

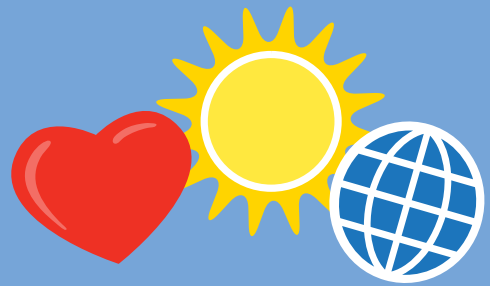
YOUR
FUTURE

CAREER

Education

JUST ASK!

powerful QUESTIONS
for an amazing JOURNEY



TRIP OF A LIFETIME

Imagine you are embarking on a journey — one that will last a lifetime. And you get to make the choices that will determine your ultimate destination. Your journey will be filled with limitless possibilities, and if you pack your bag with a willingness to learn, grow, and ask questions along the way, you can create the life of your dreams.

This booklet will give you information, ideas and questions to inspire and guide you. You will be encouraged to identify your unique interests, skills and talents and match them with exciting and evolving career opportunities. You will be challenged to develop your people skills — to listen with heart, to look on the brighter side and to figure out not only what you want to get from life but what you have to give.

To prepare for your journey, you will want to get in touch with your hopes and dreams as you seek the answers to these powerful questions:

What do you really want to do?

Who do you really want to be?

Where do you really want to go?

How will you get there?

Your journey is determined by the **CHOICES** you make.

Your answers are determined by the **QUESTIONS** you ask.

Your destination is determined by the **STEPS** you take.

Your future is determined by **WHAT YOU DO** today.

—Dan Zadra, *Five*

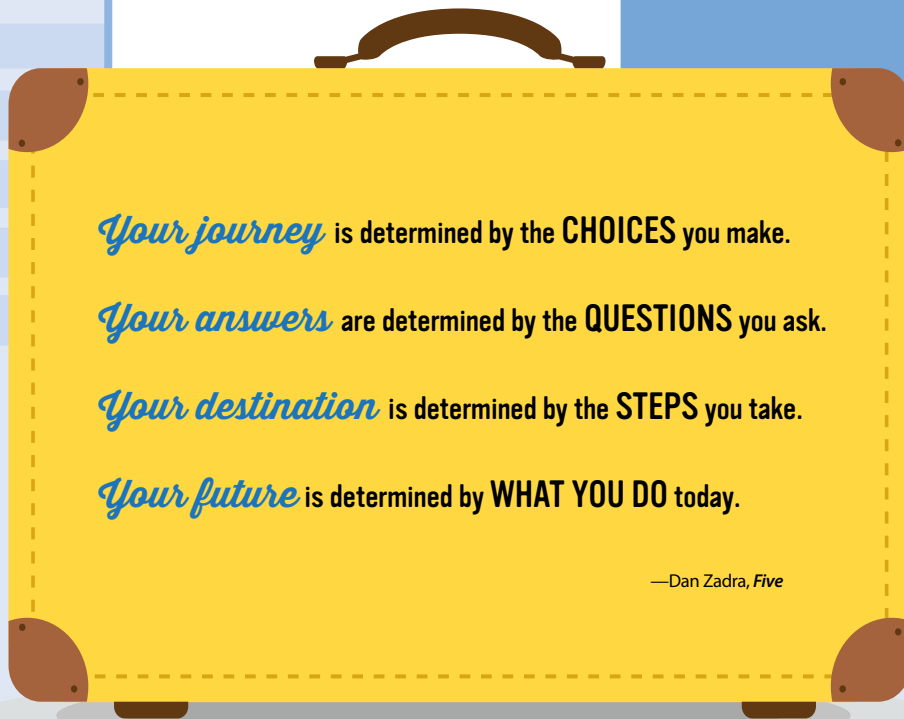
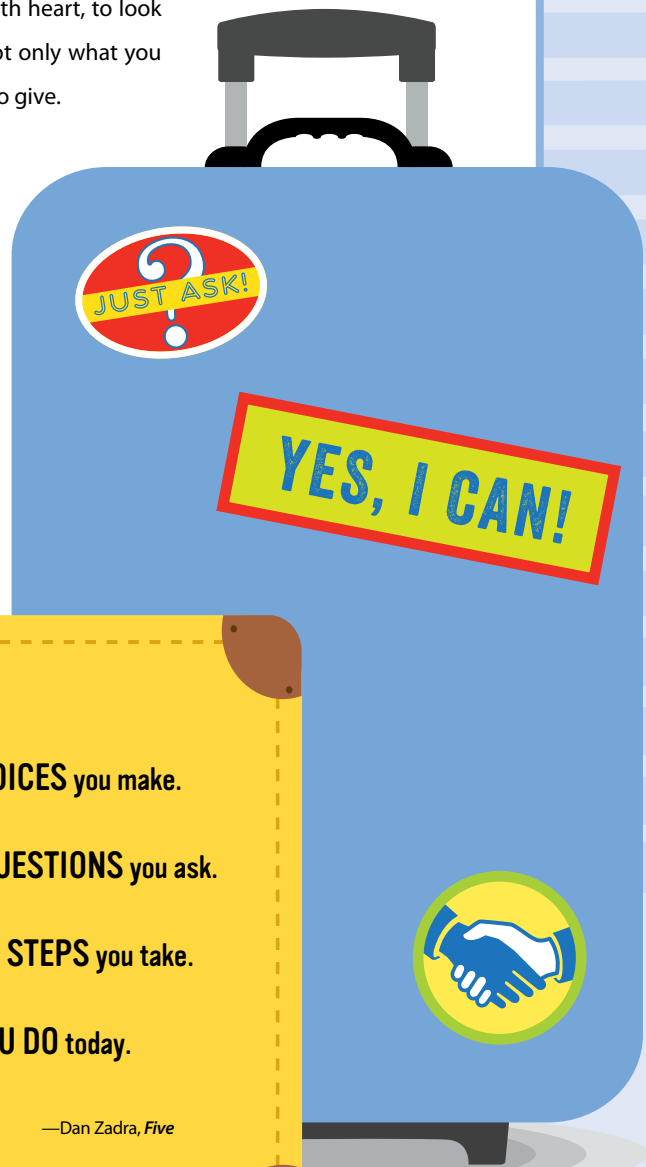


TABLE OF QUESTIONS...

Can you imagine your future?	pages 4 - 5
What are you cut out to do?	pages 6 - 7
What sparks your interest?	pages 8 - 9
Why invest in your education?	pages 10 - 11
Do you gravitate toward STEM?	pages 12 - 13
Have you found the secret to success?	pages 14 - 15
Do you get to the heart of listening?	pages 16 - 17
Which questions help you dig deeper?	pages 18 - 19
Why do you need the gift of gab?	pages 20 - 21
Do you know the score?	pages 22 - 23
Is your glass half full?	pages 24 - 25
How well do you weather a storm?	pages 26 - 27
Would you like hands-on experience?	pages 28 - 29
Are you ready for what's next?	pages 30 - 31

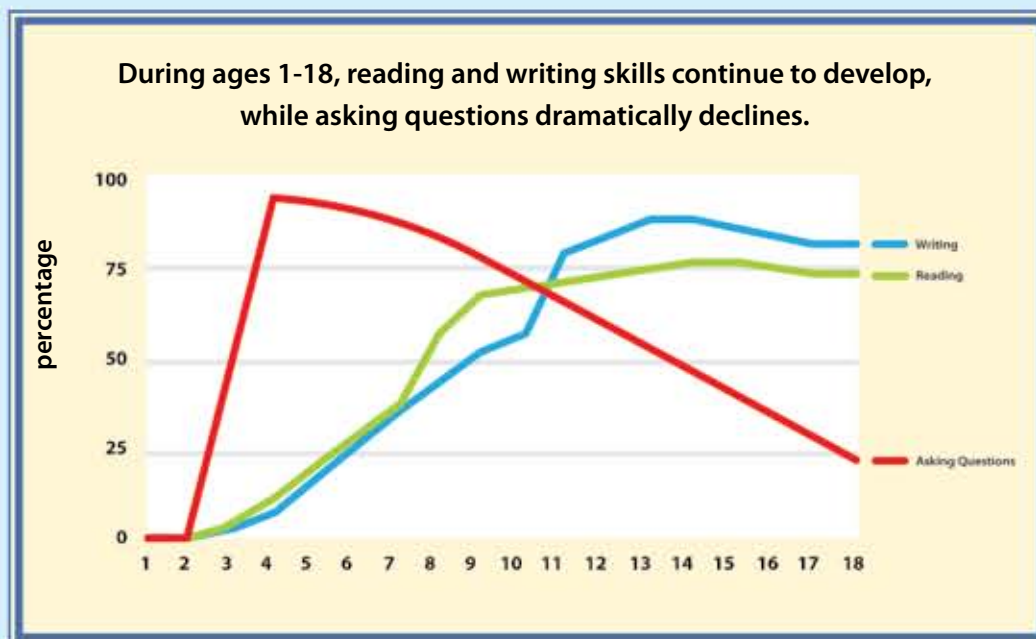
Can you **imagine** your future?

It's exciting and a little overwhelming to think about your future. There are so many options to consider and so many paths to explore. Where should you begin? It may surprise you to learn that asking and answering questions will help you get where you want to go.

Statements trigger your brain's logical and analytical skills and encourage you to reach conclusions. Questions, on the other hand, activate your brain's imagination and creative thinking skills. Can you feel the difference when you change the statement *Things I Like to Do* into a question — *What are the things that I really like to do?*

When you were young, you probably asked more than 60 questions a day. But if you are like most people, as you got older, you stopped asking so many questions. Maybe you are too shy or embarrassed to step forward and ask questions, or maybe you think your questions don't matter.

But questions do matter and your questions are going to play an important part in your college/ career journey. The questions you ask yourself and the questions you ask others will direct and guide you as you begin to imagine and create your best life.



Source: National Center for Education Statistics — nces.ed.gov/nationsreportcard

**Your imagination is
your preview of life's
coming attractions.**

— Albert Einstein



TOP TEN QUESTIONS

Thinking about who you are and what you want to do will put your imagination to work designing the life of your dreams. Respond to these “**Top Ten**” questions that The College Board asks students to help them find their college/career direction. See what you learn about yourself and what **you** want from life.

1. *What are some things you feel you do well?*
2. *What challenges you?*
3. *What do you like to do for fun?*
4. *Who do you look up to?*
5. *What's something you've always wanted to try?*
6. *What accomplishment has made you most proud?*
7. *What's your favorite class?*
8. *What do you read about in your free time?*
9. *If you could do any job for a day, what would it be?*
10. *As a kid, what did you want to be when you grew up?*

What are you **cut out** to do?

California has identified 15 educational career Pathways representing its 15 leading industry sectors. Pathways help connect what you are learning in the classroom to a career in the real world. There are many options and opportunities within each Pathway, and identifying an educational Pathway that suits you will give you direction on your career journey.

Review the 15 Pathways listed below and add the name of a career you would expect to find in that Pathway.

Agriculture and Natural Resources  Career: _____	Arts, Media and Entertainment  Career: _____	Building and Construction Trades  Career: _____
Business and Finance  Career: _____	Education, Child Development and Family Services  Career: _____	Energy, Environment and Utilities  Career: _____
Engineering and Architecture  Career: _____	Fashion and Interior Design  Career: _____	Health Science and Medical Technology  Career: _____
Hospitality, Tourism and Recreation  Career: _____	Information and Communication Technology  Career: _____	Manufacturing and Product Design  Career: _____
Marketing, Sales and Service  Career: _____	Public Services  Career: _____	Transportation  Career: _____

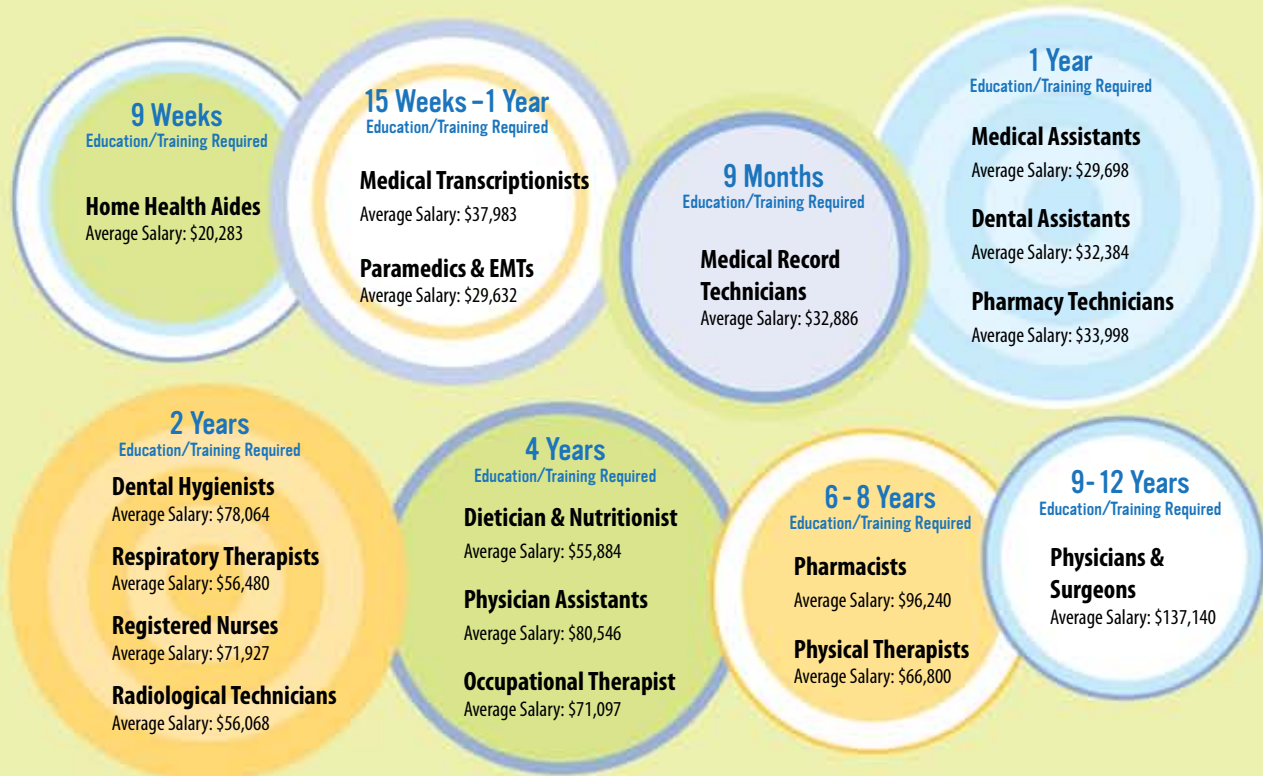
Students who choose and follow a career Pathway **DO BETTER** academically, finish school faster and get better jobs.



PATHWAY POSSIBILITIES

Whether you want to earn a community college certificate, get an apprenticeship or earn a 2-year, 4-year or advanced degree, all 15 Pathways offer many career opportunities with different educational requirements.

The Health Science and Medical Technology Pathway is just one example of the different educational choices available within a single Pathway. To get a better idea of the possibilities, consider these careers and answer a few questions.



There are a number of careers in this Pathway that require one year or less of education and training.

T | F

A Physical Therapist needs about 6 years of college and earns more than a Registered Nurse with a 2-year degree.

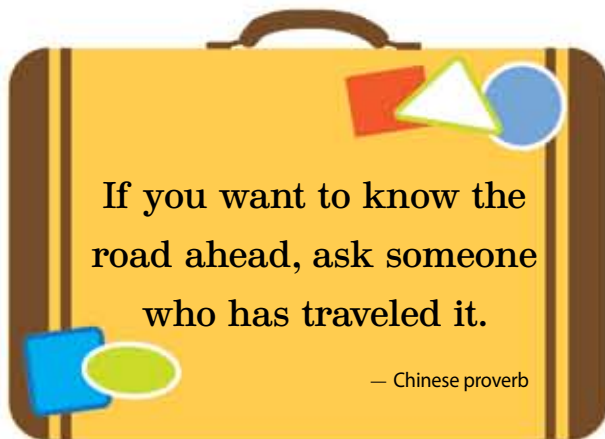
T | F

A Physician Assistant earns significantly more than a Dietician or Occupational Therapist.

T | F

Generally speaking, Medical Transcriptionists earn less than Medical or Dental Assistants.

T | F



If you want to know the road ahead, ask someone who has traveled it.

— Chinese proverb

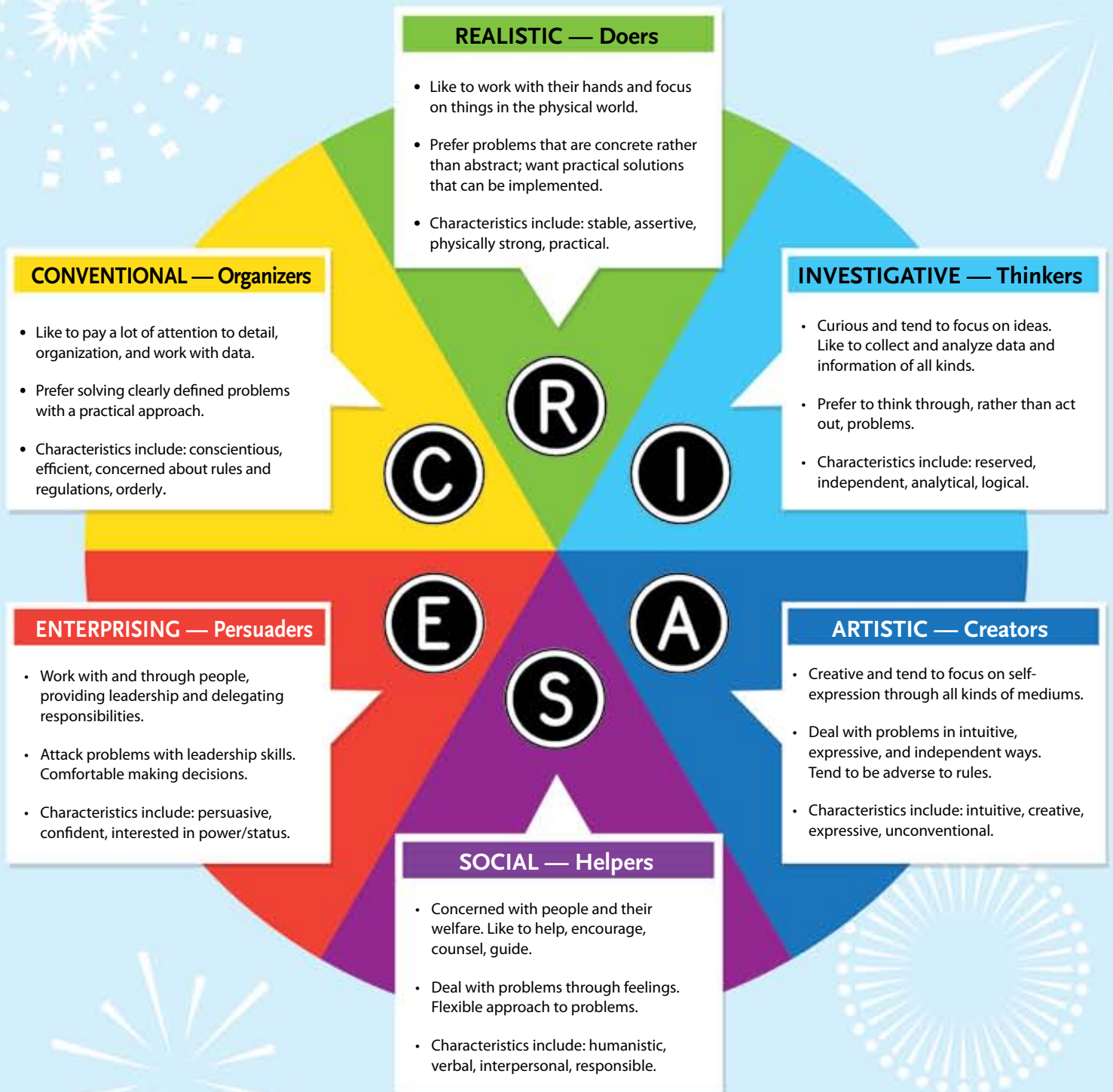
Ask Around!

Do you, your parents, your friends or one of your teachers know someone with a career in a Pathway that interests you?

If you had an opportunity to talk to that person, what questions would you ask to gather the information you want?

What *sparks* your interest?

John Holland developed a career interest assessment known as the Holland Code. It is based on a combination of six personality types: **Realistic, Investigative, Artistic, Social, Enterprising and Conventional (RIASEC)**. Holland believed that people were most successful in work environments that matched their personality. A better match meant more job satisfaction because the person found the job interesting. Holland's assessment has been very helpful to students seeking to find their career direction because many careers have been categorized by their Holland Code personalities. You may be interested in, and have similarities with, all six personalities represented in the descriptions below. However, you probably identify most closely with two or three of the groups. Those personalities, or rather the letters that represent them, make up your Holland Code.



To determine your personal three-letter Holland Code you can take this short version of Holland's interest assessment. Check off the activities that interest you. Then add up your checks and find your profile. But remember, this assessment is not the final word. It is only one way to start thinking about careers.

Do you like to...

...do puzzles?	<input type="checkbox"/>	...put things together or assemble models?	<input type="checkbox"/>
...work on cars?	<input type="checkbox"/>	...be creative?	<input type="checkbox"/>
...attend concerts, theaters or art exhibits?	<input type="checkbox"/>	...pay attention to details?	<input type="checkbox"/>
...work in teams?	<input type="checkbox"/>	...do filing or typing?	<input type="checkbox"/>
...organize things like files, offices or activities?	<input type="checkbox"/>	...learn about other cultures?	<input type="checkbox"/>
...set goals for yourself?	<input type="checkbox"/>	...analyze problems, situations or trends?	<input type="checkbox"/>
...build things?	<input type="checkbox"/>	...play instruments or sing?	<input type="checkbox"/>
...read fiction, poetry or plays?	<input type="checkbox"/>	...dream about starting your own business?	<input type="checkbox"/>
...have clear instructions to follow?	<input type="checkbox"/>	...cook?	<input type="checkbox"/>
...influence or persuade people?	<input type="checkbox"/>	...act in plays?	<input type="checkbox"/>
...do experiments?	<input type="checkbox"/>	...think things through before making decisions?	<input type="checkbox"/>
...teach or train people?	<input type="checkbox"/>	...work with numbers or charts?	<input type="checkbox"/>
...help people solve their problems?	<input type="checkbox"/>	...discuss issues like politics or current events?	<input type="checkbox"/>
...take care of animals?	<input type="checkbox"/>	...keep records of your work?	<input type="checkbox"/>
...have your day structured?	<input type="checkbox"/>	...be a leader?	<input type="checkbox"/>
...sell things?	<input type="checkbox"/>	...work outdoors?	<input type="checkbox"/>
...do creative writing?	<input type="checkbox"/>	...work in an office?	<input type="checkbox"/>
...work on science projects?	<input type="checkbox"/>	...work on math problems?	<input type="checkbox"/>
...take on new responsibilities?	<input type="checkbox"/>	...help people?	<input type="checkbox"/>
...heal people?	<input type="checkbox"/>	...draw?	<input type="checkbox"/>
...figure out how things work?	<input type="checkbox"/>	...give speeches?	<input type="checkbox"/>

Total up your check marks by color and record the number in the colored boxes. The 3 letters with the highest scores are your Holland Code.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	My Holland Code:		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Realistic	Investigative	Artistic	Social	Enterprising	Conventional	Highest Score	2 nd Highest	3 rd Highest

You have to find what sparks a light in you so you, in your own way, can illuminate the world.

— Oprah Winfrey

Why Invest in your education?

When it comes to spending your time and money, *nothing will pay off more than an investment in your education*. A great education will help you acquire the knowledge and skills you need to succeed in a career of your choice. Choose a career path that interests you and one that values your unique skills and talents. Then choose the right educational opportunity to get you started. Remember, that in today's rapidly changing workplace, you will need to be a lifelong learner to keep pace and stay current.

EDUCATIONAL OPTIONS

APPRENTICESHIPS

Apprenticeships prepare a person for a trade. You take classes, but most of the training is on-the-job. Depending on the trade, it takes from two to four years to complete an apprenticeship. You earn a good hourly wage during the training. California Community Colleges offer many apprenticeship programs.

CERTIFICATES

Certificate programs award you a certificate of completion rather than a degree when you finish the requirements. This training is specific and will qualify you for specialized jobs. Most certificate programs are six months to a year. You can enroll in a certificate program through your local California Community College.

ASSOCIATE DEGREES

Associate Degrees are two-year degrees that require 60 college credits. You take classes in a specific field of interest as well as general education courses. You can take courses at a Community College that count for both an Associate Degree and toward a Bachelor Degree if you transfer to a four-year college or university.

BACHELOR DEGREES

Bachelor Degrees are four-year degrees that require about 120 college credits. You must complete about 2 years of general education requirements that include basic subjects like English, history and math, and an additional 2 years of classes in your major area of study. A college or university awards Bachelor of Arts (BA) and Bachelor of Science (BS) degrees.

MASTER DEGREES

Master Degrees require study beyond a Bachelor Degree. Usually one to two years of specialized study, and an examination and/or a thesis is required to earn this graduate degree. A college or university awards Master of Arts (MA) and Master of Science (MS) degrees.

ADVANCED DEGREES

Advanced Professional Degrees include many degrees (such as a Doctorate or Ph.D.) you may want to earn once you complete a four-year degree. Professions such as a lawyer, doctor, or veterinarian generally take 3 to 8 years of additional education and training after you earn a Bachelor Degree.

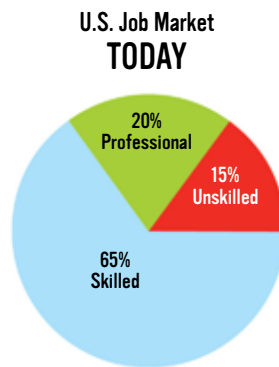
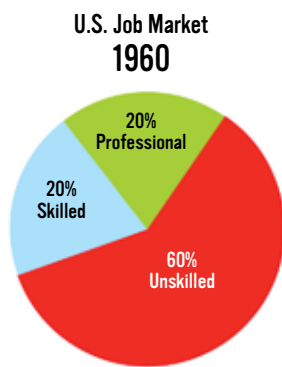
MILITARY SERVICE

Military Service is an option you may choose after high school graduation. Each of the armed services has different enlistment opportunities and challenges. The Army, Navy, Air Force, Marine Corps and the Coast Guard are the five main branches of military service.



An investment in knowledge pays the best interest.

— Benjamin Franklin



In the last 50+ years, the U.S. Job Market has changed.

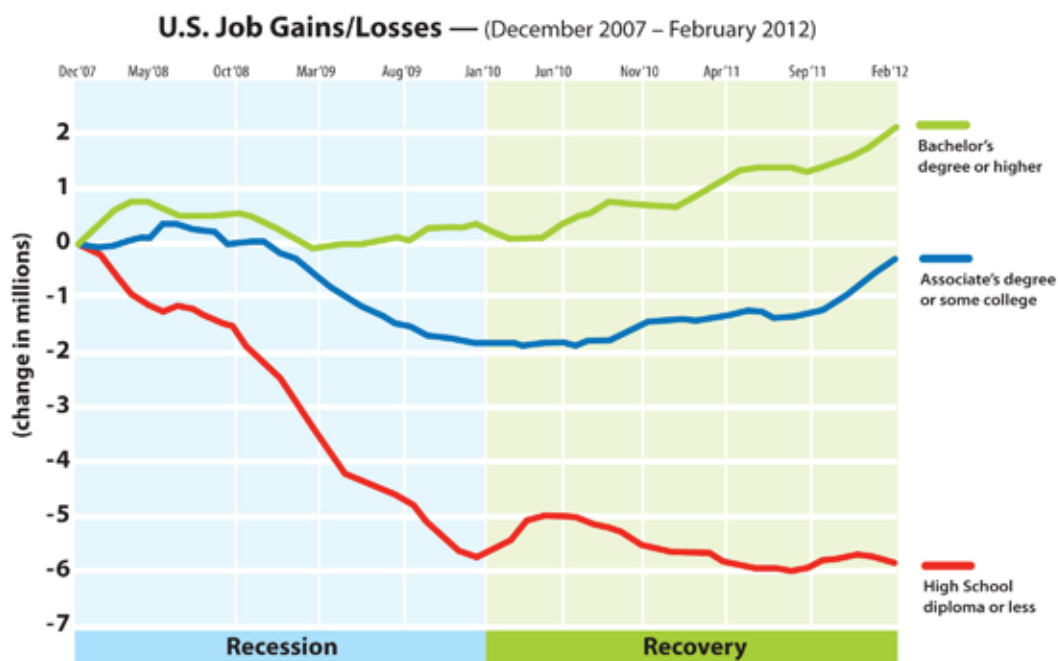
% of **Unskilled Jobs** (high school diploma or less) has significantly **decreased**.

% of **Skilled Jobs** (education beyond high school) has dramatically **increased**.

% of **Professional Jobs** (4-year degree or more) has remained about **the same**.

90% of the fastest-growing jobs in the future will require education or training beyond high school.

Source: U.S. Department of Labor



Source: *The College Advantage: Weathering the Economic Storm*, Georgetown University, 2012.

What do you think?

Using the information on the U.S. Job Gains/Losses graph, answer these questions.

- What time frame is associated with the Economic Recession?
 - December 2007 to February 2012
 - December 2007 to January 2010
 - January 2010 to February 2012
- During the Recession, what happened to jobs for those with a Bachelor Degree or better?
 - They gained jobs.
 - They lost jobs.
 - The job situation stayed steady.
- During the Recession, the greatest job loss was to those with...
 - An Associate Degree
 - High School diploma or less
 - Bachelor Degree or better
- During the Recovery, about how many jobs were gained by people holding a Bachelor Degree or better?
 - 1.6 million jobs
 - No job growth
 - 2 million jobs gained
- Which of these statements is true?
 - Job gains in the Recovery have been confined to those with education beyond high school.
 - Workers with a high school diploma or less have suffered the greatest job losses.
 - Both of the above.

Answers: 1. b, 2. c, 3. b, 4. c, 5. c

Do you **gravitate** toward STEM?

STEM is in the news! Earthquakes, Climate Change, Pandemics, Alternative Energy, Space Exploration, Hurricanes, Crime Scene Investigations and New Technologies are just a few of the headlines about **Science, Technology, Engineering, and Math** or STEM topics. And while you may not think STEM directly affects you, *STEM impacts your everyday life.*

Science — You count on science to predict the weather, to keep you well, to grow your food and heat your home.

Technology — You use technology to keep connected, for entertainment, and to help you learn.

Engineering — You depend on engineering to design your home and the buildings, roads, and bridges in your community.

Mathematics — You call on math at the grocery store, the bank, on tax forms and to manage your family's budget.

STEM is the pathway that calls to those who are curious, creative, problem solvers. And while it's no surprise that STEM jobs are growing, it may surprise you to learn that not every STEM job requires a four-year degree. There are plenty of STEM careers for students who complete apprenticeships, earn certificates, two- or four-year degrees, as well as those who have advanced credentials. There are interesting and exciting STEM jobs for all different personality types and in almost any work environment.

STEM isn't just for math and science whizzes.
There are STEM-related jobs to suit almost every student.



STEM QUIZ

Great pay, interesting work, job security and good working conditions are the norm for those holding a STEM certificate or degree. Take this quiz and see if you have what it takes for STEM.

1

Have you ever taken apart an old cell phone, complex appliance or toy to see how it worked? Yes | No

Why it matters: If you are a curious problem solver, then STEM will offer you many opportunities to use your natural strengths and talents.

2

Do you enjoy working on cars, motorcycles and other machines? Yes | No

Why it matters: If you take a hands-on approach to diagnosing and repairing things, these abilities will give you a head start in the STEM field.

3

Are you interested in the environment and nature? Yes | No

Why it matters: If you are interested in protecting our natural resources and improving the environment, then STEM is a good way to make the outdoors your workplace.

4

Do you get good grades in science, math and/or technology classes? Yes | No

Why it matters: If you like working with numbers and/or find your science and technology classes interesting, you can figure out a STEM career that's right for you.

5

Do you play team sports, play in a band or are you active in a service group? Yes | No

Why it matters: If you are a good collaborator and appreciate others' talents and skills, you will find some exciting opportunities working on STEM projects.

6

Would you like to fly planes or explore the solar system? Yes | No

Why it matters: If you have an adventurous spirit and a great imagination, you may end up designing, building and/or flying the next generation of aerospace vehicles.

7

Are you organized and efficient in the way you manage your classes and other responsibilities? Yes | No

Why it matters: If you are organized and detail-oriented, you could help monitor, conduct and track complicated STEM experiments.

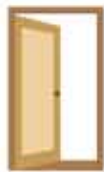
!

If you answered "yes" to one or more of the questions on this quiz, you may have an aptitude for a career in STEM. Do some more exploring, talk to your parents, teachers and counselors to learn more about the opportunities STEM might offer you.

STEM Opens Doors

In California, STEM skills have stayed in demand, even through the economic downturn.

Non-STEM Jobs



4.9 unemployed people
for every 1 job

STEM Jobs



1.4 jobs for every
1 unemployed person

Source: ChangeTheEquation.org

Millions saw
the apple fall,
but Newton was
the one who
asked why.

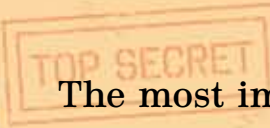
— Bernard Baruch

Have you found the to success?

So far in this booklet, you have answered questions about your strengths and talents, identified your Holland Code, reviewed different pathways and careers, and considered the advantages of getting education and training beyond high school. You have a better sense of the skills and education that will help you find a satisfying career. But there is more to it than that. While you need great technical or job skills and knowledge to succeed in the workplace, you also need good interpersonal, or people skills. In fact, **people skills are the secret to success.**



SUCCESS FILES

 The most important single ingredient in the formula of success is knowing how to get along with people.

— Theodore Roosevelt

*Here are the Top 5 interpersonal skills employers seek.
If you were asked in a job interview to show evidence you had these abilities, what examples would you give?*

Skills Employers Seek

1. Verbal communication skills

Able to use spoken words to convey a message

.....

2. Written communication skills

Able to use written words to deliver a clear message

.....

3. Active listening skills

Able to hear and understand what people are saying

.....

4. Team player skills

Able to participate and contribute in a team situation

.....

5. Positive attitude

Able to approach situations with optimism and confidence

My Example

1. Verbal communication skills

.....

2. Written communication skills

Write a class blog that links students to new information and allows them to ask questions.

.....

3. Active listening skills

.....

4. Team player skills

.....

5. Positive attitude

SUCCESS SKILLS

For years, surveys have tracked the skills employers seek in their new hires. While all interpersonal skills are important, **verbal communication consistently tops the list of skills most in demand.** It also is on their list of the skills most lacking in new employees. It may surprise you to learn that verbal communication is much more than your ability to say the “right” words. In fact, in face-to-face communications, your words make up only 7% of the message you send. You communicate most of your message with your voice tone and your body language.

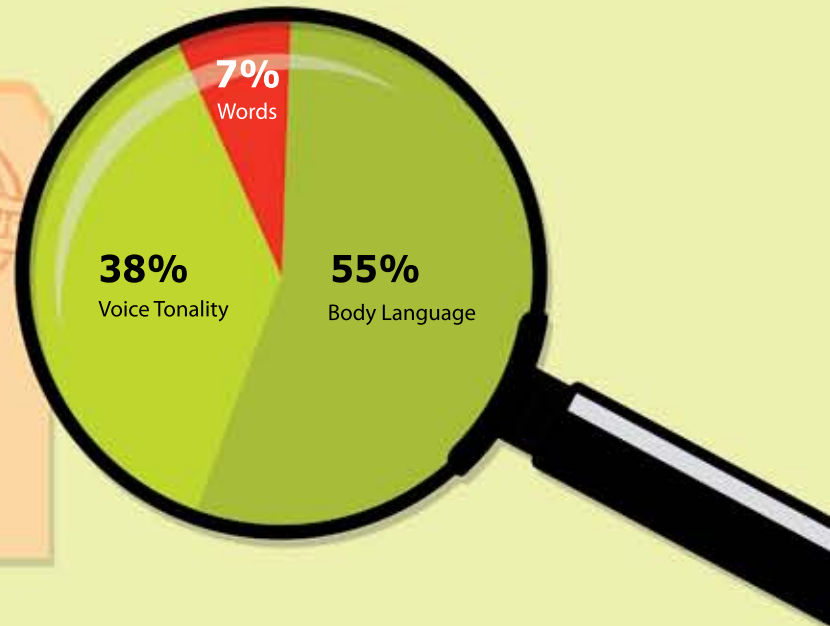
SUCCESS FILES

Verbal Communication

- 7% What you say – your words
- 38% How you say it – tone of your voice
- 55% How you look – your body language

“Within 7-12 seconds of hearing us speak, people form lasting impressions.”

— Susan Berkley



Record the voice evaluation script below on your cell phone. Then listen to yourself and rate your sound. You may need to listen several times to hear and rate all the different qualities. After you listen and evaluate your voice, decide what you can do to improve your sound.

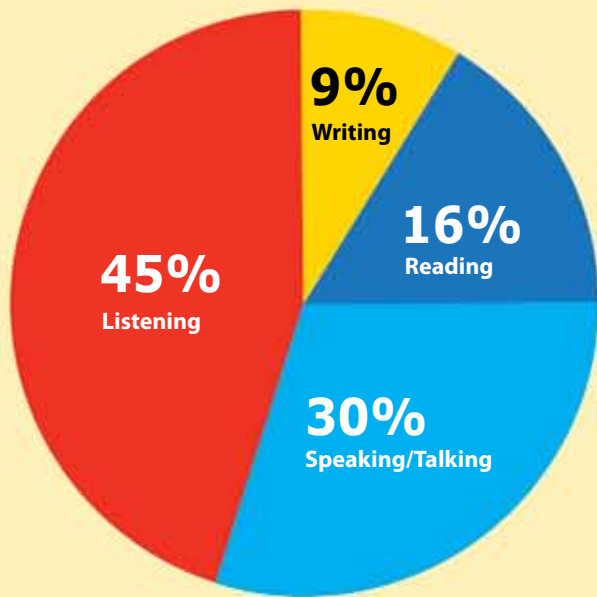
Voice Evaluation Script

Good communication skills are key to working with others. That means more than just saying the “right” words. In fact, most of my message comes from the sound of my voice and my body language. If anything about my voice is distracting, my message will be less effective. In a Gallup survey, mumbling and talking too softly were high on the list of vocal annoyances. I am making this recording to get a better idea of how my voice sounds to others. Then I will listen and rate my voice. Experts say that if I make a list of the things I want to change, and work on them one at a time, I can make some significant improvements.

Rate Your Sound (1 to 5)

Sad	1	2	3	4	5	Happy
Nasal	1	2	3	4	5	Non-Nasal
Slow/Fast	1	2	3	4	5	Well-Paced
Soft/Loud	1	2	3	4	5	Good Volume
Whiny	1	2	3	4	5	Neutral
Monotonous	1	2	3	4	5	Energetic
Insincere	1	2	3	4	5	Sincere
Mumbled	1	2	3	4	5	Articulate

Do you get to the heart of listening?



% of Time the Average Person Spends on Communication Skills

Are you listening? Do you hear me? These are two frequently asked questions, and while you may think these two questions ask the same thing, they do not. Hearing is a physical yet passive act of perceiving sound. Hearing for most people is easy and requires no effort. Listening, on the other hand, is an active skill you develop. Listening requires you to pay close attention to the speaker's words and the message behind the words. While most people hear well enough, very few people are good listeners.

In school you have had classes in reading, writing and speaking. And even though listening is the most used communication skill, you probably never had a class in listening. But if you are willing to learn and practice some basic active listening behaviors, you can become a better listener. Regardless of who you are or what you do, ***you will be more successful and get along better with others if you learn to listen.***

Are you really listening?

Positive Listening Behaviors	Rating	Negative Listening Behaviors
I make eye contact with the speaker.	5 4 3 2 1	I don't look the speaker in the eye.
I focus all my attention on the speaker.	5 4 3 2 1	I tend to daydream.
I have an open posture when listening.	5 4 3 2 1	I slouch when I listen.
I listen to the words and the feelings.	5 4 3 2 1	I just listen to the words.
I do not interrupt the speaker.	5 4 3 2 1	I am anxious to give my opinions.
I encourage the speaker by saying "yes," "I see"...	5 4 3 2 1	I say nothing.
I put my phone away when I listen.	5 4 3 2 1	I keep my phone on.
I try to listen with an open mind.	5 4 3 2 1	I jump to conclusions.
I put aside my emotions.	5 4 3 2 1	I often get upset.
I ask questions to make sure I understand.	5 4 3 2 1	I do not like to ask questions.

Ask a friend or parent to rate your listening skills and then compare their results to yours.

Active listeners...

1. Pay Attention:

Give the speaker your undivided attention, and acknowledge the message.

2. Show That They're Listening:

Use your own body language and gestures to convey your attention.

3. Provide Feedback:

Reflect on what is being said and ask questions.

4. Defer Judgment:

Listen with an open mind and allow the speaker to get his/her message across.

5. Respond Appropriately:

Be respectful, open, and honest in your response.

Perhaps the most important thing we ever give each other is our attention.

— Rachel Naomi Remen

Can you clarify that for me?



Poor listening is often the cause of misunderstandings, conflicts and hurt feelings. One of the best ways to avoid miscommunication and improve your listening skills is to ask **clarification questions**. When you are unclear about what someone is saying, ask questions to make sure you correctly understand his/her meaning.

These clarifying questions are non-judgmental, help you avoid confusion, and assure the speaker that you are interested in correctly understanding his/her message. Some examples are:

"I'm not quite sure I'm following your meaning. Are you saying that...?"

"It sounds like you don't like the new location. What are your concerns?"

"I'm sorry you won't be coming with us. Is there a way we can change that?"

If a classmate said to you, "I've got so many conflicts I can't help much with the group assignment." What are some questions you could ask him/her to better clarify, and hopefully resolve, the situation?

Did You Know?

85%

of what we know, we have learned through listening.



Chinese Character for Listening

Right after listening to someone speak, most people only recall about

50%

of what was said.

We are able to think about **4x** faster than a person can speak. To keep your mind from wandering, build your active listening skills.

Which questions help you dig deeper?



As you continue to grow your questioning skills, it is important to learn more about different kinds of questions to gather the information you want. Generally, questions fall into two main types: **open-ended questions** and **closed-ended questions**. Open-ended questions will help you gather more information through elaboration and explanation—they help you dig deeper. Closed-ended questions, on the other hand, help you verify and confirm information, usually with a yes or no answer.



Open-Ended Questions...

- Ask the respondent to think & reflect.
- Provide opinions and feelings.
- Give the respondent control of the conversation.

Closed-Ended Questions...

- Are easy and quick to answer.
- Give the facts.
- Allow the questioner control of the conversation.



Is it Open or is it Closed?

Mark each question as open or closed. Then rewrite the questions by making the closed questions open and the open questions closed.

	OPEN	CLOSED
1 Example: Is this store open in the evening? Rewrite: <i>Why do you keep this store open in the evening?</i>		✓
2 Do you think it's going to rain tomorrow? Rewrite:		
3 What are you doing to get ready for the math test? Rewrite:		
4 Was that skateboard expensive? Rewrite:		
5 Did you get a good grade on the test? Rewrite:		
6 What do you think of the new football coach? Rewrite:		

Here's the Scoop...

"In today's hyper-competitive job market, asking smart questions sets you apart from the competition... questions a job candidate asks are as important as the ones he/she answers."

— John Kador, *301 Best Questions to Ask on Your Interview*



Powerful questions help you dig deeper!

Less Powerful	
Yes No	
Which	
Who	
When	
Where	
What	
How	
Why	
What if	
More Powerful	

A powerful question triggers curiosity in a listener and encourages conversation. It is thought-provoking and stimulates a person's imagination. While you may not be able to articulate all of the aspects of a powerful question, you recognize one when you see it. Rank the following questions with 1 - 4, **with 1 being the most powerful**:

RANKING

A. Did you feed the cat and walk the dog today? _____

B. What careers do you want to learn more about? _____

C. Why do you want to invest in your education beyond high school? _____

D. Are you going to take the bus? _____

Answers: A.-3, B.-2, C.-1, D.-4

Get to the Root of the Problem

The most important and powerful question might well be the one-word question, Why?

Five Whys is a simple problem-solving technique that helps you get to the cause of a problem more quickly. Start with the problem and continue to ask "Why?" Repeat this question over and over until the root cause of the problem becomes apparent.

1 Problem: I got detention.

Why? I was late for school.

2

3 Because I overslept. **Why?**

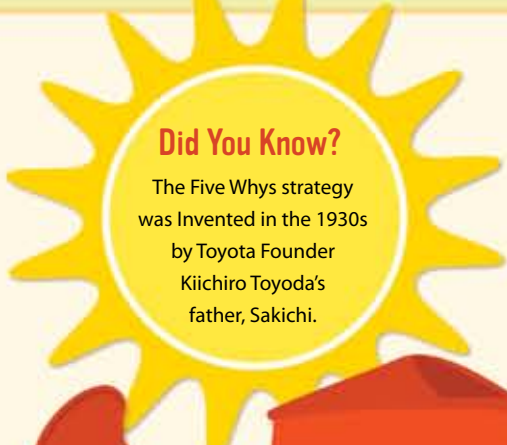
4

Why? I was too tired to get up.

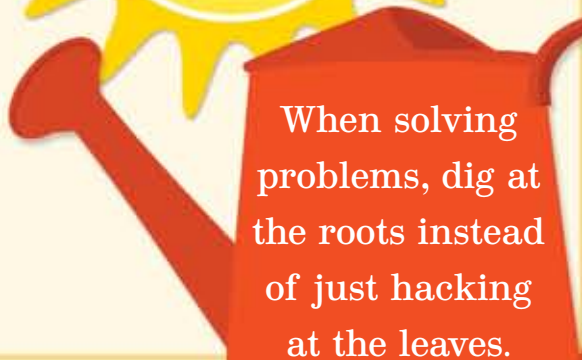
5 I stayed up too late. **Why?**

Why? I wanted to keep texting.

Solution: I'll stop texting at 10:00 on school nights.



Did You Know?
The Five Whys strategy was invented in the 1930s by Toyota Founder Kiichiro Toyoda's father, Sakichi.



When solving problems, dig at the roots instead of just hacking at the leaves.

— Anthony J. D'Angelo






Identify a problem you'd like to solve using the Five Whys.

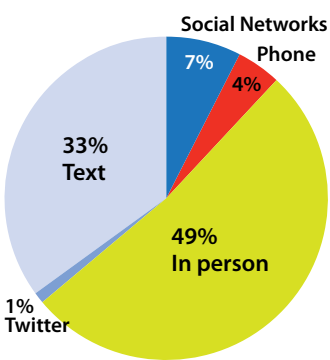


Why do you need the gift of gab?

Good conversational skills help you succeed in school, in your personal life and in college and beyond. They help you meet new people, build lasting friendships and explore untold opportunities. One of the best ways to start and extend a conversation is by asking questions. *When you ask a question, you invite a person into a conversation.* Your questions show others you are interested in them and what they have to say. It may surprise you to learn that a person with the true gift of gab really does *more asking and listening than talking.*

How do you communicate?

What's your favorite?	What do you think?
 In Person _____ %	Write down one advantage and one disadvantage for each of these different communication tools. Advantage _____ Disadvantage _____
 By Text _____ %	Advantage _____ Disadvantage _____
 On Social Media _____ %	Advantage _____ Disadvantage _____
 By Phone _____ %	Advantage _____ Disadvantage _____
 On Twitter _____ %	Advantage _____ Disadvantage _____



Teens favorite ways to communicate
Source: Pew 2012 Study

Face-to-Face Time

In a recent teen study, talking in person was their favorite way to communicate. Most teens felt it was more fun and easier to understand people in face-to-face communication.

Do you agree? _____

When was the last time you had a good conversation? _____

What was the conversation about? _____

How long did it last? _____

What made it good? _____

Take AIM

One of the best ways to learn conversational skills is to observe people you know who are gifted conversationalists. Pay attention to what they say and do to engage others. Then follow the good examples you observed as you participate in face-to-face conversations. Use the acronym AIM as a guide to get your conversations going.



Ask a question. Ask broad, open-ended questions that require more than a “yes”/“no” response.

What do you like best about your job?



Identify a connection. Look for something you have in common with the other person.

*I really enjoy football too.
Do you have a favorite team?*



Mind your manners. Avoid unpleasant, overly personal, or controversial issues.

THINK before you speak. Is your message:
True? Helpful? Inspiring? Necessary? Kind?


Small talk can lead to Big opportunities

You are probably comfortable in conversations with your friends and family. But what happens when you have to reach out to someone you don't know, or don't know well, and engage him/her in casual conversation. This casual conversation, often called **small talk**, is the first step in making new friends and acquaintances. **Small talk is a big deal** and can lead you to more important conversations.




I needed a summer job and filled out several applications that went nowhere. But when I was at the vet's picking up our dog, I struck up a conversation with the assistant about how busy they were. One thing led to another and I landed a job.

— Conner



Standing in line at Starbucks, I started chatting with a man behind me. I was wearing my high school lacrosse jersey. It turned out he was a lacrosse coach at a nearby college and he helped me land a scholarship.

— Abbey



When I was 15, we moved to a new town. With nothing to do, I went to the community pool every day. Finally, I got up the nerve to talk to some kids there, and by the end of the summer, I made a friend. That was 7 years ago and we're still best friends.

— Justin



Conversation costs nothing, but can bring you the world.

— Catherine Blyth



Wear a Smile!

Studies show that people are **86%** more likely to strike up conversations with strangers if they are smiling.

Give it a Try!

How many small talk conversations will you have this week...

With people you don't know? _____

With people you don't know well? _____

Do you know the



Team work is about dividing up responsibilities and working together toward common goals. In school, you work in groups to complete class projects. You may play on sports teams to win games. You might serve on a student or community committee to raise money for charity. You have had some good and bad team experiences and you know what good teamwork looks and feels like. You have probably figured out that to be a good team player *you need good people skills* — because that’s what makes teams work.

95% of today’s employers are looking for employees with good teamwork & collaboration skills.



Do you have what it takes to be a great team player?
Rate yourself on each of these teamwork traits.

TEAM SKILL	NEEDS WORK	PRETTY GOOD	GOT IT!
RELIABLE: I can be counted on to get the job done and attend all team meetings.			
EFFECTIVE COMMUNICATOR: I express my thoughts and ideas clearly and directly, with respect for others.			
ACTIVE LISTENER: I listen to and respect different points of view without getting upset or defensive.			
PARTICIPANT: I am prepared and get involved in team activities. I am a regular contributor.			
SHARE OPENLY AND WILLINGLY: I am willing to share information, experience, and knowledge with the group.			
COOPERATIVE: I work with other members of the team to accomplish the job – no matter what.			
FLEXIBLE: I adapt easily when the team changes direction or I’m asked to try something new.			
COMMITTED: I am responsible and dedicated. I always give my best effort.			
PROBLEM SOLVER: I am focused on finding solutions and not on blaming others.			
RESPECTFUL: I treat others with courtesy and consideration — even behind their backs.			

What are my 3 best team skills? _____

What is one skill I want to improve? _____

TEAM STYLES

You have a team style — a set of behaviors you use most often as a member of a team. All four styles listed below are important to a successful team. The best teams have a good mix of styles.

<p>Efficient Organized CONTRIBUTOR Technical Generous</p> <p>Focused on: the goal</p>	<p>Cooperative Imaginative COLLABORATOR Confident Visionary</p> <p>Focused on: the purpose</p>	<p>Tactful Encouraging COMMUNICATOR Supportive Articulate</p> <p>Focused on: the process</p>	<p>Questioning Adventurous CHALLENGER Brave Principled</p> <p>Focused on: the question</p>
---	--	--	--

Based on these brief descriptions, which style seems most like you? _____

OLYMPIC "DREAM" TEAMS

To build a great team you need a diverse group of people. You need individuals with unique skills, talents, ideas and experiences. You may think that choosing the smartest scientists or the best basketball players would give you the best outcomes. But that is not the case. For example:



The 2004 U.S. Olympic men's basketball team consisted entirely of NBA stars — some of the best players in the world. They were heavily favored to win, but lack of teamwork caused them to finish third, with Lithuania winning the gold medal.



In 1980, the underdog U.S. hockey team, made up of college players, defeated the four-time defending gold-medal winning Soviet team. Members were selected because they were the right players, not necessarily the best players.



Interview Questions

- 1.
- 2.
- 3.

Suppose you were put in charge of choosing a team for an important school project. The 20 students who applied are well-qualified, but you can only select 5 students. You will have an opportunity to interview each one. What 3 questions would you ask each student to help you make your selection?

Teamwork
divides the
task and
multiplies
the
success.

— Unknown

Is your glass half full?



When you wake up each day you get to choose your attitude. You can decide whether you want to see your glass half full or your glass half empty. Research has found that seeing the glass half full will make you happier, healthier and wealthier. Optimists are more energetic and productive. They turn problems into opportunities and expect the best to happen. Since attitudes are contagious, if you want to get along well with others, *make sure you have an attitude worth catching.*

ATTITUDE is a CHOICE
 ...unlike the color of your eyes or your height.

ATTITUDE is VISIBLE
 ...it's in your words, voice, face and body language.

ATTITUDE is CATCHING
 ...so surround yourself with positive people.

On a scale of 1 – 10, with 1 being the lowest, how would you rate your attitude on this continuum?

1 2 3 4 5 6 7 8 9 10



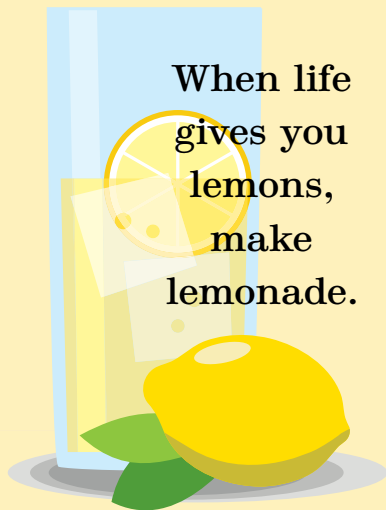
CHANGE YOUR BRAND OF THINKING



The human brain is excellent at answering questions and solving problems. But be careful how you word the questions you ask yourself. Your brain will do its best to answer those questions, and the answers will either help you solve problems, or create more problems. Every answer to a question that begins with “Why can’t I...?” is an **obstacle** — a reason why you **can’t**. If you change the negative questions to positive questions, it will help you **find solutions instead of problems.**

NEGATIVE	POSITIVE
Why can't I make friends?	<i>How can I make good friends?</i>
Why can't I get better grades?	
Why doesn't anyone listen to me?	
Why did this happen to me?	
Why is it so difficult to make the team?	
Why do I always wait until the last minute to do my assignments?	

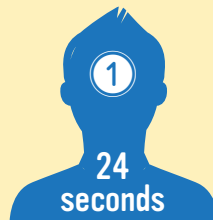
Food for Thought



When life gives you lemons, make lemonade.

Follow the 24 x 3 Rule

An optimistic mind is more open to new ideas. When you hear an idea for the first time, or meet someone new, try to wait 24 seconds before saying or thinking something negative. As you get better at this, move to the next level and try to do it for 24 minutes. Work towards the ability to wait 24 hours — not easy for most people to do.



Wait **24 seconds** before saying or thinking anything negative.



Then, wait **24 minutes** before saying or thinking anything negative.



Finally, wait **24 hours** before saying or thinking anything negative.

Adapted from: Anthony Tjan – Heart, Smarts, Guts, and Luck.

Focus on Your Good Fortune

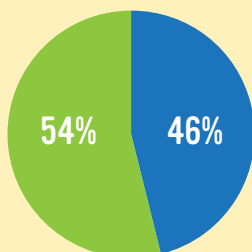
You can learn to think like an optimist if you pay attention to the good fortune that comes your way each day. It could be a compliment you received or a call from a friend. Jot down a few good things that happened to you this week.



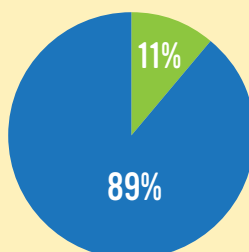
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

WANTED: “Can-Do” Attitudes

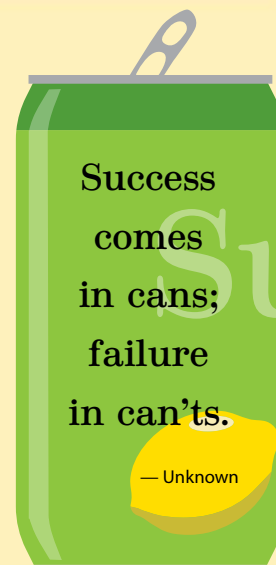
Leadership IQ tracked 20,000 new hires and their research revealed that:



46% of the new hires failed within 18 months of being hired.



89% of those that failed did so due to bad attitude, not lack of skills.



How well do you **weather** a storm?



No one's life is smooth sailing; everyone runs into stormy weather. But if you learn how to weather the storm when things don't go as planned, you have what it takes to succeed — you have resilience. Resilience is the ability to overcome adversity. It's about being flexible. It's about using your unique strengths and abilities to move forward. It's about looking at problems with a positive **can-do** attitude. And like many things in life, *the more you practice, the more resilient you become.*

CHECK THE FORECAST

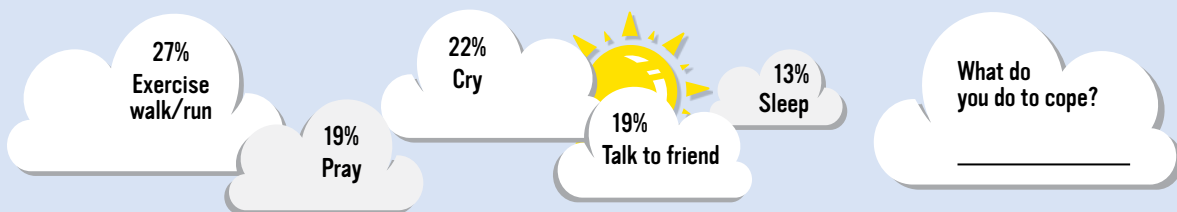
Do you have the qualities, relationships and life skills that will help you be more resilient? To find out, read each of the descriptions below and rate yourself.



- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. I have people in my life who believe in my ability to succeed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. I take care of myself by eating well, getting enough sleep and exercising. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I believe in myself and know I can do well. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. I am part of a sports team or participate in an after-school activity I enjoy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. I have close friends at my school. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. I stand up for myself and tell others "no" when I need to. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. I take time to make thoughtful decisions. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I handle criticism with an open mind and willingness to learn. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. I know how to set goals and reach them. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Cloudy Days

Here's how a group of people responded to the question: *what do you do when you experience a tough emotional blow?*



HIGHS AND LOWS

All of these famous people met and overcame adversity. Can you match each person with a low point in his/her career?

1. ____ was defeated seven times while running for political office.
2. ____ was told, "It's easy to see from these sketches that you have no talent."
3. ____'s first children's book was rejected by 23 publishers.
4. ____ was fired after his first performance at the Grand Ole Opry.
5. ____ did hair and make-up for corpses, before succeeding in show business.
6. ____ lived on welfare in an apartment infested with mice.
7. ____ was cut from the varsity high school basketball team.
8. ____ was demoted from her job because she "wasn't suited for television."

A. Oprah Winfrey

E. Elvis Presley

B. Dr. Seuss

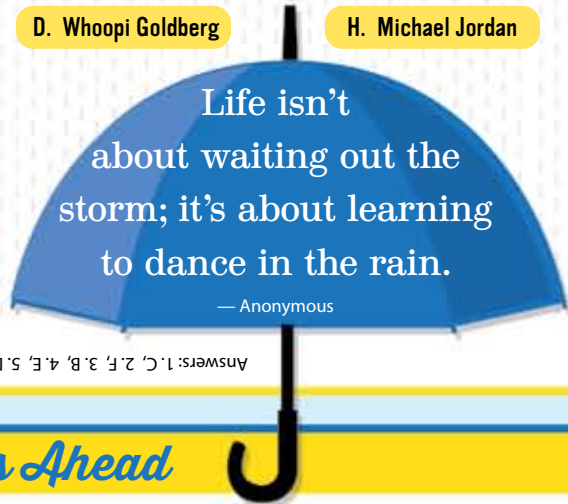
F. Walt Disney

C. Abraham Lincoln

G. J.K. Rowling

D. Whoopi Goldberg

H. Michael Jordan



Answers: 1. C, 2. F, 3. B, 4. E, 5. D, 6. G, 7. H, 8. A

Blue Skies Ahead

Just like the weather, you can't control many things that happen in life. When you experience adversity, you can control your response. You can turn gray skies to blue if you follow these steps and ask yourself these questions:



Identify the problem:
What happened?



Get help:
Who can help or advise me?



Set a realistic goal:
What do I need to do?



Take action:
What's my first step?



Stay positive:
What's going well?

BRIGHT OUTLOOK

Studies show that having caring and supportive relationships within and outside the family is important to building your resilience. It's up to you to identify and develop your own informal network of advisors. Reach out to people you admire and trust and ask them for their help and advice. While you may be reluctant to ask, people will be flattered by your request. Consider the four advisors suggested below and write the name of the person you would choose to fill each role.



Your Mentor
a person you admire who can offer you guidance on both personal or educational challenges.



Your Money Manager
someone you trust who can advise you about saving, spending, and borrowing for college.



Your Cheerleader
someone who believes in you, is willing to listen, and encourages you to keep going.

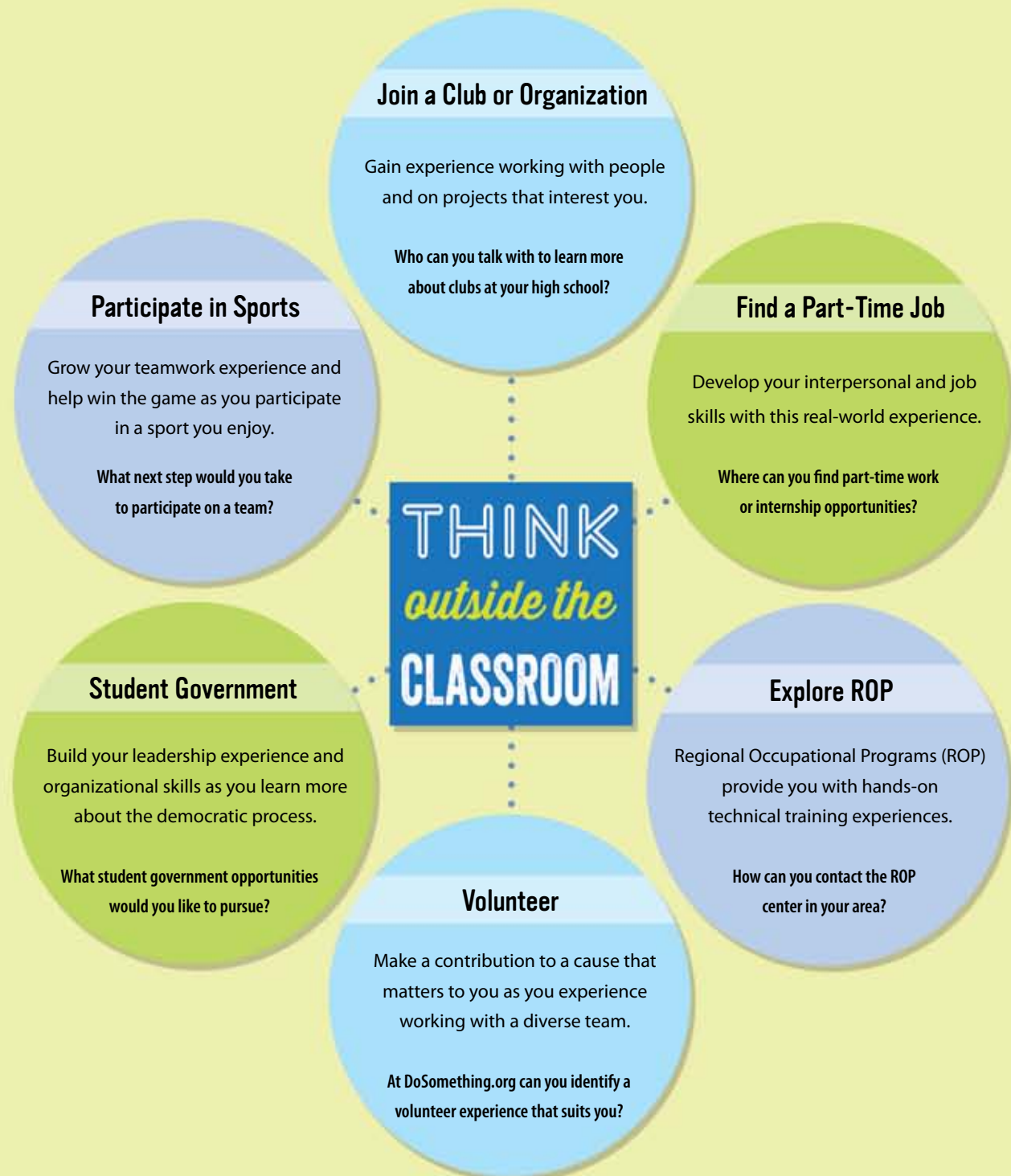


Your Educational Guide
a person who understands your educational options and can help you make college/career choices.

Would you like **HANDS-ON** experience?



As a high school student, you don't need to be in a rush to choose your life's work. But if you have read the information and completed the activities in this booklet, you have a better idea of what interests you and where your journey may take you. Now is your chance to try things out by getting some hands-on experience. Begin to **think outside the classroom** for ways to learn more about yourself, others, and to apply and develop your interpersonal skills. Here are some options for you to consider...



EXPERIENCE COUNTS! These experiences can help you on college applications and job résumés.

Experience Career Conversations

Here is where you can put your “gift of gab” to work. Striking up conversations with people and asking them questions about their careers is one of the best experiences you can create for yourself. In these casual career conversations, you get to direct the conversation by asking the questions most meaningful to you. It is really easy to do, once you get the hang of it.

Talking with anyone about their job is great practice, even if you aren't considering their particular career. It will help you develop confidence in your conversational and questioning skills and it will expand your world. If you have two or three questions ready to go, you can take advantage of any situation.

The most dependable and up-to-date information on jobs and careers is not found in books or on the internet. It's found by going out and talking to people.

— Richard Bolles

Seize the Moment...



You meet your mom's co-worker, a graphic designer, at a graduation lunch. You want to know more about her career... how would you start the conversation?

The guy sitting next to you at a volleyball game is wearing a Nike employee badge. You want to know more about that company... how would you start the conversation?



At Subway, you run into a neighbor now attending Cal Poly. That's where you want to go to school... how would you start the conversation?



Be Prepared!

Identify or imagine a person with a career that interests you. If that person had 15 minutes to spend with you, what three questions would you ask him/her?

Who would you want to talk to?

Why? _____

1.

.....

2.

.....

3.



Are you ready for what's



It's clear to see there is a lot to consider when it comes to making college/career choices. Even though you will make many adjustments to your itinerary along the way, if you know your general direction, you have a better chance of arriving at a destination. Be sure to pack your bag with all the essentials...

MY TRAVEL DOCUMENTS

PASSPORT

PATHWAY(S) that interest me: _____

CAREERS I want to explore: _____

BOARDING PASS

My Educational Destination:

<input type="checkbox"/> Apprenticeship	<input type="checkbox"/> Master Degree
<input type="checkbox"/> Certificate	<input type="checkbox"/> Advanced Degree
<input type="checkbox"/> Associate Degree	<input type="checkbox"/> Military Service
<input type="checkbox"/> Bachelor Degree	<input type="checkbox"/> Other

TICKET TO SUCCESS

My HOLLAND CODE: _____

SUCCESS

My Travel Journal

Over the years, you will hold many jobs — and you are even likely to have multiple careers. You will need to keep your technical skills up-to-date. Yet, wherever you go and whatever you do, you will always need a good set of **interpersonal skills** in your bag. These skills are **transferable** and are the keys to your personal and career success.

What I've Learned...

<input checked="" type="checkbox"/> The secret to success is: _____ (p. 14)	<input checked="" type="checkbox"/> This strategy will help me keep open to new ideas: _____ (p. 25)
<input checked="" type="checkbox"/> The most used communication skill is: _____ (p. 16)	<input checked="" type="checkbox"/> My Cheerleader is: _____ (p. 27)
<input checked="" type="checkbox"/> Questions that help me gather the most information are: _____ (p. 18)	<input checked="" type="checkbox"/> I will get hands-on experience doing: _____ (p. 29)
<input checked="" type="checkbox"/> The acronym AIM stands for: _____ (p. 21)	My favorite inspirational quote:
<input checked="" type="checkbox"/> My teamwork style is: _____ (p. 23)	_____

Pack your own bag...

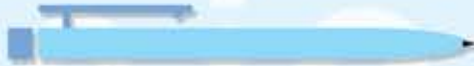


and fill it with powerful questions!

The most important
QUESTIONS in life
can never be
answered by anyone
except oneself.



— John Fowles



Questions to ask myself...

Handwriting practice lines for 'Questions to ask myself...'. It consists of a series of horizontal lines on a white background, with a light blue border.

Questions to ask others...

Handwriting practice lines for 'Questions to ask others...'. It consists of a series of horizontal lines on a white background, with a light blue border.

If you don't go after what you
want, you'll never have it.



If you don't **ASK**,
the answer is always no.

If you don't step forward,
you're always in the
same place.

— Nora Roberts

Have an amazing adventure!



**I'M
READY!**

JUST ASK!

**The biggest adventure you can ever take
is to live the life of your dreams.**

— Oprah Winfrey

**THINK
outside the
CLASSROOM**



Another innovative project from...



This project was funded by the Chancellor's Office, California Community Colleges Governor's Career Technical Education Initiative (SB70/SB1133) Career Technical Education Community Collaborative Grants #10-140-830 and #11-140-830, which were awarded to Coast Community College District.

Printed Summer 2013

Written and Designed by: Leading Edge Lessons

Teacher's Guide available at CaCareerBriefs.com/resources/ and LeadingEdgeLessons.com