Conover® Pro
Workplace Readiness Credential
Emotional Intelligence

Part of Our
CONOVER
CREDENTIAL™

PREPARE. SECURE.

SOFT SKILLS

Conover®

Onsite and distance learning anytime, anywhere and on any device.

Soft Skills

Conover® Workplace Readiness

Research shows that only 15% of workers' success is determined by what they know (hard skills). **The other 85% of success is determined by soft skills.**

Conover® Workplace Readiness is the culmination of almost 40 years of research and development in the area of job readiness, combined with the latest advantages of cloud-based technology. Give your program participants a leg up in preparing for, seeking and securing the career of their choice. The *Workplace Readiness* program currently has two components: *Job Readiness Series* and *Job Keeping Series*.

1   *Job Readiness Series* is an eight-part series on workplace readiness. This credentialing system covers critical soft skills employers are looking for when assessing potential job candidates.

2   *Job Keeping Series* is a three part series on job keeping. This credentialing system includes practical tips on how to effectively relate to customers, supervisors and co-workers.
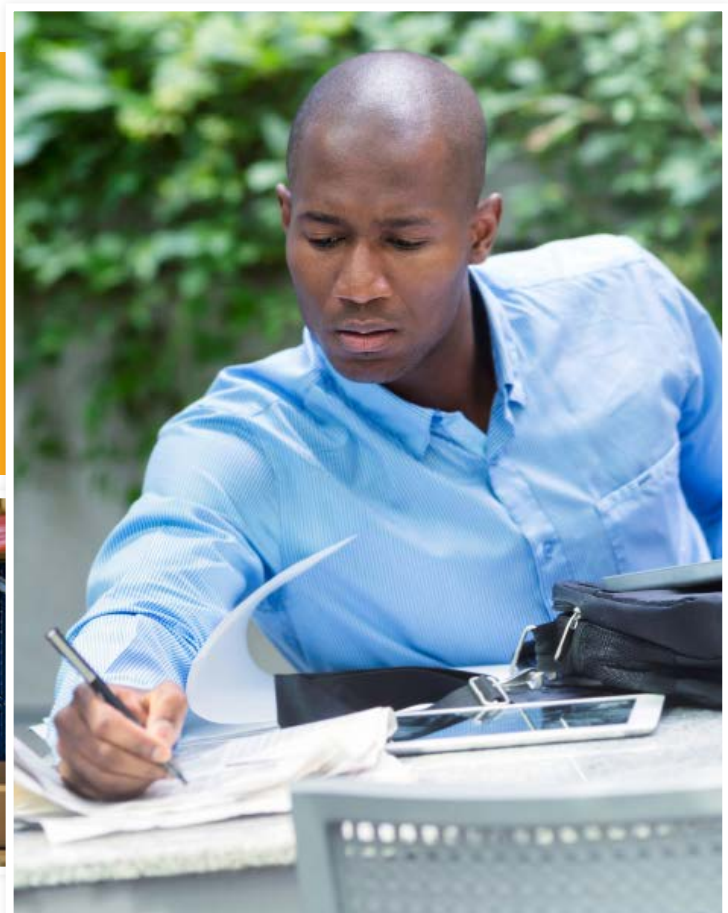
Upon successful completion of both series, a Conover Credential™ can be printed. The credential can be customized to include your organization's name and logo.

Utilize our unique credentialing system to recognize your participants' success in our programs.

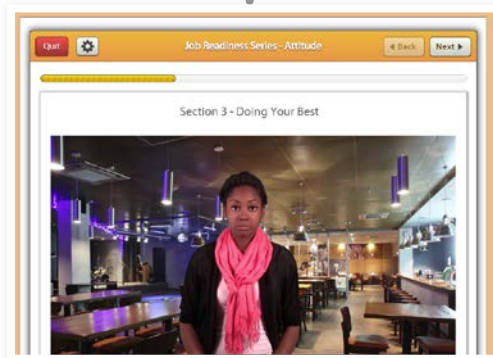Recognized by the National Soft Skills Association as a program of excellence.

How it Works

The system begins with a comprehensive pre-assessment of workplace readiness (*Job Readiness Map*™ and *Job Keeping Map*™)

Results are then scored and stored. *Conover Online*™ then assigns follow-up activities based upon scores below the 70th percentile…

…and then delivers all assigned activities. Includes over 400 30-60 second videos that run on all computers and mobile devices such as a cell phone, iPad® or Chromebook™.
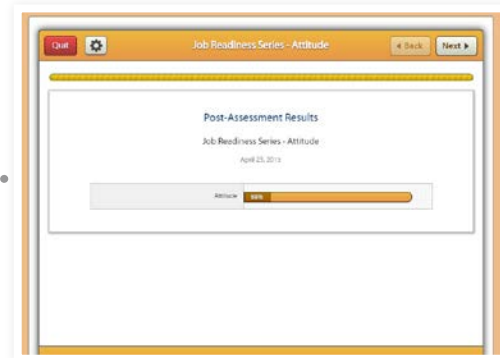
Upon completion of each skill building activity a post assessment is administered to document skill acquisition. If the pre- and post-assessment scores are 70% or above, the skill area will be added to the credential.

Meanwhile a comprehensive post-assessment report of all user data is stored in the system, making program accountability a reality for all users in the system.

Upon successful completion, a Conover Credential™ in Job Readiness and/or Job Keeping is printed. Participants have the option to retake skill building units to obtain a better score.

Skill Intervention Systems

Each program takes approximately 1-2 hours to complete.

Job Readiness Series

ATTITUDE - is where it all begins. This program addresses: The Importance of Having a Positive Attitude, Keeping Your Focus, Doing Your Best, Responding to Guidance or Direction, Controlling Your Emotions, Being Flexible

COMMUNICATION - is something we often take for granted. This program covers: Listening Skills, Verbal Communication, Non-Verbal Communication, Emotional Awareness, Written Communication, Communicating in Difficult Situations

PLANNING & ORGANIZING - leads to success if given the proper amount of time and effort. This program covers: Prioritizing, Time Management, Coordinating Resources, Delegating, Creating Systems, Being Proactive by Planning Ahead

CRITICAL THINKING - is an essential skill that all employers agree is critical for success in any workplace. This program covers: Gathering Information, Analyzing Information, Applying Information, Forming a Hypothesis, Problem Solving, Decision Making

INTERPERSONAL/SOCIAL SKILLS - teaches users how to interact with other people and present themselves in an acceptable manner by covering the following topics: Interpersonal Skills, Controlling Your Emotions, Socializing at Work, Networking, Responding to Conflict, Helping Customers

TEAMWORK - is not just about sports, it is about succeeding in the workplace. Topics include: Respecting Others, Active Listening, Being Reliable, Participating, Communicating Constructively, Solving Problems

PROFESSIONALISM - teaches employees the high standards of professionalism and how to live up to those standards. Includes: Following Workplace Rules and Expectations, Personal Responsibility, Workplace Ethics, Physical Appearance, Appropriate Language, Minding Your Manners

MEDIA RULES - teaches the new, seldom-taught guidelines on how to properly and safely use technology. The rules covered include: Cell Phone Rules, Email Rules, Laptop and Tablet Rules, Internet Use, Internet Safety, Video Conferencing Rules, Social Media

Job Keeping Series

GETTING OFF ON THE RIGHT FOOT - covers the basics of job keeping. Includes: Meet Your Manager, Take Responsibility, Follow Company Rules and Policies, Stay Positive, Listen and Follow Instructions, Start Fresh

GETTING ALONG IN THE WORKPLACE - covers basic interpersonal skills: Building a Relationship With Your Supervisor, Getting Along with Your Peers, Talking to Customers, Practice Good Social Skills, Balancing Work and Personal Life, Handling Conflict

PERFORMANCE REVIEWS - teaches how to handle performance reviews. Includes: Exceed Expectations, Handling Criticism, Responding to Compliments, Using Feedback to Improve Performance, Evaluating Your Performance, Making Continuous Improvements

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