

# Syllabus

## How to Shine on the Job



**Estimated time:** 15 - 20 hours

**OALCF Levels:** F, E.1, A1.2, A3

**Suggested Milestones:** 60, 57, 3 or 4, 14

**1 Unit:** 9 Lessons

### Course Overview

This course is a guide to help you understand the skills required to achieve success in modern-day careers, and maintain that job. This course will cover essential career skills that employers are looking for such as positive work ethics, teamwork, conflict resolution, effective speaking and listening, and customer service skills. Familiarize yourself with diversity, teamwork, and conflict resolution skills to avoid conflicts in the workplace. Learn about the nature and scope of organizations and skills required for providing customer satisfaction.