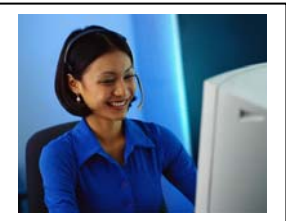



What Workers in Entry Level Jobs Need to Be Able to Do

| | | | | | |
|---|--|--|---|--|--|
|  <p>Communication Skills</p> <ul style="list-style-type: none"> • Speaks so others can understand • Listen actively • Read with understanding • Observe critically <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Cooperate with others • Resolve conflict and negotiate <p>Decision Making Skills</p> <ul style="list-style-type: none"> • Use math to solve problems and communicate • Solve problems and make decisions <p>Lifelong Learning Skills</p> <ul style="list-style-type: none"> • Take responsibility for personal and career development. • Use information and communications technology | <p>Acquire and Use Information</p> <ul style="list-style-type: none"> • Acquire, use, and share information accurately and in a timely manner in order to: <ul style="list-style-type: none"> • Get work done. • Identify appropriate procedures. • Respond to requests from internal and external individuals. • Identify employer expectations and acceptable work behaviors. • Read and understand information presented in written form well enough to get the job done. • Ask for clarification or help from supervisor or appropriate others when need. | <p>Work With Others</p> <p>Team Work</p> <ul style="list-style-type: none"> • Get along with others. • Work as part of a team to develop and achieve mutual goals and objectives. • Develop and maintain good working relations with coworkers, supervisors, and others throughout the organization, regardless of background or position. • Be respectful and open of the thoughts and opinions of others. • Avoid use of language or comments that offend others • Control your emotions. • Learn from your co-workers. • Demonstrate understanding, friendliness, adaptability, empathy and politeness to others. | <p>Solve Problems</p> <ul style="list-style-type: none"> • Work cooperatively with others in which you listen and communicate thoughts, feeling respectfully. • Cope with a situation or tasks that change frequently positively. <ul style="list-style-type: none"> — Demonstrate flexibility — Accept new or changed work responsibilities with a positive attitude. — Adjust to unexpected problems and situations by seeking advice from a supervisor or appropriate others. • Identify actual or potential problems related to one's own work. <ul style="list-style-type: none"> — Report them in a timely manner, accordingly to company policy. — Help fix them. • Exhibits self-control by responding unemotional and non-defensively. | <p>Self Management</p> <ul style="list-style-type: none"> • Demonstrate integrity and honesty. • Display responsible behaviors at work; <ul style="list-style-type: none"> — Avoid being late. — Demonstrate promptness — Maintain appropriate grooming and hygiene. — Do not attend to personal matters on the job, except in emergencies. — Manage stressful situations effectively. • Sets well defined and realistic personal goals. | <p>Use Technology</p> <ul style="list-style-type: none"> • Learn how to use appropriate computer-based technology to get the job done most efficiently. • Be able to use a telephone, pager radio or other device to handle the process of communication.  <p>Work Tips</p> <ul style="list-style-type: none"> • Keep Busy • Look for work that needs to be done. • Don't stand around and wait for someone to tell you what to do. • If you don't know how to do something, ask for further instruction and help. • Return from breaks and lunch on time. • Work until the end of your shift. • Don't make problems for yourself by spreading rumors or complaining about your boss or co-workers. • Believes in own self-worth and maintains positive view of self. |
| | <p>Understand the Company</p> | <p>Be Willing to Learn</p> | <p>Customer Service</p> | <p>Responsibility</p> | |
| | <ul style="list-style-type: none"> • Comply with organizational policy and procedures in a consistent manner. • Pay attention to company guidelines regarding dress, interactions and health and safety issues • Follow established procedures in urgent situations and emergencies. • Keep informed about quality and health standards set by unions, OSHA or other sources. • Go to the appropriate person when approval is needed for work-related activities. | <ul style="list-style-type: none"> • Come able and willing to learn. • Accept help, suggestions and constructive criticism from supervisors and coworkers with a positive attitude. • Learn new/additional skills. • Learn about products and services of the organization. • Recognize and apply new knowledge and skills in changing situation. | <ul style="list-style-type: none"> • Work and communicate with customer comments, questions, concerns, and complaints in a positive and appropriate manner. | <ul style="list-style-type: none"> • Demonstrate a willingness to work. • Take responsibility for completing one's own work assignment. <ul style="list-style-type: none"> — Accurately — Be to work on time. — Monitor quality of work. — Even when the work is physically or mentally challenging. — Show initiative in carrying out work assignments. | |
| | | | | <p>Basic Skills</p> <ul style="list-style-type: none"> • Reading • Writing • Math/Computation | |