

How to Use KeyTrain® Career Skills

To View Career Skills Lessons from an Instructor Account

Instructors can access the Career Skills lessons directly from the KeyTrain Instructor Menu. To view the lessons follow these steps:

1. Go to www.keytrain.com and click on *Run KeyTrain Online*.
2. Log-in to KeyTrain by entering your instructor username and password.
3. Click on the *Take Lessons* option in the instructor menu and select *Career Skills*. Click *I Accept* on the Instructor Access to Lessons screen.
4. Choose the topic for lessons you wish to view and then click the *Launch* button for the *sub-topic* to open the lesson menu for the sub-topic.
5. Click on the lesson title in the menu (e.g. *Language and Behavior*) to take the lesson. The three sections of the topic lesson are indicated by the *Overview*, *Learning*, and *Practice* buttons. The *Overview* presents the main idea of the topic lesson and lists 10 tips for using the skill at work. Each tip is explained in more detail in the *Learning* section of the lesson. Finally, the *Practice* section provides an opportunity to answer True/False questions on the topic and respond to an activity question. You can go to different sections in the lesson by clicking on the section tabs.
6. After viewing the lesson, click the *Menu* button to return to the lesson menu where you may view more sub-topic lessons.
7. To exit Career Skills, click *Exit* on the lesson menu screen. You will be returned to the Career Skills topic menu where you may select other topics to view.

Assigning Career Skills Lessons

The Career Skills Checksheet can be used by instructors as a tool for assigning Career Skills lessons to students. Simply check the lessons you wish students to complete and give each student a copy of the checklist. Students may use the checksheet to see a listing of all 200 Career Skills lessons to find lessons they may be interested in taking. They can also use their checksheet to check off lessons they have completed.

Student Reporting

The Career Skills Analysis report shows lesson objectives and outcomes and student quiz data for Career Skills lessons. To generate a Career Skills Analysis report:

1. Log-in to KeyTrain and click on *View/Print Reports* in the Instructor menu.
2. Select to report on an individual student or class of students.
3. When the list of reports appears, click on *Career Skills Analysis*.
4. A list of students or classes will appear. Select the student or class you wish to report on from the list by clicking on the report icon in the row for the student or class.

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5. Select the Career Skills courses you want to report on and click on the desired report options. Then click on *Get the Report*.
6. You may view the report online, copy it to your computer or print it.

Student Instructions for Using Career Skills

Student can take Career Skills lessons directly from their KeyTrain Student Menu.

1. Have students go to www.keytrain.com and click on *Run KeyTrain Online*.
2. Prompt students to enter their username and password to log-in to KeyTrain.
3. Have them click on the Career Skills option in the student menu. The *My Career Skills Assignments* screen will appear.
4. Direct students to the Career Skills course and topic you wish them to complete.
5. Allow students to work through their assigned lesson(s).
6. *Printing completion certificates:* When students complete a lesson, Career Skills will return them to the topic menu where they can choose another topic lesson or exit the program. Once a lesson is completed, the student may print a completion certificate to document their progress from their *My Career Skills Assignments* screen. The option to *Print Completion* will be shown under the topic title. To print the certificate, students just click on *Print Completion* and follow the directions. KeyTrain will record which lessons the student has completed, and they may print a completion certificate at their convenience.
7. Make sure that students know the proper way to exit Career Skills. **If students exit Career Skills by closing Internet Explorer or another browser, their lesson data may be lost.** Career Skills will ask a student if they want to return to the lesson menu when they complete a lesson. When they return to the lesson menu, they should click on EXIT to leave the lesson menu. They will be returned to their *My Career Skills Assignments* screen. To exit Career Skills, students should click the *Done* button on the assignments screen or click on *Logout* in the top of the screen. If they click the *Done* button, they will be returned to their KeyTrain Student Menu. If they click *Logout*, they will be redirected to the KeyTrain log-in page.



KeyTrain® Career Skills Summary Checksheet

Student name: _____

Class: _____

The Job Search

- Finding the Right Job _____
- Effective Resumes _____
- The Application Process _____
- Interviewing Skills _____

Work Habits

- Workplace Ethics _____
- Personal Characteristics _____
- Employer Expectations _____

Communication Skills

- Communicating at Work _____
- Speaking _____
- Listening _____
- Presenting Yourself _____
- Non-Verbal Communication _____

Workplace Effectiveness

- Time Management _____
- Problem Solving _____
- Customer Service _____
- Teamwork _____

Business Etiquette

- On the Job Etiquette _____
- Person-to-Person Etiquette _____
- Telephone and E-mail Etiquette _____
- Meeting Etiquette _____

KeyTrain® Career Skills Detailed Checklist

Student name: _____

Class: _____

The Job Search

Finding the Right Job

- 1. Locating Jobs _____
- 2. Networking _____
- 3. Job Shopping On Line _____
- 4. Building a Job Search Web Site _____
- 5. Getting Results at Job Fairs _____
- 6. Using Employment Agencies _____
- 7. Searching the Classified Ads _____
- 8. Creating Your Own Position _____
- 9. Landing an Internship _____
- 10. Staying Motivated to Search _____

Effective Resumes

- 11. Things to Include in a Resume _____
- 12. Locating Needed Information _____
- 13. Selling Yourself in a Resume _____
- 14. Terms to Use in a Resume _____
- 15. Matching Talents to Employers _____
- 16. Describing Your Job Strengths _____
- 17. Organizing Your Resume _____
- 18. Writing an Electronic Resume _____
- 19. Dressing Up Your Resume _____
- 20. Using a Resume Successfully _____

The Application Process

- 21. Completing a Job Application _____
- 22. Types of Information for an Application _____
- 23. Reasons Companies Use Applications _____
- 24. Developing Job-Related Information _____
- 25. Assuring Accuracy of Information _____
- 26. Writing a Cover Letter _____
- 27. Applying On Line _____
- 28. Applying in Person _____
- 29. Following Up on Your Application _____
- 30. Double Check on Your Application _____

Interviewing Skills

- 31. Preparing for an Interview _____
- 32. Getting an Interview Off to a Good Start _____
- 33. Questions Interviewers Ask _____
- 34. Questions Interviewers Should Not Ask _____
- 35. Questions You Should Ask _____
- 36. Things to Include in a Career Portfolio _____
- 37. Interviewing Mistakes _____
- 38. Benefits to Ask About _____
- 39. Traits Employers Consider _____
- 40. Tips to Consider before Taking a Job _____

Work Habits

Workplace Ethics

- 41. Demonstrating Good Work Ethic _____
- 42. Behaving Appropriately _____
- 43. Showing Honesty _____
- 44. Playing Fair _____
- 45. Using Ethical Language _____
- 46. Showing Responsibility _____
- 47. Eliminating Harassment and Intimidation _____
- 48. Respecting Diversity _____
- 49. Developing the Habit of Truthfulness _____
- 50. Leaving a Job Ethically _____

Personal Characteristics

- 51. Demonstrate a Good Attitude _____
- 52. Gaining and Showing Respect _____
- 53. Demonstrating Responsibility _____
- 54. Showing Dependability _____
- 55. Demonstrating Courtesy _____
- 56. Showing Pride in Your Work _____
- 57. Gaining Co-Workers Trust _____
- 58. Persevering _____
- 59. Handling Criticism _____
- 60. Showing Professionalism _____

Employer Expectations

- 61. Behaviors Employers Expect _____
- 62. Behaviors Empl. Find Objectionable _____
- 63. Job Success _____
- 64. Transferable Job Skills _____
- 65. Establishing Credibility _____
- 66. Demonstrating Your Skills _____
- 67. Surviving a Bad Work Environment _____
- 68. Managing Change _____
- 69. Building Work Relationships _____
- 70. Advancing Your Career _____

Communication Skills

Communicating at Work

- 71. Improving Communication Skills _____
- 72. Effective Oral Communication _____
- 73. Effective Written Communication _____
- 74. Effective Nonverbal Communication _____
- 75. Effective Word Use _____
- 76. Giving and Receiving Eff. Feedback _____
- 77. Handling Anger _____
- 78. Dealing with Difficult Co-workers _____
- 79. Dealing with a Difficult Boss _____
- 80. Dealing with Difficult Customers _____

Speaking

- 81. Using Language Carefully _____
- 82. Showing Confidence _____
- 83. One-on-One Conversations _____
- 84. Small Group Communication _____
- 85. Large Group Communication _____
- 86. Making Speeches _____
- 87. Involving the Audience _____
- 88. Answering Questions _____
- 89. Visual and Media Aids _____
- 90. Errors in Communication _____

Listening

- 91. Reasons for Listening _____
- 92. Benefits of Listening _____
- 93. Barriers to Listening _____
- 94. Listening Strategies _____
- 95. Ways We Filter What We Hear _____
- 96. Developing a Listening Attitude _____
- 97. Show You Are Listening _____
- 98. Asking Questions _____
- 99. Obtaining Feedback _____
- 100. Getting Others to Listen _____

Presenting Yourself

- 101. Presenting Yourself: Voice _____
- 102. Presenting Yourself: Appearance _____
- 103. Presenting Yourself: Posture _____
- 104. Presenting Yourself: Attitude _____
- 105. Presenting Yourself to Associates _____
- 106. Presenting Written Documents _____
- 107. Presenting Yourself: Conflict _____
- 108. Giving Constructive Criticism _____
- 109. Receiving Criticism _____
- 110. Demonstrating Leadership _____

Non-Verbal Communication

- 111. Communicating Non-Verbally _____
- 112. Positive Non-Verbal Techniques _____
- 113. Harmful Non-Verbal Behaviors _____
- 114. Reading Body Language _____
- 115. Read Mixed Messages _____
- 116. Matching Your Verbals to Non-Verbals _____
- 117. Improving Non-Verbal Listening _____
- 118. Giving Non-Verbal Feedback _____
- 119. Showing Confidence Non-Verbally _____
- 120. Showing Assertiveness _____

Workplace Effectiveness

Time Management

- 121. Managing Time _____
- 122. Putting First Things First _____
- 123. Juggling Many Priorities _____
- 124. Overcoming Procrastination _____
- 125. Dealing with Information Overload _____
- 126. Organizing Workspace and Tasks _____
- 127. Staying Organized _____
- 128. Finding More Time _____
- 129. Managing Projects _____
- 130. Balancing Personal and Work Priorities _____

Problem Solving

- 131. Becoming a Problem Solver _____
- 132. Identifying a Problem _____
- 133. Becoming a Critical Thinker _____
- 134. Thinking Creatively _____
- 135. Char. of an Effective Risk Taker _____
- 136. Holding Yourself Accountable _____
- 137. Managing Change _____
- 138. Removing Your Barriers to Change _____
- 139. Making Change Serve You Personally _____
- 140. Dealing with Ongoing Change _____

Customer Service

- 141. Gaining Customer Trust _____
- 142. Interacting with Customers _____
- 143. Finding Out What Customers Want _____
- 144. Giving Customers What They Want _____
- 145. Keep Customers Coming Back _____
- 146. Seeing the Customer's Point of View _____
- 147. Selling Yourself and the Company _____
- 148. Handling a Customer's Complaints _____
- 149. Providing Customer Service by Tel. _____
- 150. Providing Customer Service by Internet _____

Teamwork

- 151. Teamwork Skills _____
- 152. Reasons Companies Use Teams _____
- 153. Types of Decisions Teams Make _____
- 154. Team Responsibilities _____
- 155. Problems That Affect Teams _____
- 156. Building Strong Team Communication _____
- 157. Expressing Yourself on a Team _____
- 158. Giving Constructive Criticism _____
- 159. Receiving Criticism _____
- 160. Team Problem Solving _____

Business Etiquette

On the Job Etiquette

- 161. Using Good Manners _____
- 162. Introducing People _____
- 163. Language and Behavior _____
- 164. Business Casual Dress _____
- 165. Business Meal Functions _____
- 166. Behavior at Business Parties _____
- 167. Behavior at Conventions _____
- 168. International Etiquette _____
- 169. Cross-Cultural Etiquette _____
- 170. Working in a Cubicle _____

Person-to-Person Etiquette

- 171. Meeting Business Acquaintances _____
- 172. Meeting People for the First Time _____
- 173. Showing Courtesy and Politeness _____
- 174. Interacting with Your Boss _____
- 175. Interacting with Subordinates _____
- 176. Interacting with Co-Workers _____
- 177. Interacting with Suppliers _____
- 178. Ending a Lingering Visit _____
- 179. Handling Confidential Information _____
- 180. Avoiding Gossip _____

Tel. and E-mail Etiquette

- 181. Creating a Good Impression by Tel. _____
- 182. Better Telephone Conversations _____
- 183. Barriers to Telephone Conversations _____
- 184. Making and Returning Calls _____
- 185. Answering Calls and Taking Messages _____
- 186. Making Cold Calls _____
- 187. Handling Conference Calls _____
- 188. Cellular Phone Etiquette _____
- 189. Appropriate Work E-Mail _____
- 190. Mistakes of Work E-Mail _____

Meeting Etiquette

- 191. Handling Pre-Meeting Details _____
- 192. Leading a Large Meeting _____
- 193. Introducing Speakers _____
- 194. Facilitating Discussions _____
- 195. Closing a Large Meeting _____
- 196. Two-Person Meeting _____
- 197. Participating in Meetings _____
- 198. Inviting Speakers _____
- 199. Preparing Meeting Visuals _____
- 200. Attending a Videoconference _____