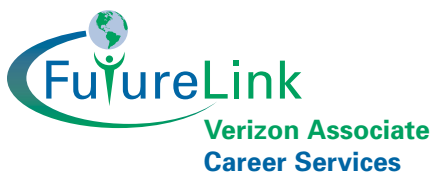


connect to your  
future



# FutureLink **1** **2** **3**

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# Introduction

## You Can Take Charge of Your Future *and* Your Career!

At Verizon, your career is truly in your hands, thanks to the FutureLink\* Career Services Program. FutureLink offers you an array of valuable personal and professional development tools, including a Web site, assessments, workshops, instructor-led classes, online and home study courses, and professional advisors – *all free of charge to you.*

With FutureLink, you can get the guidance you need to keep you focused on your priorities and to plan for what's right for you. Best of all, FutureLink's flexibility and diversity of services let you customize a program that fits into your off-hours schedule.

Whether you're looking to acquire new skills and experiences to stay on top of trends and technological advances, advance your career, enrich yourself professionally and personally, improve your existing skills, expand your knowledge—or if you're getting ready for retirement—everything you need to know about FutureLink is right in this booklet. Keep it handy and use it as your guide to your future.

### Using This Booklet

The information contained in this booklet is organized into three sections:

1. Talk to Your Advisors
2. Learn What's Available and Create a Plan
3. Sign Up!

If you prefer a structured approach to learning and want the ongoing guidance that your advisors can provide, follow the 1-2-3 sequence. For a more ad-hoc approach, just skip directly to the information that's of interest to you. FutureLink gives you the flexibility of choice and the freedom to enroll in courses and assessments on your own, without having to consult your advisors or map out a formal career and development plan. But if you do change your mind and wish assistance, our advisors will be glad to help. It's all up to you!

## Read on to get started...

\* FutureLink is jointly sponsored by Verizon Communications in New Jersey, Pennsylvania, Delaware, Maryland, Virginia, West Virginia and the District of Columbia, the CWA (Communications Workers of America) through TABEC (the Training Advisory Board Executive Council), and the IBEW (International Brotherhood of Electrical Workers) through ACCLS (the Advisory Council on Career and Life Strategies).

# FutureLink: It's as easy as 1-2-3!

# 1

## Talk to Your Advisors

FutureLink advisors are on hand to help you get your career development off the ground – so take advantage of their expertise.

### Advisors can:

- Guide you in selecting self-assessments. They can explain the sessions and how they work. They'll also offer suggestions on how to fit FutureLink activities and other education into your schedule and how to keep on track.
- Advise you on the best career path for you by matching your skill set and goals with possible options.
- Help you navigate the FutureLink Web site, a treasure trove of up-to-date information on the FutureLink program and your connection to the many FutureLink sessions offered online.

### FutureLink Advisors Know the Score

FutureLink advisors are professional career consultants with extensive knowledge of Verizon careers. They're familiar with the programs offered by the colleges, universities, and technical schools in your region and how FutureLink can help you prepare to pursue those programs.



Your advisors will help you identify your goals and develop an action plan and will work with you to achieve those goals through FutureLink's various offerings. Your advisors will be with you along the way to ensure that the decisions you make at every stage of your career are the best ones for you – even if you do not intend to take FutureLink sessions.

### **Contacting Your Advisors**

You can meet with your advisors on-site or work with one online – it's up to you.

#### **On-site**

Call 1-800-497-LINK (5465) and press #4 to make an appointment to meet with your advisor on-site. Or visit the FutureLink Web site at [www.vz-futurelink.net](http://www.vz-futurelink.net) to find the on-site advisor for your work location and that person's contact information and schedule.

#### **Online**

Call 1-800-497-LINK (5465) and press #5 to reach the Call Center to make an appointment for your online advisors to call you. You can also e-mail your advisors at [advisor@vz-futurelink.net](mailto:advisor@vz-futurelink.net). Or visit the FutureLink Web site at [www.vz-futurelink.net](http://www.vz-futurelink.net) and click on the Live Chat button to chat online.

### **FutureLink Learning Advocates Can Help, Too**

Many Verizon sites have learning advocates—your local connection to the latest FutureLink has to offer. They are fellow union members, who serve as your direct link to the FutureLink program. These volunteers distribute information about FutureLink services and help the FutureLink advisors schedule work site activities.

Ready to explore your  
FutureLink education opportunities?

**Check out Step 2...**

# 2

## Learn What's Available and Create a Plan

Where do you want to go? That's one of the first questions you need to ask yourself.

Your answer will help your advisors guide you in mapping out a plan and steer you towards sessions that will get you to your destination. Or, if you already know the courses you wish to take and don't wish to consult with your advisors or work on a plan, skip to Step 3 on page 27 of this booklet and follow the directions to register.

## Getting to Know Us

FutureLink features an array of offerings – from self-assessments to home study courses to test study guides that can help you advance in your career at Verizon, and so much more. Before you can create a career and development plan, you'll need to consider the types of services and sessions available, which ones make sense for you, and the logical order in which to take them.

**Here is an overview of what FutureLink offers:**

### ADVISING SERVICES

*Assessments* – FutureLink offers extensive opportunities for you to assess your career, both on-site and online. Sessions will help you identify your skills, interests and abilities, indicate any gaps or weaknesses, and uncover potential areas for growth. Afterwards, your advisors will help you fully comprehend the results of your session and how to apply what you've learned to your career and education plan.

*Group career/educational planning sessions* – By working closely with your advisors, you'll be able to map out your future path. You'll get the help you need to:

- Pinpoint the type of learning that's right for you
- Plan a course of action and set goals
- Make informed choices regarding education
- Translate life experience into college credit, and more.

*Workshops* – Through a variety of skill-based workshops, you will learn such things as interviewing techniques and how to network and fine-tune your resume. You'll also find sessions that will help you gain a better understanding of how career paths at Verizon work — including the RAMP (Regional Associate Mobility Plan) system — to help you pursue a position you really want. Workshops may be offered at your work site, and many can be taken online.

## HOME STUDY

Complete a course or prepare for a Verizon test at your own pace – anytime, anywhere. Home study gives you the flexibility and convenience you need and offers a wide selection of subjects. It's also the ideal way to “test the waters” in an unfamiliar area.

*Personal Employee Data (PED) Qualifying Courses* – These cover an array of fundamental and technical skills, and you may take one of these courses at a time. When you've successfully completed one, you'll earn a certificate to use to update your PED form.

*Skill Enhancement Courses* – Improve your mind and your marketability. Learn new skills or develop your current ones to help you achieve your goals.

*Test Study Guides* – Get a leg up on Verizon qualification tests by consulting a test study guide first. These guides help you prepare for the many opportunities out there, and there's no limit to the number of guides you can request.

## FUTURE PREP

Like many associates, you may prefer to learn in a group environment with the guidance of an experienced instructor. That's why FutureLink offers instructor-led, after-hours classes at Verizon work sites. Sign up for courses that will help you prepare for a range of Verizon tests or that will provide basic instruction; some classes are PED qualifiers. Check the FutureLink Web site for class duration and schedules.

## Building Your Plan

Your advisors will guide you through FutureLink's services to help you set priorities and develop a schedule that works for you. These details serve as the framework for your Career Development Plan. This plan then becomes the roadmap for your future – and your success.

As with any roadmap, you'll come across some twists and turns along the way. Your situation, goals, or preferences may change at any time, but with FutureLink, you never have to go it alone. Your advisors will be there to help you adjust your plan as needed.

Once you've created  
a plan based on the following  
options available to you,  
or if you already know  
what you want to take,  
**it's time for Step 3...**

(see page 27)



## FutureLink Services

# ASSESSMENTS

LEGEND

OL Online

OS On-site

Evaluations designed to determine your skills, abilities, interests, or prior learning.

### Deal Me In Cards®

Being happy on the job often comes from doing what you really like to do. This fun, interactive career development exercise will help you identify job opportunities in the areas you enjoy. (½-hour) OL

### DiSC®

Why do you do the things you do? This session explores your behavior, interaction skills, and motivation. The acronym represents the four primary personality behavior profiles: Dominance, Influence, Steadiness, and Conscientiousness. Upon completion, you'll receive a 16-page report on your unique strengths and weaknesses. (½ -1 hour) OS

### EQi - Emotional Intelligence

Emotional Intelligence (EI) is the ability to know your emotions, manage them effectively, self-motivate, recognize emotions in others, and effectively handle relationships. These abilities are critical if you want to be able to achieve higher levels of performance and satisfaction in all areas of your life. This assessment will measure your EI. You will receive an informative EQi report, plus a personal debriefing from a certified EI coach, who will discuss your results and help you establish a self-growth plan for greater emotional effectiveness. As with any of the assessments, all results and discussions are confidential. OL

### Invest in Your Values

Values serve as filters for your decisions. They are your personal bottom line. When your values match your work and your workplace, you feel in sync, you have a sense of well-being and your work feels meaningful and satisfying. This activity will help you identify what matters most to you and what you want from your work. (½-hour) OL OS

### MBTI® (Myers-Briggs Type Indicator)

One of the most popular assessment tools, the Myers-Briggs Type Indicator helps you understand your unique personality type, your strengths, and what motivates you. It also identifies potential areas for growth. You'll learn how to use this knowledge to help you achieve your goals. (1 hour) OS



ⓄL Online

ⓄS On-site

# ASSESSMENTS

## **Paragon Learning Style Inventory**

How do you learn best? The answer to this question may be more important than you think. Understanding your learning style can enable you to perform better and select the educational programs that will be best for you. Regardless of which kind of coursework you may be planning to enroll in, take the PLSI first to understand your learning style. This assessment can even help you determine the jobs that are best suited to your abilities. (1 hour) ⓄL ⓄS

## **RSP: Retirement Success Profile®**

If you are thinking about retirement, you'll find the Retirement Success Profile (RSP) insightful. It focuses not on retirement readiness but on retirement success by measuring you against 15 retirement success factors, including your attitude toward retirement, financial security, and leisure interests. You will receive a personal Career/Life Transition Report compiled from your responses that will indicate the areas in which you are likely to meet success and those in which you are not. The report will also tell you what you can do to improve your possibilities for success in retirement. (1 hour) ⓄL

## **Self-Directed Search (SDS)®**

People who choose careers that match their own interests and skills are most likely to be both satisfied and successful. Your SDS report can help you to understand more about yourself and how your individual skills and interests are related to your career choice. (1 hour) ⓄS


## **Strong Interest Inventory**

Trying to figure out what to do with the rest of your life? If you've been thinking of a career change or are looking for greater job satisfaction, this career assessment can help you sort through jobs that match your interests. A special report will provide specific job titles based on your interests and aptitudes. (Two ½-hour sessions) ⓄS

# QUIZZES & TOOLS


FutureLink offers a variety of fast and fun-to-take online exercises that will help you learn more about careers, education – and the real you!

## **Are You in Good “Interview” Shape?**


How much do you know about today’s employers and their interviewing practices? Take this quiz to find out. 

## **Entrepreneurial Assessment:**

### **Do You Have What It Takes to Run Your Own Business?**

Many people dream of starting their own business, despite statistics that indicate many close up shop each year. This assessment helps you decide whether or not you have what it takes to succeed on your own. 


## **Kingdomality**

Tap your imagination and explore how your vocational pursuits mirror those of medieval times. Find out how personality types, properly identified and understood, can lead to an individual’s success, but if ignored, they can set the stage for failure. 


## **Practice Makes Perfect! Virtual Interview Center**

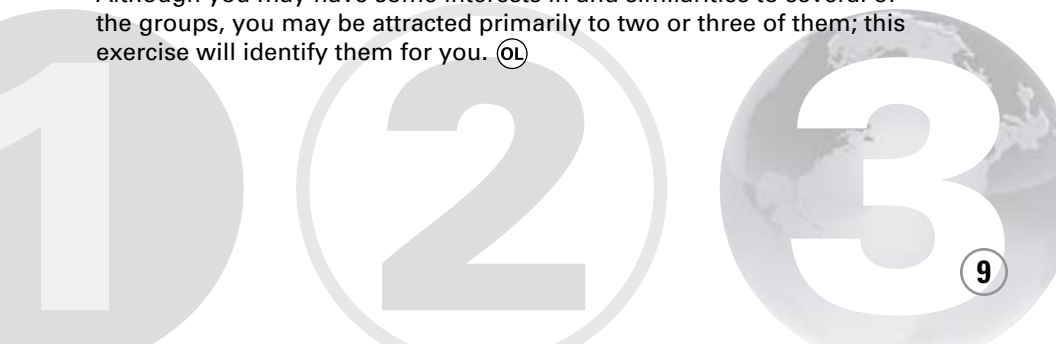
When was the last time you were on a job interview? Being able to present well is one factor in helping you land that job. Visit the Virtual Interview Center to sharpen your skills. 

## **PLA (Prior Learning Assessment) Three-Minute Quiz**

Spend just three minutes to see if you have the experience and education to earn hours of college credit without attending class. 

## **Smarty Pants: Matching Your Personality With College Majors and Programs**

Discover which college majors are good matches for you, depending on your Holland personality type. According to Dr. John Holland’s theory, people and work environments can be classified into six different groups: Realistic, Investigative, Artistic, Social, Enterprising, and Conventional. Although you may have some interests in and similarities to several of the groups, you may be attracted primarily to two or three of them; this exercise will identify them for you. 



ⓄL Online

ⓄS On-site

# QUIZZES & TOOLS

## **That's Not the Way I See It**

Is perception really everything? Test your perception skills by trying our fun illusions. ⓄL

## **To Change or Not to Change Quiz**

Are you ready to make a change? Find out where you are according to the Stages of Change. Try our fun Hamlet quiz and see. ⓄL

## **Which Person Would Capture Your Attention? Career Interest Game**

Depending upon your personality, you may find some work environments more to your liking than others. This tool is designed to help you match your career interests and skills with compatible careers. ⓄL





## FutureLink Services

# WORKSHOPS



With the help of a FutureLink advisor, you can receive the assistance you need to ensure the career choices and decisions you make are the right ones for you. Many workshops are offered on-site and online covering topics on careers, personal development, RAMP, pursuing additional education, and retirement. Choose the ones that work for you.

### EDUCATION



#### **Are You Ready for Distance Learning?**

Distance learning includes many types of instruction, including online, interactive video, videotaped classes, and more. Find out whether distance learning is right for you and if you have the characteristics you need to succeed. Learn how to choose the program and provider that best suit your needs and abilities. (1 hour or two ½-hours)  



#### **CLEP Prep**

If you're looking to complete a college degree and would like to shorten the path, the College Level Examination Program (CLEP) may be right for you. More than 30 CLEP tests enable you to demonstrate what you know about subjects that are taught at many colleges and universities. This workshop shares the testing process and requirements, an understanding of the types of subjects and content, and resources for CLEP test preparation. (½-hour)  

#### **Creating a Prior Learning Assessment (PLA) Portfolio**

Find out everything you need to know to determine if writing a Prior Learning Assessment (PLA) Portfolio makes sense for you. Writing a portfolio that describes what you have learned through experience and non-traditional education can be a great way to earn college credit. Learn what it takes, then get started. (1 hour)  

#### **Creating My Education Plan**

Examine the decision points essential to planning your education. You will consider your career goals, selecting a school, identifying your support system, and much more. At the end of the workshop, you will have created a customized education plan to guide your education and to share with a career advisor for further exploration and clarification. Taking this workshop can save you time, money, and energy. (1 hour)  

- Ⓞ Online
- Ⓞ On-site
- Ⓞ Customer Service Careers
- Ⓞ Technical Careers

## FutureLink Services

# WORKSHOPS

### **Earn the College Credit That's Due You**

You may be able to translate your existing knowledge into college credits and be well on your way to earning a certificate or degree. Learn how with the workbook: *Earn College Credit for What You Know*. (1 hour) Ⓞ Ⓞ  
(Also available as a home study skill enhancement course.)

### **Education Destination**

Examine a proven process for making decisions, then apply this process to making key decisions about your education, such as finding the right school. Making sound decisions about your education will help you reach your destination and avoid costly mistakes. (½-hour) Ⓞ Ⓞ

### **Major Focus: Choosing the Right Program or College Major**

Learn the factors to consider in evaluating the appropriateness of a program of study or major, so you can “put some science” into your choices. Then, review the programs of study and majors based upon these factors. You will also learn how to gather information on the Internet about careers and job trends, so that your choice of a major or program reflects the available jobs in the marketplace. (1 hour) Ⓞ Ⓞ

### **Online Math – A New Approach to Success With Numbers: An Orientation to ALEKS/NetTutor**

If you're looking to refresh and strengthen your math skills, meet ALEKS NetTutor, an innovative online math tutoring program geared to your level that will help you advance to the level you need. Ⓞ Ⓞ

### **Strategies for the Successful Student**

Becoming a successful student requires know-how and not just about the subject. In this workshop, you will learn strategies for taking notes, taking tests, and developing good study habits. (1 hour) Ⓞ Ⓞ



# WORKSHOPS

## JOB SEARCH - INSIDE VERIZON

### Meet the Verizon Job Families

Learn about the five different Verizon job families, and explore the personality traits, skills, knowledge, and values common to those who are likely to succeed in them. You'll be able to use the information to determine compatibility for positions in which you may be interested.

(1 hour) (OL) (OS) (CS) (TC)

### Meet Verizon Job Family 3: The Technical Side of the Family

An in-depth look at this specific Verizon job family, including the various positions, education requirements, and the qualification process.

(1 hour) (OL) (OS) (TC)

### RAMP I: Understanding RAMP

Learn the mechanics of the Verizon Regional Associate Mobility Plan (RAMP). The session covers Selection Classification Codes, Verizon Career Paths, and Job Briefs. At the end of the workshop, you'll receive a RAMP Checklist to follow for using RAMP effectively to help you pursue a position you really want. (1 hour) (OL) (OS)

### RAMP II: Strategies and Actions for Getting the Job You Want

This workshop will help you better understand the actions and strategies that will improve your Selection Classification Codes and increase your chances of securing the positions you want. (1 hour) (OL) (OS)

### RAMP III: Completing Your PED

Learn how to fully and accurately describe your qualifications on the Personal Employee Data (PED) form, which is used to determine your level of qualifications. (1 hour) (OL) (OS)

### Structured Interviews

Verizon now requires the Structured Interview (SI) for some job titles. Using the SI format, the interviewer asks the same questions of all candidates, who are then rated on their responses in a standard way. Discover the five critical tips for performing well, and learn how to be better prepared for the questions you'll be asked. (1 hour) (OL) (OS) (CS)

### Testing at Verizon

Explore the role of standardized testing within the Verizon job selection process. What tests do you need to take to apply for certain positions? Is your Universal Test Battery-R score up-to-date? Learn how to find answers to your questions and develop a plan to prepare for testing. (1 hour) (OL) (OS)

# Enrollment Form

**Use this form to sign up for any FutureLink offering.**

(Please print clearly.)

Your Name: \_\_\_\_\_

Work Address, Room/Floor: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone (Day): \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**I would like to sign up for the following Home Study course(s).**

[Several of the home study courses may be taken one at a time only. These are noted by an asterisk (\*). There is no limit on the number of test study guides you may have.]

## **PED Qualifying Courses**

- Basic Electronic Switching for Telephone Systems - #31\*
- Business Math for Life - #26 OL (may be taken along with another course)
- Data Processing and Computer Basics - #29\*
- Electricity I - #32\*
- Grammar - #28\*
- Introduction to Telecommunications Technology (hard copy) - #37\*
- Introduction to Telecommunications Technology (CD) - #39\*
- Mastering Math - #27 (may be taken along with another course)
- Understanding Solid State Electronics- #36\*
- Vocabulary - #30 (may be taken along with another course)

## **Skill Enhancement Courses**

- Accounting 101 (OL) (may be taken along with another course)

### **Computer Based Language Courses**

- French - #51\*                       Russian - #54\*
- Italian - #52\*                       Spanish - #55\*
- Japanese - #53\*                       German - #56\*
- Earn the College Credit That's Due You - #43  
(may be taken along with another course)
- Electricity II - #34\*
- Electricity III - #35\*
- Introductory Spanish - #42\*
- Mastering Computer Typing - #48 (may be taken along with another course)
- Read Better, Remember More - #49 (may be taken along with another course)
- TypingMaster Pro (OL) (may be taken along with another course)
- Writing - Grammar - #45 (may be taken along with another course)
- Writing - Business Communications - #46  
(may be taken along with another course)
- Writing - Essay - #47 (may be taken along with another course)



**Verizon Test Prep Study Guides (no limit)**

- Computer and Internet Knowledge Test Guide - #204
- Customer Administration and Agent Mastery - #40
- Customer Contact Prep Guide - #50
- Engineering Selection Module - #206
- Field Operations Assessment - #208
- FLMC-R Prep (hard copy) - #201
- FLMC-R Prep (CD) - #203
- General Test Taking - #41
- Network, Internet, and Data Knowledge Secondary Test Study Guide - #205
- Network Systems Assessment - #207
- Pole Climbing and Ladder Handling - #38
- TMC Prep (hard copy) - #200
- TMC Prep (CD) - #202
- UTB-R Prep (hard copy) - #24
- UTB-R Prep (CD) - #132

**I would like to sign up for the following Future Prep class(es):**

- Customer Contact
- FLMC-R Prep
- Introduction to Telecommunications Technology
- TMC Prep
- UTB-R Prep
- Workplace Spanish

**I'm interested in FutureLink Workshops and would like an Advisor to contact me:**

- On-site Advisor
- Online Advisor

**To register, fax your completed form to: 215-731-0505,  
or sign up online at [www.vz-futurelink.net](http://www.vz-futurelink.net).**

**You may also call 1-800-497-LINK (5465)**

- Home study courses – press 2.
- Future Prep instructor-led courses – press 3.
- To reach an on-site advisor – press 4.
- To reach an online advisor or the Call Center – press 5.
- To order a FutureLink packet – press 6.

- (OL) Online  
 (OS) On-site  
 (TC) Technical Careers

## FutureLink Services

# WORKSHOPS

### JOB SEARCH - OUTSIDE VERIZON

#### Develop Winning Interview Skills

Make sure you are ready for that job interview. Get the practice you need, particularly if you have not been interviewed for a job in a while. This workshop offers techniques and practice for improving your performance during the interview. Learn everything you need to know, from what to wear to what to say – and not to say. (1 hour) (OL) (OS)

#### Develop Winning Interview Skills – Intensive

Take this intensive workshop if you want more extensive assistance and support. (One 3-hour session or three 1-hour sessions.) (OS)

#### Exploring Technical Careers: Using Technical Skills to Your Advantage

Discover how to identify jobs outside of Verizon that exist for someone with your skills and interests, along with salary ranges, training, and education requirements. Receive information about job opportunities and how to find them. (One 2-hour session, two 1-hour sessions, or four ½-hour sessions.) (OL) (OS) (TC)

#### Is Owning a Business Right for You?

Thinking about starting your own business one day? If so, this is the workshop for you. You'll learn about the advantages of owning and running your own business, the reasons that some businesses succeed, and why so many fail. You will find out about the issues you must consider in starting a business and the people with whom you should talk. In addition, you'll take the Entrepreneurial Assessment to measure whether you have what it takes to be an entrepreneur. (1 hour) (OL) (OS)

#### Networking to New Opportunities

Find out how to develop and make the most of an effective personal network that will help you achieve your goals. Practice informational interviewing techniques, which can help open doors and increase your contacts. Put those you know to work for you. (1 hour) (OL) (OS)

#### Writing a Resume That Gets Noticed

To land a job interview, you first need a resume that markets you effectively and gets you the attention you deserve. Learn the essential elements of a resume, the various types of resumes and which may suit you best, the "do's and don'ts" of resume writing, and the importance of cover letters and thank-you notes. (1 hour) (OL) (OS)

## FutureLink Services

# WORKSHOPS

### Writing a Resume That Gets Noticed – Intensive

Take the intensive workshop if you have never prepared a resume or have very limited knowledge of the process. (One 3-hour session or three 1-hour sessions.) (OS)

## PLANNING YOUR FUTURE

### Career Planning for the 40+ Crowd

Gain confidence in your ability to pursue a new job or career when you are 40 or older. In this workshop, you will examine the issues that face the 40+ crowd, and you will consider practical strategies for dealing with these issues. You'll understand the advantages that older workers have in the job market and learn how to leverage these to get the jobs you want. (1 hour) (OL) (OS)

### Creating My Career Plan

Are you ready to make a career move? This session guides you through the creation of your career action plan, making the best use of your time and resources. Review the current job market to identify employment opportunities that may be right for you. (1 hour) (OS)

### How to Plan for a Satisfying Retirement

Many retirees are actively employed after they retire from their former jobs. Others are engaged in pursuing the interests and activities they never had time for in their previous life. And some are just downright unhappy. This workshop will help you plan for a satisfying retirement by sharing what works and what doesn't for many people. Learn how you can "practice" for retirement. Examine the role that work had in your pre-retirement life and what role it might take afterwards. Retirement can be a highly satisfying period in your life – provided you plan for it properly. (1 hour) (OL) (OS)

### Intensive Career Planning

Give your career planning a boost by creating a career plan based on the values you seek, the skills you possess or want to develop, and specific career titles you will identify through the Self-Directed Search. Experience elements of several key FutureLink sessions and start the search for your new career faster. (3 hours) (OS)



- OL Online
- OS On-site
- CS Customer Service Careers
- TC Technical Careers

# WORKSHOPS

## It's All About YOU: Your Next Steps!

A combination of group interaction and one-on-one career advising will help you set your Next Career Steps priorities. You'll learn how to identify and circumvent the obstacles that might hinder your progress, and you'll explore the importance of commitment. (1 hour) OL

## Overview of the Career Planning Process

This session introduces you to the process of career planning. Assess your values and skills and learn about the many FutureLink services available to make your career plan a reality. (1 hour) OS

## What's In It For Me? Introduction to Career Planning

In today's rapidly changing world, career planning is critical. This session provides a foundation from which you can build and execute a well-thought-out career plan. At the completion, you will have developed specific objectives that relate to your personal career goals, and you'll be ready to take your next step. (1 hour) OL

## SELF DEVELOPMENT

### Can We Talk?

What are you communicating by your tone of voice or your body language? Join this fun, interactive workshop to improve your communication, presentation, selling, and conflict-resolution skills and help to ensure that you're always sending the right message. (1 hour) OS

### Dealing With Change

Learn to deal with change—on the job and off—in a positive way. You'll identify opportunities for personal and professional growth through the four "C's" of change: Challenge, Control, Connections, and Commitment. (1 hour) OL OS

### Emotional Intelligence I

How well you relate to others can affect your work and personal relationships. This session will build your knowledge of your own Emotional Intelligence (EI) and identify competencies you can develop to increase your own EI and your understanding of others. (1 hour) OS

## FutureLink Services

# WORKSHOPS

### Emotional Intelligence II

How does your emotional intelligence determine how you will react in real-life situations? Building on EI concepts introduced in Emotional Intelligence I, this session helps you apply the theory of EI to your own circumstances and achieve better emotional balance. (1 hour) *Prerequisite: Emotional Intelligence I.* (OS)

### Future Focus: Break Down the Barriers to Your Success

A positive attitude is a fundamental building block for success. You'll learn the 4-D cycle (Discover-Dream-Design-Destiny) to identify challenges and focus on the positive aspects of any situation. (1 hour) (OS)

### It's Your Move

Need a kick-start to take control of your career? Discover the basic principles for personal success, and learn how to get and stay motivated to take charge of your career and your life. (½-hour) (OS)

### Make Time for Education and Your Career

The desire to make a career move or go back to school often takes a backseat to the realities of life and competing demands for your time. This workshop provides tips on taking control of your time and asking for the help you need to fit classes or career planning into your busy schedule. (1 hour) (OL) (OS)

### Organizing Your Life

Find the time you need to get everything done! Improve your ability to manage tasks by learning to prioritize goals and apply time management skills to every aspect of your life. (1 hour) (OL) (OS)

### Tech Talk: Tips for Dealing With Difficult Situations

Get insight into why some situations are difficult and how to turn them around. This workshop, specially developed for Verizon outside technicians, will help you assess your own communication and customer service skills. It will also demonstrate the impact your own attitude has on a given situation with a customer. You'll learn how to distinguish between a difficult customer and an irate one, and how to handle specific scenarios through the use of role-play. (1 hour) (OS) (CS) (TC)



- OL** Online
- CS** Customer Service Careers
- TC** Technical Careers
- PED** Personal Employee Data (PED) Qualifying Course

## FutureLink Services

# HOME STUDY

FutureLink offers self-study courses to help you improve your fundamental and technical skills and to prepare you for qualification tests. You may complete them at home or elsewhere on your own time.

Please note: Several of the home study courses may be taken one at a time only; these are notated by an asterisk (\*). Once you have completed a "One Only" course and returned any related materials, you can then enroll in another home study course. Exceptions to this are: Accounting 101; Earn the College Credit That's Due You; Mastering Computer Typing; Read Better, Remember More; TypingMaster Pro; Vocabulary; Writing - Grammar; Writing - Business Communications; and Writing - Essay. These seven courses may be taken along with a "One Only" course. There is no limit to the number of test study guides you may have.

## PED QUALIFYING COURSES

### Basic Electronic Switching for Telephone Systems - #31\*

Learn all aspects of telephone electronics, including electronic speech circuits and data transmission. Textbook: *Understanding Telephone Electronics*. **TC** **PED**

### Business Math for Life - #26

Start with a review of basic computations and then learn how to make a major purchase, manage a payroll, interpret graphs, and more in the self-paced online course that you can complete in as few as eight to 10 hours. Live online tutors are available to help. This course, a PED qualifier for some associate positions, is also a useful preparation for introductory accounting courses. You can take this course along with a "One Only" course. **OL**

### Data Processing and Computer Basics - #29\*

Learn how to use a computer. Includes a textbook: *McGraw Hill's Computing Essentials*.

### Electricity I - #32\*

This course provides a basic understanding of electricity for those with little or no knowledge of the subject. **TC**

### Grammar - #28\*

Improve your writing and speaking skills as you increase your understanding of the English language and its usage. Textbook exercises cover parts of speech, sentence structure, and more. You may keep the materials from this course.

## FutureLink Services

# HOME STUDY

### Introduction to Telecommunications Technology\*

Hard copy - #37

CD - #39

Basic telecommunications concepts, designed to help you improve your ability to read technical material. Essential for anyone interested in a technical position at Verizon. Available in book or CD format. (TC)

### Mastering Math - #27

Covers essential math skills, including fractions, decimals, percentages, algebra, measurement, and more. A preliminary placement test determines the topics you need to practice. You may keep the materials from this course. You can take this course along with a "One Only" course.

### Understanding Solid State Electronics - #36\*

An advanced course covering semiconductor theory and applications, including diodes, transistors, digital and linear integrated circuits, and opt-electronics. (TC)

### Vocabulary - #30

Expand your vocabulary as you learn to use new words in the correct context. Start with a placement test to determine your level, and successfully complete three workbooks to earn your certificate. You can take this course along with a "One Only" course.

## SKILL ENHANCEMENT COURSES

### Accounting 101 (Online)

Learning about accounting may be useful in your current job, in a future job inside or outside of Verizon, or in a post-retirement career. Here's an opportunity to learn about accounting in a sequence of two self-paced, online courses in which you can proceed quickly when you are understanding what you need and more slowly when the topics are more challenging. You can take this course along with a "One Only" course. (OL)

### Computer-Based Language Courses

French - #51\*

Russian - #54\*

Italian - #52\*

Spanish - #55\*

Japanese - #53\*

German - #56\*

Use software and workbooks by the world-renowned Rosetta Stone® computer language learning system to learn actively and quickly, at your own pace. Begin with Part I, which you may borrow for up to six months. Minimum computer system requirements provided when you enroll.

### Earn the College Credit That's Due You - #43

You may be able to translate your existing knowledge into college credits and be well on your way to earning a certificate or degree. Learn how with the workbook: *Earn College Credit for What You Know*. You can take this course along with a "One Only" course. You may keep the materials from this course. (Also available as a workshop.)

- Ⓞ Online
- Ⓞ On-site
- Ⓞ Customer Service Careers
- Ⓞ Technical Careers

## FutureLink Services

# HOME STUDY

### **Electricity II - #34\*, Electricity III - #35\***

These courses provide a basic understanding of electricity for those with little or no knowledge of the subject. Complete one or more levels.

### **Introductory Spanish - #42\***

Discover how easy it is to learn Spanish when you use the workbook and tapes in this guide. Through a series of short lessons, you will learn the basic concepts and phrases for simple conversations. Once you have experienced the language, you may decide that you are ready and interested in further study. Ⓞ Ⓞ

### **Mastering Computer Typing - #48**

Proficiency with a computer keyboard is a skill that is useful in most jobs. Course book features step-by-step instructions and practice exercises. You can take this course along with a “One Only” course.

### **Read Better, Remember More - #49**

Gain speed and efficiency in reading, and improve your reading comprehension and retention. Learn to cover more material in less time. You can take this course along with a “One Only” course. You may keep the materials from this course.

### **TypingMaster Pro (Online)**

User friendly and efficient, this self-paced course leads users step-by-step to fluent error-free typing using all ten fingers. It features bite-sized learning for those with tight schedules – you can start and stop practice any time you want. We recommend 15 to 20 minute sessions a day for best results. Average completion time is between 8 to 12 hours to learn the basics of typing. You can take this course along with a “One Only” course. Ⓞ

### **Writing - Business Communications - #46**

Improve your ability to write effective messages, letters, and other business documents, and learn how to communicate clearly and professionally. You can take this course along with a “One Only” course. You may keep the materials from this course.

### **Writing - Essay - #47**

Ideal if you're taking college-level courses that require reports or essays, or if you simply want to improve the quality of your writing. You'll learn how to develop your ideas more effectively and how to write for your target audience. You can take this course along with a “One Only” course. You may keep the materials from this course.

## FutureLink Services

# HOME STUDY

### Writing - Grammar - #45

A quick review of grammar basics, plus practice exercises to help you improve your use of grammar in writing. You can take this course along with a “One Only” course. You may keep the materials from this course.

## VERIZON TEST PREP STUDY GUIDES (no limit)

### Computer and Internet Knowledge Secondary Test Guide - #204

Provides in-depth information on four knowledge areas that form the basis for the test, which is required for the Fiber Customer Support analyst position, which is currently available in Virginia only. (CS) (OL) (OS)

### Customer Administration and Agent Mastery - #40

A simple guide to help you prepare for the secondary tests for Customer Service Administrator and Customer Service Agent. (CS) (OL) (OS)

### Customer Contact Prep Guide - #50

Prepare for the REPeValuator, Customer Assistance Role-Play Test (CART-M), Data Entry Skills Test (DET), Sales and Service Structured Interview (SS SI), and Oral Proficiency Interview - Spanish (OPI-S) secondary tests, and learn skills to help you effectively handle customers. (CS) (OL) (OS)

### Engineering Selection Module - #206

The Engineering Selection Module (ESM) is the secondary test for the Engineering Assistant position, which is included in Job Family 5. This test study guide can help you understand the content of the test, and it provides the opportunity to practice responding to questions similar to those on the ESM. (TC) (OL) (OS)

### Field Operations Assessment - #208

Prepare for the Field Operations Assessment Secondary Test now required for some technical job titles. Includes sample questions and resources for further study. (TC) (OL) (OS)

### FLMC-R Prep

#### Hard copy - #201

#### CD - #203

A test prep course for the Facilities Assignment Control System/Loop Assignment Center (FACS-LAC) Minicourse-R, a secondary test for many positions in Job Family 1. Includes instructional materials and practice tests. Available in book or CD format. (TC) (OL) (OS)

### General Test Taking - #41

If test anxiety has you in a knot, these tips will help you comfortably handle various kinds of questions and test formats. (OL) (OS)

- OL Online
- OS On-site
- CS Customer Service Careers
- TC Technical Careers
- PED Personal Employee Data  
(PED) Qualifying Course

## FutureLink Services

# HOME STUDY

### **Network, Internet, and Data Knowledge Secondary Test Study Guide - #205**

Helps prepare you for the Network, Internet, and Data Knowledge test, a requirement for the Fiber Network Technician position. (TC) (OL) (OS)

### **Network Systems Assessment - #207**

Prepare for the Network Systems Assessment Secondary Test now required for some technical job titles. Includes sample questions and resources for further study. (TC) (OL) (OS)

### **Pole Climbing and Ladder Handling - #38**

Safety is an important component of many jobs at Verizon. This video and booklet contain techniques and safety tips that will be helpful to anyone pursuing technical positions at Verizon. (TC) (OL) (OS)

### **TMC Prep**

#### **Hard copy - #200 • CD - #202**

A preparation guide for the Technicians Minicourse, a secondary test required for many technical (Job Family 3) positions at Verizon. Includes instructional material and practice tests. The TMC covers material related to the technology of telecommunication transmissions, technical documents, and troubleshooting circuits. (TC) (OL) (OS)

### **UTB-R Prep**

#### **Hard copy - #24 • CD - #132**

The Universal Test Battery-Revised is the primary selection test for all Verizon positions. The test guide includes instructional material and practice exercises covering the skills tested on the exam: reading, spelling, basic math, number series, spatial visualization, and clerical speed and accuracy. Use this guide to prepare to pass those sections you need for the job you want. (CS) (TC) (OL) (OS)



## FutureLink Services

# FUTURE PREP

FutureLink offers these instructor-led, after-hours classes at Verizon work sites when a group of associates expresses interest. Classes are geared to technical positions, customer service positions, or both.

Note: Customer Contact and Introduction to Telecommunications Technology are PED qualifiers.

### Customer Contact

Learning is easier and more fun when you engage in interactive role-play. You'll learn effective methods for customer service success with the help of the real-life video series *Just a Call Away*. Prepare for the CART-M (Customer Assistance Role-Play Test) and REPeValuator secondary tests needed for some positions in Job Families 2 and 3. (Class meets 3 hours once a week for 5 weeks.) (CS) (PED)

### FLMC-R Prep

Take this class to prepare for the Revised Facilities Assignment Control System/Loop Assignment Center (FACS-LAC) Minicourse, a secondary test required for some positions in Job Family 1. Class includes review of relevant material and practice exams. (Class meets 2½ hours a week for 3 weeks.) (TC)

### Introduction to Telecommunications Technology

Basic telecommunications concepts, designed to help you improve your ability to read technical material. An essential course for anyone interested in a technical position at Verizon. Materials for this course include a comprehensive overview of electricity and binary numbers, topics that may be easier to learn with the help and support of an instructor. (Class meets 2½ hours once a week for 9 weeks.) (TC) (PED)

### TMC Prep

Your instructor will help you learn the material and guide you through practice tests to prepare for the Technician Minicourse, a secondary test required for many sought-after technical positions (Job Family 3) at Verizon. The TMC covers material related to the technology of telecommunication transmissions, technical documents, and troubleshooting circuits. (Class meets 2½ hours a week for 3 weeks.) (TC)

CS Customer Service Careers

TC Technical Careers

## FutureLink Services

# FUTURE PREP

### UTB-R Prep

The Universal Test Battery-Revised is the primary selection test for all Verizon positions. This test preparation guide includes instructional material and practice exercises covering the skills tested on the actual exam: reading, spelling, basic math, number series, spatial visualization, and clerical speed and accuracy. (Class meets 3 hours once a week for 8 weeks.)

TC CS

### Workplace Spanish

Learn to pronounce important, frequently used customer-service terms in Latin American Spanish, and build your speaking confidence through practice. This course uses a non-traditional approach to language instruction. The content is very basic and will not prepare non-Spanish-speaking associates for the Verizon bilingual test. (Class meets for 2 hours twice a week for 4 weeks.)

TC CS





## Sign Up!

You're now ready to put your plan into action by taking the exciting next step toward fulfilling your goals: registration for courses or working with your advisors.

You can sign up for an advising, assessment, workshop, or other FutureLink session by phone, online, or fax.

**Phone: 1-800-497-LINK (5465)**

Home study courses - press 2.

Future Prep instructor-led courses - press 3.

To reach an on-site advisor - press 4.

To reach an online advisor or the Call Center - press 5.

To order a FutureLink packet - press 6.

For tuition assistance - press 7.

**Online: [www.vz-futurelink.net](http://www.vz-futurelink.net)**

If you're a return user, sign in. If you're a new user, click to register and you will automatically be connected to the Web site and have access to additional log in information.

**Fax:** Use the enrollment form at the center of this booklet and fax it to **215-731-0505**.

If you need assistance in enrolling or have related questions, contact your advisors, learning advocate or the Call Center at 1-800-497-LINK (5465), option 5.



# Resources

## Keeping Up With What's New

Stay on top of the latest FutureLink class offerings, schedules, advisor site visits, and more through the following:

- Newsletters, print, and online
- Bulletin boards/flyers
- Toll-free career hotline
- FutureLink Web site
- Your on-site Learning Advocate

## Other Verizon Offerings

For information on other Verizon offerings, please contact these resources directly:

### CWA Members Only

- ACFC (Advisory Council on Family Care)  
1-877-223-2434, <http://www.acfccares.com/>  
Child and elder care resource and referral services, community development programs, family care education programs

### IBEW Members Only

- ACCLS (Advisory Council on Career and Life Strategies)  
1-888-368-7222, [www.accls.com](http://www.accls.com)  
Resources, information, and referrals on educational opportunities, career development, skill enhancement, and family care
- LifeWorks – 1-800-791-6679
- LifeBalance Online  
<https://www.lifeworks.com>

### All Associates

- VZ-LIFE – 1-800-845-0632  
Employee assistance program, parenting and child care, education, adult care, health and wellness, legal and financial concerns, emotional well-being, relationship issues, workplace challenges, flexible work arrangements, telecommuting
- VZ-TAP (Verizon Tuition Assistance Program) – 1-866-994-3470  
<http://tamsonline.org/vztap>

# My FutureLink Contacts:

Name \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

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**E-mail:**

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On-site: [futurelink@cael.org](mailto:futurelink@cael.org)

**[www.vz-futurelink.net](http://www.vz-futurelink.net)**