

### YFI Training Curriculum Overview

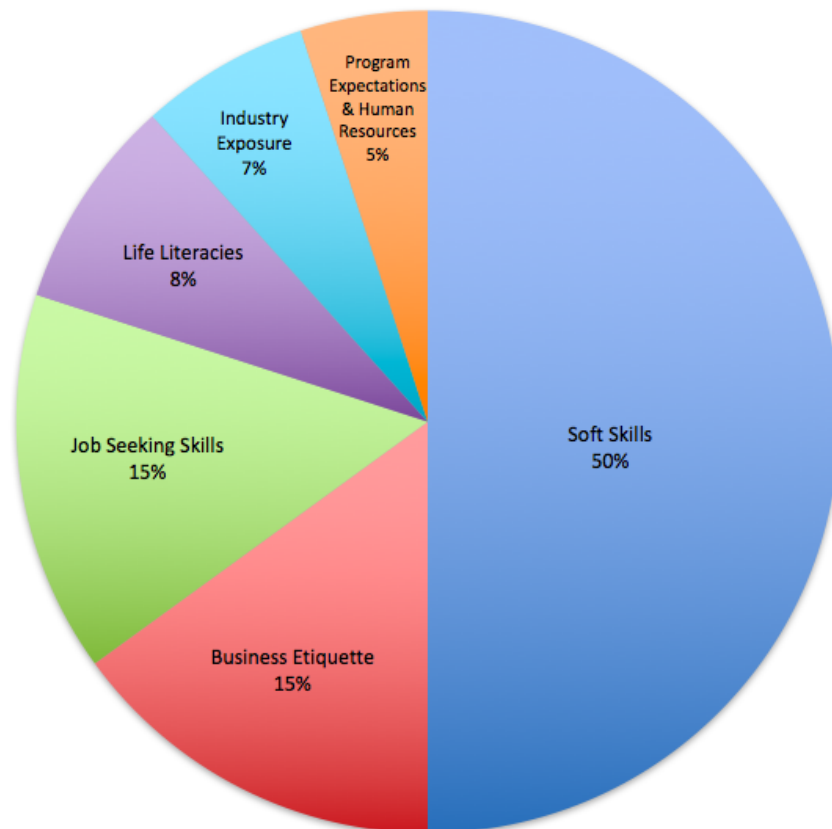
#### Course Description

The YouthForce NOLA Internship Training is focused on developing participants' soft skills and other work readiness skills to ensure they are prepared for their internships and the world of work overall. The training curriculum includes professional development sessions, interactive group activities, special events, and independent work time to build and practice key skills, deepen understanding of our target industry clusters, develop essential knowledge, and increase confidence in advance of internship placements.

#### Training Breakdown

The training curriculum is comprised of six major units:

- Soft Skills (Building Blocks for Success + Hirability Skills)
- Business Etiquette
- Job Seeking Skills
- Life Literacies
- Industry Exposure
- Program Expectations & Human Resources



### Major Topics Covered:

- **Soft Skills (Building Blocks for Success and Hirability Core)**
  - **Building Blocks for Success**
    - **Personal mindset** (*work ethic, motivation, drive*)
    - **Planning for success** (*time management, ambition, goal setting*)
    - **Social awareness** (*social skills, perceptiveness, empathy*)
    - **Communication** (*active listening, eye contact, presentation*)
    - **Collaboration** (*teamwork, cooperation, dependable*)
    - **Problem solving** (*judgment, strategic thinking, reasoning*)
  - **Hirability Core Skills**
    - **Professional Attitude** (*workplace Personal Mindset*)
    - **Time Management** (*workplace Planning for Success*)
    - **Team Work Ethic** (*workplace Collaboration*)
    - **Core Problem Solving** (*workplace Problem Solving*)
- **Business Etiquette**
  - Business communication, incl. email etiquette
  - Greetings and small talk
  - Professional dress
  - Netiquette
  - How to close out an internship
- **Job Seeking Skills**
  - Networking
  - Personal pitch
  - Interview skills
  - Company research
  - Resume overview
  - LinkedIn
  - Seeking jobs after YFI
- **Life Literacies**
  - Digital Literacy, incl. Google Suites, and email basics
  - Financial Literacy, incl. banking basics, budgeting, saving
  - Scheduling, incl. digital calendar management
- **Industry Exposure**
  - Economic Landscape and Job Opportunities in New Orleans
  - Understanding of YouthForce's four key industry clusters: Business Services, Digital Media/IT, Health Sciences, and Skilled Crafts
- **Program Expectations and Human Resources**
  - Culture of YouthForce
  - Intern handbook, policies, and expectations
  - Employee rights and responsibilities, incl. sexual harassment and abuse
  - Case management, communication, and coach support during internships