

Work Readiness Skills

TRANSITION SKILLS

NEEDS

- Organize activities and create schedule
- Understand how to build personal skills and access education/training
- Get to work/appointments using the best form of transportation
- Be dependable
- Have a positive attitude toward work
- Anticipate problems and identify possible solutions
- Obtain necessary personal documents
- Understand requirements and responsibilities of contracts
- Open bank account
- Access community resources
- Establish independent living arrangements

JOB SEARCH SKILLS

NEEDS

- Explore career options
- Use labor market information to decide upon career
- Use variety of job search techniques
- Complete a job application
- Write a cover letter
- Prepare a resume
- Develop interview skills
- Develop telephone skills
- Follow-up after interview
- Understand employment laws and regulations

JOB KEEPING SKILLS

NEEDS

- Understand employer's expectations for attendance and punctuality
- Understand expectations for timeliness of task completion
- Be able to work without supervision
- Have a positive work ethic
- Manage multiple tasks

THINKING SKILLS

NEEDS

- Recognize problems, identify causes, create solutions
- Recognize and apply new knowledge and skills
- Develop higher order thinking skills
- Develop decision making skills
- Specify goals, generate alternatives to accomplish goals, consider risks, evaluate solutions, choose best plan of action

Work Readiness Skills

SYSTEM AND TECHNOLOGY SKILLS

NEEDS

- Follow procedures for use of equipment
- Follow safety procedures
- Know where to go when a problem arises
- Select appropriate tools and equipment
- Maintain equipment

INTERPERSONAL AND COMMUNICATION SKILLS

NEEDS

- Demonstrate friendliness, adaptability, and politeness in group settings
- Present ideas in work settings
- Demonstrate speaking, listening and social skills as a team member
- Communicate thoughts, feelings to justify decisions or support position
- Ask for feedback
- Interact appropriately with those in authority
- Interact professionally with co-workers
- Respond appropriately to customer requests
- Engage in appropriate conversations
- Choose appropriate language/manners of expression
- Resolve conflicts appropriately
- Understand impact of work on others

INFORMATION SKILLS

NEEDS

- Select appropriate information sources
- Read and understand instructions
- Form own opinion through research of issues and situations
- Ask appropriate questions to clarify intent
- Respond appropriately to instructions
- Complete necessary forms appropriately

PERSONAL QUALITIES

NEEDS

- Exert high levels of effort and perseverance
- Seek out information to improve skills
- Believe in self worth and maintain positive attitude
- Be a self-starter
- Have self-confidence
- Project a positive self image
- Be flexible, adaptable
- Possess honesty and integrity
- Demonstrate self control when responding to workplace requests
- Demonstrate trustworthiness
- Understand impact of violating organizational values
- Demonstrate honesty when faced with critical decisions
- Select appropriate and clean clothing and maintain personal hygiene
- Complete task even when unpleasant

Based on **What Work Requires of Schools: A SCANS Report for America 2000**. The Secretary's Commission on Achieving Necessary Skills, a publication of the US Department of Labor, June 1991.