

# Massachusetts Work-Based Competencies

## correlated to

### Career Strategies, Life Strategies and Career Portfolio

<b>Competency One: Communication and Literacy</b> The student demonstrates the ability to speak, listen, read and write to function successfully.	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
1a. Speaking <ul style="list-style-type: none"> <li>Learning to speak clearly, audibly and courteously</li> <li>Speaks clearly and uses language appropriate to the environment, both in person and on the telephone</li> <li>Expresses complex ideas in an organized and concise manner</li> </ul>	All chapters: dramatic script; Chapter Two, Lesson 1 (pp. 31-41); Chapter Four, Lesson 1 (pp. 98-99); Chapter Four, Lesson 3 (p. 113)	All chapters: dramatic script; Chapter Two, Lesson 1 (pp. 30-32)	Section Four "Job Interviews"
1b. Listening <ul style="list-style-type: none"> <li>Developing listening skills; working to make eye contact and confirm understanding</li> <li>Listens attentively; ,makes eye contact; repeats instructions to confirm understanding</li> <li>Listens attentively and demonstrates understanding through relevant responses and questions</li> </ul>	Chapter Three, Lesson 4 (pp. 90-91); Chapter Two, Lesson 1 (pp. 38-39); Chapter Four, Lesson 3 (pp. 112-113)	Chapter Three, Lessons 1 & 2 (pp. 56, 64); Chapter Four, Lesson 2 (pp. 88-95)	Section Four "Job Interviews"
1c. Reading <ul style="list-style-type: none"> <li>Reads written documents and workplace instructions independently</li> <li>Reads and understands written materials, including technical documents, independently; asks questions where appropriate</li> </ul>	Chapter One, Lesson 1 (p. 11); Chapter Two, Lesson 3 (pp. 46-51)	Chapter Five, Lesson 4 (pp. 136-137)	Section Three "Job Application"
1d. Writing <ul style="list-style-type: none"> <li>Learning to write clearly with correct grammar</li> <li>Writes clearly with correct grammar</li> <li>Writes clearly using work-related terminology</li> </ul>	Chapter Two, Lesson 1 (p. 37*); Chapter Two, Lesson 2 (pp. 44-45*)	Chapter Three, Lesson 2 (pp. 64-65)	Section Five "Letters"
<b>Competency Two: Organizing and Analyzing Information</b> The student gathers, organizes and evaluates the meaning of documents and information.	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
2a. Collecting and Organizing Information <ul style="list-style-type: none"> <li>Developing ability to collect and organize information and material necessary for a task</li> <li>Effectively compiles information and resources, including via the Internet</li> <li>Effectively organizes and evaluates the relevance and accuracy of information</li> <li>Identifies and obtains missing information based on mastery of subject</li> </ul>	Chapter One, Lesson 1 (p. 10*); Chapter One, Lesson 2 (pp. 18,* 20,* 21*); Chapter Five, Lesson 2 (pp. 130-135)	Chapter Three, Lesson 3 (pp. 66-71); Chapter Five, Lesson 3 (pp.122-129); Chapter Six, Lesson 1 (pp. 139-140)	Section One "Your Plan" Section Three "Job Application" Section Seven "Job Search"
2b. Research and Analysis <ul style="list-style-type: none"> <li>Developing a familiarity with pertinent information and its location</li> <li>Researches and synthesizes information from a variety of sources</li> <li>Analyzes, interprets and draws conclusions from a variety of information types and sources</li> <li>Develops theories of action and tests them in practice</li> </ul>	Chapter One, Lesson 1-2 (pp. 10,* 18,* 20*); Chapter Five, Lesson 2 (pp. 130-135)	Chapter One, Lesson 1 (pp. 8-15); Chapter Five, Lessons 2-4 (pp. 114-139); Chapter Six, Lesson 1 (pp. 139-140)	Section One "Your Plan" Section Three "Job Application" Section Seven "Job Search" Section Eight "Network"

<p>2c. Quantitative Analysis and Mathematics</p> <ul style="list-style-type: none"> <li>• Performs simple calculations—addition and subtraction—with and without a calculator</li> <li>• Applies basic math—including multiplication and division—to complete appropriate tasks</li> </ul>		<p>Chapter Two, Lesson 2 (pp. 34-41); Chapter Two, Lesson 3 (pp. 46-49); Chapter Five, Lesson 4 (p. 135)</p>	
<p><b>Competency Three: Problem Solving</b> The student identifies problems, understands their context, and develops solutions.</p>	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
<p>3a. Identifying Problems</p> <ul style="list-style-type: none"> <li>• Identifies problems with help of supervisor</li> <li>• Identifies problems independently</li> <li>• Explores cause of problems and evaluates impact on various stakeholders</li> <li>• Identifies potential problems and proposes preventive action</li> </ul>	<p>Chapter Two, Lesson 4 (pp. 54-62); Chapter Five, Lesson 2 (pp. 130-135); Chapter Three, Lesson 3 (pp. 80-85); Chapter Three, Lesson 4 (p. 91)</p>	<p>Chapter Two, Lessons 2-3 (pp. 34-50)</p>	
<p>3b. Solving Problems</p> <ul style="list-style-type: none"> <li>• Solves problem with help from supervisor</li> <li>• Solves simple problems independently</li> <li>• Explores options and considers several alternative solutions when solving problems</li> <li>• Develops hypotheses and proposes creative solutions and systematic change, including preventive action</li> </ul>	<p>Chapter Five, Lesson 2 (pp. 130-135); Chapter Three, Lesson 4 (p. 91)</p>	<p>Chapter One, Lesson 1 (pp. 12-13); Chapter Two, Lessons 2-3 (pp. 34-50)</p>	
<p><b>Competency Four: Using Technology</b> The student identifies and applies appropriate technology.</p>	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
<p>4b. Computer Operation</p> <ul style="list-style-type: none"> <li>• Learning basic computer skills</li> <li>• Demonstrates basic computer skills</li> <li>• Use appropriate software for assignments</li> </ul>	<p>Chapter One, Lesson 1-2 (pp. 10, * 27*); Chapter Two, Lesson 1 (p. 37*)</p>		<p>Section Five "Letters" Section Six "Reference Letters"</p>
<p><b>Competency Five: Completing Entire Activities</b> The student participates fully in a task or project from initiation to completion, using appropriate time management skills.</p>	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
<p>5a. Initiating and Completing Projects</p> <ul style="list-style-type: none"> <li>• Completes tasks and projects as assigned with supervision</li> <li>• Completes tasks and projects as assigned</li> <li>• Initiates and completes projects independently</li> <li>• Delivers high quality results on schedule</li> </ul>	<p>Chapter One, Lesson 3 (p. 26); Chapter Two, Lesson 4 (pp. 54-59); Chapter Five, Lessons 1-4 (pp. 123-149)</p>	<p>Chapter One, Lesson 2 (pp. 16-22)</p>	<p>Section One "Your Plan" Section Nine "Activities/Records"</p>
<p>5b. Time Management</p> <ul style="list-style-type: none"> <li>• Meets assigned deadlines with supervision</li> <li>• Meets assigned deadlines independently</li> <li>• Sets priorities and deadlines independently</li> <li>• Manages multiple tasks and projects effectively</li> </ul>	<p>Chapter Five, Lesson 3 (pp. 136-143)</p>	<p>Chapter One, Lesson 2 (pp. 16-22); Chapter Three, Lesson 3 (pp. 68-69); Chapter Six, Lesson 1 (p.147)</p>	<p>Section One "Your Plan"</p>

<b>Competency Six: Acting Professionally</b> The student meets workplace standards on attendance, punctuality, dress-code, confidentiality, flexibility, and self-control.	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
6a. Attendance and Appearance <ul style="list-style-type: none"> <li>• Maintains consistent attendance, punctuality and appropriate dress with supervision</li> <li>• Maintains consistent attendance, punctuality and appropriate dress independently</li> <li>• Is a model of excellent attendance and dress; attends events beyond those required</li> </ul>	Chapter Two, Lessons 1-4 (pp. 31-62)	Chapter Two, Lesson 1 (pp. 24-31)	Section Four “Job Interviews”
6b. Accepting Direction and Criticism <ul style="list-style-type: none"> <li>• Learning to accept direction</li> <li>• Accepts direction with positive attitude</li> <li>• Accepts constructive criticism with positive attitude</li> <li>• Accepts and applies constructive criticism to improve</li> </ul>	Chapter Three, Lesson 4 (pp. 86-91); Chapter Three, Lesson 3 (pp. 80-85)	Chapter Four, Lessons 1-3 (pp. 79-104)	
6c. Flexibility and Maintaining Self-Control <ul style="list-style-type: none"> <li>• Learning to adapt to change</li> <li>• Adapts to change with positive attitude; resumes self-control independently</li> <li>• Explores change; maintains self-control in challenging circumstances</li> <li>• Initiates change</li> </ul>	Chapter One, Lesson 3 (pp. 22-24); Chapter Three, Lessons 1 & 3 (pp. 63-69, 80-85); Chapter Six, Lessons 1-3 (pp. 151-166)	Chapter Four, Lessons 1-3 (pp. 79-104); Chapter Five, Lesson 1 (pp. 106-109)	
6d. Respecting Confidentiality <ul style="list-style-type: none"> <li>• Models good discretion for others in maintaining confidentiality</li> </ul>	Chapter Three, Lesson 3 (pp. 80-85)		
<b>Competency Seven: Interacting with Others</b> The student works professionally and respectfully with a diversity of co-workers, supervisors, and customers, resolving conflicts in a constructive manner.	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
7a. Interacting with Customers/Clients <ul style="list-style-type: none"> <li>• Developing skills necessary to deal with difficult customers/clients and situations</li> <li>• Appropriately requests assistance</li> <li>• Resolves customer/client problems</li> </ul>	Chapter Four, Lesson 1-4 (pp. 93-122)	Chapter Four, Lesson 2 (p. 94)	
7b. Interacting with Co-Workers <ul style="list-style-type: none"> <li>• Developing basic interaction skills</li> <li>• Initiates positive interaction</li> <li>• Participates constructively as part of a team</li> <li>• Leads teams of co-workers to complete projects in an effective and timely manner</li> </ul>	Chapter Three, Lessons 1-4 (pp. 63-92)	Chapter Four, Lessons 1-3 (pp. 79-104)	
7c. Managing Stress and Conflict <ul style="list-style-type: none"> <li>• Identifies conflict and considers its source</li> <li>• Recognizes and avoids potential conflict</li> <li>• Maintains perspective and sense of humor</li> <li>• Resolves conflict by appropriately addressing issues with involved parties</li> </ul>	Chapter Three, Lesson 3 (pp. 80-85)	Chapter Four, Lesson 3 (pp. 96-103)	

7d. Respecting Diversity <ul style="list-style-type: none"> <li>Demonstrates ability to work with people different from him/herself</li> </ul>	Chapter Six, Lesson 2 (pp. 158-165)	Chapter Four, Lesson 2 (pp. 88-96)	
<b>Competency Nine: Taking Responsibility for Career and Life Choices</b> The student balances demands of work, school, and personal life and takes responsibility for developing his or her own personal and professional growth.	<b>Career Strategies</b>	<b>Life Strategies</b>	<b>Career Portfolio</b>
9a. Teaching and Learning on an Ongoing Basis <ul style="list-style-type: none"> <li>Uses and effectively acquires new skills</li> </ul>	Chapter One, Lesson 2 (pp. 22-28)	Chapter Five, Lesson 2 (pp. 114-117)	All sections
9b. Balancing Personal, Professional, and Academic Responsibilities <ul style="list-style-type: none"> <li>Learning to recognize the difference among personal, professional, and academic life choices</li> <li>Prioritizes effectively among life choices</li> </ul>	Chapter One, Lesson 2 (pp. 16-21)	Chapter Five, Lessons 1-4 (pp. 105-138)	Section One "Your Plan"
9c. Setting Career Goals <ul style="list-style-type: none"> <li>Aware of career opportunities</li> <li>Actively researches career opportunities</li> <li>Initiates steps to accomplish career goals, including participating in professional development activities such as workshops and seminars</li> </ul>	Chapter One, Lesson 1, 2, & 3 (pp. 10, 18, 20, 21, 27); Chapter Two, Lesson 1-2 (pp. 37, 38, 39, 40, 44, 45, 61, 75, 101, 120, 149, 157)	Chapter One, Lesson 2 (pp. 16-22); Chapter Five, Lesson 3 (p. 122); Chapter Six, Lesson 1 (pp. 140-148)	Section One "Your Plan" Section Seven "Job Search"

\* Internet Enhancement Opportunities (see [www.academicinnovations.com](http://www.academicinnovations.com) for links)

#1 – page 10: Project Cool Link: Use this education link to research higher education opportunities.

#2 – page 18: Finding a career category.

#3 – page 20: Online version of the *Occupational Outlook Handbook*.

#4 – page 21: Informational Interviews on the Internet: Using e-mail to connect with people all over the country.

#5 – page 27: Building a Resume: An online resume worksheet.

#6 – page 27: Test your Resume IQ: A quiz to judge the effectiveness of a resume.