

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

- 1 Cooperate With Others
- 2 Resolve Conflict and Negotiate

Decision Making Skills

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

Lifelong Learning Skills

- 1 Take Responsibility for Learning
- 2 Use Information and Communications Technology*

...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 3
- 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 2

Use Technology

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

Use Systems

UNDERSTAND SYSTEMS

- Understand how one's own performance can impact the success of the organization. 1 2 4 1 2
- Comply with organizational policies and procedures in a consistent manner. 2 3 4 1 1
- Pay attention to company guidelines regarding: 1 2 3 4 1 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 1
- Go to the appropriate person/source when approval is needed for work-related activities. 1 2 3 4 1 1 2

MONITOR AND CORRECT PERFORMANCE

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

Work With Others

DIVERSITY

- Work as part of a team to develop and achieve mutual goals and objectives. 1 2 4 1 1 2
- Develop and maintain good working relations with coworkers, supervisors, and others throughout the organization, regardless of background or position: 1 2 4 1 1 1
 - 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 1 1 2

SERVE CLIENTS

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

Integrity

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

Know How to Learn

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

Responsibility

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

Allocate Resources

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

Solve Problems

- Cope with a work situation or tasks that change frequently: 1 4 1 1 2 1
 - 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 1 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 1 1 2 1
 - 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.

* This skill is not currently tested in the WRC.



Based on
Equipped for
the Future
Standards