

| SUBJECT AREAS           | PHASE 1<br>(15 HOURS)                                                                                                                                                                                                                                      | PHASE 2<br>(15 HOURS)                                                                                                            | PHASE 3<br>(15 HOURS)                                                                                                                                                                    |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| INDUSTRY                | Working the Counter<br>Electrical Theory 1                                                                                                                                                                                                                 | Working the Counter<br>Electrical Products 1-2                                                                                   | Understanding Profit<br>Electrical Products 3                                                                                                                                            |
| SALES                   | Introduction to Sales                                                                                                                                                                                                                                      | Strategic Sales Planning                                                                                                         | Developing a Customer-<br>focused Sales Approach                                                                                                                                         |
| COMMUNICATION           | Interpersonal<br>Communication:<br>Communicating with<br>Confidence<br><br>Interpersonal<br>Communication:<br>Listening Essentials                                                                                                                         | Interpersonal<br>Communication:<br>Targeting Your Message<br><br>Interpersonal<br>Communication:<br>Communicating<br>Assertively | Interpersonal<br>Communication: Being<br>Approachable<br><br>Effective Interpersonal<br>Communications<br>Simulation                                                                     |
| CUSTOMER<br>SERVICE     | Listening to your<br>Customers<br><br>Customer-focused<br>Interaction                                                                                                                                                                                      | Developing Your<br>Customer Focus                                                                                                | Customer Service<br>Fundamentals: Building<br>Rapport in Customer<br>Relationships<br><br>Identifying and<br>Managing Customer<br>Expectations<br><br>Customer Service over<br>the Phone |
| PERSONAL<br>DEVELOPMENT | Personal Productivity<br>Improvement: Managing<br>Your Workspace<br><br>Managing Goals<br><br>Professionalism,<br>Business Etiquette, and<br>Personal Accountability<br><br>Developing Your<br>Reputation of<br>Professionalism with<br>Business Etiquette | Personal Productivity:<br>Self-organization<br>and overcoming<br>Procrastination                                                 | Personal Productivity<br>Improvement: Managing<br>Tasks and Maximizing<br>Productivity                                                                                                   |
| ETHICS                  | Workplace Ethics<br>Ethical Decision Making<br>Simulation                                                                                                                                                                                                  | Integrity in the<br>Workplace                                                                                                    | Promoting a Substance-<br>free Workplace                                                                                                                                                 |
| FINANCE                 | The Income Statement                                                                                                                                                                                                                                       | The Balance Sheet                                                                                                                | The Cash Flow<br>Statement                                                                                                                                                               |