

# WORKPLACE SKILLS

## A. Developing an Employment Plan

1. Match interests to employment area.
1. Match aptitudes to employment area.
2. Identify short-term work goals.
3. Match attitudes to job area.
4. Match personality type to job area.
5. Match physical capabilities to job area.
6. Identify career information from counseling sources.
7. Demonstrate a drug-free status.

## B. Seeking and Applying for Employment Opportunities

1. Locate employment opportunities.
1. Identify job requirements.
2. Locate resources for finding employment.
3. Prepare a resume.
4. Prepare for job interview.
5. Identify conditions for employment.
6. Evaluate job opportunities.
7. Identify steps in applying for a job.
8. Write job application letter.
9. Write interview follow-up letter.
10. Complete job application form.
11. Identify attire for job interview.

## C. Accepting Employment

1. Apply for social security number.
1. Complete state and federal tax forms.
2. Accept or reject employment offer.
3. Complete employee's Withholding Allowance Certificate Form W-4.

## D. Communicating on the Job

1. Communicate orally with others.
1. Use telephone etiquette.
2. Interpret the use of body language.
3. Prepare written communication.
4. Follow written directions.
5. Ask questions about tasks.

## **E. Interpreting the Economics of Work**

1. Identify the role of business in the economic system.
1. Describe responsibilities of employee.
2. Describe responsibilities of employer or management.
3. Investigate opportunities and options for business ownership.
4. Assess entrepreneurship skills.

## **F. Maintaining Professionalism**

1. Participate in employment orientation.
1. Assess business image, products, and/or services.
2. Identify positive behavior.
3. Identify company dress and appearance standards.
4. Participate in meetings in a positive and constructive manner.
5. Identify work-related terminology.
6. Identify how to treat people with respect.

## **G. Adapting to and Coping with Change**

1. Identify elements of job transition.
1. Formulate transition plan.
2. Identify implementation procedures for a transition plan.
- 3.
4. Evaluate the transition plan.
5. Exhibit ability to handle stress.
6. Recognize need to change or quit a job.
7. Write a letter of resignation.

## **H. Solving Problems and Critical Thinking**

1. Identify the problem.
1. Clarify purposes and goals.
2. Identify solutions to a problem and their impact.
3. Employ reasoning skills.
4. Evaluate options.
5. Set priorities.
6. Select and implement a solution to a problem.
7. Evaluate results of implemented option.
8. Organize workloads.
9. Assess employer and employee responsibility in solving a problem.

## **I. Maintaining a Safe and Healthy Work Environment**

1. Identify safety and health rules/procedures.
1. Demonstrate the knowledge of equipment in the workplace.
2. Identify conservation and environmental practices and policies.
3. Act during emergencies.
4. Maintain work area.
5. Identify hazardous substances in the workplace.

#### **J. Demonstrating Work Ethics and Behavior**

1. Identify established rules, regulations, and policies.
1. Practice cost effectiveness.
2. Practice time management.
3. Assume responsibility for decisions and actions.
4. Exhibit pride.
5. Display initiative.
6. Display assertiveness.
7. Demonstrate a willingness to learn.
8. Identify the value of maintaining regular attendance.
9. Apply ethical reasoning.

#### **K. Demonstrating Technological Literacy**

1. Demonstrate basic keyboarding skills.
1. Demonstrate basic knowledge of computing.
2. Recognize impact of technological changes on tasks and people.

#### **L. Maintaining Interpersonal Relationships**

1. Value individual diversity.
1. Respond to praise or criticism.
2. Provide constructive praise or criticism.
3. Channel and control emotional reactions.
4. Resolve conflicts.
5. Display a positive attitude.
6. Identify and react to sexual intimidation/harassment.

#### **M. Demonstrating Teamwork**

1. Identify style of leadership used in teamwork.
1. Match team member skills and group activity.
2. Work with team members.
3. Complete a team task.
4. Evaluate outcomes.