

DLR Essential Skills Curriculum

Communication (5.5-6.5 Hours)

WorkKeys eLearning

- ☐ Business Writing (30 Minutes)
 - ☐ Interpersonal & Business Communication (1-3 hours)
 - ☐ Teamwork (1-2 hours)
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Customer Service (4-5 Hours)

WorkKeys eLearning

- ☐ Customer Service (1-3 hours)

Alison courses

- ☐ Effective Customer Service Skills (2-3 hours)
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Conflict Resolution & Critical Thinking (5-7 Hours)

WorkKeys eLearning

- ☐ Problem Solving & Critical Thinking (1 hour)
 - ☐ Workplace Observation (2-5 hours)
 - ☐ Handling Rude or Angry Customers (1 hour per course)
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Digital Literacy (2-20+ Hours)

Northstar modules (Test-out options available)

- ☐ Basic Computer Skills – (2 hours)
- ☐ Internet Basics (90 minutes – 2 hours)
- ☐ Using Email (90 minutes)
- ☐ Windows 10 (2 hours)
- ☐ Windows 11(90 minutes)
- ☐ Word (2 hours)
- ☐ Excel (1-16 hours depending on if you are taking the assessment test or completing the online learning curriculum.)
- ☐ PowerPoint (1 hour)

Alison courses (choose 1)

- ☐ Microsoft Teams Essentials (2-3 hours)
- ☐ Google Workspace: Features and Applications (3-4 hours)

Artificial Intelligence (8 hours)

Grow with Google

- ☐ Google AI Professional Certificate (8 hours)
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Financial Literacy & Work Ethic (5.5-6.5 Hours)

DLR virtual workshops

DLR automatic confirmation of attendance. No certificate of completion required.

- ☐ Banking Basics (1 hour)
- ☐ Spending Plans (1 hour)
- ☐ Credit Basics (Optional) (1 hour)

Bring Your 'A' Game

- ☐ Attendance (30 minute)
- ☐ Appearance (30 minute)
- ☐ Attitude (30 minute)
- ☐ Ambition (30 minute)
- ☐ Accountability (30 minute)
- ☐ Acceptance (30 minute)
- ☐ Appreciation (30 minute)

Total time commitment: 30-53+ Hours