

Strategies for Success Life Skills Program

FACT SHEET

Strategies for Success (SFS) is a six-module life and soft-skills program designed to help individuals succeed personally and professionally. SFS helps participants focus on understanding their behaviors, attitudes and relationships with others to improve their work and personal lives. The course addresses dozens of hiring and retention issues of concern to employers.

Background

In 2015, the state Department of Social & Health Services (DSHS) awarded the Employment Security Department (ESD) a contract to deliver SFS to Basic Food Employment & Training (BFET) participants as a pilot in King, Pierce, Yakima and Spokane counties. Due to positive feedback, DSHS asked ESD to expand SFS to Temporary Assistance for Needy Families (TANF) participants. The curriculum was enhanced and in January 2017, 15 WorkSource offices around the state rolled out SFS.

By the end of 2017, 31 WorkSource locations statewide offered the course: Auburn, Central Basin, Clallam County, Columbia Basin, Columbia Gorge, Colville, Cowlitz/Wahkiakum, Everett, Grays Harbor County, Jefferson County, Kitsap County, Lewis County, Lynnwood, Mason County, Monroe, North Seattle, Okanogan, Pierce County, Pullman, Redmond, Skagit

County, Spokane, Sunnyside, Thurston County, Vancouver, Walla Walla, Wenatchee, Whatcom, Whidbey Island and Yakima County.

“The course gives you the power and knowledge to reset the course of your life.”

Each of the six modules consists of 20 hours of instruction and self-study. Individuals may attend modules most relevant to their needs or complete all six. If they complete all six, they receive a certificate of completion. Attendance is granted first to WorkFirst participants (individuals receiving TANF), and then WorkSource customers are welcome to attend as space is available.

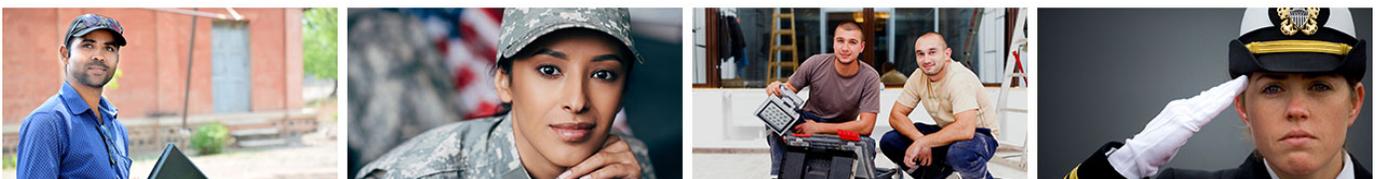
Program overview

Module 1: Work Concepts I

- Self-motivation, exploring careers and learning what employers really want.
- Applying for jobs, packaging yourself like a professional and sharing your story
- Customer service, workplace diversity, team building and professionalism

Module 2: Health and Well-being

- Core values, life choices and personal integrity
- Personal and professional self-awareness, establishing boundaries, stress and time management skills





- Social readiness and your online footprint
- Accessing community resources and developing networking skills
- Solving problems, setting goals, action planning techniques

Module 3: Communication

- Interpersonal and business communication
- Listening, writing, computer and presentation skills
- Verbal and non-verbal cues, conflict resolution, emotional control
- Phone, email and social media communication

Module 4: Personal Strength Builders

- Attitude, motivation, overcoming fears, planning for success, improving your situation and time management skills
- Self-worth, integrity, flexibility and adaptability
- Spending habits and financial literacy

Module 5: Community Engagement

- Culture and self-identity – being sensitive to both
- Personal and social rights, citizenship and civic engagement

Module 6: Work Concepts II

- Multitasking, staying motivated
- Personal leadership, organization skills
- Trauma vs. drama, managing the unexpected
- Cognitive bias and how it impacts every decision we make
- Developing a solid vision for a professional future

Customer satisfaction remains high

Customer satisfaction with SFS ranks amongst the highest of all classes offered in the WorkSource system. In a survey given after each module, 99.1 percent of participants say they would recommend the class to others.

In 2017, at least one module was completed by 1,286 individuals. Word about the value of this course quickly spread. In 2018, interest soared: 2,211 participants completed at least one module and 762 successfully completed six, earning a certificate of completion to include in their resumes and portfolios.

Testimonials

This life changing course has received rave reviews from hundreds of individuals from a broad spectrum of backgrounds, education and experience.

“These are really valuable tools for our careers, relationships and WHOLE LIFE!”

“The best program of this kind that I’ve completed in my long career.”

“This class is an open door to infinite possibilities to improve life and advance in career.”

“This class has transformed me from a person struggling with depression and feeling completely hopeless to someone who is starting to feel excited about life. It’s been practically a 180 degree turn for me.”

