

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

New workers need to be able to use these EFF Skills...

well enough to successfully carry out these critical entry level tasks*:

Communication Skills

- Speaks So Others Can Understand
- Listen Actively
- Read With Understanding
- Observe Critically

Interpersonal Skills

- Cooperate With Others
- Resolve Conflict and Negotiate

Decision Making Skills

- Use Math to Solve Problems and Communicate
- Solve Problems and Make Decisions

Lifelong Learning Skills

- Take Responsibility for Learning
- Use Information and Communications Technology



Equipped for the Future is an initiative of the National Institute for Literacy.

<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 customers. • Read and understand information presented in written form well enough to get the job done. • Communicate in spoken English well enough to get the job done. • Ask for clarification or help from supervisor or appropriate others when needed. 	<p>Use Systems</p> <p>UNDERSTAND SYSTEMS</p> <ul style="list-style-type: none"> • Understand how one’s own performance can impact the success of the organization. • Comply with organizational policies and procedures in a consistent manner. • Pay attention to company guidelines regarding: <ul style="list-style-type: none"> — Personal and professional interactions. — Appropriate dress. — Health and safety. • Follow established procedures for handling urgent situations or emergencies. • Keep informed about quality and health standards set by external sources, including unions, OSHA, and other national and international organizations. • Go to the appropriate person/source when approval is needed for work-related activities. <p>MONITOR AND CORRECT PERFORMANCE</p> <ul style="list-style-type: none"> • Monitor quality of own work. • Accept and use constructive criticism for continuous improvement of own job performance. • Keep track of changes within the organization and adapt to them. 	<p>Work With Others</p> <p>DIVERSITY</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> — Be respectful and open to the thoughts, opinions, and contributions of others. — Avoid use of language or comments that stereotype others. <p>NEGOTIATE</p> <ul style="list-style-type: none"> • Work through conflict constructively. <p>SERVE CLIENTS</p> <ul style="list-style-type: none"> • Address customer comments, questions, concerns and objections with direct, accurate, and timely responses. • Verify customer identification to validate forms, provide services, or carry out procedures. 	<p>Responsibility</p> <ul style="list-style-type: none"> • Demonstrate willingness to work. • Take responsibility for completing one’s own work assignments: <ul style="list-style-type: none"> — Accurately. — On time. — To a high standard of quality. — Even when the work is physically or mentally challenging. — As efficiently as possible, to minimize costs, rework, and production time. • Show initiative in carrying out work assignments. 	<p>Allocate Resources</p> <ul style="list-style-type: none"> • Use basic math well enough to get the job done. • Manage time effectively to: <ul style="list-style-type: none"> — Get the work done on schedule. — Prioritize tasks. — Make sure that urgent tasks are completed on time. • Make sure that materials, tools, and equipment are available to do the job effectively.
			<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 and process communication. • Make sure that all equipment is in safe working order. • Use equipment properly to minimize damage to equipment or injury to oneself or others. 	<p>Integrity</p> <ul style="list-style-type: none"> • Demonstrate integrity. • Maintain confidentiality, as appropriate, about matters encountered in the work setting.

*Tasks are organized according to SCANS categories.