

EMPLOYER EXPECTATIONS WORKFORCE 2000+

Job Skill Group	Entry Level	Mid Level	High level
Personal Qualities	Come to work on time Come to work every day Stay at work until the work day is over Come to work sober Do your job Complete work as instructed Don't use illegal drugs Wear appropriate clothes to work Do follow all company rules Don't steal from company or co-workers Don't fight with co-workers Don't bring weapons to work Be helpful Try to please Keep workplace clean & neat	Come to work on time Come to work every day Stay at work until the work day is over Come to work sober Do your job Complete work as instructed Don't use illegal drugs Wear appropriate clothes to work Do follow all company rules Don't steal from company or co-workers Don't fight with co-workers Don't bring weapons to work Be helpful Try to please Keep workplace clean & neat	Come to work on time Come to work every day Stay at work until the work day is over Come to work sober Do your job Complete work as instructed Don't use illegal drugs Wear appropriate clothes to work Do follow all company rules Don't steal from company or co-workers Don't fight with co-workers Don't bring weapons to work Be helpful Try to please Keep workplace clean & neat
Social Skills	Be tactful Use self control Be willing to trust yourself Be willing to trust other people Tell the truth Be willing to risk making a mistake Try to learn from your mistakes Be able to accept criticism Pay attention to cleanliness & personal hygiene Be flexible Be adaptable Take pride in your work Have self-esteem Respect other people's ideas Give constructive criticism Be accepting of people of other races, gender, religions, and nationalities Understand the nature of prejudice Be cooperative Present a neat appearance Maintain a positive attitude	Be tactful Use self control Be willing to trust yourself Be willing to trust other people Tell the truth Be willing to risk making a mistake Try to learn from your mistakes Be able to accept criticism Pay attention to cleanliness & personal hygiene Be flexible Be adaptable Take pride in your work Have self-esteem Respect other people's ideas Give constructive criticism Be accepting of people of other races, gender, religions, and nationalities Understand the nature of prejudice Be cooperative Present a neat appearance Maintain a positive attitude	Be tactful Use self control Be willing to trust yourself Be willing to trust other people Tell the truth Be willing to risk making a mistake Try to learn from your mistakes Be able to accept criticism Pay attention to cleanliness & personal hygiene Be flexible Be adaptable Take pride in your work Have self-esteem Respect other people's ideas Give constructive criticism Be accepting of people of other races, gender, religions, and nationalities Understand the nature of prejudice Be cooperative Present a neat appearance Maintain a positive attitude
Thinking Skills	Know what you're expected to do on your job Know when you're not doing what you're expected to do	Know what you're expected to do on your job Know when you're not doing what you're expected to do Recognize difference in process Know how to solve simple problems Be able to prioritize tasks	Know what you're expected to do on your job Know when you're not doing what you're expected to do Recognize difference in process Know how to solve simple problems Be able to prioritize tasks Be able to anticipate problems and take preventative action Be able to suggest improved ways of doing your job
Listening Skills	Understand the importance of listening in doing your job Follow basic oral instructions involving multiple steps	Understand the importance of listening in doing your job Follow basic oral instructions involving multiple steps	Understand the importance of listening in doing your job Follow basic oral instructions involving multiple steps Interpret complex information

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Speaking Skills	Communicate facts	Communicate facts Arrange ideas in a logical sequence Use proper choice of words	Communicate facts Arrange ideas in a logical sequence Use proper choice of words Use oral communication for a variety of purposes: to inform, to persuade, to motivate Be able to translate complex technical information into non-technical terms
Reading Skills	Read & fill out a job application form without assistance Read & understand simple forms & checklists Read safety instructions Read employee handbook Read your job description	Read & fill out a job application form without assistance Read & understand simple forms & checklists Read safety instructions Read employee handbook Read your job description Read & understand dials< switches, and graphs	Read & fill out a job application form without assistance Read & understand simple forms & checklists Read safety instructions Read employee handbook Read your job description Read & understand dials< switches, and graphs Read & understand process-related technical information
Written Communication Skills	Fill out a ob application form without assistance Fill out simple forms & checklists	Fill out a ob application form without assistance Fill out simple forms & checklists Write using proper grammar Record data from dials & gauges Graph data Write instructions	Fill out a ob application form without assistance Fill out simple forms & checklists Write using proper grammar Record data from dials & gauges Graph data Write instructions Write process-related technical information
Math Skills	Add & subtract whole numbers Tell time on a non-digital clock Use standard or metric ruler Understand paycheck elements	Add & subtract whole numbers Tell time on a non-digital clock Use standard or metric ruler Understand paycheck elements Add, subtract, multiply, divide fractions & decimals Do metric conversions Understand weight & cube Plot charts & graphs	Add & subtract whole numbers Tell time on a non-digital clock Use standard or metric ruler Understand paycheck elements Add, subtract, multiply, divide fractions & decimals Do metric conversions Understand weight & cube Plot charts & graphs Add, subtract, multiply, & divide percentages Convert fractions & decimals to percentages Convert percentages to fractions & decimals
Computer Skills/Knowledge	Accept the computer as a necessary tool in today's workplace Follow instructions from a computer screen Use the computer in place of paper forms Input & retrieve information Access and use a variety of computer programs	Accept the computer as a necessary tool in today's workplace Follow instructions from a computer screen Use the computer in place of paper forms Input & retrieve information Access and use a variety of computer programs	Accept the computer as a necessary tool in today's workplace Follow instructions from a computer screen Use the computer in place of paper forms Input & retrieve information Access and use a variety of computer programs Analyze & interpret computer programs and information Identify the need for new programs or for adjustments to existing programs Write simple programs Understand the function of and write programs for programmable controllers (PLC's)

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Safety and Technical Knowledge	Understand proper safety procedures for process-related equipment and materials	Understand proper safety procedures for process-related equipment and materials Understand hazards of the process Recognize potential safety hazards	Understand proper safety procedures for process-related equipment and materials Understand hazards of the process Recognize potential safety hazards Propose new safety procedures and revisions to existing ones
Leadership Skills	Work as part of a team Provide positive input to the team	Work as part of a team Provide positive input to the team Function as a team leader Influence other people to perform better	Work as part of a team Provide positive input to the team Function as a team leader Influence other people to perform better Facilitate team to work together to accomplish goal/mission/vision Influence positively all people with whom he or she comes in contact

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The Workforce Excellence Model and the Employer Expectations Matrix were developed by the Sumter County (South Carolina) Development Board's Workforce 2000+ Steering Committee. Any use of these materials should include reference to the Committee and the members who were involved in their development.