

# Edge Curriculum Overview

<b>DOMAIN</b>	<b>TOPICS</b>	
<b>Customer Service</b>	<b>Customer Service Basics</b>	<b>Advanced Customer Service</b>
<b>Leadership</b>	<b>Self-Leadership</b>	<b>Leading Others</b>
<b>Personal Development</b>	<b>Personal Finance</b>	<b>Employment Planning</b>

*Note: Content is subject to minor adjustments per input from Schultz Family Foundation, subject matter experts, and key project stakeholders.*

# Customer Service Domain

## DOMAIN

## TOPICS

### Customer Service

#### Customer Service Basics

#### Advanced Customer Service

Foundations of Customer Service

Troubleshooting and Having a Solution Mindset

Developing a Professional Image

Recommendations and Upselling

Active Listening

The Importance of Tangibles

Not All Customers Are The Same

Making Good Decisions

Dealing With Difficult Customers

Developing Your Personal Brand

Working on a Team

The Customer Experience

### Leadership

#### Self-Leadership

#### Leading Others

### Personal Development

#### Personal Finance

#### Employment Planning

# Leadership Domain

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## DOMAIN

## TOPICS

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Customer Service

Customer Service Basics

Advanced Customer Service

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Leadership

Self-Leadership

Leading Others

---

Becoming a Leader

---

Giving & Receiving Feedback

---

Growing Your Grit

---

Conflict Resolution

---

Defining Success

---

Empowering Others

---

Time Management

---

Goal Setting

---

Personal Development

Personal Finance

Employment Planning

# Personal Development Domain

## DOMAIN

## TOPICS

Customer Service

Customer Service Basics

Advanced Customer Service

Leadership

Self-Leadership

Leading Others

Personal Development

Personal Finance

Employment Planning

Managing Your Income and Assets

Your Elevator Speech

Budgets and Financial Basics

Job Application Basics

Searching for Jobs and Interviewing

Communication Etiquette

Social Media & Online Presence