

SCANS COMPETENCIES FOR EMPLOYABILITY SUCCESS

(Secretary's Commission on Achieving Necessary Skills-U.S. Department of Labor)

WORKPLACE EMPLOYABILITY COMPETENCIES

Solid job performance quality indicators identified by **SCANS** is made up of five competencies and a three-part foundation of skills and personal qualities that are needed for solid job performance. These are:

FIVE WORKPLACE COMPETENCIES (WC): Effective workers can productively use: (See page 2 for more detail)

- ▷ **Resources**—They know how to allocate time, money, materials, space, and staff.
- ▷ **Interpersonal skills**—They can work on teams, teach others, serve customers, lead, negotiate, and work well with people from culturally diverse backgrounds.
- ▷ **Information**—They can acquire and evaluate data, organize and maintain files, interpret and communicate, and use computers to process information.
- ▷ **Systems**—They understand social, organizational, and technological systems; they can monitor and correct performance; and they can design or improve systems.
- ▷ **Technology**—They can select equipment and tools, apply technology to specific tasks, and maintain and troubleshoot equipment.

THREE-PART FOUNDATION SKILLS (FS):—Competent workers in the high-performance workplace need: (See page 3 for more detail)

- ▷ **Basic Skills**—reading, writing, arithmetic and mathematics, speaking, and listening.
- ▷ **Thinking Skills**—the ability to learn, to reason, to think creatively, to make decisions, and to solve problems.
- ▷ **Personal Qualities**—individual responsibility, self-esteem and self-management, sociability, and integrity.

FIVE WORKPLACE COMPETENCIES (WC)

WC-1 Resources: Identifies, organizes, plans, and allocates resources

- A. ***Time***—Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules. (WC-1.a)
- B. ***Money***—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives. (WC-1.b)
- C. ***Material and Facilities***—Acquires, stores, allocates, and uses materials or space efficiently. (WC-1.c)
- D. ***Human Resources***—Assesses skills and distributes work accordingly, evaluates performance and provides feedback. (WC-1.d)

WC-2 Interpersonal: Works with others

- A. ***Participates as Member of a Team***—contributes to group effort. (WC-2.a)
- B. ***Teaches Others New Skills***. (WC-2.b)
- C. ***Serves Clients/Customers***—works to satisfy customers' expectations. (WC-2.c)
- D. ***Exercises Leadership***—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies. (WC-2.d)
- E. ***Negotiates***—works toward agreements involving exchange of resources, resolves divergent interests. (WC-2.e)
- F. ***Works with Diversity***—works well with men and women from diverse backgrounds. (WC-2.f)

WC-3 Information: Acquires and uses information

- A. ***Acquires and Evaluates Information*** (WC-3.a)
- B. ***Organizes and Maintains Information*** (WC-3.b)
- C. ***Interprets and Communicates Information*** (WC-3.c)
- D. ***Uses Computers to Process Information*** (WC-3.d)

WC-4 Systems: Understands complex inter-relationships

- A. ***Understands Systems***—knows how social, organizational, and technological systems work and operates effectively with them. (WC-4.a)
- B. ***Monitors and Corrects Performance***—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions. (WC-4.b)
- C. ***Improves or Designs Systems***—suggests modifications to existing systems and develops new or alternative systems to improve performance. (WC-4.c)

WC-5 Technology: Works with a variety of technologies

- A. ***Selects Technology***—chooses procedures, tools or equipment including computers and related technologies. (WC-5.a)
- B. ***Applies Technology to Task***—Understands overall intent and proper procedures for setup and operation of equipment. (WC-5.b)
- C. ***Maintains and Troubleshoots Equipment***—Prevents, identifies, or solves problems with equipment, including computers and other technologies. (WC-5.c)

A THREE-PART FOUNDATION SKILLS (FS)

- FS-1 Basic Skills:** Reads, writes, performs arithmetic and mathematical operations, listens and speaks.
- A. ***Reading***—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules. (FS-1.a)
 - B. ***Writing***—communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts. (FS-1.b)
 - C. ***Arithmetic/Mathematics***—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques. (FS-1.c)
 - D. ***Listening***—receives, attends to, interprets, and responds to verbal messages and other cues. (FS-1.d)
 - E. ***Speaking***—organizes ideas and communicates orally. (FS-1.e)
- FS-2 Thinking Skills:** Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.
- A. ***Creative Thinking***—generates new ideas. (FS-2.a)
 - B. ***Decision Making***—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative. (FS-2.b)
 - C. ***Problem Solving***—recognizes problems and devises and implements plan of action. (FS-2.c)
 - D. ***Seeing Things in the Mind's Eye***—organizes, and processes symbols, pictures, graphs, objects, and other information. (FS-2.d)
 - E. ***Knowing How to Learn***—uses efficient learning techniques to acquire and apply new knowledge and skills. (FS-2.e)
 - F. ***Reasoning***—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem. (FS-2.f)
- FS-3 Personal Qualities:** Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty.
- A. ***Responsibility***—exerts a high level of effort and perseveres towards goal attainment. (FS-3.a)
 - B. ***Self-Esteem***—believes in own self-worth and maintains a positive view of self. (FS-3.b)
 - C. ***Sociability***—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings. (FS-3.c)
 - D. ***Self-Management***—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control. (FS-3.d)
 - E. ***Integrity/Honesty***—chooses ethical courses of action. (FS-3.e)