

7 Best Resources to Teach Workplace Readiness Skills

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Every year we hear the same challenge from hundreds of middle and high school teachers.

States now have standards for workplace readiness education.

But even though more schools offer workplace readiness courses than ever before, it's hard to find resources. You need lesson plans, projects, and other resources to teach workplace readiness skills!

In this article, we'll cover the 7 best places to find workplace skills lesson plans you can use for students in middle school and high school.

1. Lessons from the United States Department of Labor



The US Department of Labor has a great resource with soft skills lesson plans.

“[Soft Skills to Pay the Bills](#)” was specifically developed to teach

workplace readiness skills to students ages 14-21.

The curriculum has activities and lessons for six specific skills:

1. Communication



2. Enthusiasm & Attitude
3. Teamwork
4. Networking
5. Problem Solving & Critical Thinking
6. Professionalism

Each skill consists of multiple lessons and activities you can download as a PDF, complete with everything you will need to plan and teach the lessons.

In the PDFs, each activity lists the amount of time it takes, the materials needed, and directions for facilitating. Having this information will be invaluable for planning your lessons!

The lesson plans are highly detailed but they're missing assessments. If you want to give grades for any of the lessons, you will need to create your own quizzes and tests.

It may take you some time to create assessments and decide how you want to use the resources, but most of the work is already done for you.

Now, you just have to teach!

2. Activities from Teachers Pay Teachers



Teachers Pay Teachers is an open marketplace community where teachers can share, sell, and buy resources from each other.

Teachers Pay Teachers has a lot of [workplace readiness activities and lesson plans](#) for a range of grade levels.

You can sort the resources by price, target grade level, and other filters to find lessons and activities relevant to your students.



The number of lessons and activities on the site is seemingly infinite, which is a plus and a downside at the same time. You'll spend a lot of time going through these resources to find what you want.

But teachers add new resources regularly as they share ideas.

So if you use Teachers Pay Teachers, there will always be something new to spice up your semester!

3. Job Readiness Activities from WeAreTeachers



[WeAreTeachers](#) is another online community for educators. The site has a large lesson plan database with ideas for any age and subject area.

One article we found is called [9 Awesome Classroom Activities That Teach Job Readiness Skills](#).

Each lesson activity focuses on specific career readiness skills like communication and critical thinking.

The article gives a 'How To' explaining how to run each activity in your classroom. The types of activities range from group-based to individual work by each student.

These activities would best be use as icebreaker introductions to the skills you plan to discuss.

No matter your teaching style, you are likely to find at least one idea here that will enhance your workplace readiness lessons!

4. Lesson Plans from the California Career Resource Network





The [California Career Resource Network](#) has a lot of college and career readiness lesson plans.

The lessons are available for grades 5-12, and each one

includes a PDF lesson plan, video, and student handouts.

Because these lessons come from the California Department of Education, they go into a great deal of detail. The lessons have a good flow to them compared to picking random resources online.

The plans have an “evaluation section,” but the evaluation is not an actual assessment. If you want to grade student work, you will have to spend time creating your own rubrics and quizzes.

These resources work best for teachers in California since they all meet state standards.

Still, any teacher can use these college and career readiness lessons to succeed in their classroom!

5. Customer Service Lesson Plan from AES



Customer service skills are important in any field of work. The interpersonal skills that can be learned through customer service training can be applied to interactions in any career.



That's why the AES Product Team created a free [customer service activity and lesson plan](#). The purpose of this activity is to demonstrate the importance of interpersonal business communication.

The lesson has two parts. First, you will role play a customer interaction with a student for a few minutes. Afterwards, there are three questions to spark discussion amongst the class.

For part two of the lesson, you divide students into groups and hand out role play cards. Each card has a different scenario for a customer and a company representative. Students role play and document how each scenario played out.

You can round out the lesson by discussing the fact that purchasing decisions are often driven by emotions. Companies who maintain positive customer interactions can be very successful.

Click here to learn more and download the lesson and activity sheet: [Customer Service Lesson Plan and Activity](#)

6. Career Exploration Lessons from CareerOneStop



[CareerOneStop](#) has a robust website that walks students through career opportunities based on their interests.

The site includes three sections your

students can go through:

- Self-assessments
- Learn about careers
- Plan your career





You can use these sections to start teaching students career exploration. Depending how much time and detail you want students to go into with this website, you could fill a number of class periods.

Here's how we recommend you use the website to teach career exploration:

First, have students [complete the self-assessments](#) to learn what careers may be good options. There are three assessments available on the site.

We recommend having your students complete the Interest assessment. The other two – Skills assessment and Work values – could be a little too in-depth depending on your students.

Second, assign students to research those careers in order to choose one that sounds best. Have students begin their research by going through the [Learn about careers](#) section.

Because CareerOneStop is sponsored by the U.S. Department of Labor, their database of information on careers is very detailed. One tool you should point out to students is the [Compare Occupations](#) section. This gives a good overview if your students is having trouble deciding between two choices.

Last, have students create a plan to achieve their career by setting goals for education, certification, and other details. CareerOneStop has a page explaining [SMART goals](#) that you should have your students read over.

Overall, this site works as an ideal introduction to workplace readiness because it gets students excited about the possibilities in their futures.

7. Workplace Readiness Curriculum from Applied Educational Systems





[CareerCenter21](#) is a ready-to-use digital curriculum with lesson plans, activities, and assessments included.

It offers 10 modules (collections of lessons, activities, and assessments) to teach workplace readiness skills.

These modules include diverse topics like career development, professionalism, digital citizenship, and web research.

Each module includes interactive lessons your students complete, along with formative and summative assessments that are automatically graded.

Along with the digital lessons, CareerCenter21 comes with classroom activities and offline resources you can use to [diversify your teaching strategy with blended learning](#).

The best part about CareerCenter21 is that it's regularly updated with new information.

That means you'll always have up-to-date lessons any time you need them.

Start Teaching Workplace Readiness Skills Today!

Do you want to start teaching workplace readiness right now?

CareerCenter21 is here for you!





Click the button below to [start your free trial](#).

About Bri Stauffer

As a Marketing Content Creator, Bri writes relevant articles and documents for CTE and elective educators to help them have more success in the classroom. She enjoys working with teachers from across the US to help students find their passion and future career paths.

Customer Service Learning Objectives

What are the traits of a great customer service representative? Let's start by making a list. Then we will show a few lesson ideas that help you build these skills in your students.

Empathy is probably the most important attribute for customer interactions. Your customers are emotional. They could be upset, angry, excited, disappointed, anxious, confused, or happy. Empathy is the capacity to recognize the emotions of the customer. Great customer service (and interpersonal interactions in general) require lots empathy.

Patience is more important than companies often allow. Customer service representatives are often rated based on the number of interactions they complete per hour. Some customers want to get an answer quickly and move on. Others (depending on the emotional state) will need more time to express their concerns and work through possible solutions.

Attentiveness can be a challenge in our modern multi-tasking world. When you have to call a business, do you feel like the person on the other end of the line isn't paying





attention? Maybe they are writing an email, or chatting with another customer at the same time.

Tenacity is the ability to stick with a problem until it's solved. You won't always have the knowledge or authority to immediately help the customer. Sometimes you will need to advocate for that customer to others in your company. Other times you will need to gather additional information and get back to the customer.

Open Mind: The customer may have a better understanding of the issue than the company. Keeping an open mind is the willingness to listen to a customer and try to understand what they are saying. Don't try to force a solution that you think is correct, when the customer thinks you are wrong.

There are other traits that you need for customer service, and business communication in general. I am trying to keep this simple for now. Feel free to modify the customer service lesson plans below to add additional items.

