



# Workforce Essentials

Basically learning  
how to not be  
‘THAT’ person in  
the office

Employers know exactly what's missing. Communication, professionalism, reliability, problem-solving, teamwork, the same skills come up again and again, across every industry. *Let's turn these expectations into everyday workplace habits.*

## AUDIENCE

### YOUTH & YOUNG ADULTS:

Middle and high school students, CTE, Internship & work-based learning, young professionals, community college students, GED programs

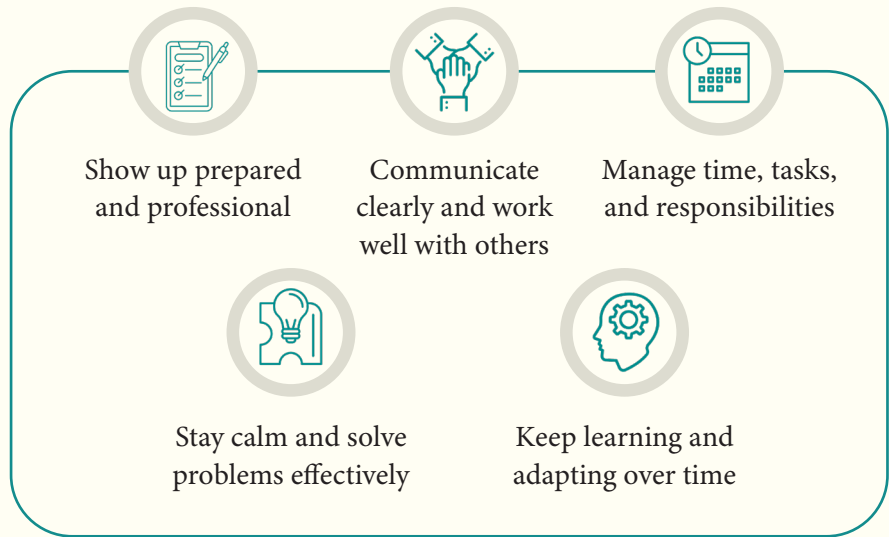
### ADULTS:

Upskilling, Non-traditional training, Re-entering workforce, Adult Learners, Justice-impacted individuals

### ORGANIZATIONS:

Workforce development programs, Community-based organizations, Job training centers

**By the end of the program, learners will be able to:**



**IMAGO delivers these experiences or equips your educators to deliver them.**



## Experience Kit:

1. Workforce Essentials Lessons tailored to meet program needs
2. Facilitator Guides that support experience first instruction
3. Workforce Certificates to highlight completion
4. AI assessments to benchmark readiness and track progress



## CHOOSE YOUR LEARNING EXPERIENCE

Deliver as a multi-week program



OR

Deliver as one-week intensive (4 hours/day) modules



\*Partners have reported increased job retention and acquisition using IMAGO experiences.

**40 hours of experience-based learning through curated lessons, scenarios, practice, and reflection in 15–45 minute modules.**



## **Professional Basics** (4 LESSONS)

- **Customer Service:** Learn how everyday interactions shape customer experience.
- **Punctuality:** Understand why being on time matters and how to plan ahead to meet expectations.
- **Appearance and Hygiene:** Learn how dress and grooming align with workplace standards and culture.
- **Disrespect in the Workplace:** Identify disrespectful behaviors and strategies to prevent and address them at work.



## **Communication** (5 LESSONS)

- **Verbal Tone:** Learn how tone affects conversations, relationships, and teamwork.
- **Verbal Confidence:** Practice speaking clearly and confidently in workplace situations.
- **How to Receive Feedback:** Learn how to accept feedback productively and use it to improve.
- **Written Communication:** Practice clear, professional written messages for common workplace needs.
- **Meeting Participation:** Learn how to prepare for, engage in, and contribute to meetings effectively.



## **Professionalism & Initiative** (5 LESSONS)

- **Time Management:** Prioritize tasks, stay organized, and manage time effectively.
- **Being Proactive:** Understand how taking initiative builds trust and prevents problems.
- **Self-Management and Control:** Practice managing stress, emotions, and responsibilities at work.
- **Beating Burnout:** Recognize burnout and apply strategies to stay focused and balanced.
- **Lifelong Learner:** Explore how ongoing learning supports growth and long-term career goals.



## **Teamwork & Collaboration** (7 LESSONS)

- **Working Together:** Learn how different work styles affect teamwork and collaboration.
- **How to Be Self-Aware:** Understand how personal behavior and emotions impact workplace interactions.
- **How to Be Adaptable:** Practice responding calmly and effectively to change and uncertainty.
- **How to Be Empathetic:** Learn how understanding others' perspectives strengthens relationships.
- **How to Be Socially Aware:** Build awareness of social cues to prevent misunderstandings.
- **How to Be Culturally Aware:** Learn how respecting differences improves communication and teamwork.
- **How to Solve a Conflict:** Practice strategies for addressing workplace conflict constructively.



## **Problem Solving** (3 Lessons)

- **Solving Problems Like A Sleuth:** Learn How To Identify Root Causes Instead Of Quick Fixes.
- **Problem Solving Process:** Practice A Structured Approach To Analyzing And Solving Problems.
- **Creative Thinking:** Explore Ways To Generate New Ideas And Approach Challenges Differently.