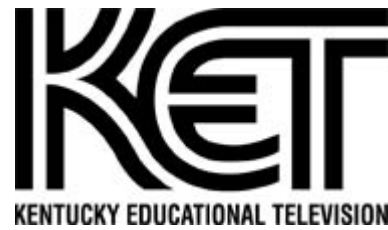


**National Work Readiness Credential
Correlation to
PBS LiteracyLink®
Workplace Essential Skills
Communication and Writing**



Prepared by the Jefferson County Public Schools Department of Adult Education, 7.05.06
For more information, contact KET at 800.354.9067, www.ket.org/ged
or the National Work Readiness Council at 202.463.5619, www.workreadiness.com

1 Communication Skills
Speak So Others Can Understand

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Communicate in spoken English well enough to get the job done.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 9. <u>The Language of Work</u> > Pages 15-21 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Working Together</i> > Scene Selection > <u>Action plan</u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u>
<p>Identify actual or potential problems related to one's own work. Report them in a timely manner, according to company policy.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 9. <u>The Language of Work</u> > Pages 21-25 	<p><i>Employment-Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Ready for Work</i> > Scene Selection > <u>Shifts happen</u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u>
<p>Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 12. <u>Communicating with Customers</u> > Pages 80-81 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Communicating with Customers</i> > Scene Selection > <u>What do they want?</u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 12: Communicating with Customers > Internet Activity 12 - <u>Communicating with Customers</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u>

1 Communication Skills
Speak So Others Can Understand (Continued)

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Work as part of a team to develop and achieve mutual goals and objectives.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 11. <u>Working Together</u> > Pages 64-67 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Working Together</i> > Story Segments > <u><i>Ad agency segments (1-3)</i></u> <p>Further detail, <i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Communicating with Co-workers & Supervisors</i> > Scene Selection > <u><i>Look for solutions</i></u> <p>Further detail, <i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > Story Segments > <u><i>Nick & Gina (1-8)</i></u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u>

2 Communication Skills
Listen Actively

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
Identify appropriate procedures.	<i>Communication & Writing</i> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 40-41	<i>Communication</i> , select: > <i>The Language of Work</i> > Scene Selection > <u>Tune in, take notes, restate</u>	<i>Employment Strategies</i> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u>
Be able to use a telephone, pager, radio, or other device to handle and process communication.	<i>Communication & Writing</i> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Page 37	<i>Communication</i> , select: > <i>Communicating with Customers</i> > Scene Selection > <u>Communicating with customers</u> Further detail, select: > <i>Communicating with Customers</i> > Scene Selection > <u>What can you do?</u> > <u>Show you care</u>	<i>Communicating at Work</i> > Unit 10: Communicating with Co-Workers & Supervisors > Internet Activity 10 - <u>Communicating with Co-Workers & Supervisors</u> <i>Employment Strategies</i> > Unit 8: Learning At Work > Internet Activity 8 - <u>Learning At Work</u>

2 Communication Skills
Listen Actively (Continued)

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Accept help from supervisors & co-workers.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 40-41 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>The Language of Work</i> > Scene Selection > <i>The language of work</i> > Story Segments > <u><i>Veronica's first day (6)</i></u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 10: Communicating with Co-Workers & Supervisors > Internet Activity 10 - <u>Communicating with Co-Workers & Supervisors</u> <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 8: Learning At Work > Internet Activity 8 - <u>Learning At Work</u> <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u>
<p>Be respectful and open to the thoughts, opinions, and contributions of others.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 11. <u>Working Together</u> > Pages 55-59 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Working Together</i> > Scene Selection > <i>Working together</i> > Story Segments > <u><i>Ad agency segments (1-3)</i></u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u> <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u>

1 Interpersonal Skills
Cooperate with Others

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Be respectful and open to the thoughts, opinions, and contributions of others.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 11. <u>Working Together</u> > Pages 56-57 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Working Together</i> > Scene Selection > <i>Working together</i> > Story Segments > <u><i>Ad agency segments (1-3)</i></u> <p>Further detail, <i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Learning at Work</i> > Scene Selection > <u><i>It's all about you</i></u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language Of Work > Internet Activity 9 - <u>The Language of Work</u> <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u>
<p>Show initiative in carrying out work assignments.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 11. <u>Working Together</u> > Pages 64-67 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Ready for Work</i> > Scene Selection > <u><i>Plan to learn</i></u> 	<p><i>Employment Strategies</i></p> <p>Unit 6: Ready for Work</p> <p>Internet Activity 6 - <u>Ready for Work</u></p> <ul style="list-style-type: none"> > <i>Employment Strategies</i> > Unit 8: Learning At Work > Internet Activity 8 - <u>Learning At Work</u>

**1 Interpersonal Skills
Cooperate with Others (Continued)**

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
Demonstrate integrity.	<i>Communication & Writing</i> > 11. <u>Working Together</u> > Pages 60-64	<i>Communication</i> , select: > <i>Communicating with Co-workers & Supervisors</i> > Scene Selection > <u>Tough call? Find help.</u>	<i>Employment Strategies</i> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u> <i>Communicating at Work</i> > Unit 9: The Language Of Work > Internet Activity 9 - <u>The Language of Work</u> <i>Communicating at Work</i> > Unit 10: Communicating with Co-Workers & Supervisors > Internet Activity 10 - <u>Communicating with Co-Workers & Supervisors</u> <i>Communicating at Work</i> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u>
Accept new or changed work responsibilities with a positive attitude.	<i>Employment</i> > 8. <u>Learning at Work</u> > Pages 148-153	<i>Employment – Keeping a Job</i> , select: > <i>Ready for Work</i> > Scene Selection > <u>Plan to learn</u> For additional detail, select: > <i>Learning at Work</i> > Scene Selection > <u>Learning at work</u>	<i>Employment Strategies</i> Unit 8: Learning At Work Internet Activity 8 - <u>Learning At Work</u> <i>Employment Strategies</i> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u>

**2 Interpersonal Skills
Resolve Conflict and Negotiate**

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Address customer comments, questions, concerns, and objections with direct, accurate, and timely response.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 12. <u>Communicating with Customers</u> > Pages 80-81 <p>For additional detail:</p> <ul style="list-style-type: none"> > 12. <u>Communicating with Customers</u> > Pages 84-87 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Communicating with Customers</i> > Scene Selection > <i>What do they want?</i> <p>For additional detail, <i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Learning at Work</i> > Scene Selection > <i>Learning at work</i> > Story Segments > <i>Ad agency segments (1-3)</i> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 12: Communicating with Customers > Internet Activity 12 - <u>Communicating with Customers</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u>
<p>Work through conflict constructively.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 44-47 	<p><i>Employment – Keeping a Job</i></p> <ul style="list-style-type: none"> > <i>Ready for Work</i> > Scene Selection > <u>Shifts happen</u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u> <p>> Unit 10: Communicating with Co-Workers & Supervisors</p> <ul style="list-style-type: none"> > Internet Activity 10 - <u>Communicating with Co-Workers & Supervisors</u> <p>> Unit 11: Working Together</p> <ul style="list-style-type: none"> > Internet Activity 11 - <u>Working Together</u> <p>> Unit 12: Communicating with Customers</p> <ul style="list-style-type: none"> > Internet Activity 12 - <u>Communicating with Customers</u>

**2 Interpersonal Skills
Resolve Conflict and Negotiate (continued)**

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Identify actual or potential problems related to one's own work:</p> <ul style="list-style-type: none"> ▪ Report them in a timely manner, according to company policy. 	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 40-43 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Learning at Work</i> > Story Segment > <i>Gina requests training (4)</i> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u>
<p>Manage stressful situations effectively.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 44-47 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Working Together</i> > Scene Selection > <u>More from the mix</u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 12: Communicating with Customers > Internet Activity 12 - <u>Communicating with Customers</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 10: Communicating with Co-workers & Supervisors > Internet Activity 10 - <u>Communicating with Co-workers & Supervisors</u>

**2 Decision Making Skills
Solve Problems and Make Decisions**

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Adjust to unexpected problems and situations by seeking advice from a supervisor or appropriate others.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 40-41 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Communicating with Co-workers & Supervisors</i> > Scene Selection > <u><i>Communicating with co-workers & supervisors</i></u> <p>For additional detail, select:</p> <ul style="list-style-type: none"> > Story Segments > <u><i>Ad agency segments (1-6)</i></u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 10: Communicating with Co-Workers & Supervisors > Internet Activity 10 - <u>Communicating with Co-Workers & Supervisors</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 12: Communicating with Customers > Internet Activity 12 - <u>Communicating with Customers</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u>

**2 Decision Making Skills
Solve Problems and Make Decisions**

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Avoid absenteeism.</p>	<p><i>Employment</i></p> <ul style="list-style-type: none"> > 6. <u>Ready for Work</u> > Pages 105-107 > Pages 110-111 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <u>Ready for Work</u> > Scene Selection > <u>Backup plan</u> <p>For additional detail, select:</p> <ul style="list-style-type: none"> > Select <u>Employer contract</u> <p>In addition to:</p> <ul style="list-style-type: none"> > Story Segments > <u>Nick & Gina-workplace concerns (1-8)</u> 	<p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u>
<p>Take responsibility for completing one’s own work assignments:</p> <ul style="list-style-type: none"> ▪ As efficiently as possible, to minimize costs, rework, and production time. 	<p><i>Employment</i></p> <ul style="list-style-type: none"> > 6. <u>Ready for Work</u> > Pages 110-111 <p>For additional detail:</p> <ul style="list-style-type: none"> > 8. <u>Learning at Work</u> > Pages 148-149 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <u>Learning at Work</u> > Scene Selection > <u>It’s all about you</u> 	<p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u> <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 8: Learning At Work > Internet Activity 8 - <u>Learning At Work</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u>
<p>Do not attend to personal business when on the job except in emergencies.</p>	<p><i>Employment</i></p> <ul style="list-style-type: none"> > 6. <u>Ready for Work</u> > Pages 110-111 <p>For additional detail:</p> <ul style="list-style-type: none"> > 8. <u>Learning at Work</u> > Pages 148-149 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <u>Ready for Work</u> > Scene Selection > <u>Employer contract</u> 	<p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - <u>Ready for Work</u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language of Work > Internet Activity 9 - <u>The Language of Work</u>



Lifelong Learning Skills
Take Responsibility for Learning

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Demonstrate willingness to work.</p>	<p><i>Employment</i></p> <ul style="list-style-type: none"> > 6. Ready for Work > Page 111 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Learning at Work</i> > Scene Selection > <i>It's all about you</i> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - Working Together <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 9: The Language Of Work > Internet Activity 9 - The Language of Work <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 6: Ready for Work > Internet Activity 6 - Ready for Work
<p>Learn new additional skills related to your job.</p>	<p><i>Employment</i></p> <ul style="list-style-type: none"> > 8. Learning at Work > Page 153 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Learning at Work</i> > Scene Selection > <i>It's all about you</i> 	<p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 8: Learning At Work > Internet Activity 8 - Learning At Work

**1 Lifelong Learning Skills
Take Responsibility for Learning (Continued)**

National Work Readiness Credential Skill Profile	Workplace Essential Skills Workbook	Workplace Essential Skills DVD	Workplace Essential Skills Online at www.pbs.org/literacy From Home Space, select: > WES, Pre-GED & GED Connection
<p>Accept and use constructive criticism for continuous improvement of own job performance.</p>	<p><i>Communication & Writing</i></p> <ul style="list-style-type: none"> > 10. <u>Communicating with Co-Workers & Supervisors</u> > Pages 40-41 <p>For additional detail:</p> <p><i>Employment</i></p> <ul style="list-style-type: none"> > 8. <u>Learning at Work</u> > Page 151 	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> > <i>Communicating with Co-workers & Supervisors</i> > Scene Selection > <u><i>Communicating with co-workers & supervisors</i></u> <p>For additional detail</p> <ul style="list-style-type: none"> > <i>Communicating with Co-workers & Supervisors</i>, select: > Scene Selection > <u><i>Learn from feedback</i></u> <p>In addition (same DVD)</p> <p><i>Working Together</i>, select:</p> <ul style="list-style-type: none"> > Scene Selection > <i>Work together</i> > Story Segments > <u><i>Ad agency (1-3)</i></u> 	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 10: Communicating with Co-Workers & Supervisors > Internet Activity 10 - <u><i>Communicating with Co-Workers & Supervisors</i></u> <p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 8: Learning At Work > Internet Activity 8 - <u><i>Learning At Work</i></u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 11: Working Together > Internet Activity 11 - <u><i>Working Together</i></u>
<p>Learn about the products/services of the organization.</p>	<p><i>Employment</i></p> <ul style="list-style-type: none"> > 8. <u>Learning at Work</u> > Page 146 	<p><i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> > <i>Learning at Work</i> > Scene Selection > <u><i>Learning at work</i></u> <p>For additional detail, select:</p> <ul style="list-style-type: none"> > Scene Selection > <u><i>First things first</i></u> 	<p><i>Employment Strategies</i></p> <ul style="list-style-type: none"> > Unit 8: Learning At Work > Internet Activity 8 - <u><i>Learning At Work</i></u> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> > Unit 12: Communicating with Customers > Internet Activity 12 - <u><i>Communicating with Customers</i></u>

Workbooks may be ordered by calling KET at (1-800-354-9067) Monday-Friday 8:30 am – 5:00 pm EST. Or, order online from the direct link on LiteracyLink’s home page at www.pbs.org/literacy. Price breaks may be available for organizations ordering more than 10 sets of workbooks.