National Work Readiness Credential
Correlation to
PBS LiteracyLink®
Workplace Essential Skills
Communication and Writing
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<tbody>
<tr>
<td>Communicate in spoken English well enough to get the job done.</td>
<td>Communication &amp; Writing 9. The Language of Work Pages 15-21</td>
<td>Communication, select: Working Together Scene Selection Action plan</td>
<td>Communicating at Work Unit 9: The Language of Work Internet Activity 9 - The Language of Work</td>
</tr>
<tr>
<td>Identify actual or potential problems related to one’s own work. Report them in a timely manner, according to company policy.</td>
<td>Communication &amp; Writing 9. The Language of Work Pages 21-25</td>
<td>Employment-Keeping a Job, select: Ready for Work Scene Selection Shifts happen</td>
<td>Communicating at Work Unit 9: The Language of Work Internet Activity 9 - The Language of Work</td>
</tr>
<tr>
<td>Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.</td>
<td>Communication &amp; Writing 12. Communicating with Customers Pages 80-81</td>
<td>Communication, select: Communicating with Customers Scene Selection What do they want?</td>
<td>Communicating at Work Unit 12: Communicating with Customers Internet Activity 12 - Communicating with Customers</td>
</tr>
</tbody>
</table>

Communicating at Work Unit 9: The Language of Work Internet Activity 9 - The Language of Work
**National Work Readiness Credential Skill Profile**

**Workplace Essential Skills Workbook**

- Communication & Writing
  - 11. Working Together
  - Pages 64-67

**Workplace Essential Skills DVD**

- Communication, select:
  - Working Together
  - Story Segments
  - Ad agency segments (1-3)

  Further detail, Communication, select:
  - Communicating with Co-workers & Supervisors
  - Scene Selection
  - Look for solutions

  Further detail, Employment – Keeping a Job, select:
  - Story Segments
  - Nick & Gina (1-8)

**Workplace Essential Skills Online at [www.pbs.org/literacy](http://www.pbs.org/literacy)**

From Home Space, select:

- WES, Pre-GED & GED Connection

**Work as part of a team to develop and achieve mutual goals and objectives.**
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<tbody>
<tr>
<td>Identification of appropriate procedures.</td>
<td>Communication &amp; Writing</td>
<td>Communication, select:</td>
<td>From Home Space, select:</td>
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<tr>
<td></td>
<td>10. Communicating with Co-Workers &amp; Supervisors</td>
<td>The Language of Work</td>
<td><a href="http://www.pbs.org/literacy">WES, Pre-GED &amp; GED Connection</a></td>
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<td>Pages 40-41</td>
<td>Scene Selection</td>
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<td>Tune in, take notes, restate</td>
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<td>Be able to use a telephone, pager, radio, or other device to handle and process communication.</td>
<td>Communication &amp; Writing</td>
<td>Communication, select:</td>
<td>Employment Strategies</td>
</tr>
<tr>
<td></td>
<td>10. Communicating with Co-Workers &amp; Supervisors</td>
<td>Communicating with Customers</td>
<td>Unit 6: Ready for Work</td>
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<td></td>
<td>Page 37</td>
<td>Scene Selection</td>
<td>Internet Activity 6 - Ready for Work</td>
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<td></td>
<td></td>
<td>Communicating with customers</td>
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<td>Further detail, select:</td>
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<tr>
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<td>Communicating with Customers</td>
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<td>Scene Selection</td>
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<tr>
<td></td>
<td></td>
<td>What can you do?</td>
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<td></td>
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<td>Show you care</td>
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</tbody>
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Employment Strategies
- Unit 6: Ready for Work
- Internet Activity 6 - Ready for Work

Communicating at Work
- Unit 10: Communicating with Co-Workers & Supervisors
- Internet Activity 10 - Communicating with Co-Workers & Supervisors

Employment Strategies
- Unit 8: Learning At Work
- Internet Activity 8 - Learning At Work
From Home Space, select: |
|------------------------------------------------|----------------------------------|-------------------------------|----------------------------------------------------------------|
| Accept help from supervisors & co-workers. | **Communication & Writing**  
- 10. Communicating with Co-Workers & Supervisors  
- Pages 40-41 | Communication, select:  
- The Language of Work  
- Scene Selection  
- The language of work  
- Story Segments  
- Veronica’s first day (6) | Communicating at Work  
- Unit 10: Communicating with Co-Workers & Supervisors  
- Internet Activity 10 - Communicating with Co-Workers & Supervisors |
| **Employment Strategies**  
- Unit 8: Learning At Work  
- Internet Activity 8 - Learning At Work | **Employment Strategies**  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work | **Communicating at Work**  
- Unit 11: Working Together  
- Internet Activity 11 - Working Together | **Communicating at Work**  
- Unit 9: The Language of Work  
- Internet Activity 9 - The Language of Work |
| Be respectful and open to the thoughts, opinions, and contributions of others. | **Communication & Writing**  
- 11. Working Together  
- Pages 55-59 | Communication, select:  
- Working Together  
- Scene Selection  
- Working together  
- Story Segments  
- Ad agency segments (1-3) | **Communicating at Work**  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work |
| **Employment Strategies**  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work | **Employment Strategies**  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work |
### Interpersonal Skills
Cooperate with Others

|-------------------------------------------------|-----------------------------------|-------------------------------|----------------------------------------------------------------------------------|
| Be respectful and open to the thoughts, opinions, and contributions of others. | Communication & Writing  
- 11. Working Together  
- Pages 56-57 | Communication, select:  
- Working Together  
- Scene Selection  
- Working together  
- Story Segments  
- Ad agency segments (1-3)  
Further detail, Employment – Keeping a Job, select:  
- Learning at Work  
- Scene Selection  
- It’s all about you | Communicating at Work  
- Unit 11: Working Together  
- Internet Activity 11 - Working Together  

**Employment Strategies**  
- Unit 9: The Language Of Work  
- Internet Activity 9 - The Language of Work  

**Employment Strategies**  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work  

- Employment Strategies  
- Unit 8: Learning At Work  
- Internet Activity 8 - Learning At Work |
| Show initiative in carrying out work assignments. | Communication & Writing  
- 11. Working Together  
- Pages 64-67 | Employment – Keeping a Job, select:  
- Ready for Work  
- Scene Selection  
- Plan to learn | Employment Strategies  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work  

- Employment Strategies  
- Unit 8: Learning At Work  
- Internet Activity 8 - Learning At Work |
From Home Space, select:  
- WES, Pre-GED & GED Connection |
|---|---|---|---|
| Demonstrate integrity. | Communication & Writing  
- 11. Working Together  
- Pages 60-64 | Communication, select:  
- Communicating with Co-workers & Supervisors  
- Scene Selection  
- Tough call? Find help. | Employment Strategies  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work  
Communicating at Work  
- Unit 9: The Language Of Work  
- Internet Activity 9 - The Language of Work  
Communicating at Work  
- Unit 10: Communicating with Co-Workers & Supervisors  
- Internet Activity 10 - Communicating with Co-Workers & Supervisors  
Communicating at Work  
- Unit 11: Working Together  
- Internet Activity 11 - Working Together |
| Accept new or changed work responsibilities with a positive attitude. | Employment  
- 8. Learning at Work  
- Pages 148-153 | Employment – Keeping a Job, select:  
- Ready for Work  
- Scene Selection  
- Plan to learn  
For additional detail, select:  
- Learning at Work  
- Scene Selection  
- Learning at work | Employment Strategies  
Unit 8: Learning At Work  
Internet Activity 8 - Learning At Work  
Employment Strategies  
- Unit 6: Ready for Work  
- Internet Activity 6 - Ready for Work |
|-----------------------------------------------|-----------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------|
| Address customer comments, questions, concerns, and objections with direct, accurate, and timely response. | Communication & Writing  
   - 12. Communicating with Customers  
   - Pages 80-81  
   For additional detail:  
   - 12. Communicating with Customers  
   - Pages 84-87 | Communication, select:  
   - Communicating with Customers  
   - Scene Selection  
   - What do they want?  
   For additional detail, Employment – Keeping a Job, select:  
   - Learning at Work  
   - Scene Selection  
   - Learning at work  
   - Story Segments  
   - Ad agency segments (1-3) | Communicating at Work  
   - Unit 12: Communicating with Customers  
   - Internet Activity 12 - Communicating with Customers  
   Communicating at Work  
   - Unit 9: The Language of Work  
   - Internet Activity 9 - The Language of Work |
| Work through conflict constructively. | Communication & Writing  
   - 10. Communicating with Co-Workers & Supervisors  
   - Pages 44-47 | Employment – Keeping a Job  
   - Ready for Work  
   - Scene Selection  
   - Shifts happen | Communicating at Work  
   - Unit 9: The Language of Work  
   - Internet Activity 9 - The Language of Work  
   - Unit 10: Communicating with Co-Workers & Supervisors  
   - Internet Activity 10 - Communicating with Co-Workers & Supervisors  
   - Unit 11: Working Together  
   - Internet Activity 11 - Working Together  
   - Unit 12: Communicating with Customers  
   - Internet Activity 12 - Communicating with Customers |
### Interpersonal Skills
Resolve Conflict and Negotiate (continued)

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<tr>
<td>Identify actual or potential problems related to one’s own work:</td>
<td><strong>Communication &amp; Writing</strong>&lt;br&gt;10. Communicating with Co-Workers &amp; Supervisors&lt;br&gt;Pages 40-43</td>
<td>Employment – Keeping a Job, select:&lt;br&gt;<strong>Learning at Work</strong>&lt;br&gt;<strong>Story Segment</strong>&lt;br&gt;<strong>Gina requests training (4)</strong></td>
<td>Communicating at Work&lt;br&gt;<strong>Unit 9: The Language of Work</strong>&lt;br&gt;<strong>Internet Activity 9 - The Language of Work</strong></td>
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<tr>
<td>▪ Report them in a timely manner, according to company policy.</td>
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<tr>
<td>Manage stressful situations effectively.</td>
<td><strong>Communication &amp; Writing</strong>&lt;br&gt;10. Communicating with Co-Workers &amp; Supervisors&lt;br&gt;Pages 44-47</td>
<td><strong>Communication, select:</strong>&lt;br&gt;<strong>Working Together</strong>&lt;br&gt;<strong>Scene Selection</strong>&lt;br&gt;<strong>More from the mix</strong></td>
<td>Communicating at Work&lt;br&gt;<strong>Unit 12: Communicating with Customers</strong>&lt;br&gt;<strong>Internet Activity 12 - Communicating with Customers</strong></td>
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<td>Communicating at Work&lt;br&gt;<strong>Unit 10: Communicating with Co-workers &amp; Supervisors</strong>&lt;br&gt;<strong>Internet Activity 10 - Communicating with Co-workers &amp; Supervisors</strong></td>
</tr>
<tr>
<td>National Work Readiness Credential Skill Profile</td>
<td><strong>Workplace Essential Skills Workbook</strong></td>
<td><strong>Workplace Essential Skills DVD</strong></td>
<td><strong>Workplace Essential Skills Online at <a href="http://www.pbs.org/literacy">www.pbs.org/literacy</a></strong></td>
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</tbody>
</table>
| Adjust to unexpected problems and situations by seeking advice from a supervisor or appropriate others. | **Communication & Writing**  
- 10. Communicating with Co-Workers & Supervisors  
- Pages 40-41 | **Communication**, select:  
- Communicating with Co-workers & Supervisors  
- Scene Selection  
- Communicating with co-workers & supervisors  
For additional detail, select:  
- Story Segments  
- Ad agency segments (1-6) | **Communicating at Work**  
- Unit 10: Communicating with Co-Workers & Supervisors  
- Internet Activity 10 - Communicating with Co-Workers & Supervisors  
**Communicating at Work**  
- Unit 12: Communicating with Customers  
- Internet Activity 12 - Communicating with Customers  
**Communicating at Work**  
- Unit 11: Working Together  
- Internet Activity 11 - Working Together |
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<tbody>
<tr>
<td>Avoid absenteeism.</td>
<td><strong>Employment</strong></td>
<td><strong>Employment – Keeping a Job, select:</strong></td>
<td>From Home Space, select:</td>
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<td>6. Ready for Work</td>
<td>Ready for Work</td>
<td>➢ WES, Pre-GED &amp; GED Connection</td>
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<td></td>
<td>Pages 105-107</td>
<td>Scene Selection</td>
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<td>Pages 110-111</td>
<td><strong>Backup plan</strong></td>
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<td>For additional detail, select:</td>
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<td></td>
<td>Select <strong>Employer contract</strong></td>
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<td>In addition to:</td>
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<td>➢ Story Segments</td>
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<td></td>
<td></td>
<td>➢ Nick &amp; Gina-workplace concerns (1-8)</td>
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<tr>
<td>Take responsibility for completing one’s own work assignments:</td>
<td><strong>Employment</strong></td>
<td><strong>Employment – Keeping a Job, select:</strong></td>
<td>Employment Strategies</td>
</tr>
<tr>
<td>▪ As efficiently as possible, to minimize costs, rework, and production time.</td>
<td>6. Ready for Work</td>
<td>Learning at Work</td>
<td>➢ Unit 6: Ready for Work</td>
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<td></td>
<td>Pages 110-111</td>
<td>Scene Selection</td>
<td>➢ Internet Activity 6 - Ready for Work</td>
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<td></td>
<td><strong>It’s all about you</strong></td>
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<td>For additional detail:</td>
<td>Employment Strategies</td>
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<td>➢ 8. Learning at Work</td>
<td>➢ Unit 8: Learning At Work</td>
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<td>Pages 148-149</td>
<td>➢ Internet Activity 8 - Learning At Work</td>
</tr>
<tr>
<td>Do not attend to personal business when on the job except in emergencies.</td>
<td><strong>Employment</strong></td>
<td><strong>Employment – Keeping a Job, select:</strong></td>
<td>Employment Strategies</td>
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<td>6. Ready for Work</td>
<td>Ready for Work</td>
<td>➢ Unit 6: Ready for Work</td>
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<td>Pages 110-111</td>
<td>Scene Selection</td>
<td>➢ Internet Activity 6 - Ready for Work</td>
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<td><strong>Employer contract</strong></td>
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<td>For additional detail:</td>
<td>Communication at Work</td>
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<td>➢ 8. Learning at Work</td>
<td>➢ Unit 11: Working Together</td>
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<td>Pages 148-149</td>
<td>➢ Internet Activity 11 - Working Together</td>
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JCPS Adult Education 07/05/2006 Page 11
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<tr>
<td>Demonstrate willingness to work.</td>
<td>Employment</td>
<td>Employment – Keeping a Job, select:</td>
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<td></td>
<td>6. Ready for Work</td>
<td>Learning at Work</td>
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<td>Page 111</td>
<td>Scene Selection</td>
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<td>It's all about you</td>
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<td>Learn new additional skills related to your job.</td>
<td>Employment</td>
<td>Employment – Keeping a Job, select:</td>
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<td>8. Learning at Work</td>
<td>Learning at Work</td>
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<td></td>
<td>Page 153</td>
<td>Scene Selection</td>
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<td>It's all about you</td>
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<td>Communicating at Work</td>
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<td>Unit 11: Working Together</td>
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<td>Internet Activity 11 - Working Together</td>
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<td>Communicating at Work</td>
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<td>Unit 9: The Language Of Work</td>
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<td>Employment Strategies</td>
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<td>Unit 6: Ready for Work</td>
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<td>Internet Activity 6 - Ready for Work</td>
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<td>Employment Strategies</td>
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<td>Unit 8: Learning At Work</td>
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<td>Internet Activity 8 - Learning At Work</td>
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## Lifelong Learning Skills Take Responsibility for Learning (Continued)

### National Work Readiness Credential Skill Profile

<table>
<thead>
<tr>
<th>Workplace Essential Skills Workbook</th>
<th>Workplace Essential Skills DVD</th>
<th>Workplace Essential Skills Online at <a href="http://www.pbs.org/literacy">www.pbs.org/literacy</a></th>
</tr>
</thead>
</table>
| **Accept and use constructive criticism for continuous improvement of own job performance.** | **Communication**, select:  
- Communicating with Co-workers & Supervisors  
- Scene Selection  
- Communicating with co-workers & supervisors  
For additional detail  
- Communicating with Co-workers & Supervisors, select:  
  - Scene Selection  
  - Learn from feedback  
In addition (same DVD)  
Working Together, select:  
- Scene Selection  
- Work together  
- Story Segments  
- Ad agency (1-3) | **Communicate at Work**  
- Unit 10: Communicating with Co-Workers & Supervisors  
- Internet Activity 10 - Communicating with Co-Workers & Supervisors  
**Employment Strategies**  
- Unit 8: Learning At Work  
- Internet Activity 8 - Learning At Work  
**Communicate at Work**  
- Unit 11: Working Together  
- Internet Activity 11 - Working Together |

| **Learn about the products/services of the organization.** | **Employment**  
- 8. Learning at Work  
- Page 146 | **Employment – Keeping a Job**, select:  
- Learning at Work  
- Scene Selection  
- Learning at work  
For additional detail, select:  
- Scene Selection  
- First things first | **Employment Strategies**  
- Unit 8: Learning At Work  
- Internet Activity 8 - Learning At Work  
**Communicate at Work**  
- Unit 12: Communicating with Customers  
- Internet Activity 12 - Communicating with Customers |

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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.