



## KeyTrain Courses

### WorkKeys/Pre-WorkKeys Curriculum:

Reading for Information  
Applied Mathematics  
Locating Information  
Applied Technology (Electricity, Mechanics, Fluids,  
Thermodynamics)  
Writing  
Business Writing  
Listening  
Observation  
Teamwork

### Soft Skills Curriculum:

Career Skills

### KeyTrain Curriculum is available in the following formats:

Computer-based  
Internet  
Workbooks  
Spanish

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## ***Reading for Information Outline***

### **Program Introduction**

### **Reading for Information WorkKeys Introduction**

### **PreTest**

#### **Level 1**

Introduction  
Recognizing Sound and Words  
Visual Comprehension  
Sequencing Skills  
Alphabetical Ordering  
Spelling  
Vocabulary  
Quiz

#### **Level 2**

Introduction  
Identifying Sent. Parts – Nouns  
Identifying Sent. Parts – Verbs  
Word Forms  
Following Directions  
Common Abbreviations  
Personal Information  
Text Comprehension  
Quiz

#### **Level 3**

Introduction  
Word Meanings  
Finding Information  
Following Directions  
Forms & Contents  
Finding Details  
Making Connections  
Topics & Main Ideas  
Quiz

#### **Level 4**

Introduction  
Words in Context  
Word Part Clues  
Facts in Paragraphs  
Reading for Details  
Making Inferences  
Reading Procedures  
Cause and Effects  
Quiz

#### **Level 5**

Introduction  
Technical Jargon  
Interpreting Information  
Acronyms  
Multiple Meanings  
Applying Instructions  
Quiz

#### **Level 6**

Introduction  
Implied Details  
Understanding Jargon  
Meaning from Context  
Complex Information  
Main Principles  
Author's Reasons  
Quiz

#### **Level 7**

Introduction  
Definitions  
Legal Documents  
Applying Principles  
Drawing Conclusions  
Quiz

## ***Applied Mathematics Outline***

### **Program Introduction**

### **Applied Mathematics WorkKeys Introduction**

### **Calculator Review**

### **PreTest**

#### **Level 1**

Introduction  
Counting  
Numbers and Sequences  
Addition  
Subtraction  
Multiplication  
Division  
Quiz

#### **Level 2**

Introduction  
Word Problems  
Money  
Time  
Measurement  
Fractions & Decimals  
Calculator  
Quiz

#### **Level 3**

Introduction  
Math Review  
Quantity  
Money  
Time  
Measurement  
Fractions & Decimals  
Negative Numbers  
Quiz

#### **Level 4**

Introduction  
Money & Time  
Fractions & Decimals  
Percentages  
Measurement  
Averages  
Proportions  
Diagrams  
Quiz

#### **Level 5**

Introduction  
Fractions & Decimals  
Percentages  
Measurement

Perimeter & Area  
Production Rates  
Best Deals  
Quiz

#### **Level 6**

Introduction  
Problem Solving  
Multiple Steps  
Fractions & Decimals  
Percentages  
Area & Volume  
Rate Problems  
Best Deals  
Quiz

#### **Level 7**

Introduction  
Multiple Steps  
Volume & Areas  
Ratios & Proportions  
Best Deals  
Multiple Unknowns  
Troubleshooting  
Non-Linear Functions  
Quiz

## ***Locating Information Outline***

### **Program Introduction**

### **Locating Information**

### **WorkKeys Introduction**

### **PreTest**

#### **Level 1**

Introduction  
Graph Words  
Graph Symbols  
Putting Things in Order  
Basic Graphs  
Following Directions  
Reading Graphs  
Quiz

#### **Level 2**

Introduction  
The Order of Graphs  
Types of Graphs  
Tools Used in Graphs  
Creating Graphs  
Using Different Graphs  
The Purpose of Graphs  
Quiz

#### **Level 3**

Introduction  
Pie Charts  
Bar Graphs  
Line Graphs  
Tables & Forms  
Maps & Plans  
Diagrams  
Gauges  
Quiz

#### **Level 4**

Introduction  
Pie Charts  
Bar Graphs  
Line Graphs  
Tables & Forms  
Maps & Plans  
Diagrams  
Gauges  
Quiz

#### **Level 5**

Introduction  
Complex Documents  
Finding Details  
Multiple Documents  
Extracting Data  
Identifying Trends  
Quiz

#### **Level 6**

Introduction  
Drawing Conclusions  
Using Criteria  
Data Relationships  
Quiz

## ***Applied Technology Outline - Introduction***

### **Program Introduction**

### **Applied Technology WorkKeys Introduction**

### **Problem Solving Strategies**

What is Problem Solving?  
Problem Solving Methods  
Identify the Problem  
Gather Data  
Make a Plan

Execute the Plan  
Evaluate the Results  
Compartmentalizing  
Common Concepts  
Other Problem-Solving Models

## ***Applied Technology Outline – Electricity***

### **ELECTRICITY**

### **Pretest**

### **Up to Level 3**

Introduction  
Voltage & Current  
Resistors  
Circuits & Switches  
Capacitors  
Inductors  
Series & Parallel Circuits  
Circuit Breakers  
Multimeters  
Troubleshooting Circuits  
Quiz

#### **Level 4**

Introduction  
Magnets & Electricity  
Alternating & 3 Phase Current  
Transformers  
Motors & Generators  
Ohm's Law  
Grounding & GFCI's  
Lighting Types  
Relays & Solenoids  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Digital Circuits  
Computers  
Information Storage Devices  
Printers  
Photocopying  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Thermocouples & Thermostats  
Analog / Digital Converters  
Electronic Scales  
Light Sensors & Emitters  
Solar Cells  
Troubleshooting Exercises  
Quiz

## ***Applied Technology Outline – Mechanics***

### **MECHANICS**

#### **Pretest**

#### **Up to Level 3**

Introduction  
Force & Pressure  
Friction & Inertia  
Planes & Levers  
Torque and Gears  
Wheels and Pulleys  
Springs  
Troubleshooting Exercises  
Quiz

#### **Level 4**

Introduction  
Screws  
Acceleration  
Rotation  
Center of Gravity  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Bearings  
Lubrication  
Conveyors  
Sound and Vibration  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Gas Engines  
Alternative Power  
Hybrid Engines  
Troubleshooting Exercises  
Quiz

## ***Applied Technology Outline – Thermodynamics***

### **THERMODYNAMICS**

#### **Pretest**

#### **Up to Level 3**

Introduction  
Temperature & Heat  
Conduction  
Thermal Expansion  
Convection  
Radiation  
Troubleshooting Exercises  
Quiz

#### **Level 4**

Introduction  
Melting & Freezing  
Evaporation and Condensation  
Boiling  
Refrigeration  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Heat Exchangers  
Ovens & Furnaces  
Boilers  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Cooling Towers  
Solar Heating Systems  
Troubleshooting Exercises  
Quiz

## ***Applied Technology Outline - Fluids***

### **FLUIDS**

#### **Pretest**

#### **Up to Level 3**

Introduction  
Pressure & Flow  
Flotation  
Pipes & Valves  
Pumps  
Troubleshooting Exercises  
Quiz

#### **Level 4**

Introduction  
Gases and Pressure  
Vacuum  
Compression Heating  
Troubleshooting Exercises  
Quiz

#### **Level 5**

Introduction  
Piping Problems  
Flow Measurement Devices  
Mixing & Turbulence  
Troubleshooting Exercises  
Quiz

#### **Level 6**

Introduction  
Hydraulic Cylinders  
Piping Systems  
Troubleshooting Exercises  
Quiz

## **Listening Outline**

### **Program Introduction**

### **Listening WorkKeys Introduction**

### **PreTest**

#### **Level 1**

Introduction  
Preparing to Listen  
Listening for Information  
Following Directions  
Listening for Understanding  
Quiz

#### **Level 2**

Introduction  
Following Directions  
Getting the Details  
Organizing What You Hear  
Quiz

#### **Level 3**

Introduction  
Listening for Details  
Predicting Outcome  
Signal Words  
Literal Comprehension  
Quiz

#### **Level 4**

Introduction  
Listening for Details  
Interpretation  
Following Directions  
Listening Challenges  
Quiz

#### **Level 5**

Introduction  
Complete Details  
Following Directions  
Critical Listening  
Verbal vs Nonverbal  
Interpretation  
Quiz

## **Writing Outline**

### **Program Introduction**

### **Writing WorkKeys Introduction**

### **PreTest**

#### **Level 1**

Introduction  
Sentence Structure  
Nouns  
Verbs  
Punctuation  
Spelling  
Organization  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 2**

Introduction  
Sentence Structure  
Describing Words  
Punctuation and Spelling  
Organization  
Writing Review  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 3**

Introduction  
Sentence Structure  
Nouns and Verbs  
Punctuation  
Organization  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 4**

Introduction  
Grammar and Punctuation  
Vocabulary  
Organization  
Writing Techniques  
Writing Exercises  
Practice Problems  
Quiz

#### **Level 5**

Introduction  
Sentence Structure  
Parts of Speech  
Describing Words  
Punctuation and Capitalization  
Organization  
Proofreading  
Writing Exercises  
Practice Problems  
Quiz

## **Business Writing Outline**

### **Program Introduction**

### **Business Writing WorkKeys Introduction**

### **PreTest**

### **Level 1**

Introduction  
Sentence Structure  
Nouns  
Verbs  
Punctuation  
Spelling  
Developing Ideas  
Organizing Ideas  
Writing Exercises  
Practice Problems  
Quiz

### **Level 2**

Introduction  
Sentence Structure  
Describing Words  
Punctuation and Spelling  
Organization  
Writing Practice  
Developing Ideas  
Organizing Ideas  
Writing Exercises  
Practice Problems  
Quiz

### **Level 3**

Introduction  
Sentence Structure  
Nouns and Verbs  
Punctuation  
Organization  
Developing Ideas  
Organizing Ideas  
Writing Exercises  
Practice Problems  
Quiz

### **Level 4**

Introduction  
Grammar and Punctuation  
Vocabulary  
Organization  
Developing Ideas  
Organizing Ideas  
Writing Style  
Writing Exercises  
Practice Problems  
Quiz

### **Level 5**

Introduction  
Sentence Structure  
Parts of Speech  
Describing Words  
Punctuation  
Organization  
Proofreading  
Persuasive Writing I  
Persuasive Writing II  
Writing Exercises  
Practice Problems  
Quiz

## **Observation Outline**

### **Program Introduction**

### **Observation WorkKeys Introduction**

### **PreTest**

### **Up to Level 3**

Introduction  
Memory Skills  
Recognizing Main Ideas  
Visualization  
Overcoming Obstacles  
Observation Exercises  
Quiz

### **Level 4**

Introduction  
Paying Attention to Details  
How Parts Relate to the Whole  
Memory Skills  
Sequencing Skills  
Observation Exercises  
Quiz

### **Level 5**

Introduction  
Determining Context  
Observation Style  
Memory Skills  
Sustaining Attention  
Observation Exercises  
Quiz

### **Level 6**

Introduction  
Getting Details Without Distractions  
Integrating Information  
Memory Skills  
Cause-Effect Relationships  
Observation Exercises  
Quiz

# **Teamwork Outline**

## **Program Introduction**

### **Teamwork WorkKeys Introduction**

#### **PreTest**

#### **Up to Level 3**

Introduction  
Goal Recognition  
Recognizing Workplace Goals  
Team Goals  
Problem Identification  
Perseverance  
Membership  
Positive Attitude  
Trust and Dependability  
Quiz

#### **Level 4**

Introduction  
Prioritization and Time Management  
Creative Thinking  
Commitment to Quality  
Customer Sensitivity  
Respect  
Appreciation of Diversity  
Quiz

#### **Level 5**

Introduction  
Decision Making  
Delegation  
Leadership  
Empowerment  
Initiative  
Assertiveness  
Quiz

#### **Level 6**

Introduction  
Structuring/Process Planning  
Goal Creation and Revision  
Integration/Synthesis  
Role Flexibility  
Conflict Resolution  
Cohesiveness  
Quiz

# **Beginning Skills Language Outline**

## **PreTest**

### **Recognizing Sounds and Words**

Introduction  
Identifying Sounds  
Phonograms 1-12  
Phonograms 13-23  
Phonograms 24-37  
Phonograms 38-48  
Phonograms 49-59  
Phonograms 60-71  
Using Phonograms Sounds  
Quiz

### **Visual Comprehension**

Introduction  
Symbols  
Signs  
Visualization  
Quiz

### **Sequencing Skills**

Introduction  
Numbers Order  
Events Order  
Instructions Order  
Memory Skills  
Quiz

### **Alphabetical Ordering**

Introduction  
Phone Book  
Library  
Rolls and Directories  
Dictionary  
Files  
Quiz

## **Spelling**

Introduction  
Camera Technique  
Days  
Numbers  
Colors  
Shapes  
Directions  
Months  
Holidays  
Workplace Words  
Quiz

## **Vocabulary**

Introduction  
Getting the Meaning  
Words in a Group  
Workplace Words  
Signs  
Building Vocabulary  
Synonyms and Antonyms  
Homonyms  
Quiz

## **Identifying Sentence**

### **Parts**

Introduction  
Subject and Predicate  
Nouns  
Proper Nouns  
Pronouns  
Action Verbs  
Other Verbs  
Quiz

## **Word Forms**

Introduction  
Plural Nouns  
Pronouns  
Verb Tenses  
Past, Present and Future  
Suffixes  
Prefixes  
Quiz

## **Following Directions**

Introduction  
Directions and Instructions  
Instructions  
Directions  
Key Words  
What to Do  
Quiz

## **Identifying Common Information**

Introduction  
Abbreviations  
Abbreviations Practice  
Personal Information  
Personal History  
Quiz

## **Text Comprehension**

Introduction  
Skimming  
Main Idea  
Understanding Meaning  
Quiz

# **Beginning Skills Math Outline**

## **Pre Test**

### **Counting**

Introduction  
Counting Up to 12 Items  
County by 2's and 5's  
County by 10's and 12's  
Rearranging  
Quiz

### **Numbers and Sequences**

Introduction  
Order  
Greater and Less Than  
Digits  
Place Value  
Comparing  
Quiz

### **Addition**

Introduction  
Adding Basics  
Adding with Blocks  
2-Digit Numbers  
Place Value and Carrying  
3-Digit Numbers  
Quiz

### **Subtraction**

Introduction  
Subtracting Basics  
Number Line  
Larger Numbers  
Place Value and Borrowing  
3-Digit Numbers  
Quiz

## **Multiplication**

Introduction  
Multiplying Basics  
Multiplying by 3 and 4  
Multiplication 5-9  
Bigger Numbers  
Two Digit Numbers  
Quiz

## **Division**

Introduction  
Division Basics  
Dividing by 5-9  
Remainders  
Dividing Bigger Numbers  
Quiz

## **Word Problems**

Introduction  
Addition Problems  
Subtraction Problems  
Multiplication Problems  
Division Problems  
Solving Problems  
Quiz

## **Money**

Introduction  
Coins and Bills  
Math with Money  
Counting Money  
Making Change  
Quiz

## **Time**

Introduction  
Hours, Half Hours  
Minutes  
Adding Times  
Subtracting Times  
Multiplying and Dividing  
Quiz

## **Measurement**

Introduction  
Units  
Length  
Estimating Lengths  
Weight  
Capacity and Temperature  
Quiz

## **Fractions, Percentages and**

### **Decimals**

Introduction  
Fractions  
Decimals  
Percentages  
When to Use  
Quiz

## **Calculator**

Introduction  
Parts of the Calculator  
Solving Addition Problems  
Solving Other Problems  
Series  
Quiz

# **Career Skills Outline**

## **THE JOB SEARCH**

### **Finding the Right Job**

1. Locating Jobs
2. Networking
3. Job Shopping On Line
4. Building a Job Search Web Site
5. Getting Results at Job Fairs
6. Using Employment Agencies
7. Searching the Classified Ads
8. Creating Your Own Position
9. Landing an Internship
10. Staying Motivated to Search

### **Effective Resumes**

11. Things to Include in a Resume
12. Locating Needed Information
13. Selling Yourself in a Resume
14. Terms to Use in a Resume
15. Matching Talents to Employers
16. Describing Your Job Strengths
17. Organizing Your Resume
18. Writing an Electronic Resume
19. Dressing Up Your Resume
20. Using a Resume Successfully

### **The Application Process**

21. Completing a Job Application
22. Types of Information for an Application
23. Reasons Companies Use Applications
24. Developing Job-Related Information
25. Assuring Accuracy of Information
26. Writing a Cover Letter
27. Applying On Line
28. Applying in Person
29. Following Up on Your Application
30. Double Check on Your Application

### **Interviewing Skills**

31. Preparing for an Interview
32. Getting an Interview Off to a Good Start
33. Questions Interviewers Ask
34. Questions Interviewers Should Not Ask
35. Questions You Should Ask in an Interview
36. Things to Include in a Career Portfolio
37. Interviewing Mistakes
38. Benefits to Ask About
39. Traits Employers Consider to Rate Candidates
40. Tips to Consider before Taking a Job

## **WORK HABITS**

### **Workplace Ethics**

41. Demonstrating Good Work Ethic
42. Behaving Appropriately
43. Showing Honesty
44. Playing Fair
45. Using Ethical Language
46. Showing Responsibility
47. Eliminating Harassment and Intimidation
48. Respecting Diversity
49. Developing the Habit of Truthfulness
50. Leaving a Job Ethically

### **Personal Characteristics**

51. Demonstrate a Good Attitude
52. Gaining and Showing Respect
53. Demonstrating Responsibility
54. Showing Dependability
55. Demonstrating Courtesy
56. Showing Pride in Your Work
57. Gaining Co-Workers Trust
58. Persevering
59. Handling Criticism
60. Showing Professionalism

### **Employer Expectations**

61. Behaviors Employers Expect
62. Behaviors Employers Find Objectionable
63. Job Success
64. Transferable Job Skills
65. Establishing Credibility
66. Demonstrating Your Skills
67. Surviving a Bad Work Environment
68. Managing Change
69. Building Work Relationships
70. Advancing Your Career

## **COMMUNICATION SKILLS**

### **Communicating at Work**

71. Improving Communication Skills
72. Effective Oral Communication
73. Effective Written Communication
74. Effective Nonverbal Communication
75. Effective Word Use
76. Giving and Receiving Effective Feedback
77. Handling Anger
78. Dealing with Difficult Co-workers
79. Dealing with a Difficult Boss
80. Dealing with Difficult Customers

### **Speaking**

81. Using Language Carefully
82. Showing Confidence
83. One-on-One Conversations
84. Small Group Communication
85. Large Group Communication
86. Making Speeches
87. Involving the Audience
88. Answering Questions
89. Visual and Media Aids
90. Errors in Communication

### **Listening**

91. Reasons for Listening
92. Benefits of Listening
93. Barriers to Listening
94. Listening Strategies
95. Ways We Filter What We Hear
96. Developing a Listening Attitude
97. Show You Are Listening
98. Asking Questions
99. Obtaining Feedback
100. Getting Others to Listen

### **Presenting Yourself**

101. Presenting Yourself: Voice
102. Presenting Yourself: Appearance
103. Presenting Yourself: Posture
104. Presenting Yourself: Attitude
105. Presenting Yourself to Associates
106. Presenting Written Documents
107. Presenting Yourself: Conflict
108. Giving Constructive Criticism
109. Receiving Criticism
110. Demonstrating Leadership

### **Non-Verbal Communication**

111. Communicating Non-Verbally
112. Positive Non-Verbal Techniques
113. Harmful Non-Verbal Behaviors
114. Reading Body Language
115. Read Mixed Messages
116. Matching Your Verbals to Non-Verbals
117. Improving Non-Verbal Listening
118. Giving Non-Verbal Feedback
119. Showing Confidence Non-Verbally
120. Showing Assertiveness

## **WORKPLACE EFFECTIVENESS**

### **Time Management**

121. Managing Time
122. Putting First Things First
123. Juggling Many Priorities
124. Overcoming Procrastination
125. Dealing with Information Overload
126. Organizing Workspace and Tasks
127. Staying Organized
128. Finding More Time
129. Managing Projects
130. Balancing Personal and Work Priorities

### **Problem Solving**

131. Becoming a Problem Solver
132. Identifying a Problem
133. Becoming a Critical Thinker
134. Thinking Creatively
135. Characteristics of an Effective Risk Taker
136. Holding Yourself Accountable
137. Managing Change
138. Removing Your Barriers to Change
139. Making Change Serve You Personally
140. Dealing with Ongoing Change

### **Customer Service**

141. Gaining Customer Trust
142. Interacting with Customers
143. Finding Out What Customers Want
144. Giving Customers What They Want
145. Keep Customers Coming Back
146. Seeing the Customer's Point of View
147. Selling Yourself and the Company
148. Handling a Customer's Complaints
149. Providing Customer Service by Telephone
150. Providing Customer Service by Internet

### **Teamwork**

151. Teamwork Skills
152. Reasons Companies Use Teams
153. Types of Decisions Teams Make
154. Team Responsibilities
155. Problems That Affect Teams
156. Building Strong Team Communication
157. Expressing Yourself on a Team
158. Giving Constructive Criticism
159. Receiving Criticism
160. Team Problem Solving

## **BUSINESS ETIQUETTE**

### **On the Job Etiquette**

- 161. Using Good Manners
- 162. Introducing People
- 163. Language and Behavior
- 164. Business Casual Dress
- 165. Business Meal Functions
- 166. Behavior at Business Parties
- 167. Behavior at Conventions
- 168. International Etiquette
- 169. Cross-Cultural Etiquette
- 170. Working in a Cubicle

### **Person-to-Person Etiquette**

- 171. Meeting Business Acquaintances
- 172. Meeting People for the First Time
- 173. Showing Courtesy and Politeness
- 174. Interacting with Your Boss
- 175. Interacting with Subordinates
- 176. Interacting with Co-Workers
- 177. Interacting with Suppliers
- 178. Ending a Lingering Visit
- 179. Handling Confidential Information
- 180. Avoiding Gossip

### **Telephone and E-mail Etiquette**

- 181. Creating a Good Impression by Telephone
- 182. Better Telephone Conversations
- 183. Barriers to Telephone Conversations
- 184. Making and Returning Calls
- 185. Answering Calls and Taking Messages
- 186. Making Cold Calls
- 187. Handling Conference Calls
- 188. Cellular Phone Etiquette
- 189. Appropriate Work E-Mail
- 190. Mistakes of Work E-Mail

### **Meeting Etiquette**

- 191. Handling Pre-Meeting Details
- 192. Leading a Large Meeting
- 193. Introducing Speakers
- 194. Facilitating Discussions
- 195. Closing a Large Meeting
- 196. Two-Person Meeting
- 197. Participating in Meetings
- 198. Inviting Speakers
- 199. Preparing Meeting Visuals
- 200. Attending a Videoconference