THE NATIONAL WORK READINESS CREDENTIAL PROFILE

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

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

Lifelong Learning Skills

- ❶ 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 ❶ ❶
  - 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 ❶

Use Technology

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

*Based on Equipped for the Future Standards

Use Systems

UNDERSTAND SYSTEMS

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

MONITOR AND CORRECT PERFORMANCE

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

Work With Others

DIVERSITY

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

SERVE CLIENTS

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

Integrity

- Demonstrate integrity. 1 2 4 ⚠1 ❶
- 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 ❶
- Learn new/additional skills related to your job. 2 3 4 ⚠1 ❷ ❶
- Learn about the products/ services of the organization. 2 3 4 ❶

Responsibility

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

Allocate Resources

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

Solve Problems

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

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