

EMPLOYABILITY SKILLS BLUEPRINT

This Blueprint contains the subject matter content of this Skill Connect Assessment. This Blueprint does **NOT** contain the information one would need to fully prepare for a SkillsUSA Championships contest. Please refer to the *SkillsUSA Championships Technical Standards* CD-ROM for the current year or purchase and download the relevant "Contest Singles." Both are available through www.skillsusa.org > Shop > Educational Materials Catalog.

Standards and Competencies

Demonstrate effective communication skills (such as public speaking, listening, reading, and writing) to function successfully in a variety of settings including school, home and work.

- Identify communication strengths and weaknesses
- Explain the importance of writing effectively
- Demonstrate effective communication with others
- Practice active listening
- Describe how to read with understanding
- Review a professional journal
- Complete a job application
- Research resume writing
- Demonstrate interviewing skills
- Develop a working relationship with a mentor
- Develop and make a presentation promoting career choice
- Write an article for a professional journal in a career area

Develop an understanding of effective customer relations and demonstrate proper customer service behavior

- Define the customer (internal and external)
- Identify customer expectations
- Develop customer service skills
- Understand the cost of customer service

Demonstrate career research and career development skills

- Research career interests
- Participate in a job shadow
- Define future occupations
- Identify personal interests
- Evaluate career goals and establish long-term goals
- Recognize how quickly jobs change and opportunities arise
- Explore opportunities for advanced training
- Effectively use available resources to identify fast growing career areas
- Formulate a Career Action Plan
- Construct a job search network
- Complete a job application
- Research resume writing
- Demonstrate interviewing skills

Demonstrate essential workplace or life skills

- Recognize and identify stress factors
- Recognize the importance of goals
- Evaluate professional development traits
- Complete a self-assessment and identify individual learning styles
- Discover self-motivation techniques and establish short-term goals
- Determine individual time-management skills
- Measure/modify short-term goals
- Recognize the benefits of good time management decisions
- Effectively use time-management tools, such as day planners, electronic schedulers and online calendars

Develop personal financial skills

- Develop a budget and differentiate between needs and wants
- Prioritize purchases with a budget
- Create a spending and savings plan
- Develop a business plan

Develop social etiquette and interpersonal skills

- Identify cooperative behaviors
- Engage in team building and negotiating
- Explain the importance of first impressions
- Describe and perform proper introductions
- Set basic table settings

Understand technology systems and use information technology tools

- Identify the various types of computer-based data
- Use basic e-mail functions,
- Use web-search applications
- Demonstrate software applications - word-processing, presentation, database, spreadsheet, design software and Web page software
- Design, conduct and evaluate a survey
- Assemble an electronic employment portfolio
- Construct a job search network

Apply conflict management skills, and an understanding of cultural, social, and ethnic diversity to achieve group goals and consensus

- Explore what's ethical in the workplace or school
- Identify personal conflicts that arise in the workplace
- Develop awareness of cultural diversity and equity issues
- Devise methods of conflict resolution
- Demonstrate evaluation skills

Understand legal and ethical responsibilities and exhibit personal accountability, integrity, and responsibility

- Identify personal qualities that are desirable for the workplace
- Describe workplace components
- Select characteristics of a positive image
- Examine ethics and values in the workplace

- Identify problems, understands context, and develops creative solutions.
- Demonstrate evaluation skills
- Produce a list of potential volunteer activities
- Recognize benefits of doing a community service project
- Serve as a volunteer in the community

Demonstrate professional development skills in a simulated customer-service or employment situation. Examples may include:

- Job interview
- Customer service scenario
- Communications
- Decision making, problem solving and/or critical thinking