

step up

Level 1 Training Workbook



stepup

Dear Step Up participant:

Congratulations and welcome to the 2020 Step Up program!

Your Step Up summer internship is an important first step in your professional life. You're also part of an exclusive group now! Step Up is one of the country's top youth employment programs. Step Up will help you build skills and explore career fields as you prepare for a prosperous future. Soon you'll be joining over 28,000 Step Up graduates who are doing amazing things in the world.

You've got some exciting months ahead of you!

This Step Up Intern Workbook is designed to guide you along the way. Keep it close at hand. You'll find key program timelines, information about Train to Gain sessions and great tips on how to succeed in a professional environment, including things like workplace communication, dressing for success, creating resumes, job interviews and much more.

You've got a wonderful group of caring adults behind you to support and guide you all along your Step Up journey. These include your Train to Gain trainers, your job supervisors and mentors, and your great Step Up job coaches. We believe in you and are investing in your success! Minneapolis has your back. The rest is up to you! Work hard and take advantage of all the great opportunities and resources Step Up provides.

If you've got the commitment, Step Up will change your life by opening new career doors, providing valuable job skills, connecting you with professional mentors and helping you prepare for meaningful careers.

We know you've got what it takes to succeed!

Good luck!



Jacob Frey
Mayor
City of Minneapolis



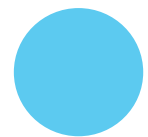
R.T. Rybak
President and CEO
The Minneapolis Foundation
Step Up Founder

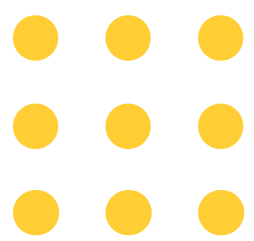


JACOB FREY



R. T. RYBAK





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Getting Started

What is the Step Up program?

Step Up is the City of Minneapolis jobs program for youth ages 14-21. As one of the country's premiere youth employment programs, Step Up recruits, trains and places young people in jobs with a wide variety of businesses, nonprofits and public agencies.

There are three primary components:

1. Step Up Level 1 for youth 14-15 years old, Level 1 offers entry-level internships for youth with limited work experience designed to develop skills and explore interests in preparation for more challenging opportunities.
2. Step Up Level 2 is designed for youth ages 16-21, and provides you access to workplaces and positions that are otherwise not accessible for teenagers.
3. Step Up also provides an Advanced Training for interns who've previously completed a Level 2 training.

What you will learn:

By the time you complete the Step Up Level 1 training you will understand:

- **How to Land a Job**
Learn to build a compelling resume, rock an interview and gain employment
- **Job Expectations**
Equip yourself with the knowledge and insights of an effective and safe young professional
- **Communication Skills**
Learn communication styles and how to communicate professionally
- **Opportunities for Career Exploration**
Learn how to explore your interests and pursue your goals

If I do Step Up again next summer, will I have the same training?

No. After Level 1 training, you will be eligible for Level 2 training.



step up

Job Facts:



What you will earn

Level 1 interns work up to 20 hours weekly and earn \$11.30/hr.



Support you will receive

You will have a Step Up Level 1 job coach to support you and answer questions throughout the summer.



Proper identification needed

You need to bring proper identification and employment verification to your Job Placement Appointment.



Work assignments

Step Up internships last from June 15, 2020—August 14, 2020.

01

Attend Train to Gain

You've already started off on the right foot by attending your scheduled Train to Gain session.



02

Internship Questionnaire

After you complete your training, check your email for a link to the Internship Questionnaire. This questionnaire allows you to share more about your preferences, interests, and qualifications to help Step Up match you to a great internship.

03

Mock Interviews: Only for High School Students

Attend your scheduled Mock Interview the week of March 23-26 at the Convention Center. Remember, you only need to attend ONE Mock Interview!

04

Placement Appointment

After completing your Mock Interview, regularly check your email and mail for information related to job placement. Placement appointments happen on May 2 and 9. Jobs are placed through June 15.



05

Internships Start

Mark your calendars for **June 15, 2020**, your first day of work!

Step Up Level 1 Roadmap to Internship



Next Steps to an Internship

Application for internship due on: ____/____/____

For High school students only: Mock interview scheduled on:

____/____/____

(One day during the week of March 23–26 from 4:30 - 6:30 p.m.)

Read this important information:

Check your email

After training, interns will receive a personalized link via email to complete the application for internship. This application assists the Step Up team with matching the interns to the best fit internship.

Job placement appointment

After successfully completing your training and the application for internship, you will receive an email and letter with the exact day and time of your job placement appointment. Emails and letters are sent beginning April 20 and continue until all jobs are filled through June. Jobs placement appointments are held at Minneapolis College (MCTC) Saturdays on May 2 and 9. After those sessions, we will continue to place jobs at the Minneapolis CareerForce Center (800 West Broadway) until all internships are filled. Please wait for an invitation before attending a placement interview. If you do not receive an appointment or hear information from Step Up by June 5, please contact the Step Up office at 612-299-7119.

Work with a job counselor

At your job placement appointment, you will work with a job counselor to help determine what job is a good match for your interest and schedule. You must bring proper ID to your job placement appointment (see page 16 for details).

Earn high school credit

Step Up Level 1 youth earn high school elective credits for their internship training and experience. In order to earn these credits, interns must successfully complete today's training and all work given as well as attend a required one day Professional Development seminar in July. At this seminar, you will have space to talk about your internship experience and focus on further developing your skills. The conference will feature guest speakers and a full lunch.

Before you leave today...

If you have a cell phone, change the voice mail message so that it is appropriate for receiving professional calls. Do not include music.

Example: "Hello, you've reached _____. I am unable to take your call, but please leave a message and your phone number and I will get back to you as soon as I can. Thank you."

Let your family know that you will be expecting a letter in the mail about your Step Up summer job placement appointment. Also, be sure to add your full name on your mailbox and check your mail!

When do internships begin?

June 15, 2020.

A graduation cap with a gold tassel is in the foreground on the left. In the background on the right, a hand is raised in a fist against a warm, golden sunset sky. The overall image is a motivational graphic for graduation.

“

**Success does not come to you.
You've got to go to it.**

- Marva Collins

Famed African American educator, Marva Collins founded Chicago's Westside Preparatory School in 1975.

The success of the school and her teaching methods brought her media attention and inspired a made-for-TV film.

MHA Hireability Skills

The 12 MHA Hireability Skills (MHA) have been designed to assist you throughout Step Up training and internships with future employers. Employers will use these skills to evaluate your performance—be sure to look for the MHA Labs icons within this workbook.

Professional Attitude

Professional Attitude

- Brings energy and enthusiasm to the workplace
- Takes responsibility for his or her actions and does not blame others
- Stays calm, clearheaded and unflappable under stress
- Graciously accepts criticism

Team Work Ethic

Team Work Ethic

- Actively looks for additional tasks when own work is done
- Actively looks for ways to help other people

Core Problem Solving

Core Problem Solving

- Unpacks problems into manageable parts
- Generates multiple potential solutions to problems to be safe and productive
- Identifies new and more effective ways to solve problems

Time Management

Time Management

- Manages time and does not procrastinate
- Gets work done on time
- Arrives on time and is rarely absent without cause



Benefits of MHA Hireability Skills

An opportunity for structured feedback and growth

We want Step Up Level 1 internships to boost your skills. Every action you take is connected to a skill. Your internship supervisor has been trained to have a skills-based lens. This means recognizing the connection between the actions — good or bad—and the skills you utilized.

How will my supervisor help me grow these skills?

Step Up asks supervisors to provide clear expectations and examples of how these Hireability Skills apply to your work-site and use these skills to provide real-time coaching and feedback.

These 12 skills are also integrated into the Mid-Internship and End of Internship Performance form provided to supervisors by Step Up Level 1.

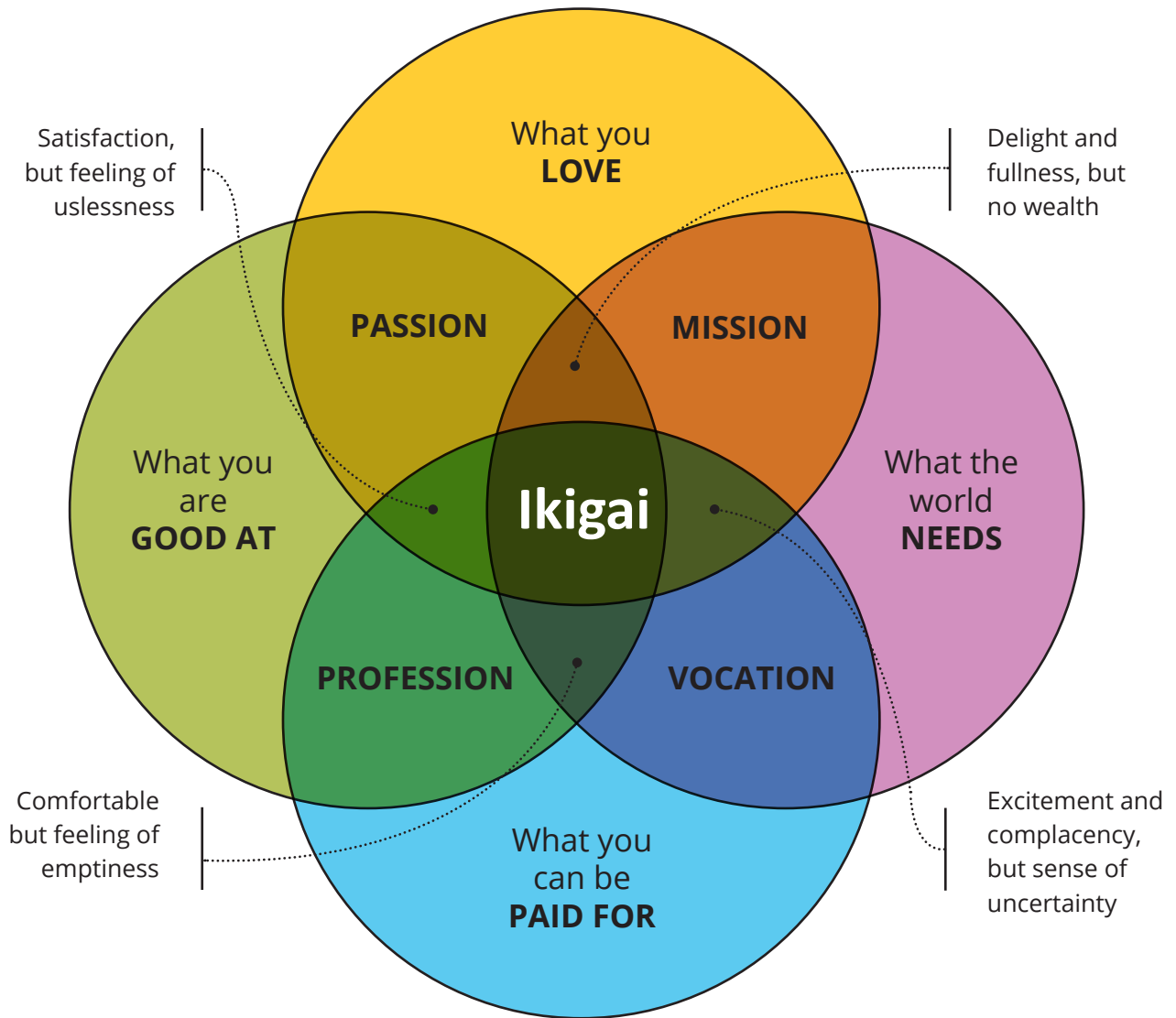
The form helps guide supervisors in developing structured conversations about your performance, the skills you have exhibited and plans for strengthening your skills in the future.

An evaluation can seem scary, but remember that we all need feedback and it is vital to improvement.

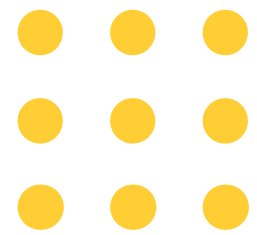


Finding Your Professional Purpose

(Ikigai - a Japanese concept meaning "a reason for being")



Level 1 Internship and Career Interests



Job types	Internship examples
● Clerical	<p>1. Office Assistant: work in an office setting. May involve some or all of the following: customer service, word processing, data entry, filing, answering phones, and some cleaning or organizing.</p> <p>2. Healthcare Assistant: work in a medical or dental clinic. Could include customer service, making phone calls, filing, work processing, and light cleaning.</p>
● Maintenance	<p>3. Maintenance Assistant: work at an agency helping with cleaning and maintenance. May be a mix of indoor work including cleaning duties and outdoor work including lawn care or landscaping work.</p>
● Media/Arts	<p>4. Arts Intern: work as an intern around a specific arts activity including painting, textiles, theater or performance art. Most positions do not require previous arts experience, just an interest in art and willingness to learn. This job may include supervising and assisting younger students.</p> <p>5. Media Intern: Work in an office or classroom setting. May involve creating web sites, creating posters and flyers or other print media, and/or creating and producing videos. Training is provided.</p>
● Parks and Recreation	<p>6. Recreation/Youth Program Assistant: work at a summer program with younger children assisting with arts, sports, and/or educational activities. May include indoor and outdoor activities and field trips.</p> <p>7. Community Outreach Intern: Work on activities and/or events to provide information to the community about a specific topic or initiative. This job may include some weekend or evening events.</p>
● Teacher's Aide	<p>8. Childcare Worker: Work in a daycare, assisting with supervising and caring for younger children. May involve indoor and outdoor activities, cleaning, and field trips.</p> <p>9. Classroom or Teaching Assistant: Work in a school or classroom setting helping younger students with education activities.</p>
● Landscaping	<p>10. Environmental Intern: Work in parks and public spaces doing outdoor projects and maintenance. This job will be ALL OUTDOORS and may include cleaning or maintaining local parks or working on landscape projects such as trail work or building walls, stairs, or other structures.</p>



What Step Up job types interest you?

Getting to know your interests

Step Up offers a wide variety of unique internships. We want to find just the right one for you. The diversity of positions, employers, industries and distinct professional environments gives Step Up interns a rich opportunity to explore careers.

- Read through the lists of job types
- Write the careers that you want to explore in a Step Up internship (below)



#1.

#2.

#3.

#4.



Professional Introductions and Networking

Professional Introductions

Making a great first impression is important in building relationships with other people. If you make a bad first impression, it can be difficult to overcome. In the professional world, building relationships and having a strong network are critical to success. When introducing yourself professionally, always say your first and last name. Knowing how to introduce yourself and being comfortable doing it is an important skill.

This is the first step of “networking,” which is all about making connections with people. Networking is connecting with people to build your professional contacts. The more people you know, the more opportunities you have. Today you will learn and practice introducing yourself in a professional manner.



When introducing yourself, remember to state:

- Your full name
- Your school or workplace
- Interests or activities



Also remember:

Body language:

- Make eye contact
- Be aware of your posture
- Don't fidget

Speaking voice:

- Use an appropriate tone of voice
- Use an appropriate volume of voice
- Speak slowly and clearly

Why is a 30-second introduction important?

Mastering your 30-second introduction is a skill that can carry you through as you begin networking professionally.

Your 30-second introduction will prepare you to speak comfortably about yourself, interests and what you do for a living.

Your personal introduction can be a great way to find something in common with someone you don't know, as you navigate connecting in different social environments.



KICK START
your career





Cover Letters

What is a cover letter?

- A one page letter to the hiring manager or organization that posted the job.
- Introduce yourself and persuade them to read your resume.



Quick tips on how to draft a cover letter

Connect + Skill-Match + Call to Action

Connect: A brief story that gives a taste of who you are and why you may be a fit for a particular job. Name the job you are applying for. Your goal is to attract the attention of the reader, but not be so over the top that you are dismissed.

Skill-Match: After you have analyzed the job posting, pull out three key skills that you have that match what the company is looking for with a quick example. Share no more than a sentence or two per skill.

Call to Action: This is your chance to affirm your excitement for the position and share your hope for an interview.

How should you design a cover letter?

Cover letter formatting:

As a general rule of thumb, it is important to understand what a clean, professional looking cover letter involves. Here are some best practices to remember when formatting your resume:

1. Use a template

Take advantage of templates that are available for free on Microsoft Word, but also realize that you are not alone in using a template. Don't just pick the first one available!

2. Font size

Standard font size is 12 pt. font. It is important to use a standard font size to ensure resume is easy to read.

3. Spacing

Single space your cover letter.

4. Font choices

Use easy-to-read fonts like Times New Roman, Calibri, Arial within your cover letter.

5. Colors

Most cover letters are black and white. Avoid using color within your cover letter - follow the rule of keeping things simple and plain.

Use spelling and grammar check, to make sure that you catch all the typos.

1212 W. Broadway ^{1.}
Minneapolis, MN 55411

May 15, 2020

City of Minneapolis ^{2.}
105 5th Avenue South, Ste. 200
Minneapolis, MN 55401

Dear Ms. Nina Robertson, ^{3.}

As I look to start my career, I was excited to see the opportunities that the City of Minneapolis creates for young people like me through Step Up. I am particularly interested in working in an office environment, as no one in my family has a career in an traditional office setting.

Even as this would be new to me, I am confident that I have the skills needed to be successful. I have been typing my papers since I was in 5th grade and type faster than my peers. I also have great customer service skills. I am outgoing and like working with people. ^{4.}

I would love the opportunity to participate in the Step Up program. I look forward to deepening my skills and contributing to our community. ^{5.}

Sincerely,

^{7.}
Ayesha Coins
appropriateemailaddress@gmail.com

1.
Your
address

2.
Employer
address

3.
Greeting
(include
manager's
name)

4.
Connect

5.
Skill Match

6.
Call to
action

7.
Closing

Required Work Documents

Why are work documents needed?

So far we have covered how to put together a great resume so you can apply for a job and how you can prepare to excel in an interview. Now you need to be ready for a job offer and the process of becoming a legal employee at your new company.

All employees and Step Up interns must prove (1) age, (2) identity and, (3) eligibility to work in the United States. **You must bring your work documents to your placement appointment in order to get an internship. You will not be placed in an internship if you do not have original copies of these documents.**

1.

Documents to prove your age include:

- U.S. passport
- Birth certificate
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card with a printed birth date

2.

Documents with a photo to prove your identity include:

- U.S. Passport
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card

3.

Documents that prove you are eligible to work in the United States include:

- U.S. Passport
- Social Security Card
- Permanent Resident Card or Alien Registration Receipt Card (I-551)
- Temporary Resident Card (I-688)
- Employment Authorization Document (I-766, I-688B, or I-688A)
- Foreign Passport with temporary I-551 stamp



Your ability to practice time management and gather required work documents ahead of time is a MHA Hireability Skill that employers desire!



Missing your social security card?



Find out how to get one at:
<http://www.ssa.gov/ssnumber/>

or you can visit the Social Security office at:

1811 Chicago Ave. S.
Minneapolis, MN 55404

The office is open Monday to Friday,
9:00 a.m. to 3:30 p.m., except federal
holidays.

Be sure to plan ahead!

It can take several weeks to get a
Social Security Card, so begin the
process now.

Work Documents for I-9 Form

LIST A

These documents establish your identity and employment:

1. U.S. Passport or U.S. Passport Card
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine readable immigrant visa
4. Employment Authorization Document that contains a photograph (Form I-766)
5. For a non-immigrant alien authorized to work for a specific employer because of his or her status:
 - a. Foreign passport; and
 - b. Form I-94 or Form I-94A that has the following:
 - (1) The same name as the passport; and
 - (2) An endorsement of the alien's non-immigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating non-immigrant admission under the Compact of Free Association Between the United States and the FSM or RMI

OR

LIST B

These documents that establish your identity:

1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
3. School ID card with a photograph
4. Voter's registration card
5. U.S. Military card or draft record
6. Military dependent's ID card
7. U.S. Coast Guard Merchant Mariner Card
8. Native American tribal document
9. Driver's license issued by a Canadian government authority

For persons under age 18 who are unable to present a document listed above:

10. School record or report card
11. Clinic, doctor, or hospital record
12. Day-care or nursery school record

AND

LIST C

These documents establish employment authorization:

1. A Social Security Account Number card, unless the card includes one of the following restrictions:
 - (1) NOT VALID FOR EMPLOYMENT
 - (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION
 - (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Native American tribal document
5. U.S. Citizen ID Card (Form I-197)
6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
7. Employment authorization document issued by the Department of Homeland Security

You may present **ONE** selection from List A or a combination of one selection from List B and one selection from List C. Documents must be unexpired.



Work Document Checklist

Directions:

What work documents do you have? Use the checklist below to locate and gather work documents that prove your (1) age, (2) identity and (3) eligibility to work in the United States. **You must bring work documents to the internship placement appointment on May 2 or May 9 at Minneapolis College (MCTC).** You and your employer will use these to complete an I-9 form.

Documents to prove your age include:

- U.S. passport
- Birth certificate
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card with a printed birth date

Documents with a photo to prove your identity include:

- U.S. passport
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card

Documents that prove you are eligible to work in the United States include:

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- Foreign Passport with temporary I-551 stamp



Interviewing

Preparing for an interview ahead of time is critical to having a successful interview.

How to prepare for an interview:

- Do background research on your employer
- Find out how to get to the interview site and plan to get there at least 10 minutes ahead of time.
- Bring the name and phone number of the person you set up the interview with. If you get held up for any reason on your way to the interview, you'll be able to call ahead.
- Take care of yourself—get a good night sleep and eat breakfast.
- Go alone. Do not bring your friends or family with you.
- Turn off your cell phone.

Interviewing with the S.T.A.R. Method

What is the S.T.A.R. method?

The S.T.A.R. method is a framework for answering interview questions that highlights your abilities and bringing to life your story of achievement.

S.T. = Situation or task:

First describe the situation that you were in or the task that needed to be accomplished. Be specific and give enough detail so that the interviewer understands. The situation could be from a previous job, a volunteer experience, school, or another relevant environment.

A. = Action you took:

Describe the action you took. Be sure to keep the focus on you! Even if you're discussing a group project or effort, talk about what YOU did—not the efforts of the entire team. Don't say what you might do or what you might have done. Say what you DID.

R. = Results you achieved:

What happened? How did the event end? What did you accomplish? What did you learn?

Tips for answering interview questions:

- Stay on track
- Stay positive and professional
- Practice before your interview
- Relax and be yourself

Other interview tips:

- Use formal titles such as Mr., Mrs., Ms., Dr, etc.
- Speak clearly and show enthusiasm
- Remember names—it's always polite to repeat someone's name when you are introduced.
- Do not chew gum
- Sit up straight—your body language says a lot.
- Make eye contact and shake hands firmly — your handshake says a lot about you.



10 Potential Interview Questions:

Practice before your interview

1. Tell me about yourself.
2. What are your favorite and least favorite classes in school? Why?
3. What are your strengths and weaknesses?
4. Tell me about the last time you made a mistake. What did you learn from it?
5. How would you handle a conflict with a co-worker?
6. Tell me about a time when you went beyond what was expected.
7. What are your goals in life?
8. What do you do in your spare time?
9. What is your most important accomplishment so far in your life?
10. Why should we hire you?



Step Up Mock Interview Questions (example)

- Tell me about yourself.
- What are your goals and ambitions for the next three years?
- What do you do in your spare time?
- What is your most important achievement or accomplishment?
- Give three words your friends would use to describe you.
- What are your favorite and least favorite classes in school? Why?
- What is the single biggest strength you will bring to a position?
- What are your strengths and weaknesses?
- What skills can you bring to our company?
- What do you look for in a job?
- How do you handle pressure?
- What motivates you to do well at work?
- In your opinion, what goes into good team work?
- Would you rather work alone or in a group?
- Why did you leave your last job? (Why did you decide to leave your current job?)
- What was your greatest challenge at your last job?
- What is the most important thing you have learned in a past work experience?
- What did you like/dislike most about your last job?
- Have you ever had a disagreement with a boss? If so, please explain.
- When was a time you had to admit you were wrong?
- Tell me about the last time you made a mistake. What did you learn from it?
- How would you handle a conflict with a co-worker?
- If an older co-worker was doing something that seemed dangerous or inappropriate for work, what would you do?
- Tell me about a time when you went beyond what was expected.
- Tell me about a time when your integrity was tested



First Day on the Job

What should you bring on your first day?

- All necessary contact information, such as address, home and cell phone number
- A notebook or portfolio to take notes during your orientation to the workplace
- Proper identification



What will you learn on the first day?

Starting a new job is always a learning process. To make you feel more comfortable, you may have a formal orientation or just talk things through with your supervisor. Either way you want to make sure someone at the company will:

1. Show you where you will be working
2. Give you a tour of your work place so that you know your way around
3. Introduce you to your co-workers and other employees
4. Tell you where to find supplies or equipment that you may need
5. Explain your job duties to you and lay out a plan for the tasks that are assigned to you
6. How to do your job safely given your age and experience. Where to go if you have a question about safety or harassment.

Remember to ask questions!

On the first day of work you'll have the chance to ask lots of questions and learn about your job. Make sure you ask about the basic procedures for working at your summer job, such as:

1. How to keep track of your work
2. How to let your supervisor know if you will be late or are sick
3. How to take breaks, including whom you should tell and how long breaks last
4. Most employers have an employee handbook or manual. If you receive a copy, make sure to read it carefully and ask any questions you may have. You will be expected to follow the guidelines in the handbook, so make sure you know what they are!



Professionalism

Why be professional in the workplace?

Employers want workers who are responsible, ethical and team-oriented, and have strong communication, interpersonal and problem solving skills. Wrap these skills up all together and you've got professionalism!

Regardless of the job or industry, professionalism is easy to spot. Professionalism may look slightly different in various settings, but the core elements are always the same—and they give young employees an edge as they begin their careers.



- Professionalism is a combination of qualities. It does not mean simply wearing a suit or carrying a briefcase. It means acting at all times with responsibility, integrity, and accountability to pursue excellence in everything you do.
- Behaving professionally means communicating effectively.
- Behaving professionally means taking ownership of your work assignment and seeking additional ways to support your colleagues or contribute to your workplace.
- Professional employees come to work on time and manage time effectively. They take responsibility for their own behavior and work well with others.
- Professional workers keep clean and neat and dress appropriately for the job.



Best Practices: Professionalism

Here are some of the most important and clear cut aspects of professionalism:

Attendance and Punctuality

Attendance at your job is mandatory, not optional. People are counting on you! Being on time is expected.

Close to on time is not enough, so plan to arrive early. Make a transportation plan to ensure that you will not be late. Have a backup plan.

If an emergency arises, you must contact your supervisor as soon as possible. Do not talk to another employee. If you get your supervisor's voicemail, leave a message. Also try to send an email. Do NOT just text a message about your absence!

Responsibility

Take responsibility for completing the tasks assigned as quickly as possible and by due dates.

Confidentiality

ALWAYS maintain customer and client confidentiality. This means that you keep all information private. It can also mean that you DO NOT read or access information unless it is a required part of your job. In some cases—such as medical records—breaking confidentiality can be illegal.



Dress for Your Career

How should you dress for a job?

How you dress says a lot about you. At home you can wear whatever you want. How you dress in an interview and at work says that you are motivated to do well on the job.

If you do not follow the dress code at work or if you dress unprofessionally, you may lose your job.



Dress for your day

When planning your dress for the day, think about what is coming up and what you are responsible for that day.

Are you meeting with your supervisor? Participating with meetings with others stakeholders?

Business Casual

- Button down shirt or modest blouses or tops
- Knee-length skirts or dresses
- Dress shoes—heels should be 2 inches or lower
- Small or non-flashy jewelry

Focusing at your desk with some computer work? Filing? Assembling packets? Working with kids?

Work Ready

- Khakis, dress pant, or nice jeans
- Polos
- Knee-length skirts or dresses
- Flats or walking shoes

Casual

Working outside in the Parks? Doing labor that will make you sweat?

- Tshirts with no text or appropriate/understated text/logos
- Khakis or jeans
- Shorts? Check with your supervisor before you show up in them.

Best practices: dressing for the workplace

Dress code tip

Remember that different workplaces have different dress codes. What works well in one place may not be acceptable in another. If in doubt, call your workplace to ask what to wear on the first day.



Stay away from these trends in the workplace:

- Saggy, baggy, ripped or skin-tight jeans
- Leggings are NEVER appropriate in an office environment
- Clothing that reveals your chest or navel
- Shorts or mini-skirts (skirts should be below your fingers when standing straight and tall)
- Sweat suits or athletic/velour outfits
- Sandals or flip flops
- Baseball hats
- Large or noisy jewelry
- Strong perfume or cologne
- Ripped, torn, or clothes with holes



Communication

What is interpersonal communication?

Interpersonal communication is the process of exchanging information, feelings, and meaning through verbal and non-verbal messages: it is how we communicate face-to-face.

How do you communicate?

Communication skills are important to everyone. Communication is how we give and receive information and convey our ideas and opinions with those around us. Communication comes in many forms:

Verbal

Sounds, language, and tone of voice

Non-Verbal

Facial expressions, body language, and posture

Aural

Listening and hearing

Written

Journals, emails, blogs, and text messages

Visual

Signs, symbols, and pictures



Perception vs. Reality

It's very important to be aware of your actions in the workplace to make sure you are making a good impression. Remember that there can sometimes be a difference between how you perceive your work performance and how your supervisor evaluates it.

Take a look at these Step Up Level 1 surveys, and the difference between intern and employer perceptions:

Professional Communication

- 95% of interns said they knew how to communicate in a professional setting.
- 58% of supervisors said their interns needed to work on their professional communication skills.

Expectations

- 97% of interns said they knew what was expected of them in a professional environment.
- 4% of supervisors said their intern's skills failed to meet their expectations.

Supervisors also said interns need to be better prepared in these areas (percentage of supervisors):

- 57.5% - Professional communication
- 40.0% - Appropriate use of cell phone and/or internet
- 47.5% - Punctuality



Email and Phone Etiquette

Why is email etiquette important?

Remembering to practice email etiquette is an important part of being professional in the workplace. The way that you communicate over email is as equally important as communicating face-to-face. Here are some tips to guide you along:

Be clear:

Address the person to whom you're writing as Dear (first name) or Dear Mrs./Ms./ Mr. (last name). In the subject line, clearly state your purpose. Sign your email with your first and last name. Provide a phone number.

Be concise:

Get to the point as quickly as possible, but don't leave out important details that will help your recipient respond to your message. If you are responding to an email you received, be sure that you respond to every question in the email before hitting the send button.

Use correct spelling and proper grammar:

Your e-mail message reflects you and your company, so you must use correct spelling, grammar, and punctuation rules. It is ok to write in a conversational tone, but be professional. Use a dictionary or spell check, whichever works better for you. Remember: email is NOT texting!

Be professional:

Stay away from abbreviations and do not use emoticons (little smiley faces). Never use a cute or suggestive email address for business communications.

Proofread:

Take the time to make sure that your message is professional. Your spell check won't catch every mistake, so be sure to read it over very carefully. Always take an extra minute or two before you hit "send". If you are unsure about your email, show a draft to a co-worker.

Respond promptly:

Respond to your emails right away, ideally within the hour, but certainly by the end of the day. If the email is addressed to your supervisor or someone higher up in the organization, be sure to send it to the right person as soon as possible.

Watch your tone:

E-mail communication can't convey the nuances of verbal communication. Be sure to come across as respectful, friendly, and approachable. You don't want to sound disrespectful or demanding.



When using a cell phone at work remember:

Turn your cell phone ringer off

Remember that cell phones can be a distraction to others. Be mindful by setting your phone to "vibrate or silent" while at work.

Take urgent calls only

Only use your cell phone for important or urgent calls, such as family emergencies you must deal with immediately. If a call needs your action before your shift ends, take time on your break to deal with it.

Let calls go to voicemail

While you are at work, let voice mail pick it up and then check the message during your break.

Make calls privately

It's ok to use your cell phone for private calls during breaks. Find a place to talk where your conversation can't be overheard, to avoid disturbing co-workers.

Don't bring your cell phone to meetings. Even if your cell phone is set to vibrate, receiving calls during meetings can be distracting and signal to your boss that your mind isn't 100% on your job.

DO NOT TEXT AT WORK.

Finally, remember to be mindful of sending text messages at work. Save texting for break time or after hours.



Workplace Safety

Understanding workplace safety

While work has its benefits, all workers can be injured, become sick, or even experience a loss of life on the job. It is important to know how workplace risks can affect your life, and the lives of your family.

It is important to recognize that work-related injuries and illnesses are predictable and can be prevented. As you navigate the workplace, keep your eyes open and protect yourself against hazards at work while evaluating risks to predict whether or not your action can lead to a workplace injury or sickness. It is important that you learn how to:

1. **Understand worker rights and responsibilities that play a role in safe and healthy work**
2. **Understand child labor laws - specific to 14-15 year olds**
3. **Recognize abuse and harassment on the job**
4. **Communicate clearly and effectively with others - especially in situations where you may feel unsafe or threatened**
5. **Know the procedure to file a complaint**



Ask questions when unsure

It is the job of your supervisor and jobs coach to make you feel safe, healthy and comfortable while completing your work. If you are unsure about workplace safety, protocol, or procedures at work—ask questions. Step Up staff is also available to guide and educate you on how to operate within environments to maintain emotional and physical safety at all times!

Important facts to remember:

Understanding workplace hazards

A hazard is anything at work that can hurt you either physically or mentally. If you are unsure about workplace hazards (obvious or not so obvious), ask your supervisor to assist you.

If you get hurt at work—no matter how small the injury—tell your supervisor right away. Your supervisor will help you care for the injury and decide if you need to see a doctor. Your supervisor will also don't be paperwork necessary for the injury to be paid for by Worker's Compensation if you do have to visit the doctor.

If you see a doctor because you get hurt at work, you **MUST** bring the information that your doctor gives you back to your supervisor. This information will tell your supervisor if you have any work restrictions or follow-up visits.

Know your rights!

You have a right to required safety clothing, equipment and training. Tell your supervisor, call your job coach, or call the Step Up office at 612-299-7119 if someone asks you to do something that makes you feel unsafe or uncomfortable.

The Employee Right to Know Act was passed in 1983. It is treated as part of the Occupational Safety and Health program in the U.S. Department of Labor and Industry. According to the act:

- Employers should evaluate your work place for safety
- Workers should be told about dangers in the work area
- Workers should be trained on the dangers

Abuse and harassment on the job are against the law. A harasser could be another summer youth worker or an adult. If any words or actions make you feel uncomfortable on your job, tell your supervisor or call the Step Up office at 612-299-7119 immediately.

If you feel that you have been treated unfairly, you may file a complaint. If you have been denied services, you have the right to an appeal. If you wish to file a formal complaint or an appeal, please see your supervisor for help.

Safety, Child Labor Laws and Filing a Compliant

Safety

Your safety is very important. Supervisors are trained to provide safe and appropriate tasks for you and to teach you how to perform jobs safely. But injuries can still happen. Most injuries are minor and are treated with on-site First Aid. A small number of injuries may require medical care.

If you get hurt at work—no matter how small the injury—tell your supervisor right away. Your supervisor will help you care for the injury and decide if you need to see a doctor. Your supervisor will also do the paperwork necessary for the injury to be paid for by Worker’s Compensation if you do have to visit the doctor.

If you see a doctor because you get hurt at work, you MUST bring the information that your doctor gives you back to your supervisor. This information will tell your supervisor if you have any work restrictions or follow-up visits.

Safety Laws and Restrictions

You have a right to required safety clothing, equipment and training. Tell your supervisor, call your job coach, or call the Step Up office at 612-299-7119, if someone asks you to do something that makes you feel unsafe or uncomfortable. You should know: The Employee Right to Know Act was passed in 1983. It is treated as part of the Occupational Safety and Health program in the U.S. Department of Labor and Industry. According to the act:

- Employers should evaluate your work place for safety
- Workers should be told about dangers in the work area
- Workers should be trained on the dangers

The act covers dangers like hazardous substances, harmful physical agents and infectious agents. The employee should have written information about any of these things. Containers should be labeled. You have the right to refuse to work under imminent danger conditions or if you are not provided with the required information, training and equipment.

Your work site must also follow state and federal laws about the kinds of work you can do.

If you are under 18, you can't:	If you are 14 or 15, you can't:
<ul style="list-style-type: none">• Drive a motor vehicle or be an outside helper on one• Manufacture or store explosives• Use a power-driven wood-working hoist• Operate a slicing or baking machine• Be exposed to radioactive substances or ionizing radiation Mine coal, log, or work in a sawmill• Pack meat• Manufacture brick, tile or related products or• Work with wrecking, demolition or ship-breaking operations	<ul style="list-style-type: none">• Do any of the items for under 18 and• Use any power-driven machinery including a lawn mower or weed whacker• Load or unload trucks• Cook or bake• Use ladders• Work past 9 p.m. (during the summer)• Work more than eight hours in one day

Child Labor Laws (Federal and Minnesota)

Prohibited Occupations: (Under Age 18)

- Occupations of operating, assisting to operate, maintaining or cleaning (including parts) meat slicers, meat patty forming machines, and meat and bone cutting saws
- Occupations of operating, assisting to operate, maintaining or cleaning dough and batter mixers, dough sheeters and dough rollers
- Occupations of operating, assisting to operate, loading, unloading, maintaining or cleaning most paper products machines including die cutting presses and laminators
- Any work performed on construction sites
- Oxyacetylene or oxyhydrogen welding
- Working more than 12 feet above the ground or floor-level using ladders, scaffolding and like equipment
- Serve, dispense or handle liquors consumed on the premises
- Most motor vehicle driving on any public road or highway
- Most occupations in logging and saw milling
- All occupations connected with machines that cut, shape, form, join, nail, press, fasten or assemble wood or veneer
- Occupations of operating, assisting to operate or maintaining most power-driven metal forming, punching and shearing machines; and power-driven fixed or portable circular saws, bandsaws and guillotine shears
- Operating or assisting in the operation of all hoisting apparatus including forklifts, nonautomatic or freight elevators or man-lifts

Prohibited Occupations: (Under 16)

In addition to all of the prohibited work for minors under the age of 18, those under the age of 16 are prohibited from the following:

- Operating drill presses, milling machines, grinders, lathes and power-driven machinery such as drills, sanders, and polishing and scrubbing equipment for floor maintenance.
- Oiling, cleaning or maintaining any power-driven machinery
- Working where explosives or fireworks are manufactured, stored, handled or fired.
- Driving buses, cabs or other passenger-carrying vehicles as a driver;
- Working in or about logging or lumbering operations
- Working with shredders, commercial dishwashers, or commercial ovens/stoves

MINNESOTA

Prohibited Hours and Times of Work

(Ages 16 and 17)

Not before 5 a.m. on school days OR after 11 p.m. on evenings before school days

Note: With written permission from a parent or guardian these hours may be expanded to 11:30 p.m. and 4:30 a.m.

(Ages 14 and 15)

Not before 7 a.m. OR after 9 p.m. on evenings

Not allowed to work for more than 40 hours a week or more than eight hours per 24-hour period.

Note: Step Up limits the number of hours worked each week to 20 hours.

This list is not exhaustive. Please visit: <http://www.dli.mn.gov/ls/MinAge.asp> for more information or contact your job coach.

B. Discrimination complaint

The Minneapolis Civil Rights specifies that it is illegal to discriminate based on race, color, creed, ancestry, religion, sex, national origin, age, disability, affectional preference, marital status or public assistance.

It is also illegal to:

- Retaliate against any person because he/she opposed discrimination;
- Conceal information about discriminatory acts;
- Aid, abet, compel, coerce, incite or induce another person to discriminate; or
- Use advertisement, application forms or any other mechanism to bring about discrimination.

If you feel that you have been discriminated against for any of the reasons listed, you may file a complaint within one year of the incident. Your written complaint must contain your name, address and phone number, the basis of the complaint and a brief statement of the allegations. It must be signed and dated by you. You can file your complaint by calling 612-673-5294 or writing:

Linda DeHaven, MET,
105 Fifth Ave. S. Suite 200
Minneapolis, MN 55401

or call 612-673-3012 (TTY 612-673-2044) or write

Intake Officer
Minneapolis Department of Civil Rights,
350 S. Fifth St.—Room 239
Minneapolis, MN 55415

The Complaint Investigation Unit of the MDCR will perform a full, fair and impartial investigation of a discrimination complaint occurring in Minneapolis.

Filing a discrimination complaint with the Minneapolis Department of Civil Rights

It is not difficult to file a complaint with the Minneapolis Department of Civil Rights. The intake officer will meet with anyone wishing to discuss his or her right to file a complaint because of an incident that happened in Minneapolis. During the meeting(s), the intake officer explains the civil rights law and may collect information that will later be used to draft a formal charge of discrimination. The Minneapolis Department of Civil Rights does not offer legal advice. For legal advice, complainants may wish to contact the Lawyer Referral and Information Service at (612) 752-6666 or the Legal Aid Society at (612) 332-1441. Some things to remember about filing a complaint:

- Discrimination is a community concern. A person does not have to be directly affected by discrimination to file a complaint.
- Complainants and respondents should keep track of dates, documents, witnesses, and other possible evidence that would help the investigation.
- Keep the investigator updated of changes in address, home and work phone numbers, legal representation, etc., throughout the investigation.
- Complainants and respondents have the right to legal representation throughout the investigation or during hearings.
- Cases must be filed within one year of the incident that was considered to be discriminatory.

Your supervisor is responsible for following labor laws and child labor laws. He or she should never ask you to use equipment until you are taught how to safely operate it. If you are under 16, you may not operate any power equipment on the job. That's the law. Your supervisor should not ask you to do work that puts you in danger. If you think you might be in danger, talk with your supervisor. Call your job coach if you have concerns about danger after talking with your supervisor.

Abuse and harassment

- Abuse and harassment on the job are against the law.
- A harasser could be another summer youth worker or an adult.
- Sexual harassment is any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature.

Some examples of sexually harassing behavior include:

- Verbal comments or actions about genitals, sexual acts, clothing, appearance, etc.
- Mocking, teasing or taunting in a suggestive manner
- Repeatedly talking to someone about sexual matters when he/she doesn't want to
- Obscene clothing, with or without words
- Catcalls or whistles
- Making sexual sounds

Abuse is defined as intentionally injuring another person either verbally or physically. Types of abuse include verbal, physical and sexual abuse.

- Verbal abuse can include name-calling, teasing or repeated insults.
- Physical abuse is any act which results in non-accidental injuries to a person. Some types of discipline including shaking, kicking or hitting are defined as physical abuse.
- Sexual abuse is any act of sexual assault or exploitation of a child. Examples of sexual abuse include touching the intimate parts of a child or asking a child to touch someone else intimately.

If any words or actions make you feel uncomfortable on your job, tell your supervisor or call the Step Up office at 612-299-7119 immediately.

Complaint procedures

This section gives you information that you will need to know if you decide to make a complaint. You may want to talk about your decision and these procedures with your supervisor or another adult. This section covers two kinds of complaints: program and discrimination. Keep this information in case you need to look at it again. If you feel that the Step Up Program has treated you unfairly, you may file a complaint. If you have been denied services, you have the right to an appeal. If you wish to file a formal complaint or an appeal, please see your supervisor for help.

A. Program complaint

This type of complaint is only for the operation of the Step Up Program. If you have a complaint about the Step Up Program, contact Anna Peterson, the Director of the Step Up Program by calling (612) 673-5234. If she is unable to resolve your complaint, she will refer you to:

Linda Dehaven, Complaint Officer
MET, 105 Fifth Ave. S. Suite 2001,
Minneapolis, MN 55401
612-673-5295

You may file a written complaint with MET up to one year of the occurrence of the alleged violation. Your written complaint must contain: your name, address and phone number, the reason for the complaint and a brief statement of the allegations. It must be signed and dated by you.



Appendices

Information about the Step Up Program and Public Assistance

(funded by the Workforce Investment Act – WIOA)

~ Please share this information with your family ~

If you or your family are getting Public Assistance benefits, such as **Food Support or Cash Assistance (MFIP or DWP)** your earnings through the STEP-UP Program are excluded or **not counted**.

Do you have questions? Please call or email the Hennepin County contact for the Step Up Program:

Faughn Ramisch-Church 612-543-3683 Faughn.Ramisch-Church@hennepin.us

Por favor comparta esta información con su familia

Si usted o su familia estuviesen recibiendo beneficios de Asistencia Pública, como ser **Estampillas de Comida, Asistencia de Dinero (MFIP o DWP)** Sus entradas de sueldos a través del Programa Step Up son excluidos o **no se los cuenta**.

¿Tiene usted preguntas? Por favor llame o envíelo/s por vía electrónica a Hennepin County para comunicarse con el Programa de Step Up:

Llame a Faughn Ramisch Church Tel. No. 612-543-3683 Faughn.Ramisch-Church@hennepin.us

Odeefanno Kana matii kan-keen walliihirmadhu

Maatiin kan-kee gargassa mootumma biro ni'argatan yoo tae, gargassa kan aka **Nyatta, Yallafi** kan aka **Kashaa (MFIP yokan DWP)**, mindan ati karaa Step Up Programaa amma argattan kun addan qoodamee illallama mallee gargassa mootuman wallin eeda-amme hin-lakawamu.

Gafii qabddaa? Hennepin County kuttaa Step Up Programaa'fi bilbilli gafadhu. Innis:

Faughn Ramisch-Church 612-543-3683 Faughn.Ramisch-Church@hennepin.us

Thov muab tsab ntawv nov qhia rau koj tsev neeg

Yog koj los koj tsev neeg tau Nyiaj Maus Noj (Food Support) thiab Medical Assistance thiab yiaj Ntsuab (MFIP or DWP) siv los ntawv tseem fww los. Peb muaj ib qhov kev pab uas hu li Step Up PROGRAM. Qhov nov uab tsis suav thiab tsis txiav nrog koj cov nyiaj los ntawv tseem fww los.

Yog mauj lus nug hu rau Hennepin County Step Up Program:

Faughn Ramisch_Church 612-543-3683 los Email Faughn.Ramisch-Church@hennepin.us





Resumes

What is a resume?

- A concise, accurate and neat description of your education, professional experience and skills
- The first impression you give employers
- Your ticket to being interviewed
- A constantly—changing document

Did you know?

Did you know?

Employers may only spend 6-10 seconds looking at a resume. You want yours to look to stand out and look professional and clean!

How many pages should a resume be?

- As a general rule, resumes should not exceed one page. Be concise!
- As a teenager you will not have work experience that requires a resume longer than one page in length

What if I've never had a job before?

- It is not necessary to have previous job experience to create a resume
- Include any activities you participate in at school or in your community, including leadership roles
- Include any volunteer work you've completed
- Babysitting, mowing the lawn and helping your neighborhood all count as experience!

What are employers looking for?

- Your resume must be neat, formatted correctly and free of any spelling or grammatical errors. This demonstrates your attention to detail
- Include any leadership roles you have held in school or community activities
- This demonstrates your ability to take on responsibility
- You should be ready to provide two-to-four professional references, upon request, to your interviewer



Visit the AchieveMpls Career and College Center at your Minneapolis public high school or check out the Northside or Southside CareerForce Centers for help.



How should you design a resume?

Resume formatting:

As a general rule of thumb, it is important to understand what a clean, professional looking resume involves. Here are some best practices to remember when formatting your resume:

Font size

Standard font size is 12 pt. It is important to use a standard font size to ensure your resume is easy to read.

Font choices

Use easy-to-read fonts like Times New Roman, Calibri, Arial.

No Clip Art or photos

Avoid using any clip art, photos or graphics as they can distract the reader from flowing through the information.

Colors

Most resumes are black and white. Avoid using color within your resume—follow the rule of keeping things simple and plain.

Resume templates

If you need to follow a template or guide to learn more about what a standard resume should look like, refer to the stellar resume sample in the back of the book, or go online and search for examples.

Stellar Resume (example)

Jacob A. Smith

3344 Step Up Street | Minneapolis, MN 55411
Email: jacobsmith@gmail.com Phone: 612.556.1223

Jacob used
Power
Words!

WORK EXPERIENCE:

ABC Print Services, Minneapolis, MN | Cashier, September 2017—Present

- **Coordinated** incoming customer inquiries to ensure customer satisfaction
- Organize print projects in Microsoft Excel
- Collaborate and communicate client projects with team members

The Johnson Family, Minneapolis, MN | Babysitter, June 2013—August 2016

- Cared for children while maintaining a safe and fun environment
- **Guided** children with their homework
- **Prepared** healthy meals for two children, ages 5 and 7

ACTIVITIES

Minneapolis Teens Serving Others | Volunteer, January 2013—July 2014

- Volunteered 4 hours per week serving food to homeless families

North High School Robotics Club | Team Member, March 2011—January 2013

- Design and build robots

North High School Basketball | September 2011—June 2013

- Worked collaboratively as an all-star athlete on varsity basketball team

SKILLS

- Proficient in Microsoft Word and Excel software programs
- Excellent oral and written communication skills
- **Hard-working** team player

EDUCATION

North High School, Minneapolis MN

- Expected Graduation: June 2018
- College graphic design course credits completed
- Taking honors courses in Print Production

Dress for Success (resources)

In-expensive used clothing for sale

East Side Thrift Store: 1928 Central Ave., Minneapolis

ARC Value Village

- Richfield Store, 6528 Penn Ave. So., Richfield – (612) 861-9550
- Brooklyn Center Store, 6330 Brooklyn Blvd., Brooklyn Center – (763) 503-3534
- New Hope Store, 2751 Winnetka Ave. N., New Hope – (763) 544-0006
- Bloomington Store, 10546 France Ave. So., Bloomington – (952) 818-8708

Store hours: Monday - Friday (9:00 a.m. – 9:00 p.m.) and Saturday – Sunday (9:00 a.m. – 7:00 p.m.)

Salvation Army Thrift Stores

- South Minneapolis Store, 3740 Nicollet Ave., Minneapolis – (612) 822-1200
- Monday – Saturday (9:00 a.m. – 8:00 p.m.)

- Main Minneapolis Store, 900 N 4th St., Minneapolis, (612) 332-5855
- Monday – Saturday (9:00 a.m. – 9:00 p.m.)

- Columbia Heights Store, 3929 Central Ave., (612) 782-3828
- Monday – Saturday (9:00 a.m.- 7:00 p.m.)

- Bloomington Store, 710 West 98th St., Bloomington, (952) 881-6197
- Monday – Saturday (9:00 a.m. – 9:00 p.m.)

Unique Thrift Store

- Columbia Heights, 2201 37th Ave. NE, Columbia Heights – (763) 788-5250
- New Hope, 4471 Winnetka Ave., New Hope – (763) 535-0200

Store hours: Monday – Saturday (9:00 a.m. – 7:30 p.m.) and Sunday (11:00 a.m. – 5:00 p.m.)

Savers

- South Minneapolis, 2124 East Lake Street, Minneapolis – (612) 729-9271
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. – 7:00 p.m.)

- Columbia Heights, 4849 Central Ave. NE, Columbia Heights – (763) 571-1319
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. – 7:00 p.m.)

- Bloomington, 8049 Morgan Circle S., Bloomington – (952) 881-7300
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. to 6:00 p.m.)

FREE CLOTHING – Call the agency in advance to confirm availability and hours

Central Lutheran Church Clothes Closet/St. Stephen's Human Services

333 S. 12 St., Minneapolis - (612) 870-4416

- Monday (9:30 – 11:00 a.m. & 12:30 – 2:00 p.m.), Tuesday and Wednesday (10:00 a.m. – 12:00 p.m.), and Thursday (10:00 a.m. – 2:00 p.m.)
- Clothing service is located in a "triple wide" trailer at the rear of the church's parking lot/garage (near 16th Street). Please call the church for specific directions (Clients may use the service one time per week).

Cornerstone Ministry (Park Ave. Church)

3400 Park Ave. S., Minneapolis – (612) 825-6863

Entrance on parking lot side of building - All you can fit in a bag for \$1.00

- Wednesday (4:30 – 6:00 p.m.)

Marie Sandvik Center

1112 Franklin Ave., (612) 870-9617

- Sunday (5:00 – 9:00 p.m.), men's clothing - Tuesday (5:00 – 9:00 p.m.) and Thursday (12:00 – 2:00 p.m.), women's and children's clothing

Oak Park Neighborhood Center

1701 Oak Park Ave. N., (612) 377-7000

- Tuesday, Wednesday and Thursday (10 a.m. – 4 p.m.)

Sabathani Community Center

310 E. 38 St., Room 129, Minneapolis – (612) 821-2347 or (612) 821-2397

- Monday – Thursday (9:00 – 11:30 a.m. and 1:00 – 3:00 p.m.)
- Bring a photo ID and plan to arrive no later than 11:15 a.m. for morning hours or 2:45 p.m. for afternoon hours

St. Stephen's Free Store

2211 Clinton Ave. S., (612) 874-0311

- Tuesday – Thursday (8:30 – 11:30 a.m.)

Shiloh Temple

1201 W. Broadway, (612) 302-1463

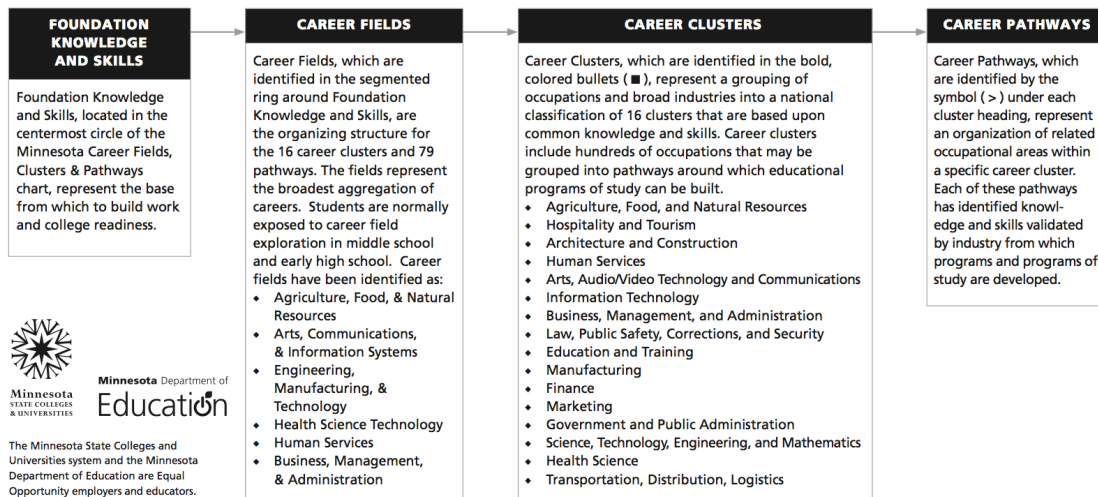
- Open mornings but call first

For other clothing and community resources not listed, please contact United Way at 211 or (651) 291-0211. Available 24/7 in multiple languages.

Minnesota Career Fields, Clusters & Pathways



Minnesota Career Fields, Clusters & Pathways Chart Explanation



Minnesota Programs of Study

The Minnesota Career Fields, Clusters & Pathways chart, on the reverse side, graphically depicts the organizing framework of the foundation knowledge and skills, career fields, career clusters, and career pathways that Minnesota will use for developing programs of study in career and technical education. Once developed, learners at various levels (high school, collegiate, or workforce training level) will then be able to choose from several individual programs within a program of study in order to attain the specific knowledge, skills and abilities needed to pursue a career of their choice.

Programs of study are sets of aligned programs and curricula that begin at the high school level and continue through college and university certificate, diploma and degree programs. The following are some of the key elements that underlie the definition:

- » Competency based curricula tied to industry expectations and skill standards;
- » Sequential course offerings that provide strategic entry and exit points as needed throughout a lifetime - this leads to manageable "stepping stones" of skill building, high school graduation and postsecondary education completion;

- » Flexible course and program formats convenient for learner segments;
- » Course portability for seamless progression;
- » Multiple entry and exit points to support continuing education, returning adults, and dislocated workers;
- » Connections between high school and postsecondary education, skill progression, and career opportunities that align academic credentials with job advancement in high-skill, high-wage or high-demand occupations.



SUCCESS
starts with
step up



step up

This curriculum was developed by Step Up and EJ Design Firm. It incorporates content from the Department of Labor's "Soft Skills to Pay the Bills — Mastering Soft Skills for Workplace Success."

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