

The WorkReady Certificate



Building a Better Workforce

A Training Endorsed by Business & Employers

- Literacy
- Basic Computer Skills
 - “Soft Skills”
 - Retention

Central/Western Maine Workforce Investment Board

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Finally . . . What you keep telling us employers
want most:

Employees who

- ✓ have basic communication skills
- ✓ can use a computer
- ✓ show up as scheduled, on time, ready to work
- ✓ work as part of a team
- ✓ can manage conflict
- ✓ will take direction

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What Is It?

A portable credential to tell employers that an individual has the “soft skills” necessary for success in the workplace

Sets the stage for and complements basic industry-specific training and certifications

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Who Qualifies for the WorkReady Program ?

Applicants

- must test at a certain level on key tests measuring literacy skills (reading and math)
- are interviewed by the facilitator and/or a member of the employer-led Steering Committee for the program
- are counseled and advised before, during, and after participation
- must agree to complete the program when entering.

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How is the WorkReady Training Set Up?

It is based on a 60-hour curriculum . . .

- simulating the workplace environment
- evaluating participant performance in seven key areas or “standards”
- lead by professional facilitators and teams of business owners/leaders

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What are the “Seven Standards”?

The WorkReady Training assures that trainees:

- ✓ Identify personal motivations & challenges as keys to success as employees
- ✓ Develop a plan for employment
- ✓ Understand how to communicate effectively
- ✓ Demonstrate effectiveness in working with others
- ✓ Know how to apply for a job
- ✓ Have knowledge of basic business practices
- ✓ Are aware of safety information & its importance

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Standard I

Identify Personal Motivations & Challenges

- Why People Work
- Practices for good dental health, cleanliness, hygiene
- How to behave, dress, interact with others in the workplace
- How to handle time stress
- Priorities for personal educational, and workplace goals
- Balancing job, career, family life, and leisure
- Organizational and time-management skills
- Recognizing problems and finding solutions to them
- Aware of self-esteem and confidence issues

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Standard II

Develop a Plan for Employment

- Procedures for planning a career
- Conducting a self-inventory of skills, education, aptitudes, & abilities
- Career Planning: preferences, abilities, training, job tasks
- Aligning personal interests/abilities and required skills, knowledge
- Understanding entry-level requirements and benefits of the job
- Seeing skills as transferable.

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Standard III

Develop a Communications Plan

- Non-verbal communication
- Basic Language skills for asking questions and responding
- Communicating: asking for & responding to information
- Ways to influence or persuade
- Language to request, advise, persuade, negotiate
- Asking for clarification/clarification
- Using the telephone as a communications tool
- Interpreting workplace signage and manuals
- Workplace vocabulary
- Anger management and resolution

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Standard IV

Working with Other People

- Basic team concepts
- Working with other team members
- Making appropriate decisions as a team & as a team member
- Team action strategies for problem solving
- Communicating with customers and clients
- Dealing with multicultural & diversified clients and customers
- Sexual harassment issues in the workplace

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Standard V

Know How to Apply for a Job

- Dealing with job application forms and IRS forms
- Following procedures as presented
- Knowing about all available resources for developing job opportunities
- Using full resources for information on jobs applied for
- Identifying full range of information on job market
- Researching full range of training resources/requirements
- Identification of interview protocols

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Standards VI and VII

Knowledge of Basic Business Practices

- Interprets wages, wage deductions, benefits, etc.
- Interprets information about employee organizations
- Understands employee handbooks, personnel policies, manuals
- Understands employer needs and employment law practices

Application of Safety Information

- Signage
- Interprets work safety manual and related information
- Understands reporting process for safety issues

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Current Endorsements Include . . .

- L. L. Bean
- TD Bank North
- Manpower
- Maine Machine Products
- Skowhegan Savings Bank
- H.E. Callahan
- Care & Comfort
- Morrissey Environmental
- Northeast Bank
- Kennebec Valley Chamber of Commerce
- CitiStreet Bank
- Lewiston School Dept.
Custodial & Dining Services
- Minot Avenue Rooper's
- Golden Pond Wealth Mgmt.
- Skowhegan Chamber of Commerce
- Associated Constructors of Maine (ACM)
- XX
- XX
- XX

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What you can do to help build WorkReady for a stronger Workforce

- *Agree to be a participating business on a **WorkReady Employer Steering Committee***
- *Recognize and honor the **WorkReady Certificate** when you are searching for and interviewing workers*
- *Help to build and extend awareness of the **WorkReady** program as a business & community leader*
- *Agree to endorse the **WorkReady Certificate***
- *Share your ideas and input about the **WorkReady** program*

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For More Information . . .

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