (5) different job boards of interest and record a brief description of each (i.e., Indeed, Google, ZipRecruiter, etc.) and create an employment profile (see Appendix A)
- Review each of the three (3) types of resumes and decide which one they will use (i.e., Chronological, Functional, or Combination) (see Appendix B)
- Read the Dress for Success Article (see Appendix C) and complete the Dress for Success Worksheet (see Appendix D).
- Review the Interview Preparation Worksheet (see Appendix E and Appendix F).
- Go through the Interview Preparation Worksheet (see Appendix F) and provide answers to interview questions.
- Generate a list of questions to ask an employer during an interview role play.
- Review the Active Listening Process (Appendix G) first and then conduct an interview evaluation with the Active Listening Checklist (see Appendix H).
- Review the Decision-making Process Chart (see Appendix I) and the Critical Thinking Chart (see Appendix J). Complete the Decision-making Scenarios Worksheet (see Appendix K).
- Students will watch a video on body language. Take the Body Language Quiz (see Appendix L). Review what constitutes body language, show different live examples in front of students and have them interpret the associated meaning.

Body Language

- Students will complete a KWL chart (see Appendix M) on grooming and good hygiene and then review the Characteristics of Good Hygiene and Grooming & Hygiene Checklist for Men & Women (see Appendix N)
- Students will complete a KWL Chart (see Appendix M) about personal safety and internet safety, then they will watch videos about situational awareness and internet safety.

<u>Be Aware, Stay Safe</u> <u>Being Safe on the Internet</u>

Additional Work Readiness Skills

Objectives:

- Learn how to use public transportation.
- Learn how to wash, dry, iron, fold and hang up clothes.
- Learn how to cook a healthy meal.

Activities:

- Students will be given a bus pass and will go on a bus trip to learn how to navigate the public transportation system. They will also learn how to use Google Maps to check bus schedules.
- Students will take a trip to the laundromat to learn how to sort, wash, dry, iron, fold, and hang clothes.
- Chef Jones Inc will provide a mobile cooking class at the park and hold a demonstration on how to prepare healthier versions of fast-food meals and learn the basics of cooking.

Section 2: Self-Advocacy Training

Objectives:

- Describe how the laws IDEA and ADA protect students while in school and employment.
- Identify and list their individual needs, including accommodations, for education and employment.
- Describe educational and/or transitional strengths, areas of improvement, goals, necessary accommodations, and choices for learning.
- Demonstrate active listening techniques.
- Deliver responses to personally intrusive or illegal questions about their disability.
- Explain their goals to others.
- Discuss when it may be appropriate to disclose one's disability.
- Demonstrate effective techniques for disclosing one's disability.
- Discuss personal safety for work, including situational awareness and internet safety.

Activities:

- Students will watch videos about what the ADA and IDEA are and then write down how these laws protect them.
 <u>What Does the Americans with Disabilities Act (ADA) Protect?</u>
 <u>What is the ADA? Basics and Definitions of the Americans with Disabilities Act</u>
 <u>IDEA: Individuals with Disabilities Education Act: History and Summary</u>
- Review the Types of Disabilities and Accommodations Chart (Appendix 0). Students will check off their individual needs and accommodations from the Needs and Accommodations Checklist (see Appendix P) for successful performance in school and employment.
- Complete the Transition Assessment (see Appendix Q) which includes their transitional strengths, areas of improvement, goals, necessary accommodations, and choices for learning.
- Watch videos about active listening. Refer back to Active Listening Checklist (see Appendix H) and develop and act out a role play scenario with a partner where they demonstrate all aspects of active listening.
 <u>Active Listening</u>

Active Listening Demonstration with Employee

- Discuss with the group what kind of questions are illegal or personally-intrusive and come up with responses together (see Appendix R).
- Students will brainstorm what educational and/or vocational goals they have for the future by completing the Goal Setting Worksheet (see Appendix S) and share their ideas with the group.

- Watch videos about if or when to disclose disability and have a discussion When to Disclose a Disability to an Employer - The Choice is Yours How & When to Disclose My Disability Under the ADA
- Review personal safety, situational awareness, and internet safety lesson (from Section 1)

Section 3: Work-Based Learning Experiences

Objectives:

- Identify required work behavior for attendance and timeliness.
- Demonstrate active listening skills.
- Demonstrate appropriate interpersonal communication skills.
- Know how to dress professionally for work.
- Describe professional speech in the workplace.

Activities:

- Watch videos about workplace appropriate behavior and expectations (Soft Skills playlist).
 <u>Enthusiasm and Attitude</u> Communication Professionalism Networking Teamwork Synopsis
- Review role-play scenarios on active listening skills (see Appendix H).
- Lesson: 4 basics of interpersonal communication skills: verbal, listening, written communication (sending and responding to emails), and non-verbal communication. Review scenarios to demonstrate appropriate interpersonal communication skills (see Appendix T).
- Read article Why Is It Important to Dress Professionally. Students will share their thoughts and views on why dressing professionally is important (see Appendix U).
- Read Article Professional Speech in the Workplace- Students will discuss appropriate and inappropriate speech in the workplace (see Appendix V).
- Group will take field trips based on students' employment interests.
- Arrange for the students to shadow employees based on employment interests.
- Discuss what was learned from the field trip experience.

Appendix A

How to Create an Employment Profile

Tips for creating a job-hunting profile.

- 1. Highlight the skills you have to offer.
- 2. Use a headshot photo that looks professional.
- 3. Include contact information.
- 4. Check for spelling and other errors.
- 5. Use a professional email address such as maia.johnson@website.com.
- 6. If you need to create a username keep it professional.

How To Build Your Job Search Plan

- 1. Determine the type of job you want. Before you start your search, think about the type of job you want and the kind of work you enjoy doing.
- 2. Prepare your resume.
- 3. Secure your references.
- 4. Draft a cover letter.
- 5. Start your search.
- 6. Brush up on your interview skills.
- 7. Stay persistent.

Appendix B

Types of Resumes

Objective: After reviewing the types of resumes, students will produce one type of resume or create a visual resume.

	THE 5	MAIN RESUM		IATJ	
Chronological Resume		Functional Resume		Combination Resume	
	CONTACT		CONTACT		CONTACT
	SUMMARY OR OBJECTIVE		RESUME OBJECTIVE		SKILLS SUMM
	EXPERIENCE		SKILLS		ADDITIONAL S
	EDUCATION				
	SKILLS		EXPERIENCE		EXPERIENCE
	ADDITIONAL INFO		EDUCATION		EDUCATION
IDEAL FOR:		IDEAL FOR:		IDEAL FOR:	
 Candidates seeking a job to their previous position 		Creative jobs where a po matters most	ortfolio	 Seasoned professionals a specific position 	targeting
Students and entry-level	candidates	Military transitioners		Career-changers	
 Academic resumes 		Candidates who don't w to seem overqualified	ant	People with employmer	nt gaps

How to create an effective visual resume

- 1. Focus on the content. Regardless of the style of resume that you choose, the emphasis should be on the content.
- 2. Strategically organize your information.
- 3. Utilize a portfolio.
- 4. Avoid overcrowding.

Appendix C

Dress for Success Article

When Job-Hunting: Dress for Success

by Randall S. Hansen, Ph.D.

It's probably one of the most overused phrases in job-hunting, but also one of the most underutilized by job-seekers: dress for success. In job-hunting, first impressions are critical. Remember, you are marketing a product -- yourself -- to a potential employer, and the first thing the employer sees when greeting you is your attire; thus, you must make every effort to have the proper dress for the type of job you are seeking. Will dressing properly get you the job? Of course not, but it will give you a competitive edge and a positive first impression.

Should you be judged by what you wear? Perhaps not, but the reality is, of course, that you are judged. Throughout the entire job-seeking process employers use short-cuts -- heuristics or rules of thumb -- to save time. With cover letters, it's the opening paragraph and a quick scan of your qualifications. With resumes, it is a quick scan of your accomplishments. With the job interview, it's how you're dressed that sets the tone of the interview.

How should you dress? Dressing conservatively is always the safest route, but you should also try and do a little investigating of your prospective employer so that what you wear to the interview makes you look as though you fit in with the organization. If you overdress (which is rare but can happen) or underdress (the more likely scenario), the potential employer may feel that you don't care enough about the job.

How do you find out what is the proper dress for a given job/company/industry? You can call the Human Resources office where you are interviewing and simply ask. Or, you could visit the company's office to retrieve an application or other company information and observe the attire current employees are wearing -though make sure you are not there on a "casual day" and misinterpret the dress code.

Finally, do you need to run out and spend a lot of money on clothes for interviewing? No, but you should make sure you have at least two professional sets of attire. You'll need more than that, but depending on your current financial condition, two is enough to get started and you can buy more once you have the job or have more financial resources.

Appendix D

Dress for Success Worksheet

Dress for Success

Using the word bank at the bottom of the page and the article you just read write the correct answers into the blank spaces provided in each sentence. When you are finished, turn in this sheet for credit.

1.	The first thing an employer see is your	·
2.	Dressing	is always the safest route.
3.	It is important that your outfit is	and
4.	One way to find out the proper way to dress for	r a job is to
5.	It is important that you havebreath.	teeth and
6.	Take off any	including body piercings.
7.	The day of the interview be sure to take a	and wash your
8.	Put on	so that you won't have any body odor.
9.	Go get a	
10.	Do not wear too much	or
11.	Clean and	fingernails.
12.	No or	in your mouth.

Word Bank		
hair	haircut	
cologne	trim	
candy	jewelry	
clean	ironed	
visit	brushed	
deodorant		
	hair cologne candy clean visit	

Appendix E

Steps for Preparing for An Interview

Step 1. Research the Company

Doing <u>thorough research on the company</u> you are applying to will put you head and shoulders above your competition

Step 2. Ask Questions

Make note of the questions you would like to ask about the company and the workplace culture that are important to you.

Step 3. Prepare Answers to Common Questions

Jot down some bullet point responses to the most commonly asked interview questions and rehearse them so they are fresh in your mind when the day of the big interview comes.

Step 4. Know What You're Bringing to the Table

When preparing for your interview, know how your particular skill set will translate to your job role and how it will help contribute to the overall goals of the team or department.

Step 5. Know the Location of the Interview

Look Up the Location Beforehand

Step 6. Prepare with Mock Interviews

No matter how many times you practice an answer in your head, it will sound different to you when you speak it aloud. *For this reason, it's important to speak your responses out loud as part of your interview preparation.*

Step 7. Give them a Copy of Your Resume

It is advisable to have at least 3 hard copies with you. Two in case there is more than one interviewer, and one for yourself to use to follow along as the interviewer is. discussing your work history

Step 8. Have Concluding Questions Prepared

Always have some questions to ask at the end of the end of the interview.

- 1. What's the best thing you've learned while working here?
- 2. Can you tell me more about the day-to-day responsibilities of this job?
- 3. What would be my works hours if hired?
- 4. How often do you evaluate your employees and if so, will there be an increase in pay?
- 5. Does your company offer any benefits?

Appendix F

Interview Preparation Worksheet

Directions:

- Draft your answers to the most frequently asked interview questions. This will help you to understand the value you bring and your interest in the role, so you are ready to communicate that in the interview!
- Answers should be between 30-90 seconds (max 60 seconds for a phone screening).

Traditional Questions:

1. Tell me about yourself. (Hint: think about answering the questions: who are you, what do you do, how do you do it, and for whom/why do you do it?)

2. Why are you interested in this role/company/industry? (Hint: show off your research and express your genuine enthusiasm!)

3. What is your greatest strength? (Hint: provide tangible examples of how your strengths show up in your internships, school, part-time jobs, clubs, organizations, volunteer work, etc. This should not just be positive adjectives; tell them stories as proof!)

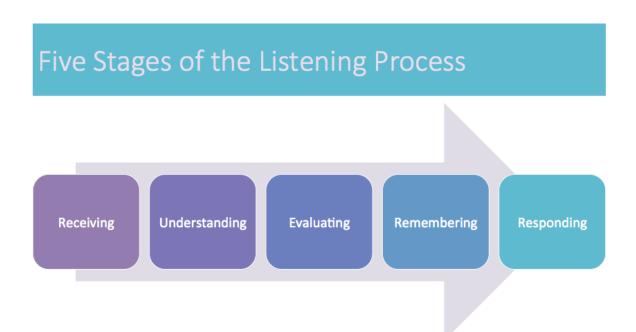
4. What is your greatest weakness? (Hint: something that shows your maturity and self-awareness, but is a weakness you are actively working on improving)

5. Where do you see yourself in 5 years? (Hint: this is a trap! Focus on how you want to professionally develop in 5 years, but do not talk about ambitions that would take you away from the role for which you are interviewing. They likely want someone for the long term)

6. Why should we hire you? (Hint: give summary with the best highlights of your education, experience, qualities, and interest in the position)

7. What questions do you have for us? (Hint: give context to the questions you ask. For example, "I saw on your website that the company has done XYZ. I was impressed, and am curious how that impacts ABC?" This shows you have done your research and are genuinely invested and interested!)

Active Listening Process



Appendix H

Active Listening Activity and Checklist

Objective: Students will be able to Identify and demonstrate the steps of the active listening process.

Activity

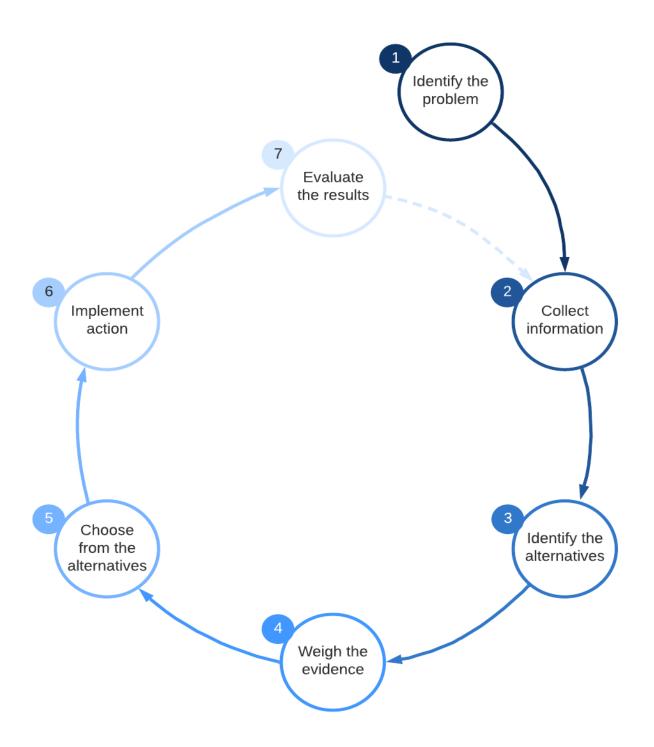
Students will be placed in a group of 3: Person 1- Interviewer, Person 2- Interviewee, Person 3- Evaluator of Listening Checklist.

While Person 1 is interviewing Person 2, and Person 3 will use the Activity Listening Checklist below to evaluate if Person 2 is demonstrating active listening skills. Person 3, the evaluator will review the checklist with Person 2 and Person 1 can add any additional comments. Each group will rotate through each person's role.

Active Listening Checklist
Pay attention.
Face the speaker.
Ask questions after the speaker has finished.
Maintain comfortable eye contact.
Concentrate on the speaker's words.
Avoid interrupting the speaker (i.e. Quiet while the speaker is talking.)
Show that you are listening by showing the appropriate body language.
Provide feedback by responding appropriately.
Comments

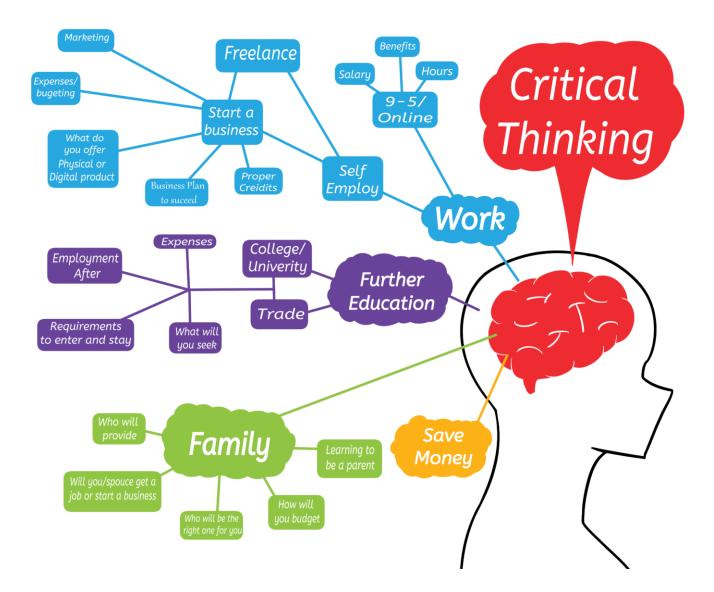
Appendix I

Decision-making Process Chart



Appendix J

Critical Thinking Chart



Appendix K

Decision-making Scenarios Worksheet

Directions: Read the three following scenarios and state what decision you would make for each scenario:

1. You are at work, and you want to purchase an item on sale. However, you're not allowed to make purchases while you're on the clock. You're thinking of putting the item away in your pocket and paying for it after you clock out. Is this a good decision? Why or why not?

2. You have been working with your coworker to finish a project that needs to be done by the end of the day. Your coworker has been slacking off and letting you do all the work. At this rate, the project won't get done on time. What should you do?

3. Your manager wants you to stay at work later than what you were scheduled for without prior notice. However, you already made plans to meet with your family later that evening. What would be the pros and cons? What would be the consequences of each choice, and which one would you choose?

Appendix L

Body Language Quiz

Are you curious about how good you are at reading body language? Take our two-minute quiz.

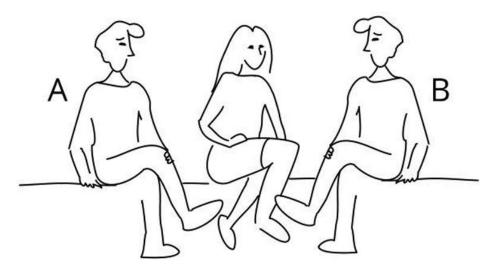
- 1. When we encounter someone, what is the part of the body that we notice first?
- □ Face
- Eyes
- □ Hands
- □ Torso
- 2. Which woman is more open to your ideas?





□ Woman A

□ Woman B



- 3. Which man is this woman interested in?
- □ Man A

□ Man B

- 4. Imagine that you walk into a room for an interview, shake the interviewer's hand, sit down, and proceed with the interview. When do you make your first impression?
- \square Between the door and when you've taken your seat.
- \square After they've asked you three questions.



- 5. You ask this person a question and they do this gesture. What is going on?
- \Box They have a headache.
- \Box They feel annoyance.

 \Box They feel shame.

- 6. If someone's verbal message is out of alignment with their nonverbal message (body language and voice tone) science has shown that we believe their nonverbal message. How much weight do we give someone's nonverbal signals?
- □ Nonverbal signals are twice as powerful as words.
- □ Nonverbal signals are six times more powerful as words.
- Nonverbal signals are twelve times more powerful as words.
- 7. Can the way we stand and move our body before a test affect our performance on the test?

□ Yes	□ _{No}
-------	-----------------

8. When we feel an emotion, it shows on our face. Is the opposite true? If we mimic a facial expression, will we feel the emotion associated with the expression?

Yes		No
103		110

- 9. In a 30-minute conversation, two people can send over _____ nonverbal signals.
- □ 50
- □ 300
- □ ₈₀₀
- □ 1400

10. If someone leans toward you when they say something,

- \Box They like the smell of your cologne or perfume.
- They are emphasizing a point.
- \Box They forgot their glasses and are trying to see you better.

11. What is this person feeling?

□ Amusement

Contempt

□ Anger



12. One of these is fake and one is real. Which smile is real?



A



B

Appendix M

KWL Chart

Name _____ Date _____

KWL Chart

Before you begin your research, list details in the first two columns. Fill in the last column after completing your research.

Vhat I Know	What I Want to Know	What I Learned

Appendix N

Characteristics of Good Hygiene

Many people equate hygiene with 'cleanliness', but hygiene is a broad term. It includes personal habits: taking a shower or bath, brushing teeth, washing hands and face, trimming and washing fingernails, combing or brushing hair, putting on deodorant, and wearing clean and neat clothing.

Grooming & Hygiene Checklist for Men & Women

Clothing + Accessories
Wear a clean, pressed, properly fitted (not too tight, short, or loose), neutral-colored suit. (TIP: Carry a stain removing stick if you plan on eating or drinking prior to your interview).
Check that your shirt is tucked in, buttoned, and clean. Ensure your tie is tied properly and your shirt is fully buttoned.
Avoid wearing anything overly revealing.
Wear clean, polished, and comfortable shoes. You may be invited on a tour of the office, be sure to choose shoes you can walk in with confidence.
Refrain from carrying too many bags with you; a purse or messenger bag is acceptable.
Avoid costume jewelry or anything overly flashy, as this could be distracting to an interviewer.
Consider covering tattoos and removing facial piercings, if possible. While tattoos are accepted, there is no way of telling how a hiring manager may feel about them. Avoid the risk of offending anyone by covering them for the interview.
Refrain from bringing coffee cups or any other beverage with you. Keep your hands free to shake hands with your interviewer.
Leave personal items, such as laptops, tablets, and smartphones in your bag. Do not take them out at any point, even if you are waiting in a room for the interviewer to arrive.

Personal Hygiene

- ___Brush, floss, and use mouthwash prior to your interview. (TIP: If you are concerned about bad breath, carry a small bottle of mouthwash and use it in a coffee shop bathroom immediately before your interview).
- ___Comb or style your hair in a professional manner; avoid dying your hair bright colors (blue, purple, pink, etc.) prior to starting a job search.
 - _Clean and manicure your nails. If you choose to wear to nail polish, choose a neutral or clear color.

___Keep your makeup natural.

____Avoid wearing perfume or cologne. Your hiring manager may not like the scent you have chosen, have a previous association with that scent, or be allergic to it.

_____Wear deodorant. If you sweat when nervous, you may want to choose a clinical strength brand.

____If traveling on a sweltering day, give yourself enough time to freshen up in a restroom prior to your interview.

____If you are chewing gum, dispose of it prior to your interview.

Appendix O

Types of Disabilities and Accommodations Chart

Disability Category	Barrier	Example Accommodations
Visual disability	Reading printed text	 Audio version of text Large-print materials Braille materials
Specific learning disability	Decoding text	 Audio books Text-to-speech software
ADHD	Remaining focused	 Allow frequent breaks. Mark answers directly in the test booklet vs. on a bubble answer sheet
Orthopedic impairment	Writing out responses (due to inability to hold a pencil)	 Permit oral response. Speech-to-text software

Appendix P

Needs and Accommodations Checklist

STUDENT:

GRADE:

DATE:

EXCEPTIONALITY:

The following accommodations are needed for students to be successful in school and employment.

Materials	Time Management/ Motivation/ Reinforcement
Audio text or other materials	Use visual schedule.
Pre-teach materials.	Use a calendar or journal.
Use highlighter tape or highlight materials.	Clarify for understanding.
Use manipulative sets.	Teach study skills.
Provide copy of notes after student attempts	Have student repeat directions.
Use large print.	Establish timelines for work.
Adapt tasks based upon student mastery.	Plan for generalization: Design/write use long- term
Clarify expectations for work.	assignment.
Use rubrics.	Timelines
Simplify language.	Give transition warning.
Avoid penalizing for:	Request parent reinforcement
Allow alternative formatting.	Use study sheets to organize material.
Use specialized equipment.	Review and practice in real situations
Calculator	Teach skill in several settings/environments.
Other	Connect skills to student's life.
	Verbal praise
Assignments	Nonverbal (visual) cues to keep working.
Use written backup to oral instructions.	Offer choices.
Reduce difficulty level.	Positive reinforcement/ Behavior chart
Shorten assignments.	Behavior Intervention Plan
Give extra cues or prompts.	Other
Give directions in small distinct steps.	
Provide exemplars/ models.	
Limit penalizing for errors related to disability.	
Provide alternate activities, same content.	
· · · · · · · · · · · · · · · · · · ·	

Testing Adaptations	Presentation of Subject Matter
 Allow oral responses. Read test to/ with student. Preview test language Extended time Short answer vs. open-ended Multiple choice vs. short answer Modified format (i.e., white space, word bank) Shortened questions/ limit answer choices. Taken in resource room. Retest at teacher's discretion Grades averaged at teacher's discretion. Other 	 Use individual/small group instruction. Provide guided notes. Provide models. Allow use of manipulative sets Highlight critical information. Pre-teach vocabulary. Simplify language or reading level of assignment. Other
Academic Allow the use of calculator, number line, or other tools as appropriate. Group similar problems together Provide less problems. Use graph paper to write problems. Provide "math facts" sheets or charts. Items read to or with student. Break multiple step items into small steps. Read directions to student. Allow more time on assignments. Don't use timed activities. Allow short breaks between activities. Ignore minor movement within assigned area. Allow student to stand and work.	Environment Preferential seating in classroom Preferential seating in lunchroom Reduce visual distractions. Allow movement within assigned area. Use a study carrel. Define areas concretely. Socialization Supports Peer tutoring Use cooperative learning. Focus on process end product. Teach social skills. Cooperative learning projects Allow opportunities to help other students. Other
Rework assignments in resource/with resource teacherGrades averaged at teacher's discretion.	

Home
Have a second set of materials at home.
Use a home-school communication programHave parent's preview or review material.
Link learning/ behavior activities to family routines
Other

Additional Information:

Appendix Q

Transition Assessment

Iransition Assessment		
Student Name:	Date:	
This is intended to help you begin thinking about what you year this will be updated to reflect your changing perspect exiting school. This information will also serve as a guide experiences you should have to help you be successful in	ive on what you want to do as you get closer to to your teachers in deciding which classes and educational	
A. Future Vision/Career Interests		
1. What kind of work would you like to do?	C. Independent Living Skills	
	1. What chores do you do at home?	
2. What type of training or education will you need for your work or career?CollegeVocational School	2. What home and community living skills can you do?	
MilitaryOn the job training	Shop for clothes	
Don't Know	Fix a snack	
	Shop for food	
B. Educational Interests	Cook a meal	
	Eat at a restaurant	
1. What subjects do you like best in school?	Use public transportation	
	Other:	
	3. Community Skills you need to learn:	
2. What subjects do you dislike?	· · · ·	
3. What do you need help with in school?	D. Recreation and leisure activities	
	1. What do you do in your free time?	
	I spend most of my time alone	
4. What can you do without help?	I spend time with friends	
	My hobbies and interests are:	
5. Which accommodations help you learn?	2. New activities I would like to try:	
6. In high school, I plan to earn a		
Diploma Certificate	3. Where would you like to live after high school?	
7. What extra-curriculuar/after-school activities do you	With family	
participate in?	With friends	
	Alone	
	Other:	
8. What extra-curriculuar/after-school activities would you like to participate in?		

Appendix R

Ways to Respond to Personal Intrusive or Illegal Questions

- 1. Gracefully avoid the question and steer the conversation elsewhere or gracefully say I rather not answer that question.
- 2. If you choose to answer, keep your answers short, broad and general.
- 3. Redirect the question back to the person.
- 4. Ask the person how this question is relevant to my job.

Appendix S

Goal Setting Worksheet

	SMART Goal Setting
In as few words as possibl	e, write down your goal.
My goal is to:	
Make your goal specific.	What actions will you take to achieve this goal?
1	
2	
3	
Make your goal measura have reached your goal?	ble. How will you track your progress? How will you know you
I will use the following nur	nbers or methods to measure my progress:
	d my goal when:
	e. I need the following things to achieve my goal:
How I will find the time to	work on my goal:
	about:
I will get support from:	
Make your goal relevant.	Why is it important for you to achieve this goal?
Make your date time bou	nd.
I will reach my goal by:	I will get halfway to my goal by:
Additional milestones:	

Appendix T

Lesson: 4 Types on Interpersonal Communication Skills

There are 4 main types of interpersonal communication:

- Verbal Verbal communication is based on what you say and how you speak in person and on the phone.
- Nonverbal Nonverbal communication is what you communicate with your body and your face.
- Writing Written communication is communicating through email, text, letter, or any other written form of communication.
- Listening Listening is also communication. When you listen, you communicate how you feel about the other person and what they say.

Activities:

Review scenarios on appropriate and inappropriate interpersonal communication skills.

Scenario 1:

Hey. I need info on Cathy. Expected it from you yesterday. Check the attachment.

Why this doesn't work:

- Typos and terse punctuation
- Passive aggressive in tone
- Not enough information included.
- No indication of what the attachment is or what response is needed.

Try this instead:

Hey [name], have you received the information on Cathy from the hiring manager? I was hoping to move forward with the hiring process, but I just heard Larry requested we change the job description. I'm not sure Cathy still meets the qualifications with this adjustment. See attached for the updated job description. I'd appreciate it if you could communicate with the hiring manager and then update me on what is happening.

Why it works:

- It provides context and clearly outlines what the request is.
- Offers information about what the attachment is.
- While not overly warm, this is a good step in the right direction.
- Pro Tip: Don't attempt to suddenly ooze warmth in your communication if your typical communication style is abrupt. Instead, work on making minor adjustments to your interpersonal communication. Over time, slowly add warmth, and it will feel more natural.

Scenario 2:

Hey Don! How have you been?? I heard you had a great vacation. So, jellies!! *** *** Did you get my last email? I know you've been busy, but I REALLY need your help! I'll swing by your office later if I don't hear from you.

Why this doesn't work:

- Too many emojis and excessive punctuation
- Slightly manipulative
- Inconsiderate and unprofessional
- Doesn't communicate what the need or request is.

Try this instead:

Hey Don! Glad to have you back from vacation. I know you have a lot on your plate, but I hope you can help me with information on our new client. Jessica mentioned you were their first point of contact. I want to ensure I have the complete picture before I start, and I value your perspective.

I look forward to hearing from you. I'll be at my desk until 5 if it's easier to talk in person. Thanks so much!

Why it works:

Polite and professional

Provides context and information upfront.

Appendix U

Article: Why Is It Important to Dress Professionally?

Indeed, Editorial Team

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What does it mean to dress professionally?

To dress professionally refers to wearing clothes that suit a professional environment. Such environments vary and may require different clothes specific to each workplace. The formality in each place of work is also different, and while some may require putting on a business suit, others may only require their employees to wear a company T-shirt and jeans. Professional outfits generally necessitate being clean and tidy. Employees may consider learning the company's dress code to understand what professional attire means to the organization for which they work.

The importance of dressing professionally

As a professional, many aspects contribute to career and company success, and the way you dress is one important consideration. Your outfit at work can be a point of judgement for a customer and may influence their decisions with regards to the business or the products and services the company offers. It may also influence how other people in the office perceive you. Here are some reasons dressing professionally is important:

To make a good first impression

Your appearance may be the first thing others notice about you. Dressing professionally can help build a good first impression, especially during an interview or formal meetings with stakeholders or hiring managers.

To show your level of professionalism

Proper dressing is a way to show your level of professionalism. Making an effort to look appropriate for the workplace can encourage others to respect and see you as a person who values their work. Employers can interpret professional dressing as work dedication, seriousness, and respect for the organization.

To boost your confidence

Dressing professionally can boost your confidence. When you wear the appropriate clothes and have suitable accessories, it shows other people that you're confident in your profession. This can help you feel more comfortable and motivate you to perform better. It also helps you project a professional image, which can help others respect you and build your network of colleagues and business connections.

Appendix V

Article: Professional Speech in the Workplace

When you are at work, use clean language even during casual conversations and emails. Avoid gossiping, talking about sensitive subjects and sharing overly personal information with coworkers. If you do need to confide in a colleague, do it in a private space where customers or managers cannot hear you.

During meetings and discussions, speak clearly and courteously so people can understand you. Listen to your colleagues when they share ideas and acknowledge the things they say even if you disagree. Your tone and language are equally important when communicating through email. Keep emails professional because they become long-term records of conversations.

