YFI Training Curriculum Overview

Course Description
The YouthForce NOLA Virtual Internship Training is intended to teach interns essential work readiness and soft skills to ensure they are prepared for the world of work. The curriculum includes virtual professional development sessions, interactive group activities, and special events where students are able to deepen their understanding of our four industry clusters.

Training Breakdown
The training curriculum is comprised of six major units:
- Soft Skills (Building Blocks for Success + Hirability Skills)
- Business Etiquette
- Job Seeking Skills
- Life Literacies
- Industry Exposure
- Program Expectations & Human Resources

*Please note that percentages have fluctuated to meet the needs of Virtual Training.*
Major Topics Covered:

- **Soft Skills (Building Blocks for Success and Hirability Core)**
  - **Building Blocks for Success**
    - Personal mindset (*grit, work ethic, motivation*)
    - Planning for success (*time management, ambition, goal setting*)
    - Social awareness (*social skills, perceptiveness, empathy*)
    - Communication (*active listening, eye contact, presentation*)
    - Collaboration (*teamwork, cooperation, dependable*)
    - Problem solving (*judgment, strategic thinking, reasoning*)
  - **Hirability Core Skills**
    - Professional Attitude (*workplace Personal Mindset*)
    - Time Management (*workplace Planning for Success*)
    - Team Work Ethic (*workplace Collaboration*)
    - Core Problem Solving (*workplace Problem Solving*)

- **Business Etiquette**
  - Business communication, incl. email etiquette
  - Greetings, and small talk
  - Professional dress
  - Netiquette
  - How to close out an internship

- **Job Seeking Skills**
  - Networking
  - Personal pitch
  - Interview skills
  - Company research
  - Resume overview
  - LinkedIn
  - Seeking jobs after YFI

- **Life Literacies**
  - Digital Literacy, incl. ImBlaze, Google Suites, and email basics
  - Financial Literacy, incl. banking basics, budgeting, saving
  - Scheduling, incl. digital calendar management

- **Industry Exposure**
  - Economic Landscape and Job Opportunities in New Orleans
  - Understanding of YouthForce’s four key industry clusters: Business Services, Digital Media/IT, Health Sciences, and Skilled Crafts

- **Program Expectations and Human Resources**
  - Culture of YouthForce
  - Employee handbook, policies, and expectations
  - Rights and responsibilities, incl. sexual harassment and abuse
  - Case management, communication, and coach support during internships