

# **WORKPLACE READINESS**

## Curriculum Content Frameworks

**Please note: All assessment questions will be taken from the knowledge portion of these frameworks.**

*Prepared by*

Rhonda Jacobs, Hector High School  
Martha Marshal, Cabot High School  
Samantha Prince, Pottsville Junior High School

*Edited by*

Karen Chisholm, Program Manager  
Ray Henson, Program Manager  
Barbara Lensing, Program Advisor  
Dave Fisher, Program Advisor  
Office of Career Guidance, Exploration, and Preparation  
Arkansas Department of Workforce Education

*Disseminated by*

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# Curriculum Content Frameworks

## WORKPLACE READINESS

Grade Levels: 11, 12

Prerequisite: none

Course Code: 493880

Course Description: Workplace Readiness is an instruction-based course designed to teach the employability skills needed to succeed in a high-performance work organization, as defined by the SCANS commission. Its focus is to teach students transferable skills necessary to succeed in the ever changing workplace through teamwork, problem-solving, communication, self-management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career-ready.

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# Unit 1: CAREER PLANNING SKILLS

## HOURS: 10-12

**Terminology:** Apprenticeship, Aptitude, Associate's Degree, Bachelor's Degree, Career Action Plan, Career pathway, Career portfolio, Doctorate's Degree, Financial plan, Goals-short/medium/long term, Graduation checklist, Industry certification, Interest inventory, Internship, Job shadow, KeyTrain, Kuder, Letter of recommendation, Life values, Master's Degree, Personal management, Post-Secondary Education/Training Plan, Scholarship, Transcript

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
1.1 Define terms related to the Workplace Readiness Program	1.1.1 Apply terminology in appropriate situations	Foundation	Reading	Applies and understands technical words that pertain to career planning [1.3.6]	
			Listening	Comprehends ideas and concepts related to Internship Program [1.2.1]	
			Writing	Uses words appropriately [1.6.21]	
			Speaking	Applies/uses technical terms as appropriate to audience [1.5.2]	
1.2 Develop a personal career portfolio	1.2.1 State the objectives of developing a personal career portfolio	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
	1.2.2 State the purpose of developing a personal career portfolio	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
	1.2.3 Assess personal values, knowledge, aptitudes, skills, interests, experience, and accomplishments	Personal Management	Career Awareness	Analyzes own knowledge, skills, and ability [3.1.2]	
	1.2.4 Use Kuder, KeyTrain, and/or other resources to match personal qualities with career opportunities	Thinking	Knowing how to learn	Locates appropriate learning resources to acquire or improve knowledge and skills [4.3.3]  Explores career opportunities [3.1.6]	
	1.2.5 Set realistic and measurable personal and professional goals (short-term and long-term)	Personal Management	Self-Esteem	Sets well-defined and realistic personal and career goals (short-term and long-term) [3.1.11]  Analyzes impact of work on individual and family life [3.1.1]  Monitors progress toward goal attainment [3.1.10]	

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce			
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
1.3 Establish post-secondary education/training plan	1.3.1 Verify and document post-secondary options and opportunities	Thinking	Knowing How to Learn	Locates appropriate learning resources to acquire or improve knowledge and skills [4.3.3]	
	1.3.2 Determine educational and training needed to meet career goal requirements	Personal Management	Career Awareness, Development, and Mobility	Identifies education and training needed to achieve goals [3.1.8]	
	1.3.3 Write an education/training plan to reach goals		Self-Esteem	Develops and initiates a plan for self-improvement [3.5.4]	
1.4 Define a 7-step decision-making process	1.4.1 Use resources and a decision-making process to establish a realistic career action plan	Thinking	Decision-Making	Demonstrates decision-making skills [4.2.4]	

## UNIT 2: BASIC WORK SKILLS

### HOURS: 10-12

**Terminology:** ACT WorkKeys, Budget, Career One Stop, Career Readiness Certificate, Competency, Employable, O\*Net, Occupational Outlook Handbook (OOH), Labor laws, Policy, SCANS skills, Soft skills, Technology skills, Transferable skills

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do			<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description	
2.1 Define terms related to succeeding on the job	2.1.1 Apply terminology in appropriate situations	Foundation	Reading	Applies and understands technical words that pertain to the basic work skills [1.3.6]	
			Listening	Comprehends ideas and concepts related to Internship Program [1.2.1]	
			Writing	Uses words appropriately [1.6.21]	
			Speaking	Applies/uses technical terms as appropriate to audience [1.5.2]	
2.2 Explain reasons for acquiring and organizing information	2.2.1 Demonstrate the ability to acquire, organize, and present information	Foundation	Reading	Analyzes and applies what is read to a specific task [1.3.2]	
2.3 Extract multiple pieces of information from workplace graphics; interpret, compare, and make decisions based on different formats	2.3.1 Demonstrate effective research and interpretation skills using graphs, charts, maps and documents	Foundation	Reading	Locates pertinent information in documents, such as manuals, graphs, and schedules to perform tasks [1.3.18]	
2.4 Assess the need for accurate written directions to complete a task	2.4.1 Demonstrate the ability to write accurate, concise directions for a given task	Foundation	Writing	Organizes information into an appropriate format [1.6.10]	
2.5 Critique personal traits of an effective employee	2.5.1 Discuss/analyze work ethic and worker habits	Personal Management	Integrity/Honesty/Work Ethic	Describes desirable worker characteristics [3.2.3]  Describes/explains significance of integrity, honesty, and work ethics [3.2.4]	
	2.5.2 Compare/contrast worker attitudes for worker morale	Interpersonal Skills	Teamwork	Recognizes effects of positive and negative attitudes on co-workers [2.6.4]	
	2.5.3 Demonstrate admirable personal qualities of an effective employee			Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings [2.6.3]	

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do			<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce		
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
2.6 Associate the budgeting of company resources and the budgeting of personal resources	2.6.1 Prepare a personal budget	Foundation	Arithmetic/ Mathematics	Applies addition, subtraction, and division to real-world situations [1.1.1]  Calculates dollar amounts [1.1.7]	
	2.6.2 Compute employer's cost per employee	Thinking	Reasoning	Applies rules and principles to a new situation [4.5.1]	
	2.6.3 Draw conclusions from the principle of organizational profit before personal gain		Problem Solving	Demonstrates logical reasoning in reaching a conclusion [4.4.2]	

## UNIT 3: INTERPERSONAL SKILLS

**HOURS: 10-12**

**Terminology:** Collaboration, Communication skills, Compromise, Confidentiality, Conflict resolution, Cooperation, Demographics, Dependability, Discrimination, Interpersonal skills, Listening skills, Loyalty, Negotiation, Networking, Punctuality, Reliability, Respect, Responsibility, Self discipline, Stereotype, Work ethic, Work values, Workforce diversity

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description
3.1 Define terms related to interpersonal skills	3.1.1 Apply terminology in appropriate situations	Foundation	Reading	Applies and understands technical words that pertain to Interpersonal Skills [1.3.6]
			Listening	Comprehends ideas and concepts related to Internship Program [1.2.1]
			Writing	Uses words appropriately [1.6.21]
			Speaking	Applies/uses technical terms as appropriate to audience [1.5.2]
3.2 Critique appropriate communication strategies in a given situation	3.2.1 Demonstrate effective communication in various situations	Foundation	Listening	Evaluates oral information/presentation [1.2.2]
			Speaking	Uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion [1.5.14]
	3.2.2 Demonstrate non-verbal techniques to convey communication	Interpersonal	Teamwork	Works effectively with others to reach a common goal [2.6.6]
3.3 Identify listening strategies to remember important information	3.3.1 Demonstrate the ability to remember instructions, names, and numbers	Foundation	Listening	Listens for content [1.2.3]  Listens to follow directions [1.2.6]
3.4 Summarize approaches to resolving conflicts	3.4.1 Develop a plan to implement personal conflict resolution strategies	Thinking	Problem-Solving	Recognizes and defines problem [4.4.8]  Revises plan of action indicated by findings [4.4.9]
		Interpersonal	Negotiation	Assists in reaching a settlement/conclusion through compromise [2.5.1]
		Personal Management	Career Awareness, Development, and Mobility	Identifies education and training needed to achieve goals [3.1.8]

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce			
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
3.5 Identify public speaking skills and characteristics needed for the workplace	3.5.1 Present career related information to a group	Interpersonal	Teamwork	Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings [2.6.3]	
	3.5.2 Role-play positive and negative workplace communication	Foundation	Speaking	Participates in conversation, discussion, and group presentations [1.5.8]	
3.6 Identify human relations skills needed by employers and employees	3.6.1 Demonstrate a win-win situation between an employee and employer	Interpersonal	Cultural Diversity	Comprehends ideas and concepts related to workplace [2.2.1]	
3.7 Identify problem solving techniques	3.7.1 Demonstrate the ability to solve complex interpersonal workplace problems	Thinking	Problem Solving	Devises and implements a plan of action to resolve problem [4.4.3]	
3.8 Identify customer/client relationships	3.8.1 Apply human relations skills in real-life situations to establish positive customer service relationships	Interpersonal	Customer Service	Applies human relations skills in real-life situations [2.3.1]	

## UNIT 4: WORKPLACE SKILLS

### HOURS: 10-12

**Terminology:** Business etiquette, Business ethics, Compliance, Consequence, Delegate, Initiative, Negotiation, Networking, Organizational skills, Policy, Prioritize, Procedure, Productivity, Teamwork, Time management, Work habits, Workplace effectiveness

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do			<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce		
<b>Knowledge</b>	<b>Application</b>		<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>
4.1 Define terms related to Workplace Skills	4.1.1	Apply terminology in appropriate situations	Foundation	Reading	Applies and understands technical words that pertain to Workplace Skills [1.3.6]
				Listening	Comprehends ideas and concepts related to Internship Program [1.2.1]
				Writing	Uses words appropriately [1.6.21]
				Speaking	Applies/uses technical terms as appropriate to audience [1.5.2]
4.2 Integrate the connection between taking responsibility and achieving success on the job	4.2.1	Generalize similarities between student evaluations and workplace evaluations	Personal Management	Organizational Effectiveness	Adapts to the organization's goals, values, culture, and traditional modes of operation [3.3.1]
	4.2.2	Explain the importance of taking responsibility for team projects		Responsibility	Accepts responsibility for position [3.4.1]
	4.2.3	Explain consequences of meeting/failing performance requirements			Comprehends ideas and concepts related to achieving success on the job [3.4.2]
4.3 Describe what employers expect of employees	4.3.1	Discuss anticipated problems in meeting employer's expectations	Personal Management	Work Habits	Presents positive image of personal attitudes and abilities [3.5.7]
	4.3.2	Recommend realistic employer expectations		Organizational Effectiveness	Adapts to organizational goals [3.3.1]
4.4 Identify standard policies, rules, regulations, and ethics used in the workplace	4.4.1	Discuss standard policy, rules, and regulations a workplace setting	Personal Management	Integrity/Honesty/Work Ethic	Follows established rules, regulations, and policies [3.2.5]
	4.4.2	Identify standard operation procedures and safety practices		Organizational Effectiveness	Complies with safety and health rules in a given work environment [3.2.2]
					Comprehends the organization's modes of operation [3.3.5]

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce		
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>
	4.4.3 Analyze standard business practices and ethical behavior		Integrity/Honesty/ Work Ethic	Analyzes mission statement, work objectives, and implementation plans [3.3.3]  Describes, explains significance of integrity, honesty, and work ethics [3.2.4]
4.5 Identify characteristics of effective leaders	4.5.1 Compare different types of leadership styles  4.5.2 Demonstrate effective leadership qualities	Interpersonal  Interpersonal	Leadership  Leadership	Comprehends ideas and concepts related to leadership [2.4.2]  Delegate responsibility to an individual within a group or team [2.4.4]  Direct individuals in the performance of a specific task [2.4.5]  Organize groups in planning and performing a specific task [2.4.9]
4.6 Identify team projects and individualized roles	4.6.1 Describe project objectives and demonstrate work tasks required to complete a project  4.6.2 Analyze how the project will address real-world problems  4.6.3 Determine resources needed to complete project  4.6.4 Critique the overall success of the team project	Thinking	Problem Solving  Creative Thinking  Knowing How To Learn	Draws conclusions from observations, evaluates conditions, and gives possible solutions [4.4.5]  Prepares presentation based on subject research, interviews, and surveys [4.1.10]  Locates appropriate learning resources to acquire or improve knowledge and skills [4.3.3]  Presents answers [1.6.13]
4.7 Chart team characteristics and goals for team	4.7.1 Create teams and explore strengths and weaknesses  4.7.2 Assign individual tasks to reach team goals	Foundation  Personal Management	Listening  Speaking  Responsibility	Listens for content [1.2.3]  Participates in conversation, discussion, and group presentations [1.5.8]  Exhibits enthusiasm in approaching and completing tasks [3.4.3]
4.8 Explain the importance of time management	4.8.1 Maintain a project timeline planner	Personal Management	Responsibility	Exhibits enthusiasm in approaching and completing tasks [3.4.3]

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce			
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
4.9 Identify proper communication etiquette in the workplace	4.9.1 Demonstrate appropriate person-to-person etiquette	Interpersonal	Customer Service	Demonstrates face-to-face selling skills [2.3.3]	
	4.9.2 Demonstrate appropriate email and interoffice etiquette	Foundation	Writing	Uses language, style, organization, and format appropriate to subject matter, purpose, and audience [1.6.19]	
	4.9.3 Demonstrate appropriate group and meeting etiquette		Speaking	Uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion [1.5.14]	
4.10 Analyze job performance	4.10.1 List and analyze standards of an effective employee	Personal Management	Organizational Effectiveness	Identifies characteristics desired by organization [3.3.6]	
	4.10.2 Develop a personal performance evaluation form and rate performance		Career Awareness, Development and Mobility	Monitors progress toward goal attainment [3.1.10]	

## UNIT 5: EMPLOYABILITY SKILLS

### HOURS: 10-12

**Terminology:** Career outlook, Contract labor, Deductions, Employability skills, Entry-level job, FICA, Follow-up letter, Fringe benefits, Gross income, Incentives, Interviewing skills, Internal Revenue Service, Job lead, Job search, Letter of application, Net income, Orientation, Performance evaluation, Personnel, Probation, Promotion, Recruit, Reference, Resume, Salary, Social Security, Tenure, Workman's Compensation

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce			
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
5.1 Define terms related to Employability Skills	5.1.1 Apply terminology in appropriate situations	Foundation	Reading	Applies and understands technical words that pertain to Career Readiness Skills [1.3.6]	
			Listening	Comprehends ideas and concepts related to Internship Program [1.2.1]	
			Writing	Uses words appropriately [1.6.21]	
			Speaking	Applies/uses technical terms as appropriate to audience [1.5.2]	
5.2 Complete appropriate documents for job application	5.2.1 Type a letter of application for a career goal	Personal Management	Self-Esteem	Creates a positive self-image by selling self in a letter of application [3.5.2]	
		Foundation	Writing	Produces neat, legible document from typewriter or computer [1.6.15]	
	5.2.2 Complete a job application form accurately		Writing	Completes form accurately [1.6.7]	
	5.2.3 Complete a resume for a career goal	Personal Management	Self Esteem	Develops self-confidence by creating a resume, which promotes personal strengths and abilities [3.5.5]  Identifies personality assets [3.5.6]	
	5.2.4 Type a follow-up letter for a career goal		Responsibility	Exerts a high level of effort and perseverance towards goal attainment [3.4.4]	
5.3 Describe appropriate appearance in the workplace	5.3.1 Analyze employee's compliance with the company's dress code and appearance standards to be a successful employee	Thinking	Reasoning	Uses logic to draw conclusions from available information [4.5.6]	
	5.3.2 Demonstrate appropriate attire for an interview	Personal Management	Self Esteem	Creates self-confidence and positive self-image through proper grooming [3.5.3]	

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce			
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
5.4 Evaluate interview competencies	5.4.1 Identify, prepare, and present answers to most frequently-asked interview questions	Foundation  Personal Management	Speaking  Self Esteem	Speaks effectively, using appropriate eye contact, gestures, and posture [1.5.11]  Presents positive image of personal attitudes and abilities [3.5.7]  Presents positive personal reference of education and work experience [3.5.8]	
5.5 Search and locate information for job opportunities	5.5.1 Search for job leads in newspaper, internet sites, and through employment agencies	Personal Management	Career Awareness	Analyzes own knowledge, skills, and ability [3.1.2]  Explore career opportunities [3.1.6]  Identifies education training needed to achieve goals [3.1.8]	
5.6 Assess employment compensation and benefits	5.6.1 Calculate net pay  5.6.2 Assess personal needs and calculate payroll deductions and its impact on lifestyle and future needs  5.6.3 Critique forms of pay and justify personal preference for earnings	Foundation  Thinking	Math  Decision Making  Reasoning	Calculates and estimates payroll deductions [1.1.8]  Evaluates information and data needed to make best decision [4.2.5]  Use logic to draw conclusions from available information [4.5.6]	
5.7 Evaluate job requirements with job shadow experience	5.7.1 Identify job duties and responsibilities by job shadowing in career focus area	Foundation  Foundation  Interpersonal Skills	Listening  Writing  Teamwork	Listens to follow directions [1.2.6]  Evaluates written information for appropriateness/content/clarity [1.6.9]  Takes an interest in what others say and do [2.6.5]	

# GLOSSARY

## UNIT 1: CAREER PLANNING SKILLS

- 1 Apprenticeship - A person who works for another in order to learn a trade
- 2 Aptitude - One's potential for learning a new skill
- 3 Associate's Degree - An academic degree awarded by a two-year college after the prescribed course of study has been successfully completed
- 4 Bachelor's Degree - An academic degree awarded by a university or college on someone who has successfully completed undergraduate studies
- 5 Career Action Plan - An education/training plan used by students when developing a course of action to reach a career goal
- 6 Career pathway - A series of connected education and training programs and support services that enable individuals to secure employment within a specific industry or occupational sector
- 7 Career portfolio - An organizational tool used to document personal growth toward a career goal containing assessments, interest inventories, work samples, education, skills, goals, and plans used to apply to college, training programs, or job application
- 8 Doctorate's Degree - One of the highest academic degrees awarded by a university or college
- 9 Financial plan - A budget or plan for earning, spending, and saving future income
- 10 Goals-short/medium/long-Term - Professional objectives in which an employee plans to achieve in a specific period of time
- 11 Graduation checklist - A check sheet for tracking completion of program of study and graduation requirements
- 12 Industry certification - A special license designated to students and employees who have completed training in a specific enterprise
- 13 Interest inventory - A document designed to help determine specific personal preferences related to work or leisure
- 14 Internship - A temporary employment where the emphasis is on-the-job training
- 15 Job shadow - An opportunity to learn job duties and responsibilities from an experienced worker by following them on the job
- 16 KeyTrain - Interactive and comprehensive training system for basic transferable skills required by all jobs based on ACT WorkKeys® employment system
- 17 Kuder - A comprehensive tool with the self assessment resources, education planning, and occupation exploration features to help students with their career development
- 18 Letter of recommendation - A written document that assesses the qualities, characteristics, and capabilities of a person, which is typically related to employment, college program admission, or scholarship eligibility

- 19 Life values - Personal standards that one believes is worthwhile and important for overall happiness
- 20 Master's Degree - An academic degree awarded by a college or university upon those who complete at least one year of prescribed study beyond the Bachelor's Degree
- 21 Personal management - A self awareness and management process to develop skills necessary to maximize personal growth
- 22 Post-Secondary Education/Training Plan - A personal plan of action following high school to develop skills needed for the world of work
- 23 Scholarship - A sum of money or other aid granted to a student, because of merit, need, etc , to pursue his or her studies
- 24 Transcript - An official report supplied by a school on the record of an individual student, listing subjects studied, grades received, degrees awarded, etc

## UNIT 2: BASIC WORK SKILLS

- 1 ACT WorkKeys - Foundational and personal skills assessments providing reliable and relevant information about workplace skill levels
- 2 Budget - An itemized list of expected income and expense for a given period in the future
- 3 Career One Stop - An internet source for career information provided by the US Dept of Labor to help manage one's career
- 4 Career Readiness Certificate - A document based on the WorkKeys® job skills assessment system for individual who score at certain levels on three WorkKeys assessments—Applied Mathematics, Reading for Information, and Locating Information
- 5 Competency - The quality or state of being mentally competent physically and intellectually
- 6 Employable - Having the skills and abilities necessary to hold a job
- 7 O\*Net - An on-line source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations
- 8 Occupational Outlook Handbook - An on-line source for career information provided by the Bureau of Labor Statistics
- 9 Labor laws - State and federal safety regulations and compliance assistance to protect the wages, health benefits, retirement security, employment rights, safety, and health of America's workforce
- 10 Policy - A deliberate plan of action to guide decisions
- 11 SCANS skills - Broad academic and workplace skills developed by the Secretary's Commission on Achieving Necessary Skills (SCANS)
- 12 Soft skills - Personal and interpersonal qualities, abilities, and social graces
- 13 Technology skills - Essential ability to use computer and information electronic equipment
- 14 Transferable skills - Acquired non-job specific skills or abilities that are applicable when changing jobs

## UNIT 3: INTERPERSONAL SKILLS

- 1 Collaboration - To work jointly with others
- 2 Communication skills - The ability to convey a message through various forms and receive feedback
- 3 Compromise - Each party in a disagreement is willing to give in order to receive
- 4 Confidentiality - Discretion in keeping secret or private information
- 5 Conflict resolution - The settling of differences so that people may work together effectively
- 6 Cooperation - A combination of people working together for mutual benefits
- 7 Demographics - The characteristics of human populations and population segments, especially when used to identify consumer markets
- 8 Dependability - The quality of being reliable and trustworthy
- 9 Discrimination - Treatment or consideration based on class or category rather than individual merit; partiality or prejudice
- 10 Interpersonal skills - The measure of a person's ability to operate within business organizations through social communication and interactions
- 11 Listening skills - A person's ability to pay attention to or heed what others are saying
- 12 Loyalty - The state or quality of being dedicated to a particular person or entity
- 13 Negotiation - The mutual discussion and arrangement of the terms of a transaction or agreement
- 14 Networking - The process of connecting with people and building alliances in order to assist in a job search
- 15 Punctuality - Strict observance in arriving to engagements on time; promptness
- 16 Reliability - Someone who is dependable in achievement, accuracy, honesty, etc
- 17 Respect - The condition of being honored or esteemed
- 18 Responsibility - The state of being reliable or dependable
- 19 Self discipline - Training oneself to improve behavior to comply with employer expectations
- 20 Stereotype - A commonly held, and oversimplified, opinion or attitude

21 Work ethic - Set of values based on the moral virtues of hard work and diligence

22 Work values - Principles or standards that are held in high esteem by an individual and are related to all aspects of one's personal and work life

23 Workforce diversity - Differences among employees in the workplace

## UNIT 4: WORKPLACE SKILLS

- 1 Business etiquette - The practice of professional behavior in the workplace
- 2 Business ethics - Accepted principles of right and wrong that govern workplace conduct
- 3 Compliance - The act of conforming to the rules and standards of the workplace
- 4 Consequence - The effect, result, or outcome of something occurring earlier
- 5 Delegate - To give an assignment to a person or assign a task to someone in the workplace
- 6 Initiative - The power or ability to begin or to follow through energetically with a plan or task
- 7 Negotiation - A discussion intended to produce an agreement; coming to terms
- 8 Networking - A supportive system of sharing information and services among individuals and groups having a common interest
- 9 Organizational skills - Development of structured environment for efficient use of time, space, and information
- 10 Prioritize - To arrange or perform a task in order of its importance
- 11 Procedure - A set of established forms or methods for conducting the affairs of an organized body such as a business, club, or government
- 12 Productivity - The amount of output created, in terms of goods produced or services rendered
- 13 Teamwork - To work with others, share ideas, and to help each other in need
- 14 Time management - Tools or techniques used for planning and scheduling time, usually with the aim to increase effectiveness and/or efficiency
- 15 Work habits - Acquired patterns of professional behavior
- 16 Workplace effectiveness - Non-technical skills, abilities, and traits that are essential to function in a specific employment environment

## UNIT 5: EMPLOYABILITY SKILLS

- 1 Career outlook - The future hiring prospects of different occupations
- 2 Contract labor - Being self-employed, bears responsibility for his or her own taxes and expenses, and is not subject to an employer's direction and control
- 3 Deductions - The amount subtracted from a gross salary before pay is disbursed, such as taxes, social security, and insurance
- 4 Employability skills - Basic skills necessary for getting, keeping, and doing well on a job
- 5 Entry-Level job - A position of employment that is appropriate for, or accessible to, one who is inexperienced in a field or new to a market
- 6 FICA - A tax on employees and employers that is used to fund the Social Security system
- 7 Follow-Up Letter - A thank you letter written by a job applicant after an interview as an expression of appreciation and continued interest in the job applied for
- 8 Fringe benefits - An employment benefit given in addition to one's wages or salary
- 9 Gross income - Total pay, excluding all deductions
- 10 Incentives - Something that induces action or motivates effort
- 11 Interviewing skills - Ability to communicate effectively to present oneself and convey employment qualifications and personal characteristics
- 12 Internal Revenue Service - The nation's tax collection agency and administers the Internal Revenue Code enacted by Congress
- 13 Job lead - A targeted employment opportunity for a person to follow-up on
- 14 Job search - The process of finding potential employment opportunities and applying for them
- 15 Letter of application - A cover letter attached to a resume that introduces you and highlights key information that is relevant to the job that you seek
- 16 Net income - The amount of pay a person receives after all deductions are subtracted
- 17 Orientation - An introduction, as to guide one in adjusting to new surroundings, employment, or activities
- 18 Performance evaluation - An examination or judgment of an employee's work efficiency
- 19 Personnel - A body of persons employed in an organization or place of work
- 20 Probation - A process or period of time in which a person's fitness for work is tested

- 21 Promotion - Advancement in rank or position
- 22 Recruit - To engage in finding and attracting new employees for an organization
- 23 Reference - A statement pertaining to a person's work qualifications, character, and dependability
- 24 Resume - A formal document that sums up a person's professional and educational experience
- 25 Salary - A fixed compensation periodically paid to a person for regular work or services
- 26 Social Security - A program of old-age, unemployment, health, disability, and survivors insurance maintained by the U S federal government through compulsory payments by employers and employee groups
- 27 Tenure - Status granted to an employee, usually after a probationary period, indicating that the position or employment is permanent
- 28 Workman's Compensation - Payments required by law to be made to an employee who is injured or disabled in connection with work