



SMART
WORK
ETHICS™

PROGRAM **Guide**

Welcome to **Smart Work Ethics™**

Smart Work Ethics™ is a workforce employability skills program developed to create an understanding of workplace ethics, often referred to as “soft skills.” From making a good first impression to knowing what interpersonal skills are required, learn what employers look for and measure when they hire and promote employees.

Smart Work Ethics™ can be delivered to existing employees to **enhance attitudes and boost performance.** It can also be used for larger audiences including students (university, college, high school, GED, etc.), youth at risk, job re-entry programs, and more!

**WE ARE NOT JUST PROVIDING INFORMATION...
WE ARE CHANGING BEHAVIOR.**

Program Description

Smart Work Ethics™ teaches universal standards needed to succeed in today’s workplace. Employees lacking these soft-skills, risk job loss and/or becoming part of the “revolving entry level” employee. Participants will learn the importance of personal accountability and understand what employers look for in a productive employee.

This is not a quick fix for irritations, this is a life-long employment strategy.

Program Objectives

- Punctuality
- Work Time vs. Personal Time
- Positive Work Attitude
- Enhance Productivity
- Improved Interpersonal Skills
- Independence & Teamwork
- Personal Accountability
- Informed Decision Making
- Goal Setting
- Effective Communication
- Dealing with Various Personalities
- Understanding Personal Strengths and Weakness
- Time Management
- Interpreting Dress Code
- Emotional Intelligence
- Increase Problem Solving & Critical Thinking

Participant Workshop Overview All workshop activities are supported with positive reinforcement to promote and encourage new behaviour.

Class 1: Smart Communication Skills Participants will identify their personal temperament and learn to effectively interact with other personalities. (Based on the four temperament styles - Myers Briggs-using True Colors).

- A.** Interactive Assessment **B.** Strengths **C.** Stressors **D.** Understanding Diversity

Class 2: Attitude/Good Work Ethic Students learn that attitude and work ethics reflect responsibility. Examples, class discussions and activities encourage participants to take ownership of their role in the workplace.

- A.** Attitude is a Choice **C.** Attendance/Punctuality **E.** Responsibility
B. Attitude and Work Ethic **D.** Dependability

Class 3: The Power of Your Image Identify and understand the importance of specific dress code criteria (professional, business casual, casual, construction, warehouse, manufacturing, etc., as well as totally unacceptable). Participants are given the tools to create a work wardrobe on a budget, i.e. 3 shirts, 2 pants/skirts, 1 jacket, etc.

- A.** Appearance = Communication **C.** Perfect Your Image **E.** Hygiene/Grooming
B. Understanding Dress Codes **D.** Dress and Professionalism

Class 4: Interpersonal Communication Skills Interpersonal skills are enhanced through activities and discussions to help participants broaden their ability to work with others. Specific activities are highlighted through class demonstrations and small group role playing.

- A.** Telephone Etiquette **C.** Tone of Voice **E.** Giving/Following Directions
B. Facial Expressions **D.** Listening **F.** Body Language

Class 5: Cognitive Skills Cognitive skills are assessed through activities to develop problem solving skills and handling dilemmas (Example: staying in school vs. dropping out; showing up on time vs. being late).

- A.** Problem Solving **C.** Creative Thinking **E.** Resourcefulness
B. Critical Thinking, Reasoning **D.** Taking Initiative

Class 6: Organizational Skills Participants identify problems and solutions for themselves based on their temperament. They create a specific plan to be on time for school/work/activities, etc. The group is taken through a process to discover how long it takes them to get ready for school/work so they can adjust their individual responsibilities and schedules. This also gives them an opportunity to recognize why they are late and how to be on time.

- A.** Goal Setting **B.** Time Management

Class 7: Personal Life Skills Self-Management tools are presented through role playing, class activities and class discussion. These discussions include bullying, cliques, and gossip. Several effective personal management tools are presented and experienced through class activities.

- A.** Emotional Intelligence **B.** Self-Management

Class 8: When Life Gives You a Job – Make Lemonade Putting it all together to create a successful career!

- A.** How to recognize jobs that use and enhance your strengths **B.** Embrace the good parts of a job, even if they are 'hidden' **C.** How to boost personal satisfaction in your job **D.** How to work with a difficult boss

What Makes **Smart Work Ethics™** Work?

Smart Work Ethics™ Instructors are certified and expertly trained to recognize the importance of **actively listening** to participants and offering encouragement through **positive reinforcement**, supported by personal experiences.

Smart Work Ethics™ can easily be integrated at any phase of an employee's career, allowing an organization to **enhance human productivity and reduce costly turnover**.

We only use **POSITIVE REINFORCEMENT!**

To become a **Smart Work Ethics™** *Facilitator* or to contact one of our **Smart Work Ethics™** *Certified Facilitators* please **email** info@amik.ca or call **204-336-0554**

Contact us today!



AMIK Inc.

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To learn more about

Smart Work Ethics™

visit us online at

www.amik.ca/smart-work-ethics

AMIK Inc. is a licensed reseller of
THE SMART WORK ETHICS™ PROGRAM
through **THE SMART SOLUTIONS GROUP**

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Headingley, MB R4H 1C8





Promoting Behaviour Change for Success

REGISTRATION FORM	<i>For Office Use Only</i>	
	<i>Date Received:</i>	
CERTIFIED FACILITATOR TRAINING	<i>Date Entered:</i>	
	<i>Entered By:</i>	

NOTE: 100% Attendance required for Certification.

FULL LEGAL NAME: _____

TITLE: _____

COMPANY NAME: _____

COMPANY ADDRESS: _____

CITY/TOWN: _____

PROVINCE: _____ POSTAL CODE: _____

SUPERVISOR/MANAGER: _____

TITLE: _____

COMPANY WEBSITE: _____

PERSONAL ADDRESS: _____

CITY/TOWN: _____

PROVINCE: _____ POSTAL CODE: _____

EMAIL: Professional & Home _____

PHONE (Work): _____ Home/Cell: _____

1. Are you applying as: <input type="checkbox"/> Self Employed OR <input type="checkbox"/> Employed

2. Registration Purpose: <input type="checkbox"/> Certified Facilitator OR <input type="checkbox"/> Professional Development		
3. How did you hear about this program training?		
<input type="checkbox"/> AMIK	<input type="checkbox"/> Advertisement	<input type="checkbox"/> Employer
<input type="checkbox"/> Youth Group	<input type="checkbox"/> Newsletter/Poster	<input type="checkbox"/> School
<input type="checkbox"/> Other:		
4. Training Experience:		
<input type="checkbox"/> Certificate(s)	<input type="checkbox"/> Workshop(s)	<input type="checkbox"/> Volunteer Experience
		<input type="checkbox"/> Public Speaking
5. Education/Training: List your education, training and experience you have gained, beginning with your most recent (Attach additional page if necessary):		
School/College/University/Other	Grade/Certificate/Degree Earned or Experience Gained	Date Attended
6. What interests you about the Smart Work Ethics (SWE) Certified Facilitator Training? (Minimum of three paragraphs) Please attach separate sheet with Application Form		

CANCELLATION POLICY

No-Refund/Transfer/Postponement Policy for Registrations:

Once paid, all registration fees for SWE are non-refundable. Paid full registration entitles the registrant to transfer to another SWE CF course within the year, subject to payment of \$100.00 administrative fee (which will be taxed at the appropriate tax rate).

Sale or transfer of SWE registration not permitted.

SWE Cancellation Policy:

We reserve the right to cancel or postpone a course at our sole discretion. If we cancel or postpone the training, we will use reasonable efforts to reschedule the cancelled or postponed course within twelve (12) months from its original start date.

Registration fees paid by registrants for a cancelled course shall be applicable to the rescheduled course on a dollar for dollar basis only.

In the event AMIK elects not to reschedule the cancelled course, registrant will be offered a refund. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. AMIK is not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes. Please allow thirty (30) days for us to process any refunds or credit changes. Course dates and locations are subject to change without prior notice.

Applicant Signature

Date



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