



Course Outcome Summary

Course Information: **Card Shop**

Description: Card shop is a work simulation classroom designed to increase students' awareness of work site responsibilities. The class is designed to teach soft skills to improve students employability. Targeted skills include clocking in/out daily, time management, following multi-step directions, working cooperatively with co-workers, problem solving and producing a quality product.

Instruction Level: Basic

Total Credits: 2

Course Standards:

Common Career and Technical Core:

1. Communicate and collaborate with others to accomplish tasks and develop solutions to problems and opportunities.
2. Identify and apply employability skills.
3. Assess benefits and challenges of working in diverse settings and on diverse teams.

Unit

1. Following workplace procedures
2. Working cooperatively
3. Building communication skills
4. Producing quality products
5. Increasing Soft-skills

Unit Outlines

1. Following Workplace Procedures:

Standards:

- CD4.c: Identify and exhibit traits for retaining employment
- BC2.a: Formulate a positive self-image by exhibiting professional and ethical behavior in the work environment

Essential Question:

- What do I need to do at the beginning and end of each work day?
- Why do I need to put materials back where I found them? What is the importance of organization in the workplace?
- What are the steps in completing a card?
- How do I greet / interact with customers?
- How do I answer the phone in the workplace?

Essential Knowledge:

- The student will demonstrate the ability to identify and exhibit Card Shop workplace procedures.

2. Working cooperatively with co-workers

Standards:

- CD1.c: Interact effectively with others in similar and diverse teams
- CD2.a: Apply academic experiences to the world of work, inter-relationships and the community
- CD4.d: Develop positive relationships with others
- GCA2.a: Work effectively with diverse individuals in a variety of settings and contexts.

Essential Question:

- How do I greet coworkers?
- How do I maintain respect and appreciation with my co-workers?
- What should I do if I am unsure of a task or duty?
- How can I help my coworkers?

Essential Knowledge:

- The student will demonstrate good social skills and understand the importance of “*doing their fair share*” to be a respected member of the workplace community.

3. Communication Skills

Standards:

- IMT3.b: Select and use communication to help solve problems
- LE1.b: Employ teamwork skills to achieve collective goals and use team members/ talents effectively
- BC6.b: Assess and respond to verbal and nonverbal messages

Essential Question:

- How do I Communicate effectively with others?
- What does good body language look like?
- What is assertive behavior versus passive or aggressive behavior?
- How do I demonstrate Active Listening?
- How do I deal with conflict at work?

Essential Knowledge:

- The student will increase skills in speaking, listening, working together as a team and dealing with conflict. These skills are essential in the work environment.

6. Producing a quality product

Standards:

- BLE6.c: Demonstrate ethical work habits
- PR1.c: Perform quality assurance tasks to produce a quality product

Essential Question:

- What does the term “quality” mean?
- What is a “return customer”?
- What do I need to check for when finished with cards?
- What is constructive criticism?

Essential Knowledge:

- Students will reflect on their skills and abilities, and be willing to go back and make the necessary changes/corrections in order to produce a quality product.

7. Soft Skills for Work

Standards:

- CD4.a: Identify and demonstrate positive work behaviors and personal qualities needed to be employable
- BC6.a: Demonstrate proper listening techniques

Essential Question:

- What personal qualities are necessary to keep employment?
- How do you communicate effectively with others at work?
- What teamwork skills will help a worker maintain employment?

Essential Knowledge:

- Students will learn the soft-skills needed to maintain employment: non-technical skills, abilities, and traits like communication skills and working well with others.

