

What Workers in Entry Level Jobs Need to be Able to Do

Communication Skills

- Speaks so others can understand
- Listen actively
- Read with understanding
- Observe critically

Interpersonal Skills

- Cooperate with others
- Resolve conflict and negotiate

Decision Making Skills

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

Lifelong Learning Skills

- Take responsibility for personal and career development
- Use information and communications technology
- 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 individuals.
 - Identify employer expectations and acceptable work behaviors.
 - Read and understand information presented in written form well enough to get the job done.
 - Ask for clarification or help from supervisor or appropriate others when needed.

Understand the Company

- Comply with organizational policy and procedures in a consistent manner.
- Pay attention to company guidelines regarding dress, interactions and health and safety issues.
- Follow established procedures in urgent situations and emergencies.
- Keep informed about quality and health standards set by unions, OSHA or other sources.
- Go to the appropriate person when approval is needed for work-related activities.

Team Work

- Get along with others
- Work as part of a team to develop and achieve mutual goals and objectives.

- Develop and maintain good working relations with coworkers, supervisors, and others throughout the organization, regardless of background or position.
- Be respectful and open of the thoughts and opinions of others.
- Avoid use of language or comments that offend others.
- Control your emotions.
- Learn from your co-workers.
- Demonstrate understanding, friendliness, adaptability, empathy and politeness to others.

Be Willing to Learn

- Come able and willing to learn.
- Accept help, suggestions and constructive criticism from supervisors and coworkers with a positive attitude.
- Learn new/additional skills.
- Learn about products and services of the organization.
- Recognize and apply new knowledge and skills in changing situations.

Solve Problems

- Work cooperatively with others in which you listen and communicate thoughts and feelings respectfully.
- Cope with a situation or tasks that change frequently positively.
 - 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.
 - Report them in a timely manner, according to company policy.
 - Help fix them.
- Exhibits self-control by responding unemotionally and non-defensively.

Customer Service

- Work and communicate with customer comments, questions, concerns, and complaints in a positive and appropriate manner.
- Demonstrate integrity and honesty.
- Display responsible behaviors at work:
 - Avoid being late.
 - Demonstrate promptness.
 - Maintain appropriate grooming and hygiene.
 - Do not attend to personal matters on the job, except in emergencies.
 - Manage stressful situations effectively.
- Sets well defined and realistic personal goals.

Responsibility

- Demonstrate a willingness to work.

- Take responsibility for completing one's own work assignment.
 - Accurately
 - Be to work on time.
 - Monitor quality of work.
 - Even when the work is physically or mentally challenging.
 - Show initiative in carrying out work assignments.

Basic Skills

- Reading
- Writing
- Math/Computation

Use Technology

- Learn how to use appropriate computer-based technology to get the job done most efficiently.
- Be able to use a telephone, pager radio or other device to handle the process of communication.

Work Tips

- Keep busy.
- Look for work that needs to be done.
- Don't stand around and wait for someone to tell you what to do.
- If you don't know how to do something, ask for further instruction and help.
- Return from breaks and lunch on time.
- Work until the end of your shift.
- Don't make problems for yourself by spreading rumors or complaining about your boss or co-workers.
- Believes in own self-worth and maintains positive view or self.