

## **Workplace Skills Standards Rationale**

Most students will spend more than a third of their lives in a diverse and constantly changing workplace. Regardless of personal, career, or educational plans, students must demonstrate proficiency both in academics and the following workplace standards.

The Workplace Skills Standards are designed to be integrated into the traditional curriculum taught in schools at all levels and are most effectively learned in the context of an integrated effort involving parents, educators, business partners and members of the community. Student acquisition of critical workplace skills, with an emphasis on application, is a developmental process which encompasses an individual's entire lifetime. The demonstration of these skills is essential for individuals and contributes to the foundation of an educated citizenry.

***Table 1. Workplace Skills Standards***

***STANDARD 1***

Students use principles of effective oral, written and listening communication skills to make decisions and solve workplace problems.

***STANDARD 2***

Students apply computation skills and data analysis techniques to make decisions and solve workplace problems.

***STANDARD 3***

Students apply critical and creative thinking skills to make decisions and solve workplace problems.

***STANDARD 4***

Students work individually and collaboratively within team settings to accomplish objectives.

***STANDARD 5***

Students demonstrate a set of marketable skills which enhance career options.

***STANDARD 6***

Students illustrate how social, organizational and technological systems function.

***STANDARD 7***

Students demonstrate technological literacy for productivity in the workplace.

***STANDARD 8***

Students apply principles of resource management and develop skills that promote personal and professional well-being.

**WORKPLACE SKILLS STANDARDS**  
**BY LEVEL: PROFICIENCY (Grades 9-12) and DISTINCTION (Honors)**

***STANDARD 1***

Students use principles of effective oral, written and listening communication skills to make decisions and solve workplace problems.

***(Proficiency Grades 9-12)***

- **1WP-P1. Exhibit interviewing skills (e.g., responding effectively to questions; using language that conveys maturity, sensitivity and respect; dressing appropriately; and using appropriate body language)**

- PO 1. Respond effectively to interview questions
- PO 2. Employ suitable interview language
- PO 3. Describe appropriate dress/dress appropriately
- PO 4. Exhibit appropriate body language

- **1WP-P2. Respond to verbal and nonverbal messages in ways that demonstrate understanding**

- PO 1. Respond appropriately to verbal messages
- PO 2. Respond appropriately to nonverbal message

- **1WP-P3. Communicate a clear message and respond to listener feedback**

- PO 1. Formulate a clear message using acceptable format
- PO 2. Respond appropriately to listener feedback

- **1WP-P4. Participate in conversation, discussion and/or group presentations using verbal and nonverbal communication with appropriate style and tone for audience and occasion**

- PO 1. Apply group interaction skills (verbal and nonverbal)
- PO 2. Adapt style and tone to audience and occasion (verbal and nonverbal)

- **1WP-P5. Maintain records and information completely and accurately**

- PO 1. Identify basic record keeping skills
- PO 2. Select method of record keeping
- PO 3. Maintain a complete and accurate system

- **1WP-P6. Create documents (e.g., letters, memos, manuals, graphs, flowcharts, directions, reports and proposals) that are clear, appropriate to the audience, subject matter and purpose, and exhibit the writer’s use of correct grammar, spelling and punctuation**

- PO 1. Select style and format
- PO 2. Establish clear purpose for a specific audience
- PO 3. Use correct grammar, spelling and punctuation
- PO 4. Create an acceptable document

- **1WP-P7. Respond to informal and formal speeches using illustrations, statistics, comparisons and analogies to critique the effectiveness of presentations**

*Note: P.O.s were developed to evaluate the effectiveness of the presentation and then formulate the response*

- PO 1. Evaluate the effectiveness of presentation
- PO 2. Formulate a response
- PO 3. Select style and medium
- PO 4. Utilize appropriate tools (e.g., flow charts and illustrations)

- **1WP-P8. Summarize information from reading material, clearly and succinctly articulating its major points and proposals**

- PO 1. Identify major points from written materials
- PO 2. Summarize major points clearly and concisely

- **1WP-P9. Infer and locate the meaning of unknown or technical vocabulary**

- PO 1. Using available resources, determine the meaning of unknown or technical vocabulary

- **1WP-P10. Research and synthesize information and develop a written document to convey that information which is appropriate to the audience**

- PO 1. Judge the accuracy, appropriateness, style and plausibility of reports, proposals, and/or theories
- PO 2. Determine audience needs and interests
- PO 3. Develop accurate and appropriate documents that synthesize the information using accurate grammar, mechanics, and vocabulary

***(Distinction - Honors)***

*Students know and are able to do all of the above and the following:*

- **1WP-D1. Deliver a polished or impromptu speech that is organized and well suited to the audience, using effective body language and voice inflection to clarify and defend positions**
- **1WP-D2. Conduct a thoughtful interview, taking appropriate notes and summarizing the information learned**
- **1WP-D3. Use clear, concise and cogent language when presenting analytical responses to workplace literature, conveying technical information, and explaining complex concepts and procedures**
- **1WP-D4. Plan and produce an effective visual technical report or display**
- **1WP-D5. Draw conclusions and make predictions from technical information and data**
- **1WP-D6. Identify a problem, conduct research, and summarize the findings and solutions, using sources such as technical journals and government publications to support the original thesis**
- **1WP-D7. Express and defend their points of view by formulating sound, rational arguments and applying the art of persuasion and debate**

## ***STANDARD 2***

Students apply computation skills and data analysis techniques to make decisions and solve workplace problems.

### ***(Proficiency Grades 9-12)***

- **2WP-P1. Select and use appropriate computation techniques (i.e., mental, paper and pencil, and technology) to solve problems and determine the accuracy of results**
  - PO 1. Select appropriate computation techniques, such as averaging, estimation, statistical techniques, and appropriate electronic calculations
  - PO 2. Apply selected technique to solve problems
  - PO 3. Evaluate accuracy of results
- **2WP-P2. Construct projections and trends from raw data, charts, tables and graphs that summarize data from real-world situations**
  - PO 1. Evaluate data from real-world situations
  - PO 2. Construct projections and trends

*(Distinction - Honors)*

*Students know and are able to do all of the above and the following:*

- **2WP-D1. Analyze inferences from charts, tables and graphs that summarize data**
- **2WP-D2. Use appropriate technology to display and analyze workplace data**
- **2WP-D3. Evaluate data for interpretation and prediction**
- **2WP-D4. Test possible solutions using appropriate statistics**

**STANDARD 3**

Students apply critical and creative thinking skills to make decisions and solve workplace problems.

*(Proficiency Grades 9-12)*

- **3WP-P1. Develop a plan to solve complex problems by gathering, selecting and analyzing data; include determining the history and politics of the situation**

PO 1. Identify the problem

PO 2. Select needed data

PO 3. Analyze data

PO 4. Develop a plan within the context of the workplace to solve problem

- **3WP-P2. Identify and allocate available resources (e.g., time, money, materials, facilities and human)**

PO 1. Identify available resources

PO 2. Allocate resources

- **3WP-P3. Design and justify solutions by tracking and evaluating the results**

PO 1. Design justifiable solution

PO 2. Monitor results

PO 3. Evaluate results

- **3WP-P4. Demonstrate the ability to adapt new information to changing situations and requirements**

PO 1. Demonstrate the ability to apply new information to changing situations and requirements

- **3WP-P5. Combine ideas or information in new ways, make connections between seemingly unrelated ideas and reshape goals in ways that reveal new possibilities to solve problems**

PO 1. Integrate existing ideas and information in new ways to solve a problem

- **3WP-P6. Develop an inventory record keeping system to maintain data and information in a systematic fashion**

PO 1. Determine record keeping needs based on the nature of data

PO 2. Develop an appropriate record keeping system

*(Distinction - Honors)*

*Students know and are able to do all of the above and the following:*

- **3WP-D1. Apply a continuous improvement process to an existing business**
- **3WP-D2. Conduct a comprehensive workplace needs assessment, communicate their findings to the employer, and develop and defend a set of proposed solutions to address the needs**

#### **STANDARD 4**

Students work individually and collaboratively within team settings to accomplish objectives.

*(Proficiency Grades 9-12)*

- **4WP-P1. Demonstrate ability to work with others from diverse backgrounds, including identifying individual interests, aptitudes and skills; teach others new skills**
- **4WP-P2. Understand group dynamics**

PO 1. Identify personal qualities

PO 2. Demonstrate an understanding of group dynamics

PO 3. Work well with others

PO 4. Teach others new skills

- **4WP-P3. Work toward consensus by exchanging resources and resolving divergent interests**

PO 1. Demonstrate the ability to reach consensus by resolving divergent interests

- **4WP-P4. Monitor individual performance and team effectiveness**

PO 1. Conduct periodic checks of individual team member's contributions and the team's progress in obtaining goals

- **4WP-P5. Provide constructive feedback**

PO 1. Define feedback criteria

PO 2. Give constructive feedback to team participants that strengthens individual and group performance

- **4WP-P6. Assume leadership roles in team settings to accomplish tasks**

PO 1. Communicate thoughts and ideas to clarify roles and responsibilities

PO 2. Delegate tasks and responsibilities effectively

PO 3. Motivate team to accomplish tasks

PO 4. Evaluate team effectiveness

- **4WP-P7. Demonstrate punctuality, trustworthiness, civility and initiative on school projects**

PO 1. Complete school projects on time, with integrity, while displaying conduct befitting a citizen of the class

- **4WP-P8. Negotiate solutions to identified conflicts by separating people from the problem; focusing on interests, not positions; inventing options for mutual gain; and insisting on the use of objective criteria**

PO 1. Apply negotiation skills to solve conflicts

- **4WP-P9. Work and communicate with diverse clients, customers and community to satisfy their expectations**

PO 1. Identify/define expectations of clients, customers and community

PO 2. Develop a plan to meet those expectations

PO 3. Implement plan

PO 4. Evaluate plan



*(Distinction - Honors)*

Students know and are able to do all of the above and the following:

- **4WP-D1. Demonstrate teamwork and negotiation skills in innovative and effective ways to accomplish tasks**
- **4WP-D2. Pursue difficult and challenging leadership roles**

**STANDARD 5**

Students will demonstrate a set of marketable skills that enhance career options.

*(Proficiency Grades 9-12)*

- **5WP-P1. Write, evaluate and revise a career plan consistent with occupational interests, aptitudes and abilities**
  - PO 1. Assess career interests, aptitudes and abilities
  - PO 2. Develop a career pathway plan
  - PO 3. Evaluate and revise plan, as needed
- **5WP-P2. Demonstrate job acquisition skills by completing resume and job applications and by demonstrating interviewing techniques**
  - PO 1. Demonstrate job acquisition skills as defined by the instructor
- **5WP-P3. Exhibit work ethics and behaviors essential for success in all areas of life**
  - PO 1. Define ethics and effective workplace behaviors
  - PO 2. Use appropriate behaviors (time management, communications, interpersonal skills, life balance) that display success in life
- **5WP-P4. Demonstrate marketable occupational skills for an entry-level job based on career interests**

*Note: This is an observational concept as opposed to a testable concept. This concept becomes the culmination of the previous three concepts. Demonstration of marketable occupational skills will be unique to each individual based on career interests and through and with the coordination of the counselors, teachers, parents and students.*

*(Distinction - Honors)*

Students know and are able to do all of the above and the following:

- **5WP-D1. Evaluate goals and career options and adjust their career plans accordingly**
- **5WP-D2. Increase academic and occupational skills to become more marketable**
- **5WP-D3. Evaluate career plans on a continuous basis to determine appropriate educational strategies**

**STANDARD 6**

Students illustrate how social, organizational and technological systems function.

*Definition: A system equals an organized framework made up of interrelated components acting together as a whole, in which a change in one component may impact the entire operation. Examples of systems are social (e.g., family, school) and technological (e.g., local area network, telephone).*

*(Proficiency Grades 9-12)*

- **6WP-P1. Draft and interpret an organizational chart**
  - PO 1. Design an organizational chart
  - PO 2. Interpret an organizational structure
- **6WP-P2. Evaluate the quality and performance of workplace systems, distinguish trends, and recommend improvements and modifications to an existing system to improve products or services**
  - PO 1. Describe alternate workplace systems
  - PO 2. Evaluate the quality and performance of workplace systems
  - PO 3. Distinguish trends in workplace systems
  - PO 4. Generate recommendations for improvements/modifications to existing workplace systems
- **6WP-P3. Understand how changing a component of a system (e.g., changing how employees are assigned to work shifts, using the Internet) impacts the whole system**
  - PO 1. Analyze the cause and effect relationships within a real world setting

*(Distinction - Honors)*

*Students know and are able to do all of the above and the following:*

- **6WP-D1. Predict the impact of actions on system operations, diagnose deviations in the function of systems/organizations, and take necessary action to correct performance**
- **6WP-D2. Anticipate and project potential modification of systems to meet the needs of a changing society**

**STANDARD 7**

Students demonstrate technological literacy for productivity in the workplace.

*(Proficiency Grades 9-12)*

- **7WP-P1. Select and use appropriate technology to organize, send and receive information**
  - PO 1. Identify available technological tools
  - PO 2. Employ appropriate tools to organize, send, and receive information
- **7WP-P2. Analyze the impact of technological changes on tasks, people and society**
  - PO 1. Define technology as it relates to tasks, people, society, and careers
  - PO 2. Analyze the impact

*(Distinction - Honors)*

*Students know and are able to do all of the above and the following:*

- **7WP-D1. Demonstrate computer operation skills such as computer-aided drafting and computer-integrated manufacturing with other technologies in a variety of applications within a workplace setting**
- **7WP-D2. Design technologies which go beyond any existing technology**
- **7WP-D3. Adapt technology use to expand academic and personal growth**
- **7WP-D4. Identify or solve problems with computers and other technologies**

## **STANDARD 8**

Students apply principles of resource management and develop skills that promote personal and professional well-being.

### ***(Proficiency Grades 9-12)***

- **8WP-P1. Set and prioritize their goals, estimate the time required to complete each assigned task, and prepare and follow the timeline/schedule**

PO 1. Develop a written personal/professional plan

- **8WP-P2. Prepare a short- and long-term personal budget; make expenditure, revenue and savings forecasts; maintain proper records**

PO 1. Implement a written personal financial plan

- **8WP-P3. Evaluate the impact of health choices (e.g., smoking, substance abuse, exercise) on personal and professional well-being**

PO 1. Describe the effects of health choices on a person's well being and his/her ability to complete work tasks

PO 2. Analyze and evaluate the impacts of health choices

- **8WP-P4. Identify strategies for balancing self, family, work, leisure and citizenship; ways to reduce the impact of stress; and how both relate to personal and career satisfaction**

PO 1. Develop written strategies for personal and career satisfaction

### ***(Distinction - Honors)***

*Students know and are able to do all of the above and the following:*

- **8WP-D1. Design a Request for Proposal process**
- **8WP-D2. Maintain a personal management system by setting goals, managing resources, and balancing life choices to accomplish career and life satisfaction**
- **8WP-D3. Select relevant goals, prioritize them, allocate time to each, and prepare and follow schedules when solving workplace or school projects**
- **8WP-D4. Organize and efficiently allocate material, facilities, supplies, parts and equipment to optimize their use in personal and professional goal attainment**

- **8WP-D5. Prepare budgets and make cost and revenue forecasts in a business, reconciling differences between inventory and financial records, and projecting resource needs over time**
- **8WP-D6. Design a task analysis flow chart**
- **8WP-D7. Assess knowledge and skills, delegate work accordingly, evaluate performance and provide feedback on human resources when working on a team project**
- **8WP-D8. Design a computer-generated workplace document with narrative and graphics, using desktop publishing software**
- **8WP-D9. Demonstrate an understanding of First-In First-Out (FIFO), Last-In First-Out (LIFO) and Just-in-Time inventory systems**
- **8WP-D10. Develop a workplace staffing plan and write job descriptions**
- **8WP-D11. Develop a bill processing system**