The Secret Life of an Exceptional Employee (HIRE 106)

The Secret Life of an Exceptional Employee is the second of seven soft-skill classes in the HIRE (Help in Reaching Employment) job readiness program series. While part of the series, The Secret Life of an Exceptional Employee also can be presented as a stand-alone class.

**BENEFITS TO YOUR ORGANIZATION**
- Increased level of professionalism
- Improved customer service
- Improved workplace environment
- Better employee understanding of desirable traits of upwardly mobile employees
- Decreased costs associated with HR duties

**COURSE OBJECTIVES**
- After generating a list of behaviors that describe integrity, assess their own behavior against that list and identify at least three areas of self-improvement
- Given several work-related scenarios, determine the best course of action using trustworthiness as a guiding principle
- Illustrate how attitude and cooperation both positively and negatively affect the work environment
- When given a set of poorly handled customer service vignettes, improve those customer interactions by creating a response that demonstrates reliability
- Given a fast-changing simulation, practice flexibility and adaptability and link those characteristics to improving their readiness for change
- Given a list of personal values, select one value that has the most meaning to them and describe why

**TRAINING DESCRIPTION AND MATERIALS**
This instructor-led interactive course focuses on the characteristics of exceptional employees. These characteristics include integrity, trustworthiness, attitude, cooperation, reliability, flexibility, adaptability, self-discipline and motivation. Students will participate in a learning activity, either in small groups, pairs or individually, for each of the noted characteristics. The course also includes a Scrabble simulation to review the course concepts. The class concludes with a journaling exercise and action plan development.

**HOURS AND COST**
Your The Secret Life of an Exceptional Employee course is a 7-hour training activity, scheduled at your convenience for up to a maximum of 12 participants. 0.7 IACET Approved CEUs will be awarded upon successful completion of the course. Pricing includes training administration, instruction, class handouts and materials, and an activity evaluation at the conclusion of training.

Suggested Retail Price: $1,499
(Additional participants may be available at an additional cost)

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For additional information or to order this course, please contact your account manager.