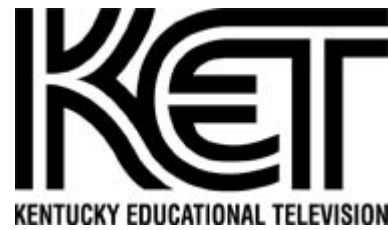


**National Work Readiness Credential  
Correlation to  
PBS LiteracyLink®  
Workplace Essential Skills  
Communication and Writing**



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](http://www.ket.org/ged)  
or the National Work Readiness Council at 202.463.5619, [www.workreadiness.com](http://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 <a href="http://www.pbs.org/literacy">www.pbs.org/literacy</a> From Home Space, select: > WES, Pre-GED & GED Connection
<p><b>Communicate in spoken English well enough to get the job done.</b></p>	<p><i>Communication &amp; Writing</i></p> <ul style="list-style-type: none"> <li>&gt; 9. <u>The Language of Work</u></li> <li>&gt; Pages 15-21</li> </ul>	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> <li>&gt; <i>Working Together</i></li> <li>&gt; Scene Selection</li> <li>&gt; <u>Action plan</u></li> </ul>	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 9: The Language of Work</li> <li>&gt; Internet Activity 9 - <u>The Language of Work</u></li> </ul>
<p><b>Identify actual or potential problems related to one's own work. Report them in a timely manner, according to company policy.</b></p>	<p><i>Communication &amp; Writing</i></p> <ul style="list-style-type: none"> <li>&gt; 9. <u>The Language of Work</u></li> <li>&gt; Pages 21-25</li> </ul>	<p><i>Employment-Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> <li>&gt; <i>Ready for Work</i></li> <li>&gt; Scene Selection</li> <li>&gt; <u>Shifts happen</u></li> </ul>	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 9: The Language of Work</li> <li>&gt; Internet Activity 9 - <u>The Language of Work</u></li> </ul>
<p><b>Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.</b></p>	<p><i>Communication &amp; Writing</i></p> <ul style="list-style-type: none"> <li>&gt; 12. <u>Communicating with Customers</u></li> <li>&gt; Pages 80-81</li> </ul>	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> <li>&gt; <i>Communicating with Customers</i></li> <li>&gt; Scene Selection</li> <li>&gt; <u>What do they want?</u></li> </ul>	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 12: Communicating with Customers</li> <li>&gt; Internet Activity 12 - <u>Communicating with Customers</u></li> </ul> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 9: The Language of Work</li> <li>&gt; Internet Activity 9 - <u>The Language of Work</u></li> </ul>

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

**2** **Communication Skills**  
**Listen Actively**

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

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

**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 <a href="http://www.pbs.org/literacy">www.pbs.org/literacy</a> From Home Space, select: > WES, Pre-GED & GED Connection
<b>Demonstrate integrity.</b>	<i>Communication &amp; Writing</i> > 11. <u>Working Together</u> > Pages 60-64	<i>Communication</i> , select: > <i>Communicating with Co-workers &amp; 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 &amp; Supervisors</u>  <i>Communicating at Work</i> > Unit 11: Working Together > Internet Activity 11 - <u>Working Together</u>
<b>Accept new or changed work responsibilities with a positive attitude.</b>	<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 <a href="http://www.pbs.org/literacy">www.pbs.org/literacy</a> From Home Space, select: > WES, Pre-GED & GED Connection
<p><b>Address customer comments, questions, concerns, and objections with direct, accurate, and timely response.</b></p>	<p><i>Communication &amp; Writing</i></p> <ul style="list-style-type: none"> <li>&gt; 12. <u>Communicating with Customers</u></li> <li>&gt; Pages 80-81</li> </ul> <p>For additional detail:</p> <ul style="list-style-type: none"> <li>&gt; 12. <u>Communicating with Customers</u></li> <li>&gt; Pages 84-87</li> </ul>	<p><i>Communication</i>, select:</p> <ul style="list-style-type: none"> <li>&gt; <i>Communicating with Customers</i></li> <li>&gt; Scene Selection</li> <li>&gt; <i>What do they want?</i></li> </ul> <p>For additional detail, <i>Employment – Keeping a Job</i>, select:</p> <ul style="list-style-type: none"> <li>&gt; <i>Learning at Work</i></li> <li>&gt; Scene Selection</li> <li>&gt; <i>Learning at work</i></li> <li>&gt; Story Segments</li> <li>&gt; <i>Ad agency segments (1-3)</i></li> </ul>	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 12: Communicating with Customers</li> <li>&gt; Internet Activity 12 - <u>Communicating with Customers</u></li> </ul> <p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 9: The Language of Work</li> <li>&gt; Internet Activity 9 - <u>The Language of Work</u></li> </ul>
<p><b>Work through conflict constructively.</b></p>	<p><i>Communication &amp; Writing</i></p> <ul style="list-style-type: none"> <li>&gt; 10. <u>Communicating with Co-Workers &amp; Supervisors</u></li> <li>&gt; Pages 44-47</li> </ul>	<p><i>Employment – Keeping a Job</i></p> <ul style="list-style-type: none"> <li>&gt; <i>Ready for Work</i></li> <li>&gt; Scene Selection</li> <li>&gt; <u>Shifts happen</u></li> </ul>	<p><i>Communicating at Work</i></p> <ul style="list-style-type: none"> <li>&gt; Unit 9: The Language of Work</li> <li>&gt; Internet Activity 9 - <u>The Language of Work</u></li> </ul> <p>&gt; Unit 10: Communicating with Co-Workers &amp; Supervisors</p> <ul style="list-style-type: none"> <li>&gt; Internet Activity 10 - <u>Communicating with Co-Workers &amp; Supervisors</u></li> </ul> <p>&gt; Unit 11: Working Together</p> <ul style="list-style-type: none"> <li>&gt; Internet Activity 11 - <u>Working Together</u></li> </ul> <p>&gt; Unit 12: Communicating with Customers</p> <ul style="list-style-type: none"> <li>&gt; Internet Activity 12 - <u>Communicating with Customers</u></li> </ul>



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

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

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



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

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

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](http://www.pbs.org/literacy). Price breaks may be available for organizations ordering more than 10 sets of workbooks.