



# Worker Role Map

*Effective workers adapt to change and actively participate in meeting the demands of a changing workplace in a changing world.*

## BROAD AREAS OF RESPONSIBILITY



### Do the Work

*Workers use personal and organizational resources to perform their work and adapt to changing work demands*



### Work With Others

*Workers interact one-on-one and participate as members of a team to meet job requirements*



### Work Within the Big Picture

*Workers recognize that formal and informal expectations shape options in their work lives and often influence their level of success*



### Plan and Direct Personal and Professional Growth

*Workers prepare themselves for the changing demands of the economy through personal renewal and growth*

## KEY ACTIVITIES

- Organize, plan, and prioritize work
- Use technology, resources, and other work tools to put ideas and work directions into action
- Respond to and meet new work challenges
- Take responsibility for assuring work quality, safety, and results

- Communicate with others inside and outside the organization
- Give assistance, motivation, and direction
- Seek and receive assistance, support, motivation, and direction
- Value people different from yourself

- Work within organizational norms
- Respect organizational goals, performance, and structure to guide work activities
- Balance individual roles and needs with those of the organization
- Guide individual and organizational priorities based on industry trends, labor laws/contracts, and competitive practices

- Balance and support work, career, and personal needs
- Pursue work activities that provide personal satisfaction and meaning
- Plan, renew, and pursue personal and career goals
- Learn new skills

BROAD AREA OF RESPONSIBILITY:

## Do the Work

*Workers use personal and organizational resources to perform their work and adapt to changing work demands*



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

- 
- **Organize, plan, and prioritize work**
    - Create and manage a work space that effectively allows for organizing, prioritizing, and planning work
    - Gather and identify relevant information for the task
    - Identify goals in order of importance to develop a work schedule, agenda, or business or action plan
    - Identify and link like tasks for effective work completion

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  - **Use technology, resources, and other work tools to put ideas and work directions into action**
    - Establish an efficient method for accessing appropriate resources
    - Select and use the most appropriate technologies and resources to do the job effectively
    - Use sequential, systematic, and creative thinking and decision making to complete the task and to document and analyze the process
    - Incorporate appropriate suggestions and ideas from co-workers and customers into work processes
    - Learn the strengths of co-workers and capitalize on them
    - Accomplish both major and minor tasks and goals on or before deadlines

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  - **Respond to and meet new work challenges**
    - Plan ahead and be proactive to perceived changes
    - Take a receptive and responsive position toward challenges, changes, and increased work experiences, such as an increase in work or change in job position or tasks
    - Evaluate your own skills for appropriateness to new challenges
    - Demonstrate flexibility, positive attitude, and motivation in accepting new tasks

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  - **Take responsibility for assuring work quality and results**
    - Solicit and use feedback from internal and external customers for continuous improvement
    - Set a positive example for other employees and co-workers
    - Use information from safety programs and training at all times
    - Monitor potential hazards and mistakes and take the initiative to correct them
    - Minimize work costs, problems, rework, and production time
    - Document work thoughts, plans, and work processes for evaluation of the effectiveness of the work or business plan
    - Exceed job expectations
    - Use workplace customer service protocols at all times
    - Focus on satisfying customers to increase sales and profitability

BROAD AREA OF RESPONSIBILITY:

## Work With Others

**Workers interact one-on-one and participates as members of a team to meet job requirements**



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

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• **Communicate with others inside and outside the organization**

- Identify the communication hierarchy within the workplace and keep appropriate co-workers informed
- Create and use feedback mechanisms that promote open communication
- Communicate in a variety of ways, such as orally, by e-mail, and by memo
- Use workplace customer service protocols at all times

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• **Give assistance, motivation, and direction**

- Work as part of a team to develop and achieve mutual goals and objectives
- Initiate and maintain mentoring relationships that challenge others to succeed
- Recognize and reward the work efforts of others, including providing positive feedback
- Use a variety of methods to motivate others
- Provide constructive criticism to help others continually improve their job performance
- Help others outside of your job description without being asked

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• **Seek and receive assistance, support, motivation, and direction**

- Develop and use networks of personal and professional contacts
- Solicit and/or accept help from supervisors and co-workers
- Go to the appropriate source for approval
- Find and maintain a relationship with a mentor or coach
- Be open to others' ideas and ideas
- Accept and use constructive criticism for continuous improvement of job performance

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• **Value people different from yourself**

- Recognize and respond to others' strengths, abilities, and weaknesses
- Learn about other cultures
- Show, give, and receive respect
- Work through conflict constructively
- Help make sure information is accessible to all workers, for example, translation into other language, audiotapes and visual aids

BROAD AREA OF RESPONSIBILITY:

## Work Within the Big Picture

*Workers recognize that formal and informal expectations shape options in their work lives and often influence their level of success*



### KEY ACTIVITIES

### ROLE INDICATORS

(How? How well? With what outcomes?)

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• **Work within organizational norms**

- Adhere to informal and formal organizational limits and expectations
- Identify and use the formal and informal power structures within the organization to get things done
- Maintain professional demeanor and integrity
- Monitor and adapt to shifts within the organization

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• **Respect organizational goals, performance, and structure to guide work activities**

- View yourself as an integral part of organizational success
- Comply with organizational policies and procedures in a consistent manner
- Identify the hierarchy of key personnel and know their functions
- Identify and seek out co-workers who will provide correct information on what procedures to follow
- Respect and practice the company's boundaries for personal and professional interactions

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• **Balance individual roles and needs with those of the organization**

- Monitor and use paths to promotion
- Use worker rights laws and procedures, including the grievance system, appropriately
- Choose and/or supplement appropriate benefits package based on an analysis of personal/family resources and needs
- Advocate for workers needs and rights through organizational channels, labor unions, and worker committees

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• **Guide individual and organizational priorities based on industry trends, labor laws/contracts, and competitive practices**

- Meet external quality and standards criteria set by worker committees, unions, and national and international organizations
- Use industry standards as a baseline for product development and quality
- Forecast trends by gathering related labor and industry information from a variety of sources
- Keep updated on new labor laws or changes in existing laws
- Identify and review competitors' materials on a regular basis
- Create alternative means of doing work that anticipate the effects of industry changes

BROAD AREA OF RESPONSIBILITY:

## Plan and Manage Personal and Professional Growth

*Workers prepare themselves for the changing demands of the economy through personal renewal and growth*



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

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- **Balance and support work, career, and personal needs**

- Implement a time management system that matches priorities of work, career, and family
- Reduce conflict both on the job and at home
- Schedule regular leisure time alone and with family, friends, and co-workers
- Pursue personal interests, talents, or activities to develop and maintain a positive mental attitude and physical health
- Adjust to unexpected problems and situations through rational plans

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- **Pursue work activities that provide personal satisfaction and meaning**

- Take pride in all aspects of your job
- Participate in team activities and competitions
- Achieve employer recognition for a job well done
- Volunteer for work-related activities and charity functions

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- **Plan, renew, and pursue personal and career goals**

- Identify and attain realistic career options and goals
- Identify own strengths and weakness in relation to career goals
- Obtain a degree, certificate, or license consistent with career goals
- Generate an updated, accurate, and complete job resume or portfolio
- Network to identify career opportunities
- Promote *yourself* and *your* skills during job interviews and career networking
- Obtain a job in your chosen field
- Plan for retirement

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- **Learn new skills**

- Find and maintain a relationship with a mentor or coach
- Obtain financial assistance for training and education when necessary
- Identify and enroll in training opportunities at work or other institutions that match life and career goals
- Cross train to become multi-skilled
- Accept new job challenges
- Utilize personal skills and strengths in new ways to transition to other jobs or careers