



Connecting Youth to Work:

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The Saturday Youth Academy

A program of the New Haven Free Public Library

CONNECTING YOUTH TO WORK

The New Haven Free Public Library is privileged to have funders and partners who recognize libraries as uniquely positioned to engage New Haven's youth and families in meaningful educational experiences that recognize and enhance the cultural richness of New Haven's communities.

Thanks to The Community Foundation for Greater New Haven, the Carolyn Foundation, Citizens Bank Foundation and Empower New Haven for providing their generous support for the Connecting Youth to Work Career Resource Center initiative. This public-private partnership helps libraries thrive.

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connecting youth to work guidebook

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OFFICE OF THE MAYOR

165 CHURCH STREET • NEW HAVEN • CONNECTICUT 06510



JOHN DESTEFANO, JR.
Mayor



The motto of New Haven's children
is "are they prepared to succeed?"

July 28, 2007

Dear Saturday Youth Academy Participants:

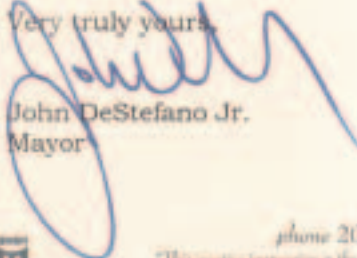
A major focus of the City of New Haven is educational and employment opportunities for New Haven's youth. As Mayor, I am aware that both resources and workforce readiness must be high priorities in our community, where too many young people are unprepared to enter the world of work and do not have access to work related experiences, resources and services to be best equipped to succeed in the 21st Century.

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The Saturday Youth Academy program being offered by the New Haven Free Public Library through the Connecting Youth to Work Resource Center at the Courtland Seymour Wilson Branch Library in the Hill neighborhood, will address and respond to this important need. The Resource Center will enable youth to achieve economic self-sufficiency and increase positive educational, economic and development outcomes as they enter the workforce.

I whole heartedly support and commend the staff of the New Haven Free Public Library and the Connecting Youth to Work Resource Center for conducting the Saturday Youth Academy program and providing opportunities to increase contact between the youth, the public library and the business community of New Haven and the region.

Very truly yours,


John DeStefano Jr.
Mayor



phone 203.946.8200 fax 203.946.7683

This creative impression is the work of Susan Benak, a student at High School in the University.



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John DeStefano, Jr., Mayor
Keith Bradoc Gallant, Chair, Board of Directors
James C. Welbourne, City Librarian



28 July 2007


Dear Saturday Youth Academy participants,

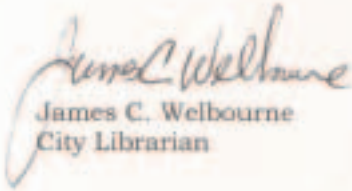
We are delighted that you are participating in the Saturday Youth Academy being offered through the Connecting Youth to Work Resource Center that will exclusively connect you to the world of work and career opportunities. The New Haven Free Public Library is pleased to partner with the City of New Haven and the Mayor's initiative on jobs and employment for New Haven's youth.

There is one thing that is for certain, the Saturday Youth Academy will enable each participant to develop new skills, explore their interest, able to gain access to work-related experiences that are essential to seek out career opportunities and jobs. It is our hope that the Connecting Youth to Work Resource Center programs and services will draw youth and their families to utilize all the services available throughout the city-wide library system and focus on the role of libraries as a major entry point in the community.

On behalf of the Library Board of Directors, we hope that each and every one of you will learn to become active workers, helpers, advocates and leaders in your community through your participation in the Saturday Youth Academy program.

Sincerely,


Keith Bradoc Gallant
President, Board of Directors


James C. Welbourne
City Librarian

what is connecting youth to work?

The Connecting Youth to Work Resource Center (CYTW) is a library based resource center designed to connect young adults in the New Haven Empowerment Zones (Hill and Dixwell/Newhallville) with materials and opportunities that will better prepare them in developing career, educational plans, polishing their skills, and in seeking sustainable employment. The CYTW combines traditional library materials and services with current offerings in technology.

Among the offerings available to young adults and those serving their needs is an exhaustive, contemporary print collection devoted to job seeking, career guidance and educational advancement. Video, audio, magazine and digital materials are resources also available as part of this growing collection. Current employment offerings and programs for young adults are prominently displayed in the resource area in order to keep everyone informed of upcoming opportunities.

The CYTW Career Resource Center provides programming to assist with the career and educational growth of young adults residing in the Hill neighborhood, aged 13-18, and the agencies that service their needs. The CYTW Career Resource Center will be unique to the Hill in that it will draw teens to utilize all the services available at the Courtland Seymour Wilson Branch Library, and encourage them to increase their awareness of work and career opportunities in a comfortable, user-friendly environment with resources that are also accessible from their schools and homes, and is free. The CYTW Career Resource Center is year round and will have 4 distinct components: 1) a technology-based Career Assessment Service; 2) the Saturday Youth Academy; 3) Employment/Job-Career Fairs and; 4) a web presence at the New Haven Free Public Library's website.

The **computer based career assessment** is a self-administered system that measures both a person's aptitude and interests. This assessment then suggests possible career pathways and outlines the educational requirements for related careers.

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Connecting Youth to Work's **Saturday Youth Academy** provides a class of students with workshops, seminars and special programs designed to connect teens with the world of work. Over an eight week course young adults learn skills and techniques that will help in applying for a job, maintaining a job, managing time and money, and developing conflict resolution methods. The Academy is offered during the school year with classes forming each new school semester.

Employment/Job-Career Fairs are hosted at the library in order to link employers with young adults eager and prepared to work. These Fairs are often focused on a career area, such as healthcare or education. This focus allows for mini-workshops on the many different fields of work offered in a career area and gives participating young adults a chance to meet with a wide range of individuals and job sites within an area of interest

Young adults and other interested individuals have 24/7 access to the Connecting Youth to Work Career Resource Center via the Internet. Important information about the CYTW Career Resource Center will be available at the websites along with constantly updated digital linkages that will help young adults explore and investigate career opportunities.

The CYTW Career Resource Center will expand after a year into the Dixwell/Newhallville neighborhood, using the Stetson Branch Library on Dixwell Avenue as the hub.

GOALS

- To help teens develop practical skills and behaviors that will help them to succeed in any work experience.
- To enrich teens' current employment experiences by providing them opportunities to reflect on their job experiences and relevant personal and social issues in a supportive adult and peer environment.
- To provide opportunities for teens to practice basic academic skills such as reading and writing during the summer break and throughout the school year.
- To help teens to explore their interests, skills, and options for higher education and future careers.
- To help teens develop skills to help them to find new jobs and succeed in the workplace after their summer employment or internship experience.

APPROACH

CYTW uses youth participation and employment as a means of fostering positive youth development. Research on youth resiliency has demonstrated that “young people whose lives are characterized by the presence of caring relationships with adults, high expectations, engaging activities, and opportunities to make contributions are likely to have positive outcomes even when they grow up in high-risk environments.”

With this in mind, CYTW's workshops and events are highly interactive and provide age-appropriate, intellectually challenging, and personally meaningful learning activities. In contrast to the traditional school environment, employment and “real world” topics are the program's focus around which various academic and life skills are learned.

Unlike many other work readiness programs, CYTW is aimed broadly at average young people. While youth employment and training programs aimed at the hardest to reach, out-of-school youth are important, they tend to focus on a relatively small number of youth. Similarly, programs that serve highly-motivated, upper-middle-class teens also reach a relatively small number of youth. The target audience for CYTW is broader, providing youth development supports to the vast out-of-school, underserved middle.

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Who's involved?

The Connecting Youth to Work Initiative Resource Center Student Placement and Internships Resource Data Bank contains over 200 confirmed businesses/agencies willing to mentor a student intern/volunteer. Business and community organizations that support the initiative include:

- New Haven Board of Education
- Youth @ Work
- The City of New Haven
- Empower New Haven
- Yale New Haven Hospital
- Yale University School of Management
- Yale University Dining Halls
- John Williams, Civil Rights Attorney
- Saint Raphael's Hospital
- AIDS Interfaith Network
- Gateway Community College Culinary Arts Program
- Southern Connecticut State University Teacher Prep Program
- State of Connecticut Developing Tomorrow's Professionals (Male Mentoring Partnership)
- Superior Court Judge Juliet Crawford
- State of Connecticut Department of Probation/Parole
- State of Connecticut Police Department
- New Haven Police/Fire Department
- State of Connecticut Probate Court
- Stop and Shop Supermarkets
- Shaws Supermarkets (Ahold Corporation)

... and many more!

benefits to youth, employers, and the community at large

The Benefits for Youth

CYTW is of interest to anyone concerned about young people reaching their goals. The initiative offers several benefits that parallel the assets the Search Institute has identified as essential for young people to develop in order to grow up healthy, caring, and responsible.

Sense of Purpose: Career exploration and workplace readiness training can improve the self-confidence of young people. By participating in CYTW workshops and other events, young people discover what they are good at and establish positive self-identities.

Service to Others: Career exploration and workplace readiness training service improves young people's leadership skills. When young people have opportunities to take on meaningful responsibilities and play an active role on a team, they build skills and capacities, such as empathy and sensitivity, integrity, critical thinking, decision making, time management, communication, and public speaking. In addition, young people are exposed to diverse kinds of people and ideas.

Community Values Youth: Career exploration and workplace readiness training improves relationships between and among young people and others in the community. By working collaboratively on projects and participating in internships and other employment opportunities, young people develop a sense of community pride, which improves their communication and affinity with each other and with others in the community. This often leads to improved relationships between generations.

Positive View of Personal Future: Career exploration and workplace readiness training improves intellectual development and academic learning. Young people develop intellectually and academically as they participate in career exploration and workplace readiness training. Following are specific results:

- increased factual knowledge specific to the training or employment experience;
- increased skills in problem solving, critical thinking, and open-mindedness;
- increased motivation to learn;
- increased group communication skills;
- increased skills in observation, inquiry, and the application of knowledge;
- increased basic skills in reading and calculation, particularly for those engaged in cross-age tutoring

These skills improve young people's vision of their own and the world's future.

Youth as Resources: Career exploration and workplace readiness training gives youth useful roles in the community. Young people are able to grow beyond their role as "youth" or "service recipients" to become workers, helpers, advocates, leaders, and educators in the community.

Responsibility, Planning, and Decision Making: Career exploration and workplace readiness training requires an enormous amount of work in which young people learn to plan ahead and make choices. When youth are instrumental in planning and participating in training and employment experiences, they develop a deep connection to the work. This investment prompts youth to follow through on responsibilities, and with tangible results, they have the opportunity to feel the rewards of a job well done.

Search Institute's Developmental Assets

Through extensive research, Search Institute has identified the following building blocks of healthy development.

External Assets

The first 20 developmental assets focus on positive experiences that young people receive from the people and institutions in their lives. Four categories of external assets are included in the framework:

- **SUPPORT.** Young people need to experience support, care, and love from their families, neighbors, and many others. They need organizations and institutions that provide positive, supportive environments.
- **EMPOWERMENT.** Young people need to be valued by their community and have opportunities to contribute to others. For this to occur, they must be safe and feel secure.
- **BOUNDARIES AND EXPECTATIONS.** Young people need to know what is expected of them and whether activities and behaviors are "in bounds" and "out of bounds."
- **CONSTRUCTIVE USE OF TIME.** Young people need constructive, enriching opportunities for growth through creative activities.

Internal Assets

The second set of 20 developmental assets focus on the internal qualities that need be nurtured in youth. The framework includes four categories of internal assets:

- **COMMITMENT TO LEARNING.** Young people need to develop a lifelong commitment to education and learning.
- **POSITIVE VALUES.** Young people need to develop strong values that guide their choices.
- **SOCIAL COMPETENCIES.** Young people need skills and competencies that equip them to make positive choices, to build relationships, and to succeed in life.
- **POSITIVE IDENTITY.** Young people need a strong sense of their own power, purpose, worth, and promise.

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the benefits for employers

As the direct recipients of the program, employers have a lot to gain from the CYTW program.

Career exploration and workplace readiness training provides tangible benefits to employers. This includes extra help on special projects and/or needed regular workers.

Career exploration and workplace readiness training improves the community's image of young people. Youth are regarded, by themselves and others, as assets, as people capable of contributing to and improving their communities and society. The community members gain a greater appreciation for, and their fear and anxiety about young people is perhaps lessened. They begin to regard and utilize youth as community resources and viable partners.

Career exploration and workplace readiness training increases future leadership capacity. The young people who participate in career exploration and workplace readiness training build their leadership and citizenship skills. This capacity for leading and active participation in a civic society stays with young people as they become adults.

Career exploration and workplace readiness training helps to prevent negative youth behaviors. According to a 1995 Search Institute study, young people who volunteer one hour per week are 50 percent less likely to abuse drugs, alcohol, or cigarettes.

Especially for new immigrant youth, career exploration and workplace readiness training can be a means of acculturation, leading to increased understanding of cultural norms and values, and a better understanding and familiarity between cultural groups. Through participation in a training or employment experience, newcomers to the U.S. or the neighborhood can establish ties, make friends, and practice a new language.

KEY ELEMENTS

CYTW supports youth in a variety of ways. These supports fall along a spectrum of intensity in terms of the amount of time and effort required of participants. For example, the more individualized a component (e.g., the guidebook and the employment/internship placement), the more a participant has to engage in order to get results.

Leadership and Management

The CYTW initiative is led by the New Haven Free Public Library and other key partners. Its development and expansion is managed by a part-time CYTW program manager and a youth assistant. Support is provided by organizational partners.

Training Workshops

Training workshops are a core component of CYTW, providing the central learning opportunities around which all other events are organized. The series of eight trainings are offered three times throughout the year in order to provide youth with multiple opportunities to participate. Training workshops focus on the following topics:

Workplace Readiness

Communicating Professionally and Managing Your Time

Professionalism and time management are key components for success in the workplace. In this workshop, participants explore what it means to behave professionally and have an opportunity to practice these skills through interactive games and exercises. Topics include how to get along with co-workers, positive body language, and effective listening. Using their workplace experiences as “content”, youth discuss strategies for managing their time effectively, such as what factors to consider when planning for an appointment, and consider how to apply these ideas and concepts to other areas of their life.

Getting to Work I

Resume and Cover Letter Writing

Creating a strong resume and cover letter is the first step toward landing a job interview. This workshop introduces participants to a variety of resume formats and helps them choose the one that best fits them. Participants learn what a cover letter is and how to write one that gets results. Other examples of professional writing, such as thank you notes and business letters, are also discussed. Best of all, participants walk away with their own working drafts of a resume and cover letter.

Getting to Work II

Job Hunting and Interviewing Techniques for Winners

Finding the job you want is a tough task. But you won't get the job you want if you don't know where to look. And you definitely won't get the job you want if you aren't prepared for a job interview. This workshop offers participants several winning strategies for job hunts and interviews. Topics include handling anxiety as well as effective strategies for answering tough interview questions.

Financial Literacy

Understanding and Managing Your Money

This workshop teaches youth to develop a plan for spending and saving the money they earn during their summer job/internship. Participants set personal saving goals and priorities, and learn how to budget their income to meet those goals. In addition, information on how to understand credit and debit cards is provided. Participants explore the benefits of having a bank account and learn the different types of account available, how to open one, and the advantages and disadvantages of debit and credit cards.

Keeping Your Cool at Work

Conflict Management

In this workshop, participants explore non-violent ways of dealing with conflict, both in their personal lives and when interacting with co-workers and supervisors. Through a combination of large and small group discussions, demonstrations, and role-plays based on real-life situations, participants develop an understanding of what conflict is and how to deal with it in positive and productive ways.

Higher Education Exploration

Considering Your Options for College

Applying to college can be an overwhelming task, especially if you don't know where to begin. This workshop provides youth with a basic overview of the college application experience as well as resources and tools to jumpstart the process. Through a series of conversations and activities, participants consider what type of institution might be most appropriate for their needs and interests and learn basic terms they should know before applying to college. Leaders review commonly-asked questions, including information on the types of financial assistance available and how to apply for financial aid. Participants discuss specific steps they can take, such as preparing for the SATs and collecting information about colleges.

Career Exploration

Imagining Your Future

In this workshop, participants explore their skills, interests, assets, and goals, and use this information to identify the types of professions they would like to pursue. Youth are introduced to an array of factors, ranging from salary and benefits to the types of people and environments they might prefer, and are encouraged to weigh these factors as they consider careers. Data on educational background and other requirements for various professions is presented along with information on fields with the greatest growth and opportunity. Participants receive tips on how to conduct informational interviews, how to break into a particular field, and how to apply for a job.

Reflection and Analysis

Looking Back & Moving Forward

Taking time to reflect on our experiences helps us discover important lessons that we can apply in the future. In this workshop, participants process what they have learned from their summer employment and identify what they have gained and how they have grown from the experience. Youth inventory challenges, successes, and new skills, and discuss how to use these experiences in other jobs and in school.

Job Fairs

Three CYTW job fairs are held during the year, providing multiple opportunities for youth and employers to participate. Student recruitment and participation in the job fairs are aided by a Youth Advisory Council, which reports to the CYTW project coordinator. Two of the job fairs are held at the new Wilson Branch of the New Haven Free Public Library in the Hill Neighborhood and one is held in the Dixwell/Newhallville community.

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Job Fair Goals:

- Introduce youth to a range of long-term employment ideas and career options;
- Introduce youth to potential short-term employment or internship opportunities;
- Introduce local employers to youth participants.

Guidebook

The guidebook describes the CYTW program and guides youth through each phase of the program, allowing them opportunities to reflect and expand on their experiences. The guide also assists key staff in facilitating program activities, and serves as a useful reference to employers and other business partners.

Employment/Internship Placement

Once youth participants have been through the training workshops and other program activities, they have an opportunity to try out their new skills and perspectives in a supportive environment. Placement services connect youth to employers who are a good match with each youth's skills, interests, and personal qualities. For these placements to be successful, relationships with the employers are developed over time, so that employers understand what young employees or interns need in order to be successful on the job.

To begin the placement process, youth participants will have the opportunity to learn something about a field they are interested in, through guest speakers or video presentations. CYTW staff will then begin the matching process, utilizing a database of proposed internship/volunteer placement sites. Once relevant work sites have been identified, the youth participant will have the chance to meet potential employer/mentors, and interview for the position. Once a position has been accepted by both sides, the internship can begin! The youth participant will be eligible to receive minimum wage salary for 8-10 hours a week.

Youth participants will be supported by CYTW staff throughout their internship. Employer/mentors will submit evaluation forms to CYTW staff on a bimonthly basis. CYTW staff will visit youth participants at their work site on a regular basis, to monitor the progress of the internship initiative.

When employers see the value and benefits that youth participants can bring to the workplace, they may find that they want to keep that value beyond the internship itself. After the formal internship is complete, some employers may choose to hire the youth participant directly as a student worker, and pay them from their own operating budgets.

Timeline

- OCTOBER - DECEMBER 2007**
First series of training workshops (Wilson Branch)
- DECEMBER 2007**
First job fair
- JANUARY - FEBRUARY 2008**
Second series of training workshops (Wilson Branch)
First series of training workshops (Stetson Branch)
- MARCH 2008**
Second job fair
- APRIL - MAY 2008**
Third series of training workshops (Wilson Branch)
Second series of training workshops (Stetson Branch)
- JUNE 2008**
Third job fair
- JULY - AUGUST 2008**
Summer Employment/Internship Placement

for business / corporate partners:

Working With Youth Employees

While working with youth employees is certainly rewarding, it can also be challenging. As an employer, meeting these challenges successfully means creating a more effective work environment for yourself, and a more engaging and enriching experience for young people.

We have found that in order for employers to develop the most successful relationships with youth employees, they need to focus on the following elements:

- Build Trust
- Set Clear and High Expectations
- Recognize Strengths and Assets
- Provide Meaningful Work
- Acknowledge Successes
- Make Room for Creativity

Build Trust

For trust to be authentic, it has to be reciprocal. If an employer approaches a youth employee with suspicion or a condescending attitude, the employer often receives the same. However, if certain ways of relating are established at the beginning, a level of integrity and trust tends to infuse the relationship. The following are suggestions for creating positive first impressions:

- Take an interest in your youth employee and what he or she is interested in;
- Treat youth employees as young adults, rather than older children;
- Be yourself. Teens are very sensitive to dishonesty, and tend to respond well to authenticity, even if someone is quite different from themselves;
- Be consistent and reliable.

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Set Clear and High Expectations

For many of youth employees, this is their first professional experience. Even for adults, entering a new work setting can cause anxiety and lack of confidence. Giving youth as much information as possible about expectations of what they're to do and how they are to do it does a lot to lower anxiety and build confidence. Encourage youth to ask questions to clarify their understanding and clear up misconceptions. Don't assume they will ask clarifying questions on their own—they maybe have never been encouraged to do so before. Ask questions such as, "Does that make sense?" or "Is any of this unclear to you?" Be sure to give them time to think and respond, and assure them they can come to you with questions whenever they arise.

Perhaps even more important than setting clear expectations is setting high ones. Give a young person a challenging job to do, some degree of autonomy, and a clear sense that your door is open for support, and you'll be amazed at what they accomplish.

Provide Meaningful Work

Studies of adult professionals show that one of the best motivators at work is the sense that one's job has meaning. This does not have to mean that every task is an interesting and intrinsically rewarding one. However, as a manager, you can help youth employees by talking to them about the bigger picture of the company's mission and how their work contributes to company's success.

Acknowledge Successes

One important goal is to help youth be more motivated to learn and grow. One way to accomplish this is to recognize their successes, both large and small. Sometimes a success is obvious: a sale is made, a quota is met, or a project is completed. But smaller successes exist, too: when a skill is mastered, or improvement in the level of competence or efficiency is made. You don't need to give youth employees a prize every time they do something right; simply acknowledging their progress verbally or in writing. A few words from you can go a long way in motivating a young person.

Make Room for Creativity

If possible, carve out projects for youth employees where they can make their own decisions about how to do things. Tell them what the goals are, how much time you expect the work to take, and let them know that they can come to you with any questions or reflections on an idea. Then, let them do the work their own way. By allowing for creativity and some degree of independence, you will potentially reap multiple benefits: the youth employee will feel respected and recognized, and therefore be a more motivated and productive worker; s/he will gain skills and learn new things; and you might find that s/he develops creative solutions and new ideas that promote the success of your company!

Recognize Strengths and Assets

Traditionally, many people view teens, particularly teens from the inner-city or other economically poorer areas, as “needy.” In recent years, a positive youth development movement has gained acceptance among educators and other youth professionals. In a positive youth development framework, young people are seen as being full of resources, strengths, and assets. Rather than focusing on the deficits and problems young people might face, positive youth development advocates focusing on helping young people meet challenges by developing their interests, skills and strengths.

The traditional view of young people as problems rather than resources goes way back. Even Socrates, who lived in the 5th century B.C. complained about teenagers: “Our youth now love luxury. They have bad manners, they show disrespect for their elders and love chatter in place of exercise; they contradict their parents, gobble up their food and tyrannize their teachers.”

It’s possible, however, that Socrates didn’t know what we know now when he complained about “kids today”—namely that there are things we can do to help adolescents be healthy and whole during this development stage. The Search Institute of Minneapolis, Minn. has even created a list of 40 developmental assets that “are concrete, common sense, positive experiences and qualities essential to raising successful young people. These assets have the power during critical adolescent years to influence choices young people make and help them become caring, responsible adults.”

Search divides the 40 assets into two major categories, external (out in the world) and internal (within young people themselves). A few of the assets that are especially relevant to employers hiring young people include

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connecting youth to work

YOUTH JOURNAL & GUIDEBOOK

INTRODUCTION

Welcome to *Connecting Youth to Work!* This journal and guidebook is designed to be used throughout your training and work experience. It is meant to guide you through the program and help you reflect on your experience. Its goal is to supplement your learning about the world of work and to help you explore your personal and professional options. Please take time to go through each section and write in the appropriate places.

Chapter One: Workplace Readiness: Communicating Professionally and Managing Your Time

Chapter Two: Getting to Work I: Resume and Cover Letter Writing

Chapter Three: Getting to Work II: Job Hunting and Interviewing Techniques for Winners

Chapter Four: Financial Literacy: Understanding and Managing Your Money

Chapter Five: Conflict Management: Keeping Your Cool at Work:

Chapter Six: Higher Education Exploration: Considering Your Options for College

Chapter Seven: Career Exploration: Imagining Your Future

Chapter Eight: Reflection and Analysis: Looking Back & Moving Forward

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Each chapter contains features to learn from or respond to:

- **Tip For Success**
Suggestions that connect to the chapter's theme.
- **Try This....**
Activities that help you apply new knowledge or information.
- **Professional Reflection**
Questions that prompt you to reflect on your work and future.
- **Did You Know?**
Information connecting to the chapter's theme.
- **Extra! Extra!**
Space for an activity related to how the program is going for you.
- **Training Reflection**
A place to consider what you've learned in the training session and how to apply that to your work.
- **Personal Reflection.**
Questions to help you reflect on your feelings and thoughts about the program and your future options.
- **Look It Up!**
Library resources that have additional information on the chapter's topic.

workplace readiness:

communicating professionally and managing your time

"Set yourself as the standard." ~ Chinese Proverb

Tip For Success

Keep a calendar and a daily to-do list! As you gain responsibilities both personally and professionally, it becomes more important to keep track of what you have to do and when you have to do it.

Try This... Use this checklist when preparing for work or other appointments.

I NEED TO DO THE FOLLOWING BEFORE WORK:

- Eat
 - Clean-up the house (take out garbage, do dishes, etc.)
 - Tend to personal hygiene and grooming (bath/shower, hair, make-up, brush teeth)
 - Get clothes ready and dress
 - Assist others in the house with their needs
 - Run errands
 - Other: _____
-

These things will take approximately _____ minutes.

I GET TO WORK BY:

- Bus (Find out the bus schedule.)
- Train (Ask others how long it will take.)
- Car (Find out how long the drive is.)
- Foot (Find out how long the walk is.)

My commute will take approximately _____ minutes.

I start work at _____. I will need to leave home at _____.

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"It is our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome."

*William James,
19th century psychologist
and philosopher*

did you know?

Posture and body language communicates as much as, if not more than, what you say.

Here are examples of body language that help someone feel listened to:

- Eye contact
- Personal space. It is hard to talk when you are 10 feet way from someone, but you do not want to be only 6 inches apart either. Generally, 2 to 3 feet is a comfortable distance for most people.
- Posture. Sitting up straight or even leaning toward the speaker lets the person know you're interested. When you slouch, it indicates to the speaker that you are more interested in relaxing or maybe even falling asleep than listening to him or her.

Professional Reflection

How has your communication with your co-workers been going? What's been difficult?

What's been successful?

What was a challenge you have faced recently? How did you work to overcome the challenge?

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Training Reflection

What did you learn from the training on this topic?

What did you learn from your peers during the training?

What are some things you learned that you plan to try out?

Personal Reflection “Set yourself as the standard.” ~ Chinese Proverb

Read the quote at the beginning of this chapter (and repeated here). What does it mean to you? How do you feel about it?

Is there someone you know who appears to live by this proverb? How can you tell?

How do you think the world would be different if each person set him or herself as the standard?

extra! extra!

Use the space below to reflect on how things have been going so far. Think about all of the things you've heard, seen, done, thought, felt, and wondered. Feel free to write a story, compose a poem, or draw a picture.

THIS IS YOUR SPACE TO EXPRESS YOURSELF. **SAMPLE**

Try This...

Avoid gossip.

Whenever a group of people is forced to spend a large part of the day together, there is bound to be some tension. This often appears in the form of gossip. Even when we know that participating in gossip can lead us into uncomfortable situations, it can be hard to avoid! Try making a point this week of avoiding all gossip-try not to listen to it or spread it.

Look It Up!

Following is a list of nonfiction books to spur your thinking about developing tools for success.

All are available at the New Haven Free Public Library.

Gifted Hands by Ben Carson with Cecil Murphey.

B CARSON

The inspiring story of Ben Carson, M.D. takes readers into the life of an inner-city youngster who rose above his circumstances to become director of pediatric neurosurgery at Johns Hopkins University Hospital.

The Pact: Three young men make a promise and fulfill a dream by Drs. Sampson Davis, George Jenkins and Rameck Hunt.

610.922 DAVIS

Follows the experiences of Jenkins, Davis, and Hunt, three friends who grew up in impoverished families in Newark, New Jersey, and who supported one another in their dreams of becoming doctors in spite of tremendous disadvantages.

Unstoppable: 45 Powerful Stories of Perseverance and Triumph from People Just Like You by Cynthia Kersey

158.1 KERSEY

This book shares the stories of those who overcame great odds or persevered to make their dreams come true and offers a 7-step plan for developing purpose, passion, belief, teams, creativity, and determination

Hip-hop, Inc.: Success strategies of the rap moguls by Tim Leffel

782.421 Oliver

At the heart of hip-hop, the most vigorous, electric development in the music world since the advent of punk rock, are its brilliant entrepreneurs. Some have demonstrated business instinct and marketing savvy that would make many Fortune 500 CEOs envious. Hip Hop, Inc. reveals the secrets of success that can be applied to virtually any other business. It illustrates these secrets by telling the never-before-told stories of the most successful of the rap elite and, through extensive interviews, lets the advice flow from the millionaires themselves.

Six Lessons for Six Sons: An extraordinary father's simple formula for success by Joe Massengale

650.108 MASSENGALE

Joe Massengale rose above his hardscrabble roots to become a successful Beverly Hills businessman, creating a tree service from scratch and building it into an enduring and profitable enterprise. Through years of hard work, Joe achieved the prosperous life he sought but never forgot the life lessons he learned along the way, especially those his father Hugh taught him. He made sure to impart those lessons to his six sons, each of whom became a success in his own right.

The billion dollar BET: Robert Johnson and the inside story of Black Entertainment Television by Brett Pulley

B JOHNSON R

The story of Black Entertainment Television (BET) and its creator traces the network's rise to a multi-billion-dollar empire, describes Johnson's humble origins and education through his work as a cable industry lobbyist, and discusses BET's successes, its business philosophy and its impact on race in America.

How Jane Won: 55 Successful Women Share How They Grew from Ordinary Girls to Extraordinary Women by Silvia Rimm

155.133 RIMM

More than fifty successful women share the secrets of how they got to where they are as they speak out on the value of personal accomplishment and describe the choices, crises, mentors, opportunities, challenges, and other steps that they encountered on the road to fulfillment.

***So many detours by Mallory Jones with R. E. Simon, Jr.**

jBJ721s

The story of how a young African American handled the many obstacles that blocked his chosen career until he was at last able to purchase a restaurant franchise.

No Disrespect by Sister Souljah

306.808 SOULJAH

Rapper, activist, and hip-hop rebel, Sister Souljah possesses the most passionate and articulate voice to emerge from the projects. Now she uses that voice to deliver what is at once a fiercely candid autobiography and a survival manual for any African American woman determined to keep her heart open and her integrity intact in 1990s America.

*Juvenile Collection books. All other books are in the adult or Young Adult collection.