

**BUILDING YOUTH EXCELLENCE THROUGH
EMPLOYABILITY SERVICES AND TECHNOLOGY (BEST)**

**PARTICIPANT MANUAL: PERSONAL AND PROFESSIONAL
EFFECTIVENESS**

TOTAL TIME: 24 Hours

SERIAL NO.	SESSION	HOURS
1.	Program Introduction	2
2.	Self-Awareness and Learning Environment	4
3.	Social Thinking	2
4.	Setting SMART Goals	4
5.	Communication and Interpersonal Skills	4
6.	Effective Decision Making	4
7.	Financial Awareness	2
8.	Employment and Employability	2



TECHNOSERVE
BUSINESS SOLUTIONS TO POVERTY

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PARTICIPANT MANUAL: COMMUNICATION READINESS

TOTAL TIME: 12 Hours

SERIAL NO.	SESSION	HOURS
1.	Primer to English Communication	2
2.	Complete Guide to Group Discussions	3
3.	Complete Guide to Personal Interviews	5
4.	Aptitude Tests	1
5.	Vocabulary List for Entry Level Employees	1



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PARTICIPANT MANUAL: CAREER READINESS

TOTAL TIME: 16 Hours

SERIAL NO.	SESSION	HOURS
1.	Introduction to Industry and Career	2
2.	Understanding Career in Sales	4
3.	Understanding Career in Customer Support	4
4.	Understanding Career in Human Resources	2
5.	Understanding Career in Finance and Accounts	2
6.	Understanding Career in Administration and Operations	1
7.	Mock Interviews	1



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PARTICIPANT MANUAL: WORK READINESS

TOTAL TIME: 10 Hours

SERIAL NO.	SESSION	HOURS
1.	Professionalism	2
2.	Surviving Year 1	1
3.	Work Ethics, Feedback and Performance Appraisal	1
4.	Email Etiquettes	2
5.	Working in a Group	1
6.	Presenting to an Audience	2
7.	Workplace Dynamics	1