
Next Steps Workbook

Community Learning Alternatives

Instructions

This workbook should be completed as you progress through the units in this course. The pages consist of **activities**, **homework**, and **portfolio homework**. The lesson activities are designed to be completed while you participate in the live sessions for each unit. The homework is for practicing what you have learned in each session, and the portfolio homework is designed to help you build a portfolio that demonstrates your knowledge, skills, abilities and other attributes that are related to employment. When you finish each piece of portfolio homework you will put a completed copy into your portfolio template.

Contents

Day 1: Goal Setting

Day 3: Transferable Skills

Day 4: Portfolio Session 1

Day 6 & 7: Email for Work

Day 8: Portfolio Session 2

Day 9: Cover Letter & Resume Preparation

Day 11: Career Ladders

Day 13: Portfolio Session 3

Day 14: Job Searching Online, Applying to Jobs Online & Job Application Mapping

Day 16: Portfolio Session 4

Day 17 & 18: Interview Preparation

Day 19: Basic Labour Rights

Acknowledgments

The Enhancing Displaced Workers Literacy and Essential Skills project is a collaborative project managed by Decoda Literacy Solutions and supported by Social Research and Demonstration Corporation (SRDC) and Learning Metrix. The project is funded in part by the Government of Canada's Adult Learning, Literacy and Essential Skills Program.



This work is licensed under the Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License.

To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-nd/4.0/>



Day 1: Goal Setting

In This Unit:

- Lesson Activity
- Homework



Lesson Activity - Goal Setting

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

1. Write down 10 personal values you have. Things that are important to you.
2. Once you're happy with those 10, eliminate 3.
3. After you have made that decision, eliminate 2 more.

These 5 values could be considered your core values!

Homework - Goal Setting

Complete the following sentences:

1. One thing I want to do today is.....
2. Something I would like to achieve this week is.....
3. Something I would like to achieve this month is.....
4. Something I would like to achieve in the next year is.....
5. The thing that might stop me from reaching my goal is.....
6. One thing that can help me to overcome this barrier is.....

Now take your answers and complete the SMART goal process

S Specific	What exactly do you want to do? What are the specifics of this goal?	
M Measurable	How will you know you've achieved it? What would success look like to you?	
A Achievable	What parts of this goal are in your power to achieve? What resources do you have?	
R Realistic	Is this something that is reachable within the time you've set and with your current resources?	



T Timely	When exactly do you want to accomplish this? Do you need to set timelines for each step?	
-------------	------------------------------------------------------------------------------------------	--



Day 3: Transferable Skills

In This Unit:

- Lesson Activity
- Homework

Lesson Activity - Transferable Skills

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

1. Research a job you are interested in.
2. Send an email to your instructor stating in point form 5-10 requirements or skills that could make you a successful candidate for the job.

Example:

I am interested in being a Travel Agent

- Good customer service
- Ability to work with confidential information
- Great attention to detail
- Ability to research
- Good understanding of Geography

Homework - Transferable Skills

Part 1 Instructions: Start by making 5 lists including the following....

- **List 1:** Entire employment history (job titles)
- **List 2:** Entire volunteer history (position titles)
 - Group both your employment history and volunteer history into job types (restaurant, cleaning, manufacturing, etc.)
 - For each job or volunteer position, **write three to five duties/tasks** you had while working there (stocking shelves, greeting customers, completing monetary transactions etc.)
- **List 3:** Create a list of non-employment work such as clubs you are involved in, events you have participated in, or even certifications you have such as First Aid or Smart Serve.
- **List 4:** List your hobbies and interests (cooking, painting, reading, etc.)
- **List 5:** List your major life events (travelling, birth of a child, moving, etc.)

Part 2 Instructions: Review the lists you created and think about the following...

- What types of people did you work with?
- What were your duties/tasks?
- What skills were you using for each duty/task/hobby/event?

Part 3 Instructions:

- Now look at that list of duties/tasks/hobbies/events that you were involved in and **write down** the skills that you needed, or developed, to complete these duties/tasks/hobbies/events
 - These skills are your transferable skills!

Example:

Job type: Customer service

Duty: Use Cash Register

Skills: Numeracy, time management, accountability (transferable skills)



Day 4: Portfolio Session 1

In This Unit:

- Lesson Activity
- Homework

Lesson Activity - Portfolio Session 1

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

1. Write a quick version of 1 or 2 Significant Stories. [Point form is fine for your first draft.]
2. Make sure that your stories include examples of the Knowledge, Skills, Abilities and Other Attributes you gained or used.

Prompts

“Have you ever made a mistake? How did you handle it?”

“Give an example of a goal you reached and tell me how you achieved it.”

This is an example to help you get a better idea of how a finished product might look.

Example of point-form:

Prompt: “Give an example of a goal you reached and tell me how you achieved it.”

1. GOAL: wanted to save money on my grocery bill
2. Realize that vegetables were a high expense for me
 - o KNOWLEDGE: cost of items SKILL: reviewing my spending
3. Researched how to grow vegetables on my patio
 - o SKILL: research, finding resources ABILITY: problem solving
4. Watched YouTube videos on how to start seeds
5. Started collecting seeds from food I bought all winter (peppers, cucumbers, tomatoes)
 - o SKILL: following instructions ABILITY: planning ahead
6. Made a planting calendar
 - o SKILL: creating and following a timeline OTHER ATTRIBUTES: organized
7. Started seed inside

- 
- o OTHER ATTRIBUTES: patience, perseverance
8. Planted them in spring on my patio
- o SKILL: manual labour, hand tools, working with plants
9. Munched down on yummy food
- o OTHER ATTRIBUTES: great appetite!

Portfolio Homework - Portfolio Session 1

Instructions: Complete this unit's portfolio homework and include a copy of your final work into your portfolio.

1. Write 1 or 2 different Significant Stories.

They might relate to questions like:

- “Give an example of a goal you reached and tell me how you achieved it.”
- “Have you ever made a mistake? How did you handle it?”

2. Make sure your story is brief, to the point, and has a beginning, middle, and end

3. Consider why this story matters to you

4. Make sure you highlight your:

- o **Knowledge** (what you know) and
- o **Skills** (what you can do)
- o Aim for **Abilities** (What comes naturally)
- o and **Other Attributes** (who you are as a person)

5. Be prepared to share them in the next Portfolio Session

If you are having trouble thinking of things to write about, here are more ideas you might want to use:

- Explain a time that you solved a problem
- Give an example of when you took a leadership role or initiative on something
- Describe something you did that you were proud of
- Give an example of something you think you've improved about yourself
- Describe a time you had to work with a difficult person
- Describe a goal you reached and how you achieved it
- Explain how you managed to get through a subject at school you struggled with

Remember: Do as much as you can. We're *LEARNING* a process, so it doesn't need to be perfect!

If you start to feel really stuck, *REACH OUT* to your coach. We're here to help you.



This is an example to help you get a better idea of how a finished product might look.

Example of story-style:

Prompt: “Describe a challenge you faced at work and how you dealt with it.”

At my last job working as a cashier, I had a customer that was extremely unhappy with a shirt she had just bought. She said that the stitching had split at the seams the first time she tried to put it on.

I was working alone that day, and our policy was exchange only, but she wanted a refund because she was worried whatever replacement she got would also rip.

I said that maybe we could look through the other shirts we had to check the stitching and see if there was one that she thought was okay. She refused and demanded a refund.

I asked for her phone number and name and told her I would call her after I had spoken to my manager and that I would contact her the next day.

Although my manager couldn't give a refund, I found out that sometimes one could be issued from our head office. I was able to get a phone number for the Head Office. When I called back the next day, I gave her the number. I also followed up with her the next week just to make sure it went okay.

KNOWLEDGE: company policy, procedure

SKILLS: working with angry people, good customer service

ABILITIES: problem solving, meeting deadlines

OTHER ATTRIBUTES: going “above and beyond”, staying calm

Once the Significant Stories are completed, please place your final good copies on page ___ of your portfolio.



Day 6 & 7: Email for Work

In This Unit:

- Lesson Activity
- Homework



Lesson Activity - Email for Work

Optional Activity

Answer the following questions.

1. What are the **advantages** of having a Gmail account?
2. Are there any **features** on Gmail you would use aside from email?
3. **Optional**: If you already have a Google account, sign in, then explore the Gmail interface.



Homework - Email for Work

1. Create a new email address for professional use (if necessary). Share your new address with your coach, or if you have decided to use an existing address, share with your coach the reasons you feel it will be sufficient. For a tutorial on creating an email account, check out the link below:

<https://edu.gcfglobal.org/en/gmail/setting-up-a-gmail-account/1/>

2. Adjust your privacy settings on all social media (if you have social media). For a quick refresher, here is a link to a tutorial on Adjusting Facebook Privacy Settings.

<https://edu.gcfglobal.org/en/facebook101/adjusting-your-privacy-settings/1/>

Optional - Create a LinkedIn profile. LinkedIn is a popular social network that is all about professional networking—that is, building a group of contacts to help advance your career.

<https://edu.gcfglobal.org/en/linkedin/>



Day 8: Portfolio Session 2

In This Unit:

- Lesson Activity 1
- Lesson Activity 2
- Homework 1
- Homework 2



Lesson Activity 1 - Portfolio Session 2

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

KSAO Activity

1. You will now go into a breakout group with one other person.
2. Read your story.
3. Your partner will write down the **Knowledge, Skills, Abilities,** and **Other Attributes** they hear, and share that with you when you're done reading.
4. You will then switch roles.



Lesson Activity 2 - Portfolio Session 2

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

1. Tell your significant story again.
2. The listener should write down the **Emotions, Struggle, Triumph,** and **Growth** they hear and share that with you when you're done reading.
3. You will then switch roles and or debrief as a group.

Portfolio Homework 1 - Portfolio Session 2

Instructions: Complete this unit's portfolio homework and include a copy of your final work into your portfolio.

Testimonials.

A testimonial is a short statement someone writes about another person's qualifications, skills, knowledge, abilities and characteristics. Obtain testimonials about YOU from somebody you know.

1. Make a list of up to five people you can ask.
2. Contact them! Explain what it's for.
3. Ask for it in writing or email.
4. Include testimonials in your portfolio.

Other documents you could add that would be similar to testimonials are: references, performance reviews, recommendation letters, thank you cards, etc.

It may take some time to obtain these, so don't worry if you don't receive them right away!

Once the testimonials are completed, please place your final good copies on page __ of your portfolio.

Portfolio Homework 2 - Portfolio Session 2

Instructions: Complete this unit's portfolio homework and include a copy of your final work into your portfolio.

1. Review your stories using the "Good Storytelling" method:

- Highlight (circle, bold, underline) the **Emotions**, **Struggle**, **Triumph**, and **Growth** you experienced.
- If you are missing these things in your story, think about where you can add them in.

Remember:

1. Be honest about your feelings.
2. Clearly demonstrate the struggle.
3. Celebrate your success or journey.
4. Highlight how you've grown.

Once the updated Significant Stories are completed, please place your final good copies on page ___ of your portfolio.



Day 9: Cover Letter & Resume Preparation

In This Unit:

- Homework



Homework - Cover Letter & Resume Preparation

Email your instructor to schedule an appointment to work on your cover letter and resume:

1. If you already have a cover letter and resume, email them to your Instructor.
2. If you do not have a cover letter and resume, get in touch with your instructor who will connect you with Employment Services.



Day 12: Career Ladders

In This Unit:

- Lesson Activity
- Homework



Lesson Activity - Career Ladders

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

Based upon the jobs that you are interested in, think of other positions that would help you get to that job.

Jobs of interest:

What types of tasks, training, jobs, or volunteer positions would you do to climb that career ladder?

Tasks:

Training:

Jobs:

Volunteer positions:



Homework - Career Ladders

Spend some time thinking about a path to get you where you want to go. This can be in a career, a job or education.

Make a point-form list of the steps you need to take to reach your goal.

Now reflect:

- Are these steps achievable?
- What do you need to get to each step?
- How long might each step take?
- Is there more than one path to get where you want to go?
- Which “Ladder” path best suits you and your lifestyle?



Day 13: Portfolio Session 3

In This Unit:

- Lesson Activity
- Homework

Lesson Activity - Portfolio Session 3

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

Types of Skills

Choose *one* job for Transferable skills, Job-Specific skills, and Personal Management skills and write at least 5 points for each section (or more if you can!)

Transferable Skills

- Common across many jobs (Example: Teamwork Skills)
- Acquired and developed in many different situations like work, school, hobbies, etc.

Job:

Example Skills:

- 1.
- 2.
- 3.
- 4.
- 5.

How to get these Skills:

- 1.
- 2.
- 3.
- 4.
- 5.



Job-Specific Skills

- Required to do a certain job
- Often learned through some form of training – can be certificate, degree, on-the-job experience

Job:

Example Skills:

- 1.
- 2.
- 3.
- 4.
- 5.

How to get these Skills:

- 1.
- 2.
- 3.
- 4.
- 5.

Personal Management Skills

- Skills you use every day to manage your life
- Time management, money management, and organization are good examples

Job:

Example Skills:

- 1.



2.

3.

4.

5.

How Might these Skills Help?

1.

2.

3.

4.

5.

Portfolio Homework - Portfolio Session 3

Instructions: Complete this unit's portfolio homework and include a copy of your final work into your portfolio.

Develop a 60-second personal statement.

Your personal statement is a quick summary of your Knowledge, Skills, Abilities and Other Attributes (KSAOs) that are relevant to the job.

It grabs your listener's attention and tells them why you are a good candidate for the job. It's your own commercial to "sell" your skills to the employer.

Try to follow this format:

Step 1. I'm [give your related job title or any professional title that is relevant]

Step 2. I have [list experience or interest that relates to the job you are interested in]

Step 3. One of greatest interest/passions [this should relate but help set you apart]

Step 4. I'm proudest of [this could be an accomplishment, a problem you solved, or training you've taken]

Step 5. [Either connect why these things would make you the best candidate, or ask if you'd be a good fit for their team]

Tips for developing your personal statement:

KEEP IT SHORT AND SWEET

→ Your elevator speech is a sales pitch. Be sure you can deliver your message in 60 seconds or less.

FOCUS ON THE ESSENTIALS

→ Say who you are, what you do, and what you want to achieve.

BE POSITIVE AND PERSUASIVE

→ Your time is limited. Focus on what you want to do, not what you don't want to do. Be upbeat and flexible.

PRACTICE, PRACTICE, PRACTICE



→ Deliver your speech to a friend or record it, so that you can be sure that your message is clear

Examples:

“I have a decade's worth of experience in carpentry, working primarily with small, local employers. If your company is ever in need of an extra set of hands, I'd be thrilled to swing a hammer for you.”

“My name is Bob, and after years of teaching my family and friends to cook, I'm taking the plunge and teaching my own cooking classes. If you know anyone who's looking to explore new recipes and meet new people, I hope you'll send them my way!”

“I create illustrations for websites and brands. I started drawing when I was a kid and have developed my skills over 20 years. My passion is coming up with creative ways to express a message, and drawing illustrations that people share on social media. Would you care to check out my website?”

Once the 60-second pitch is completed, please place your final good copy on page ___ of your portfolio.



Day 14: Job Searching Online, Applying to Jobs Online & Job Application Map

In This Unit:

- Lesson Activity
- Homework



Lesson Activity - Job Searching Online

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

For practice, you will use multiple websites to search for job positions that you are interested in applying to.

1. Pick two job postings you are interested in
2. Highlight the key words and information
3. Research the employer online to find out more about them

Homework 1 - Job Application Map

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

Create a job application map that is set towards your own career goals. Include the following sections (you can include education and training as part of this map as well):

- 1. New Job I would like** (a specific job or a sector I am interested in)
- 2. Previous work I did** (both paid and unpaid)
- 3. What I liked about this work** (duties or situations I really enjoyed. Eg: working with people, flexible schedule, etc.)
- 4. What I hated about this work** (things I found difficult or didn't like Eg: working outside in the winter, having to reach a quote, etc.)
- 5. Skills I have** (solid skills I feel comfortable doing. Eg: cash handling, working independently, fluent in Spanish, etc.)
- 6. Interests that I have** (Eg: science, working with tools, coordinating events, video games, etc.)
- 7. Contacts that can help me in my job search** (Eg: Former employers, employment services, a friend in a company I want to work for, etc.)
- 8. Needs both for the job I would like and for my job search** (Eg: steel toed shoes, a current resume, transportation, WHMIS training, etc.)
- 9. Dreams I have about my future** (Eg: work from home, retire by 55, make \$80K a year, Move to Mexico, etc.)
- 10. Must Haves for my new job** (Eg: childcare on-site, benefits, flexible schedule, ability to advance, \$18/hour minimum, etc.)
- 11. Upgrading I might require** (Eg: Highschool Diploma, welding ticket, Advanced Microsoft certification, etc.)

Homework 2 - Applying to Jobs Online

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

Now that you have found some jobs you might be interested in, it is time to apply!

Before sending in an application, we need to make sure we have the following:

- A **resume** that has been tailored to this job position.
- A **cover letter** that has been tailored to this job position (if required).
- A professional **email** address you can use to send in your application.

Once all of those are completed, you are ready to send in that application!



Day 16: Portfolio Session 4

In This Unit:

- Homework

Homework - Portfolio Session 4

Write down your answer at least 3 of these competency-based interview questions using the STAR method.

Interview Questions:

1. Give an example of how you worked effectively with people to accomplish an important result.
2. Describe a situation when you were able to strengthen a relationship by communicating effectively. What made your communication effective?
3. Tell me about a time you overcame a challenging situation. What steps did you take?
4. Give me an example of a time you managed numerous responsibilities. How did you handle that?
6. Tell me about a time when you went above and beyond the duties of your role.
7. Describe a major change that occurred in a job or your life. How did you adapt to this change?

STAR Method:

S – SITUATION: A brief description of the past experience (where/when did it happen?).

T – TASK: The task you needed to accomplish or the goal you were trying to reach.

A – ACTION: What action did you take? What steps did you take to deal with the situation?

R – RESULTS: The outcome of the situation. Was the challenge overcome? Was the problem resolved?



Day 17 & 18: Interview Preparation

In This Unit:

- Lesson Activity
- Homework

Lesson Activity - Interview Preparation

Instructions: Complete this activity while you are watching and/or participating in the lesson for this unit.

Please answer the questions below as you would respond to them in an interview.

- Tell me about yourself.
- Why do you want to work for (insert company name here)?
- How did you find out about this position?
- Where do you see yourself in five years?
- Why do you want to work here?
- Tell me about a conflict you had at a previous job and how you dealt with it.
- What would you consider one of your strengths?



Homework - Interview Preparation

1. Contact your coach to schedule a practice interview.
2. Your coach will send you the job description to review.
3. Prepare for the interview by reviewing your own skills, the job description, and common interview questions!



Day 19: Basic Labour Rights



Final Notes

Thank you for completing our Next Steps program at CLA! We hope that you found our program beneficial and we wish you luck on your path to employment. Please remember: although this course has concluded, you may feel free to reach out to CLA at any time.

We are here for you!

More information and resources:

● Employment Services

● Career Edge

- Dundas St W, Trenton
- (613) 392-9157

● Meta Employment Services

- 161 Bridge St W Unit 8, Belleville
- (613) 966-9069

● Loyalist College Community Employment Services

- 54 Dundas St E, Belleville
- (613) 966-0205

● Labour Rights

● Occupational Health and Safety Act

- <https://www.ontario.ca/laws/statute/90o01>

● Employment Standards Act

- <https://www.ontario.ca/laws/statute/00e41>

● Legal Aid

● Community Advocacy and Legal Centre (CALC)

- 158 George St, Belleville
- (613) 966-8686