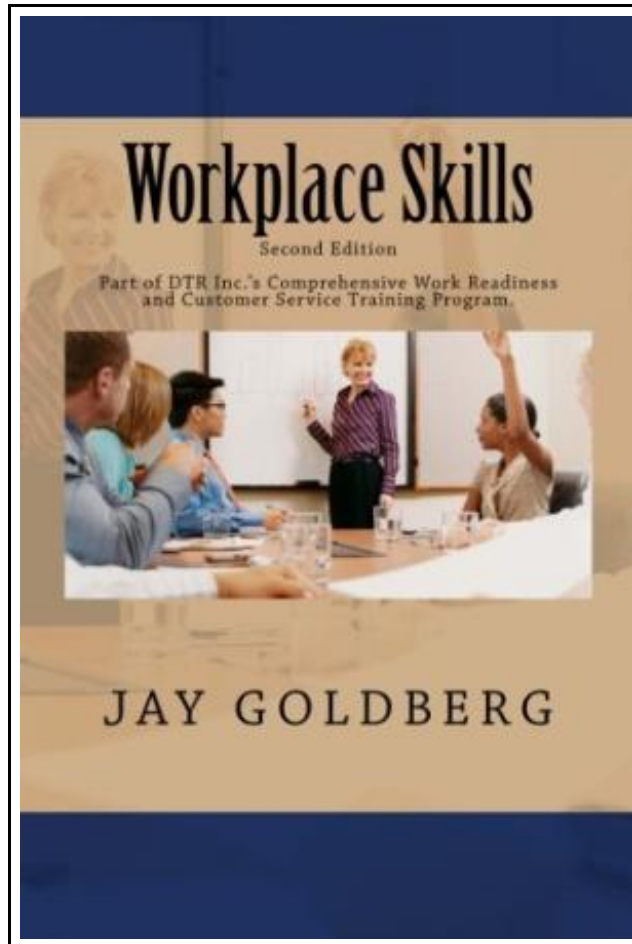


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Createspace, United States, 2012. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Workplace Skills is the second book in DTR Inc. s series for classroom and on the job work readiness and customer service training.This is the second edition of the book, published in November of 2013. A complete volume including all four modules with additional instructor tools is now available. Visit for more information. At the end of each book are two workplace scenarios where things go right and things go wrong. Use the scenarios in the books as read and discuss exercises after teaching the material in the book, or to create your own certification tests. This book covers topics that help employees add value to their existing jobs and, therefore, provide them with skills that can lead to raises and promotions. A company with employees that continually perform above and beyond expectations will be a very successful company. In addition, a company that has employees that demonstrate advanced skills, can promote from within, and therefore, have a harmonious and industrious workplace. The topics in this book include: time management, creative thinking, problem-solving skills, report generation, ethics, task completion, using procedure manuals, importance of continuing education, and more. In order to accomplish these skills, the proper use of reading, writing, and mathematics is explored since the way most were taught these topics in school does not apply in the workplace. Since this book contains topics that can lead to employees increasing their value to their employers so they can get good raises and promotions; it has a component of self-interest for the employees as well as value to the businesses that use it for training staff. Visit for more information regarding DTR Inc. s work readiness and customer...

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