KeyTrain® *for* WorkKeys®

KeyTrain Courses

WorkKeys/Pre-WorkKeys Curriculum:
Reading for Information
Applied Mathematics
Locating Information
Applied Technology (Electricity, Mechanics, Fluids, Thermodynamics)
Writing
Business Writing
Listening
Observation
Workplace Observation *NEW!*
Teamwork

Soft Skills Curriculum:
Career Skills

KeyTrain Curriculum is available in the following formats:
Computer-based
Internet
Workbooks
Spanish

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Reading for Information Outline

Program Introduction

Reading for Information WorkKeys Introduction

PreTest

Level 1
Introduction
Recognizing Sound and Words
Visual Comprehension
Sequencing Skills
Alphabetical Ordering
Spelling
Vocabulary
Quiz

Level 2
Introduction
Identifying Sent. Parts – Nouns
Identifying Sent. Parts – Verbs
Word Forms
Following Directions
Common Abbreviations
Personal Information
Text Comprehension
Quiz

Level 3
Introduction
Word Meanings
Finding Information
Following Directions
Forms & Contents
Finding Details
Making Connections
Topics & Main Ideas
Quiz

Level 4
Introduction
Words in Context
Word Part Clues
Facts in Paragraphs
Reading for Details
Making Inferences
Reading Procedures
Cause and Effects
Quiz

Level 5
Introduction
Technical Jargon
Interpreting Information
Acronyms
Multiple Meanings
Applying Instructions
Quiz

Level 6
Introduction
Implied Details
Understanding Jargon
Meaning from Context
Complex Information
Main Principles
Author's Reasons
Quiz

Level 7
Introduction
Definitions
Legal Documents
Applying Principles
Drawing Conclusions
Quiz

Applied Mathematics Outline

Program Introduction

Applied Mathematics WorkKeys Introduction

Calculator Review

PreTest

Level 1
Introduction
Counting
Numbers and Sequences
Addition
Subtraction
Multiplication
Division
Quiz

Level 2
Introduction
Word Problems
Money
Time
Measurement
Fractions & Decimals
Calculator
Quiz

Level 3
Introduction
Math Review
Quantity
Money
Time
Measurement
Fractions & Decimals
Negative Numbers
Quiz

Level 4
Introduction
Money & Time
Fractions & Decimals
Percentages
Measurement
Averages
Proportions
Diagrams
Quiz

Level 5
Introduction
Fractions & Decimals
Percentages
Measurement
Perimeter & Area
Production Rates
Best Deals
Quiz

Level 6
Introduction
Problem Solving
Multiple Steps
Fractions & Decimals
Percentages
Area & Volume
Rate Problems
Best Deals
Quiz

Level 7
Introduction
Multiple Steps
Volume & Areas
Ratios & Proportions
Best Deals
Multiple Unknowns
Troubleshooting
Non-Linear Functions
Quiz

Locating Information Outline

Program Introduction

Locating Information WorkKeys Introduction

PreTest

Level 1
Introduction
Graph Words
Graph Symbols
Putting Things in Order
Basic Graphs
Following Directions
Reading Graphs
Quiz

Level 2
Introduction
The Order of Graphs
Types of Graphs
Tools Used in Graphs
Creating Graphs
Using Different Graphs
The Purpose of Graphs
Quiz

Level 3
Introduction
Pie Charts
Bar Graphs
Line Graphs
Tables & Forms
Maps & Plans
Diagrams
Gauges
Quiz

Level 4
Introduction
Pie Charts
Bar Graphs
Line Graphs
Tables & Forms
Maps & Plans
Diagrams
Gauges
Quiz

Level 5
Introduction
Complex Documents
Finding Details
Multiple Documents
Extracting Data
Identifying Trends
Quiz

Level 6
Introduction
Drawing Conclusions
Using Criteria
Data Relationships
Quiz

Applied Technology Outline - Introduction

Program Introduction

Applied Technology WorkKeys Introduction

Problem Solving Strategies
What is Problem Solving?
Problem Solving Methods
- Identify the Problem
- Gather Data
- Make a Plan
- Execute the Plan
- Evaluate the Results

Compartmentalizing
Common Concepts
Other Problem-Solving Models

Applied Technology Outline – Electricity

ELECTRICITY

Pretest

Up to Level 3
Introduction
Voltage & Current
Resistors
Circuits & Switches
Capacitors
Inductors
Series & Parallel Circuits
Circuit Breakers
Multimeters
Troubleshooting Circuits
Quiz

Level 4
Introduction
Magnets & Electricity
Alternating & 3 Phase Current
Transformers
Motors & Generators
Ohm's Law
Grounding & GFCI's
Lighting Types
Relays & Solenoids
Troubleshooting Exercises
Quiz

Level 5
Introduction
Digital Circuits
Computers
Information Storage Devices
Printers
Photocopying
Troubleshooting Exercises
Quiz

Level 6
Introduction
Thermocouples & Thermostats
Analog / Digital Converters
Electronic Scales
Light Sensors & Emitters
Solar Cells
Troubleshooting Exercises
Quiz

Applied Technology Outline – Mechanics

MECHANICS

Pretest

Up to Level 3
Introduction
Force & Pressure
Friction & Inertia
Planes & Levers
Torque and Gears
Wheels and Pulleys
Springs
Troubleshooting Exercises
Quiz

Level 4
Introduction
Screws
Acceleration
Rotation
Center of Gravity
Troubleshooting Exercises
Quiz

Level 5
Introduction
Bearings
Lubrication
Conveyors
Sound and Vibration
Troubleshooting Exercises
Quiz

Level 6
Introduction
Gas Engines
Alternative Power
Hybrid Engines
Troubleshooting Exercises
Quiz

Applied Technology Outline – Thermodynamics

THERMODYNAMICS

Pretest

Up to Level 3
Introduction
Temperature & Heat
Conduction
Thermal Expansion
Convection
Radiation
Troubleshooting Exercises
Quiz

Level 4
Introduction
Melting & Freezing
Evaporation and Condensation
Boiling
Refrigeration
Troubleshooting Exercises
Quiz

Level 5
Introduction
Heat Exchangers
Ovens & Furnaces
Boilers
Troubleshooting Exercises
Quiz

Level 6
Introduction
Cooling Towers
Solar Heating Systems
Troubleshooting Exercises
Quiz

Applied Technology Outline - Fluids

FLUIDS

Pretest

Up to Level 3
Introduction
Pressure & Flow
Flotation
Pipes & Valves
Pumps
Troubleshooting Exercises
Quiz

Level 4
Introduction
Gases and Pressure
Vacuum
Compression Heating
Troubleshooting Exercises
Quiz

Level 5
Introduction
Piping Problems
Flow Measurement Devices
Mixing & Turbulence
Troubleshooting Exercises
Quiz

Level 6
Introduction
Hydraulic Cylinders
Piping Systems
Troubleshooting Exercises
Quiz

Listening Outline

Program Introduction

Listening WorkKeys Introduction

PreTest

Level 1
Introduction
Preparing to Listen
Listening for Information
Following Directions
Listening for Understanding
Quiz

Level 2
Introduction
Following Directions
Getting the Details
Organizing What You Hear
Quiz

Level 3
Introduction
Listening for Details
Predicting Outcome
Signal Words
Literal Comprehension
Quiz

Level 4
Introduction
Listening for Details
Interpretation
Following Directions
Listening Challenges
Quiz

Level 5
Introduction
Complete Details
Following Directions
Critical Listening
Verbal vs Nonverbal
Interpretation
Quiz

Writing Outline

Program Introduction

Writing WorkKeys Introduction

PreTest

Level 1
Introduction
Sentence Structure
Nouns
Verbs
Punctuation
Spelling
Organization
Writing Exercises
Practice Problems
Quiz

Level 2
Introduction
Sentence Structure
Describing Words
Punctuation and Spelling
Organization
Writing Review
Writing Exercises
Practice Problems
Quiz

Level 3
Introduction
Sentence Structure
Nouns and Verbs
Punctuation
Organization
Writing Exercises
Practice Problems
Quiz

Level 4
Introduction
Grammar and Punctuation
Vocabulary
Organization
Writing Techniques
Writing Exercises
Practice Problems
Quiz

Level 5
Introduction
Sentence Structure
Parts of Speech
Describing Words
Punctuation and Capitalization
Organization
Proofreading
Writing Exercises
Practice Problems
Quiz

Business Writing Outline

Program Introduction

Business Writing WorkKeys Introduction

PreTest

Level 1
Introduction
Sentence Structure
Nouns
Verbs
Punctuation
Spelling
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems
Quiz

Level 2
Introduction
Sentence Structure
Describing Words
Punctuation and Spelling
Organization
Writing Practice
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems
Quiz

Level 3
Introduction
Sentence Structure
Nouns and Verbs
Punctuation
Organization
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems
Quiz

Level 4
Introduction
Grammar and Punctuation
Vocabulary
Organization
Developing Ideas
Organizing Ideas
Writing Style
Writing Exercises
Practice Problems
Quiz

Level 5
Introduction
Sentence Structure
Parts of Speech
Describing Words
Punctuation
Organization
Proofreading
Persuasive Writing I
Persuasive Writing II
Writing Exercises
Practice Problems
Quiz

Observation Outline

Program Introduction

Observation WorkKeys Introduction

PreTest

Up to Level 3
Introduction
Memory Skills
Recognizing Main Ideas
Visualization
Overcoming Obstacles
Observation Exercises
Quiz

Level 4
Introduction
Paying Attention to Details
How Parts Relate to the Whole
Memory Skills
Sequencing Skills
Observation Exercises
Quiz

Level 5
Introduction
Determining Context
Observation Style
Memory Skills
Sustaining Attention
Observation Exercises
Quiz

Level 6
Introduction
Getting Details Without Distractions
Integrating Information
Memory Skills
Cause-Effect Relationships
Observation Exercises
Quiz

Workplace Observation

Program Introduction

WorkKeys Workplace Observation Introduction

PreTest

Level 1
Introduction
Preparing to Observe
Memory and Visualization
Recognizing Main Ideas
Procedure Steps
Quiz

Level 2
Introduction
Paying Attention to Details
Memory Skills
Sequencing Skills
Conditions in Procedures
Workplace Observation Exercises
Quiz

Level 3
Introduction
Interpreting What You Observe
Details and Differences
Multiple Conditions
Memory Skills
Workplace Observation Exercises
Quiz

Level 4
Introduction
Underlying Principles
Cause-Effect Relationships
Complex Procedures
Drawing Conclusions
Workplace Observation Exercises
Quiz

Level 5
Introduction
Details, Differences & Distractions
Evaluating Processes
Predicting Outcomes
Observation Exercises
Quiz

Teamwork Outline

Program Introduction

Teamwork WorkKeys Introduction

PreTest

Up to Level 3
Introduction
Goal Recognition
Recognizing Workplace Goals
Team Goals
Problem Identification
Perseverance
Membership
Positive Attitude
Trust and Dependability
Quiz

Level 4
Introduction
Prioritization and Time Management
Creative Thinking
Commitment to Quality
Customer Sensitivity
Respect
Appreciation of Diversity
Quiz

Level 5
Introduction
Decision Making
Delegation
Leadership
Empowerment
Initiative
Assertiveness
Quiz

Level 6
Introduction
Structuring/Process Planning
Goal Creation and Revision
Integration/Synthesis
Role Flexibility
Conflict Resolution
Cohesiveness
Quiz

Career Skills Outline

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 in an Interview
36. Things to Include in a Career Portfolio
37. Interviewing Mistakes
38. Benefits to Ask About
39. Traits Employers Consider to Rate Candidates
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 Employers 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 Effective 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. Characteristics 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 Telephone
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

Telephone and E-mail Etiquette

181. Creating a Good Impression by Telephone
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