

DLR Essential Skills Certificate

Background and Curriculum Development

After analyzing the findings from the [Employer-Survey-2025-Report](#), a comprehensive review of [resource business services](#) was conducted. This process informed the development of a curriculum designed for individuals seeking to earn an Essential Skills Certificate from DLR. The selected skills and corresponding courses were intentionally matched to address employer-identified skill gaps and priority needs, ensuring relevance and alignment with workforce demands.

Employer-Identified Skill Gaps

According to the Employer-Survey-2025-Report, employers most frequently cited **work ethic, reliability, critical thinking, and communication** as gaps in new hires, with **49%** indicating these were the most common deficiencies. Additionally, customer service and communication were highlighted as highly sought-after skills. Notably, **72%** of entry-level positions do not require postsecondary education, underscoring the importance of building foundational and customer-facing skills to improve employability and performance in these roles.

Certificate Application and Employer Engagement

Individuals who complete the curriculum and earn the Essential Skills Certificate will be able to leverage this certificate when applying for positions. The certificate serves as evidence of proficiency in employer-prioritized skills, helping candidates stand out in the hiring process.

To further support workforce connections, DLR will engage employers and promote the certificate, emphasizing its origins from the previous year's employer survey and the alignment with business needs. This outreach will help employers understand the value of the certificate and its role in addressing workforce gaps.

Eligibility

Anyone registered in SDWORKS.

Receiving the Certificate

After the customer has completed each of these courses, a certificate will be issued for that individual.

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 (5-20+ 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

- ☐ 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)

Financial Literacy & Work Ethic (5.5-6.5 Hours)

DLR virtual workshops

- ☐ 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: 33 – 53+ Hours