

# Study Guide

**Directions:** Answer each question with the information you learned in Chapter 4. Write your answers in complete sentences on the lines provided.

1. Where do you learn skills that form the foundation you need to succeed in the workplace?

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2. How do reading skills apply at a job?

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3. How are writing skills used on the job?

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4. Why are speaking skills important at a job?

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5. What are two of the employability skills a person needs at a job?

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6. Regardless of his or her leadership style, what two things must a good leader encourage?

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7. How does an employee demonstrate work ethic?

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**Chapter 4 Workplace Skills** *Continued*

**8.** Give three reasons why it is important for a person to use good teamwork skills.

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**9.** Why is a mixed message a problem in the workplace?

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**10.** What traits produce successful employees and successful employer–employee relationships?

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**11.** What is constructive criticism? How can you deal with the criticism?

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**12.** What are four causes of workplace conflict?

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**13.** What two laws protect workers from discrimination?

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**14.** What is harassment? Give an example.

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**15.** Who can help you deal with harassment at the workplace?

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**16.** What can you do to stay employable in a changing job market?

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# Learning Skills

**Directions:** Your present learning in school prepares you for jobs that you may like to do. List five classes you are taking in the left column. Briefly write how each course is strengthening the skills in the other columns. Write your answers in the space provided in the chart below.

Your Present Classes	Problem Solving	Creative Thinking	Logical Thinking	Interpersonal Skills

# Employability Skills

**Directions:** In addition to core academic skills and communication skills, a good employee needs to use employability skills for workplace success. Draw a line from each employability skill in the left column to the appropriate description in the right column.

**Technology Skills**

This person is skilled at motivating, listening to, and working with others.

**Information Skills**

This person treats everyone equally, no matter what the coworker’s background, culture, or experience is.

**Interpersonal Skills**

This person uses a computer very well and stays updated on all the latest software improvements.

**Thinking Skills**

This person always tries to cooperate with other team members, gives credit to the team, and never brags about doing things single-handedly.

**Leadership Skills**

This person is great at researching information for other coworkers and can explain the information so that everyone understands.

**Teamwork Skills**

Other coworkers go to this creative person when a decision needs to be made because this person uses sound reasoning and facts.

# Effective Communicators

**Part I. Directions:** To be an effective communicator, you need to be clear about your message and how you say it. Decide if the statements on the left are examples of aggressive, assertive, or passive communication. Place an X in the corresponding box.

	Passive	Assertive	Aggressive
<b>An amusement park employee:</b>			
1. "Please step to the left of the ride. Thank you."			
2. "Look out! You're in the way!"			
3. "Umm...could you kind of move over there? If that's okay?"			
<b>A movie theatre employee:</b>			
4. "Where's your ticket already?" [sigh...roll eyes]			
5. "May I see your ticket, please? Thank you. Enjoy the show."			
6. "...a ticket...uhhh?"			
<b>A supermarket clerk:</b>			
7. "Umm...I'm not sure where the taco shells are... maybe that way?"			
8. "I'm not sure where the taco shells are, ma'am, but please come with me and we'll ask my manager."			
9. "Couldn't tell you where the taco shells are. You can look around too, you know."			

**Part II. Directions:** Assertive communication lets people say what they mean in a firm, but positive way. Take one passive statement and one aggressive statement above and rewrite to be assertive.

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# Nutrition and Wellness Services

**Directions:** Use the online career research site O\*Net to research one of the Nutrition and Wellness careers as found in Chapter 4 under *More Career Options*. Select a career that interests you the most. Then respond to the items that follow.

**Occupation:** \_\_\_\_\_

- A. On the O\*Net Web site, open the “Find Occupations” window.
- B. In the “Quick Search” window, type in the career of your choice. Begin search.
- C. Select an occupation from the list provided.
- D. Under “View Report,” select “Summary.” Use the menu bar to answer the following questions.

1. For your career choice, what interests might a person have?

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\_\_\_\_\_

2. What areas of knowledge does a person need for this career?

\_\_\_\_\_

\_\_\_\_\_

3. What work values would help a person be successful in this career?

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4. Select the “Wages and Employment” tab from the menu bar. Enter the state where you presently live in the “State and National” window. What is the current median wage for a person who works in this career?

\_\_\_\_\_

5. What is the employment trend for this career? \_\_\_\_\_

Are there any job openings presently in your state? (Circle one) YES NO

How many openings are there? \_\_\_\_\_

6. What is the employment trend for this career?

\_\_\_\_\_