



MODULE 4

Workplace Rights, Systems & Self-Advocacy

“Know the System. Know Your Options.”

Adapted from the “Journey Up: Workforce Foundations” Learner Workbook (WF-1.0-RC1) — Journey Forward Life Skills Curriculum.



Misrouted Issues Stay Unresolved

- ✓ The right concern to the wrong person often goes nowhere.
- ✓ Documentation protects you and speeds up resolution.
- ✓ Not every issue is the same — classification matters.
- ✓ By the end: you'll route any workplace issue correctly.



LESSON 1

Workplace ROUTE Map

Don't React — ROUTE It

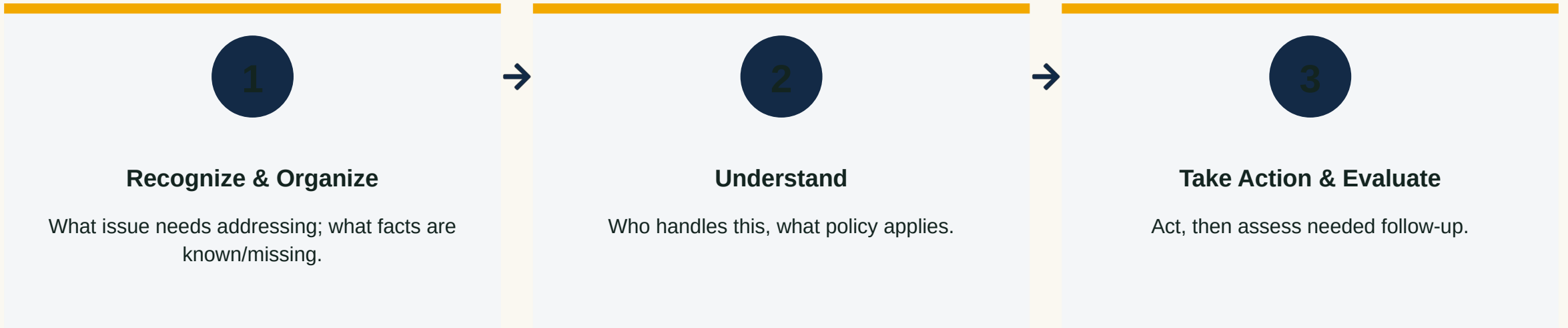
- ✓ **Jumping to action before understanding the issue backfires.**
- ✓ A structured process beats a reactive instinct.
- ✓ ROUTE works for small annoyances and serious concerns alike.
- ✓ Today: learn the five-step ROUTE method.

THE HOOK & CONCEPT



Recognize → Organize → Understand → Take Action → Evaluate

DEEP DIVE & FRAMEWORK





Scenario: Double-Booked Shift

PRACTICAL APPLICATION / EXAMPLE

Recognize:	Schedule shows conflicting shift assignments
Organize:	Confirmed with two coworkers, unclear who's right
Take Action:	Contact scheduling; confirm correction posted

Apply ROUTE to a real or hypothetical issue of your own.



LESSON 1 RECAP

Workplace ROUTE Map

KEY TAKEAWAYS



ROUTE slows down reaction, speeds up resolution.



Skipping 'Organize' is the most common mistake.



QUICK KNOWLEDGE CHECK

What's the risk of acting before organizing facts?

Exercise: Apply ROUTE to one issue you're currently facing.



LESSON 2

FACT Documentation

Your Memory Isn't Evidence — Your Record Is

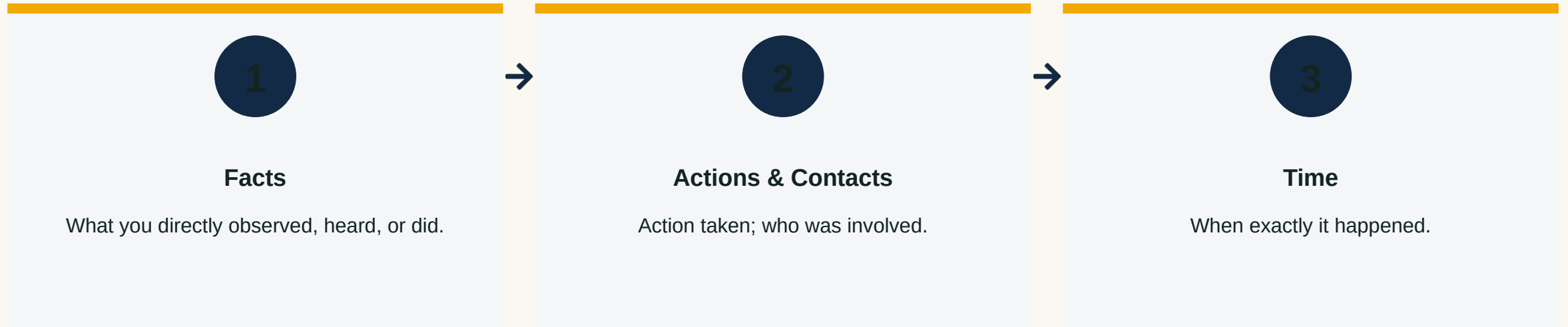
- ✓ Details fade; a written record doesn't.
- ✓ Good documentation focuses on facts, not interpretation.
- ✓ A clear record helps everyone resolve issues faster.
- ✓ Today: build the habit of FACT documentation.

THE HOOK & CONCEPT



Facts → Actions → Contacts → Time

DEEP DIVE & FRAMEWORK





Scenario: Unsecured Ladder Observed

PRACTICAL APPLICATION / EXAMPLE

Facts:	Ladder unsecured near active walkway, 9:15am
Actions:	Moved ladder, notified site lead immediately
Contacts / Time:	Site lead Maria Lopez; Tuesday 9:15am

Draft a FACT entry for a real or hypothetical situation.



LESSON 2 RECAP

FACT Documentation

KEY TAKEAWAYS



Good documentation is factual, not emotional.



Time-stamps matter even when an issue seems small.



QUICK KNOWLEDGE CHECK

Why does documenting 'in the moment' matter?

Exercise: Practice a FACT entry for a recent event.



LESSON 3

Workplace Interaction & Follow-Up Log

THE HOOK & CONCEPT

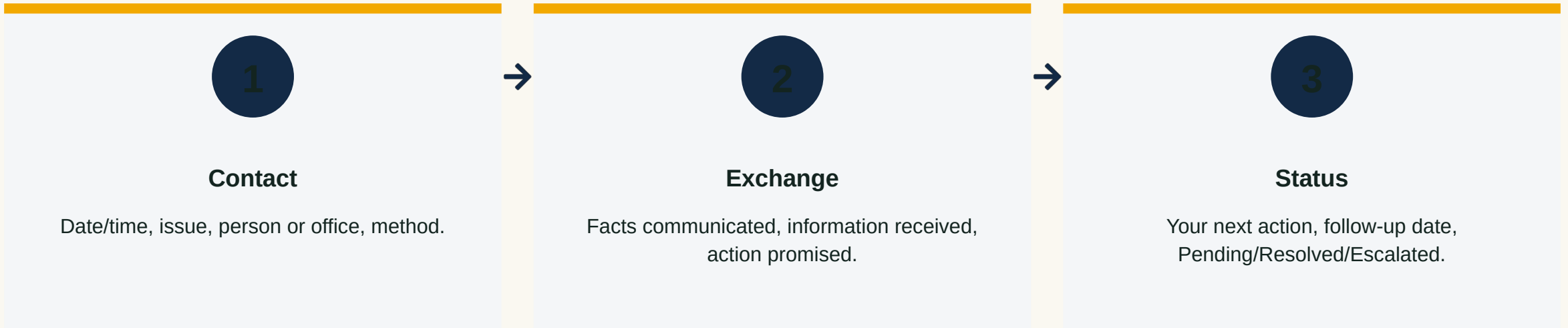
An Issue Without Follow-Up Just Disappears

- ✓ A single documented event isn't the whole story.
- ✓ Issues often require more than one interaction to resolve.
- ✓ Without follow-up, concerns quietly fall through the cracks.
- ✓ Today: build a full interaction and follow-up log.



Log Every Contact Point

DEEP DIVE & FRAMEWORK





Scenario: Missing Overtime Pay

PRACTICAL APPLICATION / EXAMPLE

Contacted:	Payroll office, by email, March 3
Promised action:	Review within 5 business days
Status:	Pending until confirmed; follow up March 10

Start a log for a real or hypothetical unresolved issue.



LESSON 3 RECAP

Workplace Interaction & Follow-Up Log

KEY TAKEAWAYS



A follow-up date turns a hope into a plan.



Status tracking prevents issues from being forgotten.



QUICK KNOWLEDGE CHECK

What happens to an issue with no follow-up date?

Exercise: Set a follow-up date for one open issue now.



LESSON 4

Barrier & Entry Point Map

THE HOOK & CONCEPT

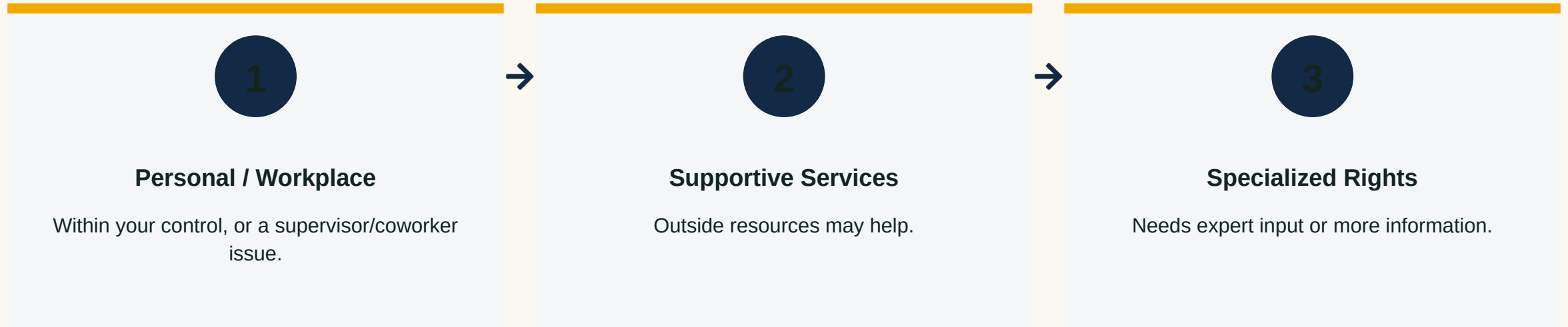
Wrong Door, Wasted Time

- ✓ **Not every issue belongs in the same place.**
- ✓ Misrouted issues cause delay and frustration.
- ✓ Four categories cover almost every workplace concern.
- ✓ Today: map barriers to their correct entry point.



Classify Before You Contact Anyone

DEEP DIVE & FRAMEWORK





Scenario: Shift Conflicts With Childcare Hours

PRACTICAL APPLICATION / EXAMPLE

Category:	Program/supportive services
Why:	Outside resources exist for childcare assistance
First contact:	Local workforce support office

Classify a real or hypothetical barrier of your own.



LESSON 4 RECAP

Barrier & Entry Point Map

KEY TAKEAWAYS



Classifying first saves time and frustration later.



'More information needed' is a legitimate answer too.



QUICK KNOWLEDGE CHECK

What would a misrouted issue like this cost?

Exercise: Identify the correct first contact for your own issue.



LESSON 5

Professional Request Planner

THE HOOK & CONCEPT

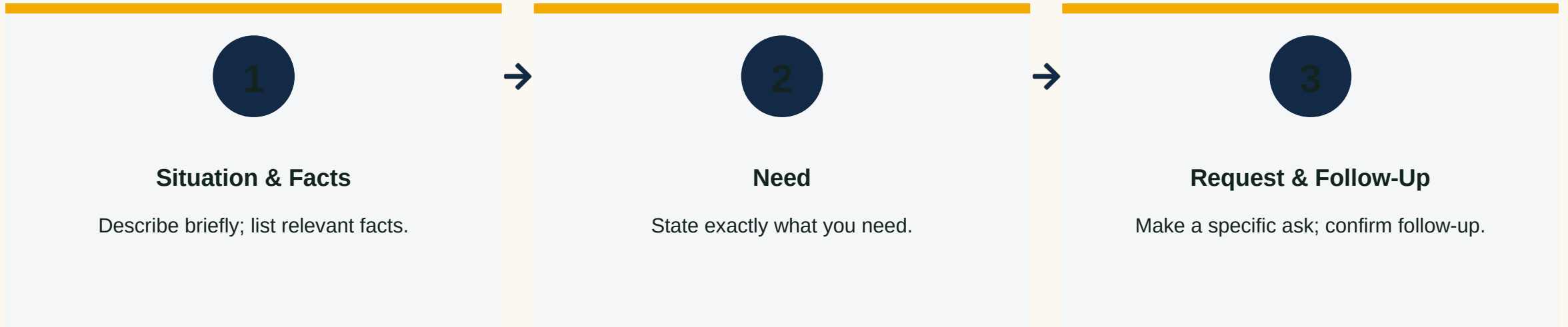
A Clear Request Gets a Clear Answer

- ✓ Vague complaints are easy to ignore or misunderstand.
- ✓ A specific request is easy to act on.
- ✓ Professionalism increases the odds of a fast resolution.
- ✓ Today: plan a clear, professional request.



Situation → Facts → Need → Request → Follow-Up

DEEP DIVE & FRAMEWORK





Scenario: Needing a Shift Swap

PRACTICAL APPLICATION / EXAMPLE

Situation:	Medical appointment conflicts with Tuesday shift
Request:	Swap Tuesday for Thursday this week only
Follow-up:	Confirm by end of day Friday

Draft a real or hypothetical professional request.



LESSON 5 RECAP

Professional Request Planner

KEY TAKEAWAYS



A specific request is easier to say yes to.



Confirming follow-up closes the loop on your ask.



QUICK KNOWLEDGE CHECK

How does a specific request differ from a complaint?

Exercise: Draft your next professional request using this framework.



LESSON 6

Rights or Routine?

Not Every Issue Is the Same Kind of Issue

- ✓ **Routine issues and rights issues need different responses.**
- ✓ Misclassifying a serious issue as routine causes harm.
- ✓ Misclassifying a routine issue as serious wastes trust.
- ✓ Today: practice classifying situations quickly and accurately.

THE HOOK & CONCEPT



Five Possible Classifications

DEEP DIVE & FRAMEWORK





Quick Classification Practice

PRACTICAL APPLICATION / EXAMPLE

Schedule mix-up:	Routine workplace issue
Repeated unsafe equipment use:	Immediate safety issue
Unclear pay deduction:	Needs more information

Classify a set of practice scenarios and explain your reasoning aloud.



LESSON 6 RECAP

Rights or Routine?

KEY TAKEAWAYS

- ✓ Classification determines the right response, not urgency alone.
- ✓ 'Not enough information' is a valid, honest answer.



QUICK KNOWLEDGE CHECK

Which scenario was hardest to classify, and why?

Exercise: Practice classifying one real issue from your own experience.



LESSON 7

Know Where to Go (Capstone)

THE HOOK & CONCEPT

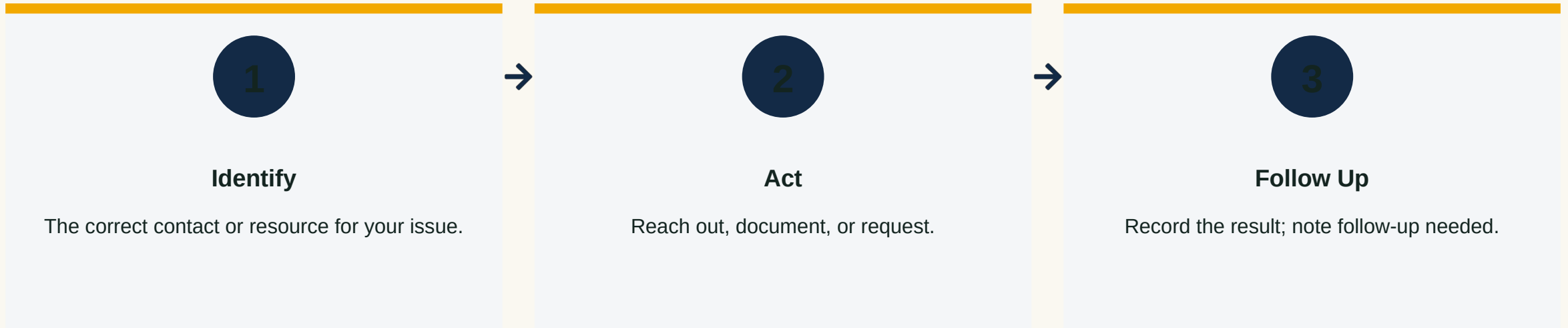
Time to Route a Real Issue

- ✓ You've learned ROUTE, FACT, logging, mapping, and classifying.
- ✓ Now: apply the correct pathway to a real concern.
- ✓ Evidence of resolution matters more than good intentions.
- ✓ Today: commit to one action within 48 hours.



Identify, Contact, Act, Follow Up

DEEP DIVE & FRAMEWORK





Sample: Resolving a Timecard Error

PRACTICAL APPLICATION / EXAMPLE

Correct contact:

Payroll office, identified via ROUTE

Action taken:

Emailed with FACT-documented details

Result:

Correction confirmed within 3 business days

Draft your own commitment for the next 48 hours.



LESSON 7 RECAP

Know Where to Go (Capstone)

KEY TAKEAWAYS

- ✓ A good workplace record focuses on facts, not emotion.
- ✓ Routine conflict and a rights concern need different responses.



QUICK KNOWLEDGE CHECK

What's your correct first contact for a real issue?

Exercise: Name the self-advocacy skill you'll keep practicing.



What You Built in Module 4

- ✓ A five-step ROUTE process for any workplace issue.
- ✓ FACT-based documentation and an ongoing follow-up log.
- ✓ A map for routing issues to the correct entry point.
- ✓ Professional requests and sharp routine-vs-rights classification.



Next: Trade & Clean-Energy Career Readiness

- ✓ Getting an opportunity matters; what you do with it matters more.
- ✓ You'll map pathways, verify offers, and build interview evidence.
- ✓ Plan a 12-month path from entry to advancement.
- ✓ Same structure: learn, practice, demonstrate, apply.