

# What New Workers in Entry Level Jobs Need to Be Able to Do



## Communication Skills

- 1 Speak so others can understand
- 2 Listen actively
- 3 Read with understanding
- 4 Observe critically

## Interpersonal Skills

- ▲ Cooperate with others
- ▲ Resolve conflict and negotiate

## Decisionmaking Skills

- 1 Use math to solve problems and communicate
- 2 Solve problems and make decisions

## Lifelong Learning Skills

- ◆ Take responsibility for learning
- ◆ Use information and communications technology\*

\* Skill not currently tested in WRC.

...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:
  - » Get work done
  - » Identify appropriate procedures
  - » Respond to requests from internal and external customers
 1 2 3 4 ▲ 1 1 ◆ 2
- › 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

### 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, paper, radio, or other device to handle and process communication 1 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
- › Comply with organizational policies and procedures in a consistent manner 2 3 4 ▲ 1
- › Pay attention to company guidelines regarding:
  - » Personal and professional interactions
  - » Appropriate dress
  - » Health and safety
 1 2 3 4 ▲ 1
- › 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
- › Go to the appropriate person/source when approval is needed for work-related activities 1 2 3 4 ▲ 1 ◆

#### 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 ▲ 2 ◆
- › Keep track of changes within the organization and adapt to them 1 2 4 ▲ 1

### Work with Others

#### DIVERSITY

- › Work as part of a team to develop and achieve mutual goals and objectives 1 2 4 ▲ 2 2
- › 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 1 2 4 ▲ 2 1

#### NEGOTIATE

- › Work through conflict constructively 1 2 4 ▲ 2 2

#### SERVE CLIENTS

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

### Integrity

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

### Know How to Learn

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

### Responsibility

- › Demonstrate willingness to work 1 2 ▲ 1
- › Take responsibility for completing one's own work assignments
  - » 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 2 3 4 ▲ 1 2 1
- › Show initiative in carrying out work assignments 1 2 ▲ 1

### Allocate Resources

- › Use basic math well enough to get the job done 3 1 2 1
- › Manage time effectively to:
  - » Get the work done on schedule
  - » Prioritize tasks
  - » Make sure that urgent tasks are completed on time 2 3 4 ▲ 1 2
- › 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:
  - » 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 1 4 ▲ 2 1
- › Identify actual or potential problems related to one's own work:
  - » Report them in a timely manner, according to company policy
  - » Help to fix them 1 2 4 ▲ 2 1 2

### 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 1 2 3 ▲ 2 2 1



Based on  
Equipped  
for the  
Future  
Standards