

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

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

## Communication Skills

- 1 Speak So Others Can Understand
- 2 Listen Actively
- 3 Read With Understanding
- 4 Observe Critically

## Interpersonal Skills

- ▲ Cooperate With Others
- ▲ Resolve Conflict and Negotiate

## Decision-Making Skills

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

## Lifelong Learning Skills

- ◆ Take Responsibility for Learning

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

### Acquire and Use Information

- Acquire, use, and share information accurately and in a timely manner in order to: **1 2 3 4 ▲ ① ②**
  - 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. **2 3**
- Communicate in spoken English well enough to get the job done. **1 2 3**
- Ask for clarification or help from supervisor or appropriate others when needed. **1 2 4 ▲ ①**

### Use Technology

- Learn how to use appropriate computer-based technology to get the job done most efficiently. **3 4 ①**
- Be able to use a telephone, pager, radio, or other device to handle and process communication. **1 2 ②**
- Make sure that all equipment is in safe working order. **4 ① ②**
- Use equipment properly to minimize damage to equipment or injury to oneself or others. **3 4 ①**

### Use Systems

#### UNDERSTAND SYSTEMS

- Understand how one's own performance can impact the success of the organization. **1 2 4 ▲ ①**
- Comply with organizational policies and procedures in a consistent manner. **2 3 4 ▲ ①**
- Pay attention to company guidelines regarding: **1 2 3 4 ▲ ①**
  - Personal and professional interactions.
  - Appropriate dress.
  - Health and safety.
- Follow established procedures for handling urgent situations or emergencies. **1 2 3 4 ②**
- Keep informed about quality and health standards set by external sources, including unions, OSHA, and other national and international organizations. **2 3 4 ▲ ①**
- Go to the appropriate person/source when approval is needed for work-related activities. **1 2 3 4 ▲ ①**

#### MONITOR AND CORRECT PERFORMANCE

- Monitor quality of own work. **4 ① ② ③**
- Accept and use constructive criticism for continuous improvement of own job performance. **2 4 ▲ ② ③**
- Keep track of changes within the organization and adapt to them. **1 2 4 ▲ ①**

### Work With Others

#### DIVERSITY

- Work as part of a team to develop and achieve mutual goals and objectives. **1 2 4 ▲ ②**
- Develop and maintain good working relations with coworkers, supervisors, and others throughout the organization, regardless of background or position: **1 2 4 ▲ ② ③**
  - Be respectful and open to the thoughts, opinions, and contributions of others.
  - Avoid use of language or comments that stereotype others.

#### NEGOTIATE

- Work through conflict constructively. **1 2 4 ▲ ② ③**

#### SERVE CLIENTS

- Address customer comments, questions, concerns and objections with direct, accurate, and timely responses. **1 2 3 4 ▲ ② ③**
- Verify customer or client identification to validate forms, provide services, or carry out procedures. **1 2 3 4 ②**

### Integrity

- Demonstrate integrity. **1 2 4 ▲ ①**
- Maintain confidentiality, as appropriate, about matters encountered in the work setting. **2 4 ▲**

### Know How to Learn

- Accept help from supervisors and coworkers. **1 2 4 ▲ ①**
- Learn new/additional skills related to your job. **2 3 4 ▲ ② ③**
- Learn about the products/ services of the organization. **2 3 4 ①**

### Responsibility

- Demonstrate willingness to work. **1 2 ▲ ①**
- Take responsibility for completing one's own work assignments: **2 3 4 ▲ ① ② ③**
  - 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. **1 2 ▲ ①**

### Allocate Resources

- Use basic math well enough to get the job done. **3 ① ② ③**
- Manage time effectively to: **2 3 4 ▲ ① ②**
  - 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. **4 ① ②**

### Solve Problems

- Cope with a work situation or tasks that change frequently: **1 4 ▲ ② ③ ④**
  - 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: **1 2 4 ▲ ① ②**
  - Report them in a timely manner, according to company policy.
  - Help to fix them.

### Self Management

- Display responsible behaviors at work: **1 2 3 ▲ ② ③ ④**
  - Avoid absenteeism.
  - Demonstrate promptness.
  - Maintain appropriate grooming and hygiene.
  - Do not attend to personal business when on the job, except in emergencies.
  - Manage stressful situations effectively.

\*Based on Equipped for the Future Standards

