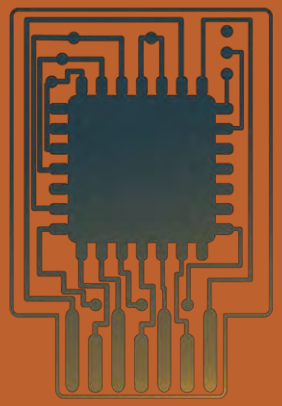


Technology Skills

Content Areas	Technology Literacy | Daily Life | At Work
Audience	Corrections
# Modules	4 Total
Instructional Time	:90 Minutes Each 6 Hours Total
Format	Video Lectures | Individual & Group Activities | Discussion Questions
Availability	DVD | Online

Completely Modular

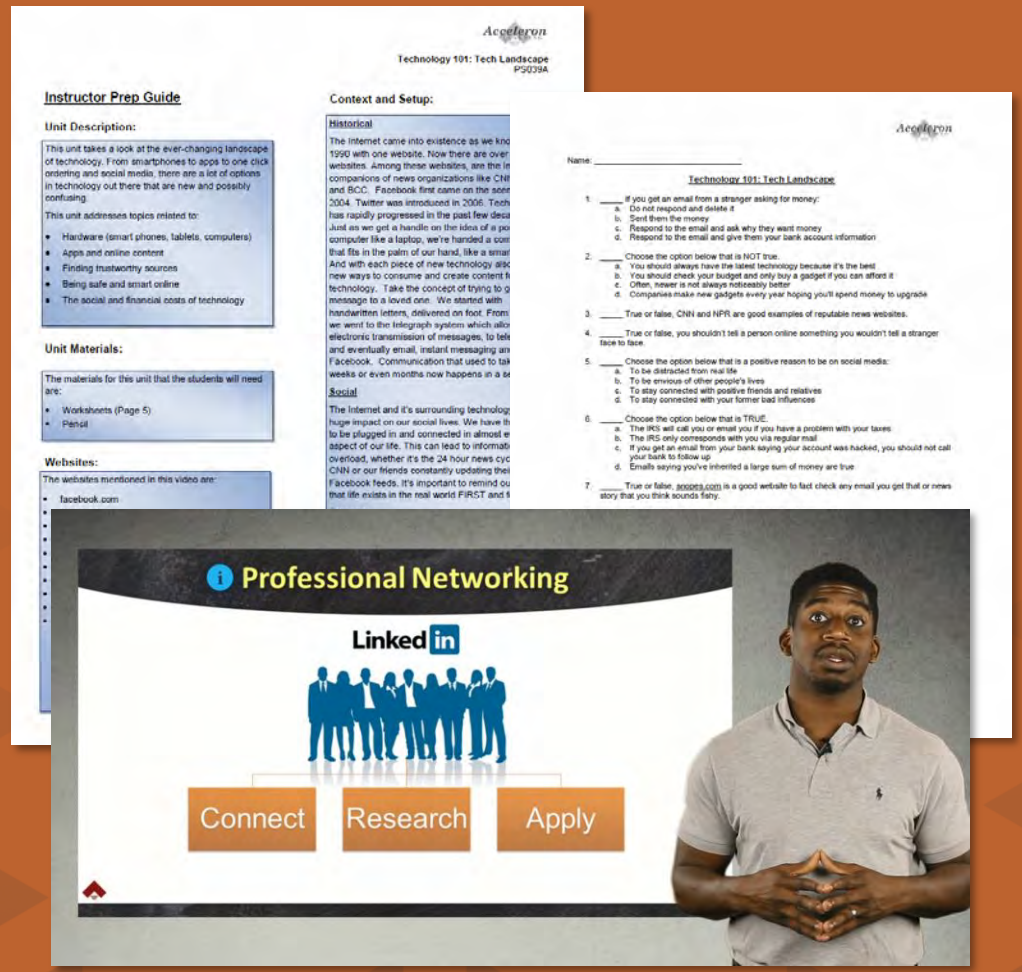
Video Topics

Tech Landscape	**A survey of current hardware, applications, and technology trends.**
The Basics	**How to use the Internet, devices, apps, and how to stay safe online.**
Daily Life	**Harnessing technology to help find housing, get around town, and manage your money.**
The Workplace	**Finding a job, getting work done, and tips for communicating with technology.**

Each Topic is 90 Minutes of Instruction | 6 Hours Total

Step-by-Step

Class Sessions



90- Minute Class Flow

:05	Introduction
:10	Video Segment 1
:10	Discussion Questions
:10	Video Segment 2
:10	Discussion Questions
:10	Quiz
:30	Activity
:05	Transitions

Anyone Can Facilitate

Piloted & Tested

Development Contributors

Super Practical

Goals for Instruction

All Topics at a 7th Grade Level

Vocabulary

Basic Process

Take-Aways

Instructor, Peer, or Volunteer-Led

Step-by-Step Facilitation

4. THE WORKPLACE

Instructor Prep Guide

Unit Description:

Learn about how technology affects job search and teamwork once hired. Learn how to communicate using different means and with different audiences.

This unit addresses topics related to:

- Working with new technology
- Communicating in different formats
- Communicating with different audiences
- Using technology in your job search
- Avoiding dead-end or scam jobs

Unit Materials:

The materials for this unit that the students will need are:

- Worksheets (Pages 5 & 6)
- Pencil

Websites

The websites mentioned in this video are:

- bls.gov/ooh/
- bls.org
- yelp.com
- facebook.com
- linkedin.com
- indeed.com
- usajobs.gov
- careerbuilder.com
- simplyhired.com
- monster.com
- apps.google.com
- slack.com
- skype.com

Technology Skills: The Workplace
PS036D

1. Introduction to the Lesson

Today we are going to discuss technology and communication in the work place. Understanding how to job hunt, and do your job using technology and proper communication is important for your success. The structure of our class today will be:

90 Minute Class Flow

:05	Introduction
:10	Video Segment 1
:10	Discussion Questions
:10	Video Segment 2
:10	Discussion Questions
:05	Quiz
:30	Activity
:05	Takeaways

Current Events

An article in *Fast Company* puts a spotlight on a tech company's philanthropic efforts to arm refugees with coding skills. The article reads:

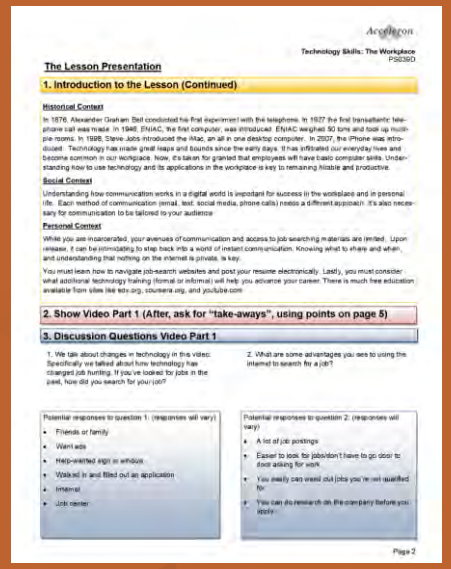
"The Intel Foundation just gave the International Rescue Committee $1 million to retrain 1,000 German-based refugees for tech jobs. Their plan is to meet the needy where they evacuated with jobs that are actually dependable, and designed around a universal language: code."

"Finding stable work is a huge concern to those trying to resettle in Germany. Since 2015, more than 1.5 million refugees fleeing storm-torn countries have arrived there, obviously without jobs or some of the recognizable certifications that the government requires to ensure expertise in many fields."

"In general, the training program will have several tracks that allow trainees to first gain the sort of basic skills they may need to gain entry-level jobs, (and immediate income) in data entry, programming, and IT work. Then, many will hopefully move on to advance their education through other services that will be offered."

Source: https://www.fastcompany.com/40529447/the-tech-behind-one-german-it-certification-program-with-more-women

Page 1



Technology Skills: The Workplace
PS036D

The Lesson Presentation

1. Introduction to the Lesson (Continued)

Historical Context

In 1876, Alexander Graham Bell conducted his first experiment with the telephone. In 1937 the first transatlantic telephone call was made. In 1946, ENIAC, the first computer, was introduced. ENIAC weighed 50 tons and took up multiple rooms. In 1998, Steve Jobs introduced the iMac, an all in one desktop computer. In 2007, the iPhone was introduced. Technology has made great leaps and bounds since the early days. It has infiltrated our everyday lives and become common in our workplace. Now, it's taken for granted that employees will have basic computer skills. Understanding how to use technology and its applications in the workplace is key to remaining reliable and productive.

Social Context

Understanding how communication works in a digital world is important for success in the workplace and in personal life. Each method of communication (email, text, social media, phone calls) needs a different approach. It's also necessary for communication to be tailored to your audience.

Personal Context

While you are incarcerated, your avenues of communication and access to job searching materials are limited. Upon release, it can be intimidating to step back into a world of instant communication. Knowing what to share and when, and understanding that nothing on the internet is private, is key.

You must learn how to navigate job-search websites and post your resume electronically. Lastly, you must consider what additional technology training (formal or informal) will help you advance your career. There is much free education available from sites like edx.org, coursera.org, and youtube.com

2. Show Video Part 1 (After, ask for "take-aways", using points on page 5)

3. Discussion Questions Video Part 1

1. We talk about changes in technology in this video. Specifically we talked about how technology has changed job hunting. If you've looked for jobs in the past, how did you search for your job?

2. What are some advantages you see to using the internet to search for a job?

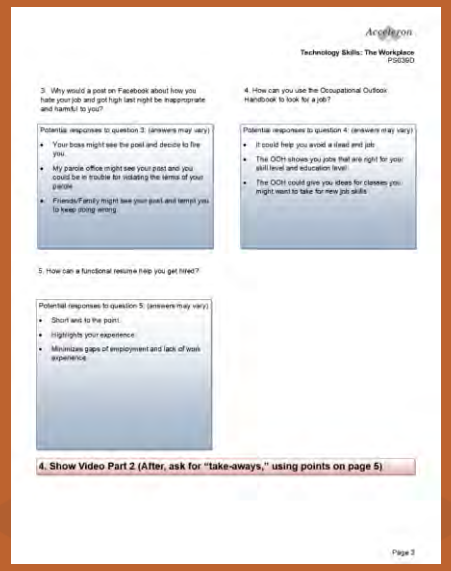
Potential responses to question 1: (responses will vary)

- Friends or family
- Want ads
- Help-wanted sign in window
- Walked in and filled out an application
- Internet
- Job center

Potential responses to question 2: (responses will vary)

- A list of job postings
- Easier to look for jobs/don't have to go door to door asking for work
- You really can weed out jobs you're not qualified for
- You can do research on the company before you apply

Page 2



Technology Skills: The Workplace
PS036D

3. Why would a post on Facebook about how you hate your job and got high last night be inappropriate and harmful to you?

Potential responses to question 3: (answers may vary)

- Your boss might see the post and decide to fire you
- My parole office might see your post and you could be in trouble for violating the terms of your parole
- Friends/Family might see your post and tempt you to keep doing wrong

4. How can you use the Occupational Outlook Handbook to look for a job?

Potential responses to question 4: (answers may vary)

- It could help you avoid a dead end job
- The OOH shows you jobs that are right for you: skill level and education level.
- The OOH could give you ideas for classes you might want to take for new job skills

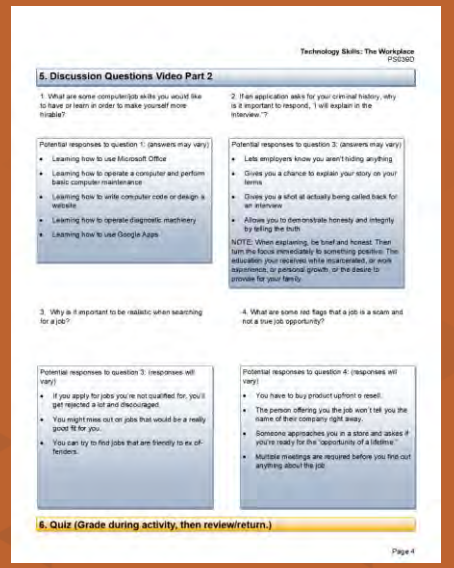
5. How can a functional resume help you get hired?

Potential responses to question 5: (answers may vary)

- Short and to the point.
- Highlights your experience.
- Minimizes gaps of employment and lack of work experience.

4. Show Video Part 2 (After, ask for "take-aways," using points on page 5)

Page 3



Technology Skills: The Workplace
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5. Discussion Questions Video Part 2

1. What are some computer/job skills you would like to have or learn in order to make yourself more hirable?

Potential responses to question 1: (answers may vary)

- Learning how to use Microsoft Office
- Learning how to operate a computer and perform basic computer maintenance
- Learning how to write computer code or design a website
- Learning how to operate diagnostic machinery
- Learning how to use Google Apps

2. If an application asks for your criminal history, why is it important to respond, "I will explain in the interview."?

Potential responses to question 2: (answers may vary)

- Lets employers know you aren't hiding anything
- Gives you a chance to explain your story on your terms
- Gives you a shot at actually being called back for an interview
- Allows you to demonstrate honesty and integrity by telling the truth

NOTE: When explaining, be brief and honest. Then turn the focus immediately to something positive. The education your received while incarcerated, or work experience, or personal growth, or the desire to provide for your family.

3. Why is it important to be realistic when searching for a job?

4. What are some red flags that a job is a scam and not a true job opportunity?

Potential responses to question 3: (responses will vary)

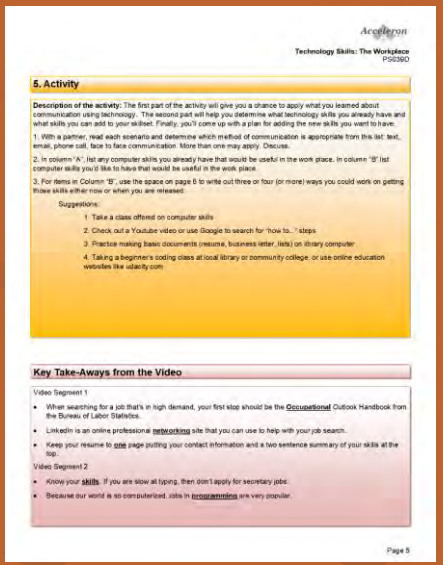
- If you apply for jobs you're not qualified for, you'll get rejected a lot and discouraged.
- You might miss out on jobs that would be a really good fit for you.
- You can try to find jobs that are friendly to ex offenders.

Potential responses to question 4: (responses will vary)

- You have to buy product upfront to resell.
- The person offering you the job won't tell you the name of their company right away.
- Someone approaches you in a store and asks if you're ready for the "opportunity of a lifetime."
- Multiple meetings are required before you find out anything about the job.

6. Quiz (Grade during activity, then review/return.)

Page 4



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5. Activity

Description of the activity: The first part of the activity will give you a chance to apply what you learned about communication using technology. The second part will help you determine what technology skills you already have and what skills you can add to your skillset. Finally, you'll come up with a plan for adding the new skills you want to have.

1. With a partner, read each scenario and determine which method of communication is appropriate from this list: text, email, phone call, face to face communication. More than one may apply. Discuss.

2. In column "A", list any computer skills you already have that would be useful in the work place. In column "B" list computer skills you'd like to have that would be useful in the work place.

3. For items in Column "B", use the space on page 8 to write out three or four (or more) ways you could work on getting those skills either now or when you are released.

Suggestions:

1. Take a class offered on computer skills
2. Check out a Youtube video or use Google to search for "how to..." steps
3. Practice making basic documents (resume, business letter, lists) on library computer
4. Taking a beginner's coding class at local library or community college, or use online education websites like udacity.com

Key Take-Aways from the Video

Video Segment 1

- When searching for a job that's in high demand, your first stop should be the **Occupational** Outlook Handbook from the Bureau of Labor Statistics.
- LinkedIn is an online professional **networking** site that you can use to help with your job search.
- Keep your resume to **one** page putting your contact information and a two sentence summary of your skills at the top.

Video Segment 2

- Know your **skills**. If you are slow at typing, then don't apply for secretary jobs.
- Because our world is so computerized, jobs in **programming** are very popular.

Page 5

To run the course, you'll also need…

- TV or projector/speakers
- Internet or DVD player
- Access to a photocopier
- Pencils or pens
- Tables and chairs

Ton Of Helpful

Resources & Tools

- Topic Setup & Context
- Discussion Questions
- Activities & Handouts
- Quizzes & Keys
- Slides & Transcripts
- Marketing Flyers
- Certificate Templates

Technology 101: Helpful Websites

Research
google.com
wikipedia.com

Daily Living
211.org
weather.com
maps.google.com
gmail.com
apps.google.com
skype.com

Phone Service
lifelinesupport.org
att.com
verizon.com
tmobile.com
sprint.com

Housing
apartments.com
apartmentfinder.com
hotpads.com

News
cnn.com
bbc.co.uk
ap.com
reuters.com
npr.org

Transportation
uber.com
lyft.com

Job Search
bls.gov/oon/
quintcareers.com
bonds4jobs.com
indeed.com
usajobs.gov
careerbuilder.com
simplyhired.com
monster.com

Financial Services
mint.com
bankofamerica.com
chase.com
citibank.com
wellsfargo.com
ally.com

Consumer Reviews
bbb.org
consumerreports.com
yelp.com

Online Shopping
amazon.com
ebay.com

Entertainment
spotify.com (free version)
pandora.com (free version)
netflix.com (costs money!)
youtube.com

Social Media
linkedin.com
facebook.com
twitter.com
instagram.com

Online Safety
identitytheft.gov
lastpass.com
avast.com (free version)
snopes.com

FREE INTERNET ACCESS AT THE PUBLIC LIBRARY

Complete a library card application in person at the circulation desk of your local library. Current photo I.D. and proof of your current residential address are usually required.

NOTE: Other parts of each website may be useful too! Use www.google.com to search for other resources.

Acceleron

Self-Contained Training

Instructor Led

Peer Educator Led

Volunteer Led

Parole, Probation, & Employer Friendly

Certifications