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

- **Decisionmaking Skills**
  1. Use math to solve problems
  2. Solve problems and make decisions

- **Acquire and Use Information**
  - Acquire, use, and share information accurately and in a timely manner in order to:
    - 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

- **Use Systems**
  - **UNDERSTAND SYSTEMS**
    - 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:
      - 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
  - **MONITOR AND CORRECT PERFORMANCE**
    - 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

- **Work with Others**
  - **DIVERSITY**
    - Work as part of a team to develop and achieve mutual goals and objectives
    - Develop and maintain good working relationships with coworkers, supervisors, and others throughout the organization, regardless of background or position:
      - 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
    - Serve clients
      - Address customer comments, questions, concerns, and objections with direct, accurate, and timely responses
      - Verify customer or client information to validate forms, provide services, or carry out procedures

- **Know How to Learn**
  - Accept help from supervisors and coworkers
  - Learn new/additional skills related to your job
  - Learn about the products/services of the organization

- **Lifelong Learning Skills**
  - Take responsibility for learning
  - Use information and communications technology

- **Responsibility**
  - Demonstrate willingness to work
  - Take responsibility for completing one's own work assignments
  - 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

- **Serve Clients**
  - Show initiative in carrying out work assignments

- **Allocate Resources**
  - Use basic math well enough to get the job done
  - Manage time effectively:
    - 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

- **Manage Stress**
  - Cope with a work situation or tasks that change frequently:
    - Demonstrate flexibility
    - Adapt to unexpected problems and situations by seeking advice from a supervisor or appropriate others
    - Report them in a timely manner, according to company policy
    - Help to fix them

- **Self-management**
  - Display responsible behaviours at work:
    - 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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*Skill not currently tested in WRC.*