



FOCUS ON

Work-Based Learning

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Pre-ETS 2: Focus on WORK-BASED LEARNING STUDENT BOOK

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A	Five Competencies in the Workplace
	Projecting Needed Time for an Activity
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	What Can I Do for My Career?
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	Otherwise Qualified
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	Leaving a Message on a Machine
	Mailing a Letter



Expectations of Work-Relevant Skill Development

Directions: Read the question.

Circle YES or NO.

Give an example based on your answer.

If you answer no, write down one way you could

develop the skill.

Work-Relevant Skill		Give an Example	If you answered no, write down one step you could take to develop that skill
When you have a task to do, do you like to use technology?	YES NO		
When you are working on something, do you give up if it doesn't work the first time?	YES NO		
Do you get things done on time?	YES NO		
When asked to do a task, does it usually get turned in late?	YES NO		
When you spend money, do you spend it until it's gone?	YES NO		
When you spend money, do you use a budget to decide how much to spend?	YES NO		
Can you work on more than one task at a time?	YES NO		
Do you like to work on a team?	YES NO		
Do you prefer to work on your own?	YES NO		
When it is your turn to speak, do you feel uncomfortable?	YES NO		
Do you like to speak in front of a group of people?	YES NO		
Do you know how to study for a quiz?	YES NO		

Work-Relevant Skill		Give an Example	If you answered no, write down one step you could take to develop that skill
Do people think you are responsible?	YES NO		
Are you a good listener?	YES NO		
When you go to school or an event, do you check to see if you and your clothes are clean?	YES NO		
Would people say you are a positive person?	YES NO		
If someone asks you to stop what you are doing to start something new, do you like that?	YES NO		
Would people say you always tell the truth?	YES NO		

Important skills that employers look for when hiring a new employee:

- 1. Most jobs will require that you use a computer for some part of the job.
- 2. Employers need you to be flexible and able to switch jobs based on the business needs.
- 3. Every job has a deadline that must be met, so it is important to know when each task in your job must be done or how much time you can take to finish that job.
- 4. Be on time for your job start time and breaks. Lunchtime and ending time are a critical part of being a good employee. Employers will fire employees who are not reliable.
- 5. When you start earning a paycheck, it is important to know how to spend your money and create a budget. Employers sometimes do a credit check of people who apply for jobs and may not hire you if your credit is bad.
- 6. An employer is looking for someone who will try different jobs and find the ones you are best at so they can match your skills with jobs in their company.

- 7. How well you speak at your interview may be the reason why they will hire you or not hire you for the job. Always answer questions with more than yes or no answers, and provide information about yourself in a positive way. It is important to practice talking about yourself with teachers, friends, and family so you are well prepared when you answer questions in the interview.
- 8. It can help to have a mentor that will let you practice interviewing or writing letters to a business where you are interested in working.
- 9. Being prepared for an interview is like studying for a quiz. Do you know the steps to be ready for either?
- 10. Listen to what the interviewer is asking before answering the question. If you are not sure what the question is, then ask them to repeat the question so you can better understand what they want to know about you.
- 11. Listening skills make you a good friend, good student, and great employee. Employers need someone who will listen to their instructions so that the employee will not make mistakes, which can cost them money. You also need to listen to your coworkers as they may be able to help you understand what is expected of you at the job.
- 12. Being able to listen to your supervisor's feedback and hear what they say about what you are doing well, and where you need to improve, is an important work-relevant skill for your first job and all jobs after that!
- 13. Being prepared when you come to work is an expectation of your employer. This means arriving on time, wearing your uniform or appropriate clothes for your job, checking in with your supervisor, having all your supplies ready to start work, and arriving with a positive attitude. Did you pack a lunch or snack for break? Did you put your cell phone away if required by your employer?

Work-Relevant Skills Summary

Directions: Write down a skill for each work-relevant skill and ideas to develop that skill.

Team player

Skill	Idea to Develop Skill	
		- 57/1 DE
		A A

Safety

Skill	Idea to Develop Skill	
		A A

Independence

Score	Idea to Develop Skill	

Following Instructions

Skill	Idea to Develop Skill	
		INSTRUCTIONS

Organization

Skill	Idea to Develop Skill	
		0

Reliability

Skill	Idea to Develop Skill	

(Continued on the next page)

Work-Relevant Skills Summary

Continued from page 7

Customer Service

Skill	Idea to Develop Skill	

Entrepreneurship

Skill	Idea to Develop Skill	
		171111 (1111
		- CONTRACTOR OF THE PARTY OF TH

Self-Advocacy

Skill	Idea to Develop Skill	
		4 9 9 9
		8888

Reading and Writing Numbers

Directions: Work with a partner. Take turns completing this task: Circle 20 numbers. Choose at least one from each row. Do not show your partner. Call the numbers out so your partner can write them.

1	3	4	9	12	16	19	24	32	33	35	37	44	46	48
53	55	59	61	62	64	67	68	70	72	73	80	81	82	85
87	88	97	98	99	100	104	106	110	112	118	121	125	129	130
138	144	148	152	157	159	163	167	169	173	174	177	179	184	185
190	192	197	199	200	207	213	215	219	222	227	231	237	239	243
247	250	255	256	259	262	267	269	271	279	283	286	288	289	291
297	298	302	308	310	313	315	317	324	322	326	328	333	335	339
345	348	350	353	356	359	360	363	368	375	377	382	385	390	391
400	408	412	416	422	428	437	439	444	448	453	459	460	462	468
475	477	482	488	492	493	502	507	511	514	522	527	531	538	545
549	552	555	564	569	573	577	586	588	590	591	600	606	611	617
622	628	633	639	641	647	658	659	664	665	671	676	680	683	685
694	699	703	705	710	716	727	721	722	738	739	745	746	752	753
764	769	770	772	773	782	788	791	795	800	801	815	816	820	823
830	832	841	843	853	854	864	865	870	879	886	887	892	895	908
909	912	917	925	928	931	934	936	943	944	950	952	967	968	969
974	975	977	983	985	988	989	991	994	999	1000	1001	1012	1173	1853

Write the 20 numbers your partner chose here:

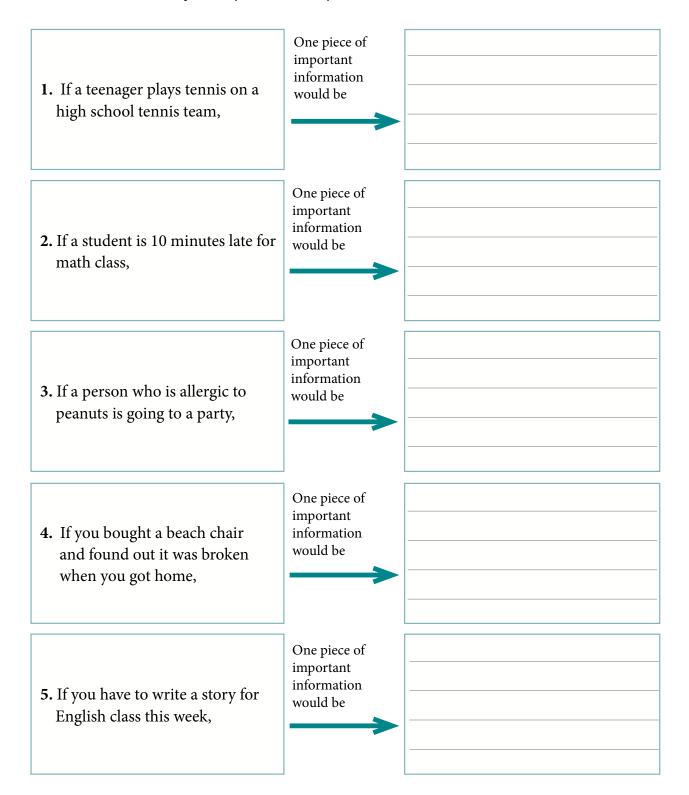
Reading Pictures

Directions: Study the pictures. Look beyond the obvious to see what you can learn by studying the background.

What have you learned by studying the background?

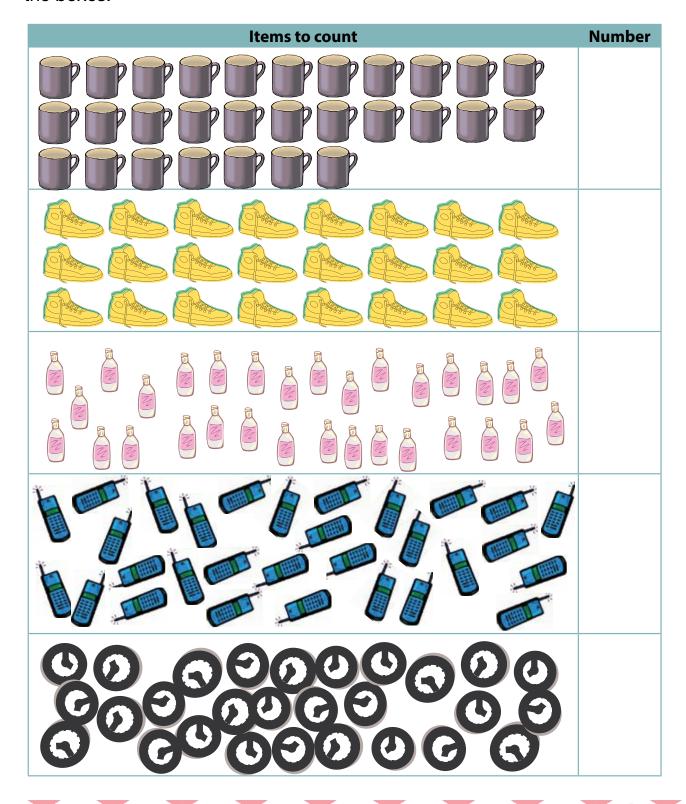
Recognizing Important Information

Directions: Identify one piece of important information in each situation.



Counting from 1 to 30

Directions: Count the number of items in each section. Write the numbers in the boxes.



Using a Checklist

PowerPoint Notes:		
What You Should Know	Examples	s from PowerPoint
1.		
2.		
3.		
4.		
5.		
<u> </u>		
6.		

TRY IT

Directions: Read the short story below and then answer the questions.

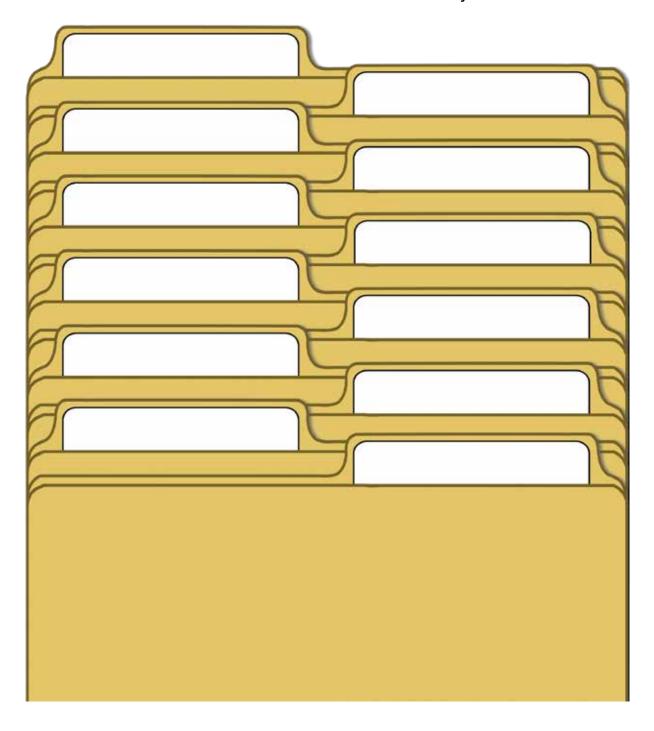
When you arrive at work, your supervisor has left a bag of coffee supplies and a note at your workstation. Your job is to read the note and create a checklist.



Create the Checklist

Labeling Files

Directions: Label these files with the months of the year in order.



Labeling Boxes

Directions: Look at the items that are to go in each box. Then, label each box with the room it should go to and the key items in the box.



Money Calls

Hugo encounters some work problems at his first job, even though he is good at it.

Some kids just can't wait to get their first jobs. Hugo Ortiz was like that. The day he was 17, he went to the Wade Call Center. Abe Walling hired Hugo on the spot. Hugo started working two days later.

He worked two hours after school each day. He also worked on Saturdays. He sat at a small desk. Each day, he turned his computer on. Then, he put a headpiece on. He pushed a button on his computer and it dialed a number. If someone answered, a script came on the screen. Hugo read the script and tried to sell. He made money every time he sold a CD.

The script Hugo read was made of very simple sentences. The boss liked callers to use plain words. He believed plain words made people buy.

Hugo was quite good at his job. He was able to sell to two or three people every hour. He got extra money for each sale. So, he was excited about his first check. It was odd when he opened his check. It showed that he only made five sales.

Hugo was quite good at his job. He was able to sell to two or three people every hour.



But, he knew he had made 42 sales. He talked to Jeff, the person who made the reports. Jeff said, "You have only been here for two weeks. Wait for your next check." So Hugo did not worry about his money.

The next day, Hugo had some phone numbers that would not work. They were from a town near Chicago. The computer dialed each number. A voice said the area code was wrong. He looked online. He saw that the town had some new area codes. He changed the numbers in the list. Then he pushed the button and started calling again. Now the numbers worked.

On Friday, Abe called Hugo into his

office. Three other callers were there. Abe said, "The four of you are going to be a team today. As a team, try to get 18 sales each hour. If you do, you will each get a \$100 bonus for the day." They all started calling. After 45 minutes, Hugo had 10 sales. He

thought that the other three could get eight sales. So, Hugo goofed off for the last 15 minutes. He was careful to look like he was working. After one hour, Abe talked to the team. He said, "Hey, team, you were one sale short this first hour. You are going to have to make up for it the next hour. Try



Try to get 18 sales each hour. If you do, you will each get a \$100 bonus for the day. They all started calling.

hard if you want your bonus." Hugo did not goof off anymore. In the end, he was happy to have the extra \$100.

On Tuesday, a new worker was sitting next to Hugo. Her name was Kelly. She smelled like flowers. Hugo started to sneeze and cough. He said to Kelly, "I'm sorry. I have a problem with perfume."

Kelly said, "I'm sorry, too. But, I like to smell nice."

Hugo told Abe about the problem. Abe said to Kelly, "I'm moving you to the other side of the room. I'll be right back. I have to find you a place." Hugo sort of slumped in his seat. He didn't want Kelly to be able to see him.



A new worker was sitting next to Hugo. Her name was Kellv. She smelled like flowers.

But, Kelly came right up to him. She said, "Sorry we can't sit by each other. I'll see you around." Then she made a call on her cell phone. She walked away from her desk to be alone. Hugo was glad that the smell wasn't so close. He didn't try to listen. But, he guessed she was talking about him.

Soon, Hugo's second paycheck came. He was short money again. He checked his list of sales. He had each person's name and the date. He asked Abe about

the money. Abe said that something was wrong. Abe said he would look into it.

Now, Hugo had been at his job for a month. Abe told him to make one file for each sale. Hugo used his sales list. Abe also told him to box up his month of sales. Hugo took a piece of paper. He used it to see how high the stack of files was. Then, Hugo went to the room with the boxes. He used the piece of paper to find a file box



He was ready to start a new list and a new month.

that would fit his stack. Soon, they were all packed away. He was ready to start a new list and a new month.

A few days later, Abe talked to Hugo about the missing money. He said, "Jeff and Beth were taking money. Jeff changed

the reports. He put the extra calls on Beth's report. Then the two of them split the money."

Hugo said, "No wonder Jeff told me not to worry." Hugo rolled his eyes. Finally, Hugo got all of his money. He didn't get a chance to talk to Jeff and Beth about it. They no longer worked there.

Money Calls

Story Quiz

- Why didn't Hugo work in the mornings during the week?
 - A. He didn't have enough training.
 - B. He hadn't been at the company long enough to work the best hours.
 - C. He was in school.
- 2 Why did Abe tell Kelly to move to the other side of the room?
 - A. It was less crowded on the other side.
 - B. Her chair was broken.
 - C. Hugo couldn't deal with her perfume.
- Why don't Jeff and Beth work at the company anymore?
 - A. They were fired for stealing.
 - B. They found better jobs.
 - C. They retired.
- 4 Choose the word that means "to give a job to someone."
 - A. hire
 - B. wait
 - C. dial
- 5 Choose the word that means "sat low or slouched."
 - A. packed
 - B. pushed
 - C. slumped
- 6 What is the best thing to do if you are cold at work?
 - A. Turn the heat up.
 - B. Get busy and forget about it.
 - C. Keep a sweater at your desk.
- Which date is the same as July 12th, 2013?
 - A. 7-12-13
 - B. 12-12-13
 - C. 2-0-13
- Say Hugo put his files in alphabetical order by buyers' last names. Which of these names would have come first?
 - A. Connie Toule
 - B. Mike Dennison
 - C. LaTasha Winter
- 9 Which item might fit in a file box that is three inches thick?
 - A. a laptop computer
 - B. a suitcase
 - C. a set of kitchen pans