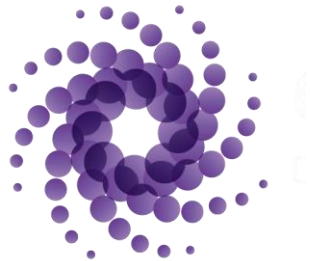# Operation ABLE of Michigan

(An affiliated company of Spectrum Human Services)

Catalog of Certificate Programs

Spring/Summer 2017

Detroit Training Center
4750 Woodward
Detroit, MI 48201
313-832-0922
www.operationable.org

GENERAL INFORMATION

MISSION

The Operation ABLE of Michigan mission is to provide market responsive programs to meet the employment needs of mature individuals along their career paths, to promote lifelong learning among individuals, businesses and government and to assist the employer community in developing a competent workforce.

OWNER

Operation ABLE is a non-profit organization, governed by a Board of Directors.
Chair of the Board: Lena Barkley

ADMINSTRATIVE AND INSTRUCTIONAL STAFF

Mary McDougall, Ph.D., M.A., M.S.N., L.P.C., – *Executive Director; Instructor* in Customer Service, Employability, Management Issues, Office Procedures, Nutrition,

Customer Service/Instructional Staff

- Nancy Warnars, M.A., – *Employment Counselor/Workforce Development Coach, Instructor*, Employability, Reading and Skill Enhancement
- La Rita LaViolette, Contract Instructor in Keyboarding, Computer Applications and Business Communication
- LaMerl Briggs, *Financial Literacy Instructor/Financial Coach*
- Barba Patton, *MIS Coordinator, Trouble Shooter*: Computer Applications; *Business Center Projects Facilitator*
- *Peggy Gary, A.A., Business Development Specialist*
- James Spence, AA, Culinary Arts Instructor

CALENDAR

The school is open on Monday through Friday with the following exceptions:
Fourth of July, Labor Day, Thanksgiving and the day after, Christmas Eve and Christmas Day, News Year's Eve and New Year's Day, Martin Luther King Day, Good Friday, and Memorial Day. There are usually no week-end classes on Holiday weekends. Occasionally, the classroom will be closed on other days but those days will be programmed into the schedule and announced in advance. For inclement weather, classes will be cancelled when Wayne State University is closed for weather conditions. When classes are cancelled for power outages or inclement weather, they will be rescheduled.

ENROLLMENT

The school has an open enrollment policy with start dates approximately every six to twelve weeks.

START DATES FOR Spring Summer 2017
Essentials of Restaurant Management and Culinary Arts: 5/12, 2017, July 31, 2017; others to be scheduled. Call regarding hours.
Keys to the Call Center: Plan to begin in Fall, 2017
Computer Modules from the Call Center training available as free standing workshops
Ice House Entrepreneurship Program: Summer, 2017

PREREQUISITE REQUIREMENTS

Minimum of seventh grade reading and 5th grade math levels unless otherwise identified for specific program.
Other requirements depend on program.

CREDIT FOR PREVIOUS TRAINING

Students may test out of specific courses. Credit will be given toward certificates. There is no adjustment in tuition.

CLASS SCHEDULE

Schedule varies depending on the course. Call 3313.202.1150 for the most current scheduling information

GRADING

Grading is a pass/fail system. Passing requires passage of tests and practical assignments to measure competency). Students may continue to work toward passing courses beyond the completion of classroom attendance.

TUITION

Culinary Arts Training (360 hours) is $4,400 and includes all books, certifications, materials, chef coats and caps. Students will be expected to provide their own chef pants and rubber soled shoes. There are no program fees.
If an individual student is paying tuition, 1/2 is due before class begins and the remainder is due at the completion of 4 weeks of training. This course is ITA eligible.
Tuition for the Icehouse Entrepreneurship Course is $799. Payment is required no later than the first day of class.

Keys to the Call Center (360 hour) is $3,700 and includes all teaching materials, instruction, online tutorials, practice testing, fees for certifications. Individual courses from the call center program curriculum are available at $69 per day unless otherwise stipulated (some reduction for courses that are more than one day). For individual courses, we recommend that students bring a new flash drive to save class work.

TUITION REFUND POLICY

All tuition paid by the applicant will be refunded if the applicant is rejected by the school before enrollment. All tuition paid by the applicant shall be refunded if requested within three business days after signing a contract with the school but before beginning classes. All refunds shall be returned within 30 days. No refunds are allowed for courses attended. However, students are given the opportunity to repeat a course at no cost on a space available basis.

STUDENT ATTENDANCE AND BEHAVIOR POLICIES

Students are encouraged to attend every class. However, an 80% attendance rate is required for completion. There are make-up options for students.

Students can be dismissed from the program or denied future training for any of the following reasons: falsifying of records on enrollment applications or other official paperwork, disruptive behavior, coming to agency with or under the influence of alcohol or drugs, bringing a weapon of any kind to the agency premises, harassment or threatening violence to staff or other students, refusing to provide employment information to agency representative.

PLACEMENT ASSISTANCE

The school works with students to achieve placement for up to one year following the completion of class for students in the certificate programs.

DESCRIPTION OF FACILITIES

Our training site has two large classrooms, each equipped with 16 up-to-date computers with large monitors. Projectors allow the computer instruction to be visible to all students.   There is also a career center with computers and job search materials. There are conference rooms for non-computer classes. Financial literacy coaching and training is available to all of our students. The facility has a commercial kitchen and dining area that will be utilized for the culinary arts program. An alternate kitchen is an adjacent church may also be used for culinary classes.

PROGRAM GOALS, PERFORMANCE OBJECTIVES, AND REQUIREMENTS FOR GRADUATION

Operation ABLE offers

       Icehouse Entrepreneurship Plus Certificate Program

       Essentials of Restaurant Management and Culinary Arts Certificate Program

       Call Center/Customer Service Certificate Training

See each program syllabi for goals, performance objectives and requirements for completion (pp 6-23)

Operation ABLE of Michigan
Essentials of Restaurant Management
and Culinary Arts

Course Description

This course will prepare participants for entry level jobs in the fast-growing restaurant and food service industry. The 360 hours of training will include classroom instruction with extensive demonstration and hands on experience designed to prepare the student with the skills and techniques required in a fast-paced commercial kitchen. Students will also acquire "front of the house skills as wait-staff and hosts/hostesses. Guest lectures/demonstrations will be integrated into the curriculum. As a part of the training students may, under close supervision of staff, prepare and serve meals for patrons in the café associated with the training kitchen and/or in retirement communities in the neighborhood. Any revenue generated from meals served will be used to support the efforts of Operation ABLE to transition adults into employment. Both daytime and evening schedules are available. Emphasis during this course will be on learning safe handling of food and tools, principles of menu planning for sound nutrition, and the skills and hands-on experience to be competent in a commercial kitchen. Upon satisfactory completion of the course, students will receive a program certificate, a ServSafe Manager Certificate, a First Aid and CPR Certificate. Optional internships will be arranged for successful graduates.

The curriculum has been adapted from the ProStart curriculum, recommended by the National and Michigan Restaurant Associations. Upon completion of the course and 400 hours of post-course employment, students may be eligible to take the ProStart certification exam.

Location

Classes will be held at the main office of the Operation ABLE of Michigan Detroit Training Center at 4750 Woodward, Detroit, MI 48201. There are several schedule options. Call for details.

Text Books

Foundations of Restaurant Management and Culinary Arts, Level One and Level Two (Developed by the National Restaurant Association).

Summary and Performance Objectives

Unit I: *Orientation to the Program* (6 Hours)

Introductions, Course overview; dress, behavior and attendance guidelines; Course requirements for completion; what to expect in the course and on the job in the food industry.

- Identify the key course requirements for successful course completion.
- Define and demonstrate expectations for behavior, attendance and dress.
- Identify 5 jobs in the food service industry, using 0-Net Online; select one or 2 of particular interest to pursue following course and explore the projected growth in Michigan, the average salary range and the skills and qualities required.
- Explore career path options for people in the food service/hospitality industry.

Unit II: *Safety in the Kitchen* (30 Hours)

Overview of safety standards; hand washing techniques; safe food handling practices; equipment and kitchen sanitation; steward role.

- Describe the dangers of food-borne illnesses.
- Identify factors that affect the growth of pathogens.
- Explain TCS (Time/Temperature Control Safety) and give examples.
- Identify types of food contaminants and ways to prevent.
- Identify the government agencies that regulate the restaurant and foodservice industry.
- List personal behaviors that prevent spread of contamination.
- Demonstrate correct hand-washing technique.
- Describe when an individual should be prevented from working.
- List hazards to look for in accepting/refusing delivery of foods.
- Describe safe handling of cleaning supplies.
- Describe and demonstrate correct cleaning and sanitizing of equipment and surfaces.
- Demonstrate correct lifting procedures.
- Identify correct use of fire extinguishers.
- Demonstrate correct use of Heimlich Maneuver and Adult CPR.
- Outline basic first aid concepts and procedures.

Unit III: *Basic Culinary Skills* (30 Hours)
Identification and use of common cooking equipment and tools, introductory knife skills, basic food prep

- Identify common kitchen utensils and pots and pans and their uses.
- List different types of knives, their purposes, and the parts of a knife.
- Demonstrate proper and safe use and storage of knives.
- Demonstrate correct methods of sharpening knives.
- Describe the three types of cooking with examples.
- List guidelines for plating or storing food that has finished cooking.
- Describe and demonstrate pre-preparation techniques.
- Define common culinary vocabulary.
- Demonstrate ability to use accurate measurements, correctly read thermometers, understand a recipe.
- Apply effective "mise en place" in food preparation.

Unit IV: *Nutrition* (24 Hours)
Basics of healthy eating; Food groups; food labeling; special nutritional needs of seniors; portions and choice in healthy eating; common diet-related conditions; gluten-free and vegetarian diets; food allergies.

- List the 6 basic types of nutrients found in food with examples.
- Describe why understanding of nutrition is important in the food industry.
- Identify food sources of protein, carbohydrates.
- List the functions of vitamins, minerals and water.
- Identify food sources of vitamins, minerals and water.

- Describe cooking techniques that preserve nutrients.
- Define calories.
- Demonstrate the ability to read food labels.
- Explains the concern for reducing sodium and cholesterol in diets.
- Describe the food pyramid and its role in menu planning.
- Describe ways to make menus and recipes more healthful.
- Define the 3 types of vegetarian diets and their content.
- Discuss food allergies and their significance to the food industry.

Unit V: *Stocks, Sauces and Soups* (30 Hours)
Introduction of basic stocks, soups and sauces; preparation of samples from each group.
- Identify the four essential parts of stock and the proper ingredients for each.
- Describe various types of stock.
- Prepare at least two types of stock.
- List various types of sauces.
- Prepare at least two types of sauce for use in an appropriate recipe.
- Identify the two basic types of soups.
- Prepare at least 4 soups according to recipe.

Unit VI.: *Fruits and Vegetables* (30 Hours)
The basics of recognizing, cleaning and storing vegetables and fruits; using fruits and vegetables in salads, side dishes, entrees and desserts.

- Identify and describe different types of fruits.
- Explain USDA grading of fruits.
- Identify procedures for storing fruit.
- Demonstrate methods for cooking fruit.
- Prepare recipes with cooked and uncooked fruit.
- Identify and describe different types of vegetables.
- Identify procedures for storing vegetables.
- Demonstrate methods for cleaning and preparing vegetables.
- Prepare raw and cooked vegetables for specific recipes.

Unit VII: *Potatoes and Grains* (15 Hours)
Recognizing different types of potatoes, grains and pasta; preparing side-dishes and entrees with potatoes, grains and pasta

- Identify different types of potatoes, grains, legumes and pasta.
- Prepare a variety of recipes with potatoes, grains, legumes and pasta.

Unit VIII: *Breakfast Food and Sandwiches* (30 Hours)

Creating breakfast menus including various egg dishes, breakfast meats and hot and cold cereals; presentation of healthy breakfast choices; learning about various coffees, teas and other beverage selections; the art of sandwich making.

- List characteristics of milk, milk products and milk substitutes.
- Identify different types of cheese and give examples of each.
- List characteristics of eggs and their safe handling.
- Prepare eggs in a variety of ways.
- Create a customer-choice omelet.
- Prepare breakfast meats and starches.
- Prepare oatmeal, grits and granola.
- Prepare a variety of coffees, teas and other beverages.
- Describe the four parts of a sandwich.
- Prepare several types of sandwich fillings and spreads.
- Create at least three types of standard sandwiches and one unique sandwich.

Unit IX: *Salads and Garnishing* (15 Hours)
Introduction of salad types, components and construction; preparing a variety of salad dressings; understanding the importance of garnishing for taste and presentation.

- Identify the four parts of a salad.
- Demonstrate the proper way to clean and store greens.
- Prepare and plate several different salads.
- Identify common types of salad dressings.
- Prepare two salad dressings from scratch.
- Define garnishes and give several examples.
- Garnish one entre, one soup, and one desert.

Unit X: *Meat, Poultry, and Seafood* (60 Hours)
Introduction of grading system for meats, poultry and fish/seafood; matching cooking method to types of cuts or products; cleaning, storing and preparing meat, poultry and seafood.

- Describe the federal grading system for meat.
- Discuss proper storage of meat.
- Outline basic techniques for cooking meat.
- Prepare 4 meat entrees using different cooking methods.
- Outline the federal grading system for poultry.
- Identify proper storage procedures for poultry.
- Describe various cooking methods appropriate for poultry.
- Prepare 2 entrees and one salad using poultry.
- Describe the federal grading system for seafood.

- Describe safe storage methods for seafood.
- Outline basic cooking methods for different types of seafood.
- Prepare 2 entrees with seafood.

Unit XI: *Breads, Pastries and Desserts* (30 Hours)

An overview of the place of breads and desserts in menu planning; types of breads commonly used; preparing quick breads, biscuits and dumplings; types and preparation of pie crust and fillings; popular types of puddings and sauces; creation of basic cakes and cookies.

- Identify and use common ingredients in baking.
- Identify the most common forms of bread and their use and preparation.
- Prepare different types of quick breads and cake batters.
- Prepare pie dough.
- Create a fruit pie and another type pie.
- Prepare 3 types of cookies.
- Prepare 2 types of puddings or dessert sauces.
- Plate and garnish a variety of deserts.

Unit XII: *Hospitality/Management* (30 Hours)

An overview of "front of the house" service and the vital role of customer service in the food service industry; procedures for setting tables and buffet station; the art of taking orders, receiving feedback and handling problems; techniques for correct serving and clearing of tables; creating the desired atmosphere in a restaurant setting; communicating with special populations, especially seniors. Communication skills, team work, menu creation and budgeting will be incorporated into this module.

- Explain the importance of communication skills in the hospitality industry.
- Describe verbal, non-verbal and listening skills.
- Demonstrate effective communications skills.
- Identify factors that contribute to positive customer communication.
- Describe ways to facilitate communication with older adults.
- Outline the process for greeting guests and taking orders at the table.
- Generate customer feedback.
- Demonstrated effective resolution of customer concerns or complaints.
- Identify contemporary styles of service.
- Demonstrate setting and clearing items correctly.
- Identify various server tools and the correct way to stock a service station.
- Create a menu for a day with cost and nutrition factors identified.

Unit XIII: Employability (30 Hours)

An overview of the procedures and skills for finding and retaining a successful job or internship; maintaining a mindset of continued growth

- Identify short-term and long-term career goal based on interests, skills, strengths, values, availability.
- List two types of jobs that are a suit for you and for which you will be a good fit.
- Create resume based on immediate career goal.
- Create a portfolio demonstrating your culinary skills.
- Network with people in the industry to explore options.
- Attend at least one job fair in the food service area.
- Demonstrate appropriate interview skills in a mock interview session.
- Create a career presence on LinkedIn or Face Book.
- Register with Michigan Works.
- Complete an online application for a job or an internship.
- Create a personal development plan to assure continued learning in field.

Keys to the Call Center

Course Description

This twelve week (360 hour) training program will prepare students for various positions in the call center industry. The training will focus on both the interpersonal and technical skills needed to be effective in the industry or in related customer service positions. In addition to receiving a program certificate, students will become certified in at least one Microsoft Office program. They will take the Service Representative Certification Exam of the Regional Education Alliance of RCCSP (Resource Center for Customer Service Professionals). The course will combine lecture, demonstration, role playing, skill building and hand-on experience in a call center setting.

6 weeks of training will take place at Operation ABLE and will focus on computer literacy with an emphasis on Microsoft Word and Excel and on general customer service and soft skills. Another six weeks will focus on skill building in the computer lab, additional computer modules (10 hours a week) and 20 hours a week in a call center setting to be arranged.

Pre-requisites for the course are keyboarding at a minimum of 20 wpm, reading at 7th grade level, and a high-school diploma or GED. Some customer service experience is preferred. Commitment to full-time work in the call center or customer service field is required. An in-person and phone interview will be part of the selection process for this program.

Program Goals

To prepare graduates for entry level positions in the call center industry or in related customer service positions. The focus will be on the communication skills necessary to establish rapport with customers and the technical skills to operate successfully in various call center settings.

Module 1 – General Customer Service and Soft Skills (18 Hours)

This module will provide an overview of customer service concepts and attitudes. It will also focus on a variety of communication skills. Soft skills related to time management, team work and managing workplace stress will be discussed and practiced.

- Customer service overview
- Telephone communication techniques: General office and call center environments
- Greeting the public; verbal and non-verbal communication
- Managing stress in a customer service role
- Team work for effective customer service
- Problem solving with challenging customers or situations
- Customer service as a sales/marketing tool

Module Objectives:
- o Demonstrate ability to communicate effectively in simulated phone conversations

- o After time to review a protocol, will accurately answer "customer questions" about the protocol
- o Demonstrate ability to articulate clearly in person and on the phone
- o Correctly pronounce words common in call center settings
- o Apply team work strategies in simulated team project
- o Exhibit patience and positive attitude in dealing with challenging "customers"
- o Describe personal plan for dealing with stressful situations on the job

Module 2 – Skill Building   (24 Hours)

Self-paced time interspersed throughout the 12 weeks to build typing speed, practice computer lessons, view on-line call center training and work on basic skill enhancement and practice for Microsoft Certification.

- Periodic practice tests and final assessments
- My Skills Tutor
- Online computer preparation using Gmetix
- Call center certification tutorial

Module Objectives:
- o Develop a learning plan for any areas of deficiencies in reading, math and English based on pre-course assessments.
- o Maintain log of practice hours and results of practice tests
- o Take at least 6 Gmetrix practice tests
- o Review entire customer service tutorial

Module 3 – Windows (18 Hours)

Upon successful completion of this Module, students will be able to: - manage files and folders, understand application software, and use common tools and applications that are part of the Windows 7 operating system such as the Calculator tool. - customize the Windows 7 desktop using the customizing tools and shortcuts to personalize the desktop to suit your business requirements. - learn how to use Window Controls and Snap to minimize, maximize and restore windows.

- Exploring Windows 7 Operating System
- Windows and office terminology
- Manage Files and Folders
- Electronic organization of files
- Using Common Tools and Programs
- Customizing the Windows 7 Desktop
- Using Window Controls
- A look at Windows 10 Operating System
- Common terminology in the Windows environment

Module objectives:
- o Open, name and save files
- o Move around the desktop
- o Demonstrate ability to minimize, maximize, restore and open several screens simultaneously
- o Show ability to customize the desktop.

- o Organize a group of files into a logical electronic filing system for easy retrieval
- o Define common computer, windows and Microsoft office Terms

Module 4 – Microsoft Word Basic (24 Hours)

In this Module, students will learn how to use Word 2010 to create, edit and format simple documents.

- An overview of Microsoft Word
- Function of the Ribbon
- Creating, naming and saving documents
- Editing text, using mouse and shortcuts
- Common formatting features
  Module objectives:
  - o Open, close, and save a document
  - o Create a new document
  - o Edit and Proof a document, using spell and grammar check
  - o Demonstrate ability to cut, copy and paste
  - o Format a document, changing font size and type, using bold, italics and underline, adding bullets and numbering

Module 5 – Microsoft Word Intermediate (24 Hours)

Students will learn to use Word more proficiently by creating documents that include columns, lists, tables and graphics.

- Working with Tables and Columns
- Using Symbols, Graphics, Clip Art and Text Boxes
- Formatting using Tabs and Margins
- Levels of formatting
- Formatting using Styles and Themes
  Module Objectives:
  - o Insert a table with data in a document
  - o Create a document using columns
  - o Add symbols, graphics, breaks and clip art to a document
  - o Create a style for a document
  - o Demonstrate the use of text boxes

Module 6 – Microsoft Word Advanced (18 Hours)

The student will learn to use Microsoft Word 2010 with other programs; create complicated documents, merge data to personalize letters and labels, and use advanced features of Word 2010.

- Managing document Versions
- Using on-line templates
- Mail merge applications
  Module Objectives
  - o Create a document using a template from Word

o   Mail merge data from a mailing list to a word document
  o   Create a document outline and cover page using appropriate Word features

Module 7 – Microsoft Excel Basic (18 Hours)

(Requirement Students will become certified in at least one Microsoft Office program)
In this Module, students will use Microsoft Excel 2010 to create spreadsheets and workbooks that they can use to store and use data.

- An overview of Microsoft Excel and its functions
- Basic terms used in Excel and other spreadsheets
- Setting up a basic spreadsheet
- Entering and editing data in a spreadsheet
- Sorting data
- Formatting cells
- The *auto sum* feature
  Module Objectives:
  o   Define common terms
  o   Set up a simple worksheet with column and row headings
  o   Name and save document
  o   Enter and edit a group of data into a worksheet
  o   Add numerical columns using Auto Sum feature
  o   Correctly sort data in worksheet
  o   Print worksheet with data sorted in two ways

Module 8 – Microsoft Excel Intermediate (18 Hours)

Students will use Microsoft Excel 2010 to continue building upon the knowledge and skills they have already acquired regarding Excel workbooks and worksheets.

- Customizing worksheets
- Creating formulas
- Inserting data using functions
- Creating basic charts
- Working with multiple worksheets and workbooks
  Module Objectives:
  o   Set up a customized worksheet
  o   Enter a set of data and create three formulas
  o   From worksheet develop two types of charts with labels

Module 9 – Microsoft PowerPoint (18 Hours)

In this Module students will gain the ability to create Microsoft PowerPoint 2010 presentations, formatted with themes and a variety of slide layouts; enhancing slides with text, objects, animation, sound and clip art.

- An Overview of Microsoft PowerPoint and its applications in a call center or other business setting

- Design and slide formats
- Adding and editing text
- Adding and modifying objects in a presentation
- Applying themes and transitions
- Using the various views
- When to use automatic timing
- Print options and note feature

Module Objectives
- Create a short PowerPoint presentation, using different slide formats
- Add and modify objects in presentation
- Apply appropriate themes and transitions
- Deliver effective presentation to classmates
- Using PowerPoint print handouts to accompany presentation

Module 10 – Problem Solving for Customer Service/Call Centers – (12 hours)

This unit will allow to the student to gain an understanding of problem solving and how it is utilized in a call center environment. During this module the student will focus on the process of problem solving and how it relates to the outcome for customer satisfaction internally and externally.

- Problem solving techniques
- Impact of listening skills in problem solving
- Team work concepts
- Steps of problem solving
- Understanding the internal and external customer

Module objectives:
- Describe the concept of problem solving.
- Demonstrate the ability to utilize the steps of problem solving.
- Solve customer service case scenario situations utilizing problem solving process.
- Prioritize situations for effective customer service satisfaction.
- Make recommendations regarding customer service issues.
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Module 11 – Business Communication (30 Hours)

This unit will provide the students with a foundation for communicating both verbally and in writing in a business setting. Both content and format of communication will be covered. Application of basic math to call center and other customer service settings will be included. Review and application of spelling rules, grammar and punctuation will be integrated throughout the module. Each six hour class will be a combination of formal presentation and self-paced activities with work-context assignments related to the structured presentation. The intent of this module is to prepare students for both work and pre-employment testing.

- Reading for information
- Grammar review
- Spelling review
- Basics of punctuation

- Math Applications in call center environment – metrics, calculations, etc.
- Proof-reading techniques
- Call Center context assignments
- Test taking strategies

Module objectives:
- o Demonstrate ability to apply correct spelling, grammar, and punctuation in 2 written assignments
- o Achieve minimum of 8th grade level on English and Reading test before course completions
- o Demonstrate ability to accurately complete math calculations in sample exercise
- o Proofread sample scripts and make corrections with an 80% accuracy

Module 12 – Employability – (24 Hours)

- Goal setting and planning strategies for job search
- Importance of utilizing Michigan Works
- Developing job search tools: resume, reference list, business cards, portfolio, and telephone scripts
- The Internet as a job search tool (with hands-on practice)
- Benchmarking and other strategies for exploring the labor market
- Use and safeguards of Social Networking (LinkedIn, Face Book and Twitter)
- Cold calling for jobs, using call center techniques
- Online applications and follow-up
- Interviewing strategies
- Planning for successful transition to the workforce
- On-site employee interviews
- Guided job search opportunities
- Retention strategies

Module objectives:
- o Establish career goal with a career path, using data from O*Net
- o Create resume, reference list, business card and portfolio
- o Register with Michigan Works and maintain contact with case manager throughout training
- o Create a Face Book and/or LinkedIn and/or Twitter account for employment networking
- o Demonstrate ability to apply for a position on-line
- o Interview effectively in a mock panel interview (score at least 80 of 100 points on interview checklist)
- o Attend at least one job fair
- o Develop a plan for retention and career growth

Module 13 – Call Center Basics – (30 Hours)

- Common types of call center calls – inbound and outbound
- Common metrics important in call center environments
- Understanding various types of call centers

- Common hardware and software in call centers
  Module Objectives:
  - List at least 5 types of call center calls
  - Discuss the most common metrics measured in call centers
  - Describe several types of call centers with examples
  - Identify common hardware and software systems used in call centers

Module 14 – Call Center Application in Real World Setting – (90 Hours)

This section will give the participants an overview of an actual call center. It will provide soft skills needed in the customer service field and training on call center software to increase knowledge of today's call center technology. It will provide students with hands-on experience in a real call center environment with feedback on their progress.

- Orientation to site: Software, phone systems and procedures
- Demonstration and practice using equipment
- Phone assignments for scheduling appointments
- Daily updates of the activities of the call center
- Weekly group discussions on lessons learned, questions, insights, and job search progress
- Evaluation conferences at 2 weeks, 4 weeks and end of training
Module Objectives:
  - Demonstrate ability to use call center software
  - Demonstrate customer service skill in responding to incoming calls
  - Schedule appointments according to procedure
  - Respond to challenging customer service situations with tact and caring
  - Seek help to obtain information for clients as necessary
  - Manage time and stress during peak periods in call center
  - Receive satisfactory performance evaluations at 4 weeks and end of training

Module 15 – Basic Medical Terminology – (24 Hours)

This **elective** module is recommended for those individuals seeking employment in a health care or insurance related call center). This course has the added benefit of helping to analyze word parts – applicable in many settings. It should increase vocabulary, correct pronunciation and reading scores. Lecture, practice and on-line tutorials will be utilized.

- Understanding the components of medical terms – roots, prefixes, suffixes
- Identify common and frequently used prefixes and suffixes
- Know root words based on anatomy
- Identify common medical abbreviations
- Apply knowledge of medical terminology to comprehend health-related articles
Module Objectives:
  - Pass basic medical terminology test at 80%

- Accurately pronounce medical terms in reading aloud from a consumer article on health related topic

Course Completion Requirements
- Earn at least one Microsoft Certification via Certiport
- Pass each module at the satisfactory level
- Pass the Service Representative Certification from RCCSP

Cost: $3,700 (includes instruction in Microsoft Office and call center software, hands-on experience, teaching materials, practice tests, fees for certification)

Operation ABLE of Michigan
ICEHOUSE ENTREPRENEURSHIP PLUS PROGRAM

Program Description: The Ice House Entrepreneurship Program is designed to immerse students in the fundamental aspects of an entrepreneurial mindset and the unlimited opportunities it can provide. This 50 hour course was developed by the Eli Institute in cooperation with the Kauffman Foundation. They have certified the Operation ABLE instructors to teach the course. It builds on the life lessons described in the book "Who Owns the Icehouse" by Clifton Taulbert and Gary Schoeniger (Eli Press, LLC). The course uses a combination of classroom presentations, videos, class discussions, vignettes of successful entrepreneurs, guest speakers (local entrepreneurs and experts on business start-ups), class activities, and individual or small group coaching). The course can be customized for specific populations such as youth, veterans, or older adults.

Course Goals
This course is designed to increase the confidence of students in their ability to achieve their vision by using tried and true entrepreneurial approaches. Although the course focus is on the development of a business, the principles can be applied to other pursuits such as contributing to one's achievement as an employee, going to school or building a more successful life.

Course Objectives: As a result of this course, students will:
- Develop critical thinking skills that will enable them to identify and evaluate entrepreneurial opportunities, manage risks and learn from the results
- Understand the process that enables entrepreneurs with limited resources to transform a simple idea into a sustainable success
- Understand and apply fundamental aspects of entrepreneurial thinking across disciplines and as a means of personal empowerment
- Establish goals, identify resources and determine the steps required to accomplish their goals
- Identify and interact with local entrepreneurs and business owners within their own communities
- Understand the options for legal structure of a new or existing business
- Know the initial steps in registering one's business name
- Recognize the essential elements of a simple business plan

Course Requirements: Students are required to attend 75% of classes, complete pre and post assessments, complete workbook assignments, and participate in class discussion. In addition they must complete a personal vision statement and a simple business plan that incorporates the eight ice house entrepreneurial principles and other specific elements that will be identified by the instructor. Both written and verbal presentation of the business plan will be required.

Prerequisites: Reading and math at the 5th grade level or beyond is preferred.

Cost: The cost of the course is $900. It includes instruction, fees, guest speakers and materials (workbook and online materials from the Eli Institute. Students will receive a

copy of "Who Owns the Icehouse", a course workbook, lists of local entrepreneurial resources and other materials. They will receive up to four individual or small group coaching sessions.

Course Outline

Module One Introduction (5 Hours)
- Warm-up activity
- Class Overview
- Schedule and assignments
- Brief description of the eight life lessons
- Introduction to the Ice House Entrepreneurs
- Myths and realities of successful entrepreneurship
- Mindset defined
- Review

Module Two (First Life Lesson): The Power to Choose (5 Hours)
Life is not a lottery. The ability to choose the way we respond to our circumstances is fundamental to an entrepreneurial mindset. Using real-world examples, participants learn to recognize how choices rather than circumstances will ultimately shape our lives.
- The influence of environment on our mindset and our choices
- The difference between reacting and responding to life circumstances
- Locus of control
- The importance of our life vision on our power to choose
- *Personal Vision* activity 1

Module Three (Second Life Lesson): Recognizing Opportunities (5 Hours)
- Balancing the "right idea" with our abilities
- Viewing problems as opportunities
- Finding simple solutions
- Opportunistic adaptation
- Experience: how much is enough
- Solving problems with inventions

Module Four (Third Life Lesson): Ideas into Action (5 Hours)
- Barriers to Action
- Overcoming lack of money
- Bootstrapping
- Testing our concept
- Time as a barrier
- Lack of experience as a barrier
- Fear as a barrier
- *Mission Statement* activity 1
- Elevator Speech 1 (Think Big, Start Small, Act Fast)

Module Five (Fourth Life Lesson): Pursuit of Knowledge (5 Hours)
- The power of knowledge
- Learning defined
- The "aha" moment
- Planning for success
- Unproved assumptions vs. established facts
- When knowledge becomes a barrier
- Basics of a business plan
- Learning redefined
- Schedule first business coaching session

Module Six (Fifth Life Lesson): Creating Wealth (5 Hours)
- Wealth perceived
- Wealth defined
- Spending vs. investing
- The credit trap
- An entrepreneur's approach
- Starting your budget
- Approaches to funding

Module Seven (Sixth Life Lesson): Building your Brand (5 Hours)
- Brand defined
- Defining your brand
- Communicating your brand
- Building your brand
- *Mission Statement* activity 2
- The role of confidence
- Elevator Speech 2
- Schedule next business coaching session

Module Eight (Seventh Life Lesson): Creating Community (5 Hours)
- Community defined
- The value of a network
- Who is our network
- How needs change as business develops
- Building a success network
- Legal framework for businesses
- *Personal Vision* activity 2

Module Nine (Eighth Life Lesson): The Power of Persistence (5 Hours)
- The hard work begins: Finalizing the concept
- Tapping local resources
- Taking action
- Messages from the Ice House Entrepreneurs
- Dress Rehearsal with teams and coaches in small groups
- Schedule next business coaching sessions

Module Ten: Show Time (5 Hours)
- Presentation of Businesses to guest panel
- Plan for continued support
- Reception