

What Employers Want: The SCANS* Competencies and Foundation Skills

Five Competencies	A Three-Part Foundation
<p>Resources: Identifies, organizes, plans, and allocates resources</p> <ul style="list-style-type: none"> A. Time: Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules. B. Money: Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives. C. Material and facilities: Acquires stores, allocates, and uses materials or space efficiently. D. Human resources: Assesses skills and distributes work accordingly, evaluates performance and provides feedback. <p>Interpersonal: Works with others</p> <ul style="list-style-type: none"> A. Participates as member of a team. Contributes to group effort. B. Teaches others new skills. C. Serves clients or customers. Works to satisfy customers' expectations. D. Exercises leadership. Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies. E. Negotiates. Works toward agreements involving exchanges of resources, resolves divergent interest. F. Works with diversity. Works well with men and women from different backgrounds. <p>Information: Acquires and uses information</p> <ul style="list-style-type: none"> A. Acquires and evaluates information. B. Organizes and maintains information. C. Interprets and communicates information. D. Uses computers to process information. <p>Systems: Understand complex relationship</p> <ul style="list-style-type: none"> A. Understands systems. Knows how social, organizational, and technological systems work and operates effectively with them. B. Monitors and corrects performance. Distinguishes trends, predicts impacts on system operations, diagnoses systems' performance and corrects malfunctions. C. Improves or designs systems. Suggests modifications to existing systems and develops new or alternative systems to improve performance. <p>Technology: Works with a variety of technologies</p> <ul style="list-style-type: none"> A. Selects technology. Chooses procedures, tools, or equipment including computers and related technologies. B. Applies technology to task. Understands overall intent and proper procedures for setup and operation of equipment. C. Maintains and troubleshoots equipment. Prevents, identifies, or solves problems with equipment, including computers and other technologies. 	<p>Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens, and speaks.</p> <ul style="list-style-type: none"> A. Reading: Locates, understands, and interprets information in prose and in documents such as manuals, graphs, and schedules. B. Writing: Communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts. C. Arithmetic/Mathematics: Performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques. D. Listening: Receives, attends to, interprets, and responds to verbal messages and other cues. E. Speaking: Organizes ideas and communication orally. <p>Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.</p> <ul style="list-style-type: none"> A. Creative thinking: Generates new ideas. B. Decision-making. Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative. C. Problem solving. Recognizes problems and devises and implements plan of action. D. Seeing things in the mind's eye. Organizes and processes symbols, pictures, graphs, objects, and other information. E. Knowing how to learn. Uses efficient learning techniques to acquire and apply new knowledge and skills. F. Reasoning. Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem. <p>Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty.</p> <ul style="list-style-type: none"> A. Responsibility. Exerts a high level of effort and perseveres toward goal attainment. B. Self-Esteem. Believes in own self-worth and maintains a positive view of self. C. Sociability. Demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings. D. Self-Management. Assesses self accurately, sets personal goals, monitors programs, and exhibits self-control. E. Integrity/Honesty. Chooses ethical courses of action.

*Secretary's Commission on Achieving Necessary Skills (SCANS), U.S. Department of Labor