Essential Skills for Workers

Basic Skills
- Reading to locate, understand, and interpret written information.
- Writing to communicate ideas and information.
- Using arithmetic to perform basic computations and solve problems.
- Listening to interpret and respond to verbal messages and other cues.

Thinking Skills
- Speaking to inform and persuade others.
- Creative thinking to generate new ideas.
- Decision making to set and meet goals.
- Problem solving to identify challenges and implement action plans.
- Seeing things in the mind’s eye to interpret and create symbols, pictures, graphs, and other visual tools.
- Knowing how to learn.

Personal qualities
- Responsibility to exert high effort and persist in meeting goals.
- Self-esteem to maintain a positive view of your abilities.
- Social skills that demonstrate adaptability and empathy.
- Self-management to assess yourself accurately, set personal goals, and monitor personal progress.

Skills in using resources
- Allocating time for goal-relevant activities.
- Allocating money to prepare budgets and meet them.
- Allocating materials and facilities.
- Allocating human resources to assign tasks effectively and provide others with feedback.

Interpersonal skills
- Participating as a member of the team.
- Teaching others.
- Serving clients and customers.
- Exercising leadership.
- Negotiating to reach agreements.
- Working with diversity.
Skills in working with information
- Acquiring and evaluating information.
- Organizing and maintaining information.
- Interpreting and communicating information in oral, written, and visual forms.
- Using computers to process information

Skills in working with systems
- Understanding how social and technological systems operate.
- Monitoring and correcting performance.
- Improving or designing systems.

Skills in working with technology
- Selecting appropriate technology.
- Applying technology to tasks.
- Maintaining and troubleshooting technology.


As referenced in: *Becoming a Master Student 11th Edition*. Dave Ellis