

Workplace Essential Skills Scene Summaries

Orientation

Scene Selection	Description
Making it Work	This is a tool to help people find jobs, get better jobs, and pursue careers.
What is it?	25 half-hour videos, accompanied by workbooks and PBS Literacy Links online
Is This For Real?	Seeing other people succeed lets you know that you can too.
Where There's a Skill, There's a Way	How basic skills are used in the workplace
See the Movie, Read the Book	The workbook correlates with the movies in an attempt to address different learning styles.
Get Connected	PBS online Literacy Links program
It's Up to Me	Your overall success depends on you.
Story Segments	Description
Cheryl's Job Search	1. Preview of story segment - Cheryl & Dawnelle 1, Program 1
	2. Preview of story segment - Cheryl & Dawnelle 2, Program 1
A Landscaping Problem	1. Preview of story segment - A Landscaping Problem 1, Program 15
	2. Preview of story segment - A Landscaping Problem 2, Program 15
Lamar Wants to be a Mechanic	1. Preview of story segment - Lamar wants to be a Mechanic 2, Program 2

1. Planning to Work

Scene Selection	Description
Planning to Work	This scene is about choosing a direction, finding a career, and/or getting a better job.
Get Started	Start thinking about careers and jobs that interest you.
Self-Assessment	Focus on what you can do and what you are good at.
What You're Good At	Think about work that matches your interest, skills, and talents.
There's Help	Utilize city and county job services, training programs, and schools in your area.
Set Goals	Having goals is the key to staying on track and succeeding.
Networking	Libraries, online resources, and people are great sources of information about careers and jobs.
Research	Research is very beneficial as you set your goals to achieve success.
Story Segments	Description
Lamar Wants to be a Mechanic	1. Lamar quits his job.
	2. Lamar becomes frustrated with job-hunting.
	3. Lamar applies for a part-time job.
	4. Lamar decides to earn his certification in auto mechanics.
Cheryl & Dawnelle	1. Cheryl doesn't know what she is good at.
	2. Cheryl discovers her niche.
	3. Dawnelle and Cheryl discuss resources for job-hunting.
	4. Cheryl gets help from her local library.
	5. Cheryl researches a job that interests her.
	6. Dawnelle gets interested in a new job.
	7. Cheryl assesses her financial needs.
	8. Dawnelle asks questions about the new job.
	9. Cheryl shares her research with Dawnelle.

2. Matching Skills and Jobs

Scene Selection	Description
Matching Skills and Jobs	There are three areas of skill: adaptive, transferable, and pre-requisite.
What You're Good At	Discover your skills and strengths.
Self-Management Skills	A.k.a. Adaptive Skills, these skills make you a good friend, family member and worker.
Transferable Skills	Skills acquired through life experiences will help you on any job.
What Employers Want	Employers expect basic reading, writing, math, communication, and specific job-related skills.
Job-Related Skills	Job-related skills are skills such as how to operate a specific piece of machinery.
Training	Once you choose a job, check on additional training that would benefit you.
Where to Look	Employment agencies and the media are great ways to learn about job openings.

Look Your Best	The first impression is a lasting impression - always dress for success.
Phone Script	Impressions are also created based on what you say and how you speak.
Story Segments	Description
Cheryl & Dawnelle	1. Cheryl matches her interests with a job opening.
	2. Cheryl & Dawnelle learn how to read abbreviations in want ads.
	3. Cheryl gets a lead on a job from a friend.
	4. Cheryl calls about the job.
	5. Dawnelle gets a lead on a Sales Rep. job.
Lamar Wants to be a Mechanic	1. Lamar gets a letter of recommendation.
	2. Lamar checks into additional training.
	3. Lamar dreams of owning his own business.
	4. Lamar fills out an application.

3. Applying for Jobs

Scene Selection	Description
Applying for Jobs	Learn tips, such as the employers hiring process, when applying.
Screening	Employers look at applications to screen their applicants.
Be Thorough	Don't leave anything blank on an application.
Be Prepared	Questions may arise from your application in an interview.
List Your Skills	All of your skills are important and make you more employable.
Look Your Best	Appearance and personality are the first things people notice.
Be Consistent	Provide consistent information in your application, resume, and interview.
Story Segments	Description
Cheryl & Dawnelle	1. Cheryl begins filling out applications.
	2. Cheryl learns about transferable skills.
	3. Cheryl calls about a job in the want ads.
	4. Cheryl discovers her extra skills.
	5. Cheryl obtains an application for employment.
	6. Cheryl knows the lady working at the front desk.
Lamar Wants to be a Mechanic	1. Lamar submits his application.
	2. Lamar revises his application.
	3. The employer considers Lamar's application.

4. Resumes, Tests, and Choices

Scene Selection	Description
Resumes, Tests, and Choices	Employers use resumes, various tests, and background checks when hiring.
You Choose the Words	Tips on the right words to use in your resume.
Mixologist	Turn transferable skills into professional skills.
Skills	Think about ALL of you skills.
Need Help?	Utilize pre-employment and job readiness programs.
Cover Letter	When, why, and how to use a cover letter.
Tests	Employers use various tests to measure performance.
More Tests	A drug test may be required for employment.
Consider Your Options	Look at the pros and cons of the job.
Story Segments	Description
Cheryl & Dawnelle	1. Dawnelle uses a resume template.
	2. Dawnelle enters her job information.
	3. Dawnelle works on her work history.
	4. Dawnelle lists her education.
	5. Dawnelle finishes her resume.
	6. Cheryl is given a skills test.
Lamar Wants to be a Mechanic	1. Lamar looks at the pros and cons of the job he's applied for.

5. Interviewing

Scene Selection	Description
Interviewing	How employers use interviews.
Opening Moves	Greet your interviewer properly.
Answering Questions	Answering open-ended questions positively
Asking Questions	Think of questions to ask during your interviewer.
Closing Moves	Leave your interviewer with a good impression.

Plan Ahead	Arrive early, compose yourself, go over notes and questions.
Look Your Best	Dress better than you would for work.
Story Segments	Description
Cheryl & Dawnelle	1. Cheryl has some employment gaps.
	2. Cheryl needs to deal with an issue from a past job.
	3. Cheryl & Dawnelle practice answering questions positively.
	4. Cheryl asks about training.
	5. Cheryl makes arrangements for her daughter.
	6. Cheryl practices her closing moves.
	7. Cheryl gets prepared for her interview.
	8. Dawnelle goes for an interview.
	9. Dawnelle answers open-ended questions.
	10. Dawnelle leaves a good impression.
	11. Cheryl gets the job.
Lamar Wants to be a Mechanic	1. Lamar gets offered a job.
	2. Lamar chooses between two jobs.
6. Ready for Work	
Scene Selection	Description
Ready for Work	Expectations for new employees
Back-Up Plan	Have a back-up plan for your transportation.
Shifts Happen	Be flexible on your job.
Employer Contract Employee	Be prepared to do what is asked of you at work.
Wow 'em	Learn about impressive work habits
Ready or Not	Show a strong desire to do your job well.
Plan to Learn	Learn all you can about your job.
Fitting In	Maintain a good working relationship with others.
Story Segments	Description
Nick & Gina: Workplace Concerns	1. Nick's first day at work
	2. Nick has car trouble.
	3. Gina's co-worker George doesn't show up for work.
	4. Nick makes a friend at work.
	5. Gina becomes shift supervisor.
	6. Nick is too eager.
	7. Gina takes charge.
	8. Nick and Gina discuss Nick's orientation.
7. Workplace Safety	
Scene Selection	Description
Workplace Safety	How to create/maintain a safe workplace
Whose Job Is It?	Ensuring safety is everyone's responsibility.
Not My Job	Every job has it's own safety concerns.
Stay Tuned	Recognizing and responding to safety hazards
Story Segments	Description
Nick & Gina: Workplace Concerns	1. Gina holds a staff meeting.
	2. Nick spots a safety concern.
	3. George (Gina's co-worker) ignores a safety memo.
	4. Nick doesn't follow directions.
	5. Gina talks to George about the incident.
8. Learning at Work	
Scene Selection	Description
Learning at Work	Coping with the pressures of a new job
First Things First	Carry important personal information for paperwork
Check it Out	Strategies to help get the most out of your orientation training
Learn from Feedback	Doing your job well is an opportunity for growth and advancement.
It's All About You	Doing your best benefits both you and your employer.
Story Segments	Description
Nick & Gina: Workplace Concerns	1. Gina helps Nick prioritize his new-employee paperwork.
	2. Nick's boss talks to him about paying closer attention.

	3. Nick starts taking notes at work.
	4. Gina wants management training.
	5. Nick starts to get more serious.
	6. Nick and Gina discuss their days.

9. The Language of Work

Scene Selection	Description
The Language of Work	The role of communication in the workplace
Get It? Got It?	Learn the short-hand used in your workplace.
Listen Up	Avoiding miscommunication issues
Think First, Speak Later	Stay focused with communicating to solve problems.
Tune in, Take Notes, Restate	The benefits of feedback from your listeners
Any Questions?	Good communication skills are learned

Story Segments	Description
Veronica's First Day	1. Veronica has trouble communicating at work.
	2. Veronica doesn't listen well.
	3. Veronica insults a customer.
	4. Veronica's boss confronts her.
	5. Veronica gets advice from a co-worker.
	6. Veronica learns a lesson on listening.
	7. Veronica practices her listening skills.

10. Communicating with Co-workers & Supervisors

Scene Selection	Description
Communicating w/ Co-workers & Supervisors	Effective communication practices
No Whining	Take responsibility for your role.
One the Same Side	Follow the course of action to be successful.
Learn from Feedback	Assess feedback from others.
Look for Solutions	Solutions require compromise.
Tough Call? Find Help	Know what to do when you can't solve the problem.
Work Together	Learning to work with many different people is part of your job.

Story Segments	Description
Ad Agency Communications	1. Julia announces a sudden change in plans.
	2. Julia's workers need to contact her to get a password.
	3. Julia talks to Sheila.
	4. Shelia gets the password.
	5. The workers have trouble getting on task.
	6. Julia learns how much her time is needed in the office.

11. Working Together

Scene Selection	Description
Working Together	Tips on effective teamwork
Team Work	By working together you do more than by working alone.
Team Goal	Members of a team all work toward a common goal.
Action Plan	Follow the plan to achieve the goal.
More From the Mix	Be open to the opinions and ideas of others.
Take the Lead	Follow the action plan-give your input

Story Segments	Description
Moving a Wall	1. Poor communication causes a wall to be placed wrong.
	2. The workers must redirect their plans.
	3. The workers solve the problem.
Ad Agency Communications	1. Julia offers to make herself more available in the office.
	2. Julia and Pat realize the importance of being on the same side.
	3. Julia considers hiring a trainee to help out.

12. Communicating with Customers

Scene Selection	Description
Communicating with customers	Skills to keep customers satisfied
What do they want?	Customers want outstanding service to be satisfied.

What are they really saying?	Understanding the customer's point of view
What can you do?	Turn negative situations into positive situations
How do they feel?	Look at body language for clues
What can I do?	Find out what will satisfy your customers
Show you care	Show the customer's that you have their best interest in mind.

Story Segments	Description
Moving a Wall	1. The workers seek approval to build a column. 2. The workers must compromise with the customer. 3. An agreement is reached.
Veronica's Good Service	1. Veronica is trying too hard. 2. Veronica discovers her lack of understanding of customer satisfaction. 3. Veronica makes things right with the customer.

13. A Process for Writing

Scene Selection	Description
A process for writing	Workplace writing is writing for a purpose.
Why write?	Writing-the most effective means of workplace communication
Purpose, Audience, Format	Who needs to know what and how do you tell them?
Gather Facts	Support what you have to say.
First Draft	Write down everything you think you may use
Revise, Proofread, Distribute	Finalizing the writing process

Story Segments	Description
The Creative Dept.	1. The TV line and print line read differently. 2. The decide to use both slogans. 3. They write a draft for a memo to inform everyone of the change. 4. They continue writing the memo. 5. They revise and distribute the memo.
A Landscaping Problem	1. A customer reports that his plants are dying. 2. The boss checks paperwork to gather information. 3. They discuss the problem and write a letter to the customer. 4. They define what they will do for the customer to make things right.

14. Supplying Information: Directions, Forms, & Charts

Scene Selection	Description
Supplying Information	Your role in providing written information in the workplace
Part of the Job	A look into Fantus Co. Hospital's record keeping
Charts	There are various charts used in everyday workplace operations.
Forms	One of the most common at-work tasks is filling out forms.
Keeping Track	Use the writing process when filling out forms.
Directions	Consider your audience when writing directions.
Keeping Organized	Ways of organizing information, such as labels, lists, etc.
For the Record	Record keeping is crucial to business operation.

Story Segments	Description
The Creative Dept.	1. The business dept. doesn't receive paperwork from Janice. 2. Janice develops a better understanding of record keeping. 3. The steps needed to operate the dry mount machine are written down. 4. The operator shows Janice how to operate the machine.
A Landscaping Problem	1. Labels are made for everything in the storage shed. 2. A message board is suggested for better communication.

15. Writing Memos & Letters

Scene Selection	Description
Writing memos & letters	A closer look at communication through writing
Purpose	What message are you trying to convey?
Audience	To whom is the message intended?
Format	Memos, letters, and reports
Facts	What does your audience need to know?
Draft	Select a pattern of organization and jot down your message.
Revise	Review your draft and make changes if needed.
Proofread	Look for problems in grammar, spelling, and mechanics.
Distribute	Presenting your finished piece

Story Segments	Description
A Landscaping Problem	1. There's an argument between the customer and employee.
	2. The boss wants to write the customer a letter.
	3. The letter proposes a solution.
	4. The employee revises his letter.
	5. His boss approves of his letter.
	6. The letter was effective and the customer was satisfied.
The Creative Dept.	1. Janice writes a draft of a memo.
	2. Janice gets suggestions and makes revisions.
	3. Janice's memo was effective.

16. Reading for a Purpose

Scene Selection	Description
Reading for a Purpose	Understanding the three purposes of reading in the workplace
Look Around	Important text is all around us.
I Can Do This	Developing a sense for what you are reading
Look Out	Keep an eye out for important reading
A to Z or 123?	Organization of workplace reading materials
Look it Up	Look up information that you don't already know.
Keep Digging	Assess how you can use the information.
Look Again	Get help if you need it.
What do you get?	Focus on what you want to learn about.

Story Segments	Description
The Music Store	1. Johnny has to string a guitar.
	2. He reads reference material to learn how.
	3. Johnny successfully strings the guitar.
Auto Shop	1. Louise needs to know about the Parts Return Procedure.
	2. Marcos tells her how to scan for information in reference manuals
	3. Marcos explains how to use the headings will help.
	4. Louise and Marcos are getting a diagnostic machine.

17. Finding What You Need: Forms and Charts

Scene Selection	Description
Finding What You Need: Forms & Charts	Forms and Charts are used to organize information.
Forms, Forms, Forms	Each type of form has it's own purpose.
Forms Guide	Read over forms to know what you info. you need.
True to Form	Forms are designed to reflect the way they are used.
Charts, Charts	Charts organize particular info. for a particular purpose.
Check the Label	Labels define charts and forms much like a key on a map.
For Further Assistance	Consider the type of help you may need with forms and charts.

Story Segments	Description
The Music Store	1. A customer places a special order.
	2. Jimmy fills in the form on the computer.
	3. Jimmy checks all the information for accuracy.
Mechanic Shop	1. Louise hooks up the analyzer.
	2. Marcos and Louise read the data.
	3. They draw conclusions from the data.

18. Following Directions

Scene Selection	Description
Following Directions	Expanding your capabilities
Insert Tab A into Slot B	Following steps
Ready, Set, Read	Reading directions gives you a sense of what's involved.
Are you Getting This?	Make sure you understand what you read.
As Shown in Figure 2	The uses of graphic descriptions
Objects May be Closer than they Appear	Understanding scale sizes and unit info.
Before You Call Tech Support	First attempt to solve problems on your own.
Story Segments	Description
Starting a Daycare Center	1. Step one - reading the instructions and requirements

	2. They learn about safety requirements and finances.
	3. They feel discouraged and overwhelmed.
	4. They make a list of requirements to check into.
	5. They must do more reading to gather more information.
Construction	1. Malcolm takes a look at the plans.
	2. Malcolm gets more accurate measures.

19. Reading Reports and Manuals

Scene Selection	Description
Reading Reports & Manuals	The purpose of reference materials
You've Got Mail	Timely information within the workplace
For Your Information	When faced with a problem, think of reference material that can help.
Read All About It	Read to get the help you need.
So Much to Read	How to locate and keep track of the info. you need
Where Was That Again?	Make notes of where you find useful info.
Compared to What?	Manufacturers provide info. sheets that make their products look good.
Story Segments	Description
Construction	1. The workers compare info. from the plans with that in the manual.
	2. Malcolm receives a memo with good news.
Starting a Daycare Center	1. Using headings and codes, they scan for information.
	2. They make a list of upgrades for the contractor.
	3. They take a look at the state regulations.
	4. The contractor inspects the site.
	5. Everything seems to be falling into place.

20. Number Sense

Scene Selection	Description
Number Sense	We use numbers every day.
Numbers Talk	Communicating simple calculations helps us do our jobs better.
Universal Language	Calculations give us a better understanding of the world around us.
I Can Do This	Things you've learned about numbers can be applied to new uses.
By the Numbers	Grouping, sorting, and ordering by numbers
Go Figure	Calculations are a part of most any job.
The Best Choice	Many problems at work are about finding the best answer.
Guess What?	Using estimation
Not So Fast	Why we still need paper-pencil math skills
Story Segments	Description
Customer Service	1. Jimmy receives a phone call from an angry customer.
	2. Jimmy listens to the customer's complaints.
	3. Jimmy works with the customer to resolve the problem.
	4. Jimmy makes changes in the computer.
	5. The customer catches a miscalculation.
	6. Jimmy checks the math using paper and pencil.
In the Doctor's Office	1. Dawnelle communicates using numbers.
	2. Dawnelle helps a patient with a scheduling problem.
	3. Dawnelle needs help filing.
	4. Dawnelle learns a better way to file.

21. Problem Solving

Scene Selection	Description
Solving Problems	Using math to solve problems
No Problem	Using a process will help you solve problems.
Gather Facts	What do you need to know to solve the problem?
Choices, Choices	Know how much, how many, and is there a better way?
Estimate	From experience, make an educated guess.
Work it & Check it	Work the problem, check your answers.
Close Enough	Guessing an answer - estimating
We Can Work it Out	Check results with a calculator
Keep on Track	Be familiar with formulas and keep track of every step.
Check it Out	Use a process to solve and math to check
Story Segments	Description

Strawberries	1. The strawberries cost more than expected.
	2. Cheryl calculates the price.
	3. Cheryl learns how to mark-up items to cover costs.
	4. Cheryl finishes her calculations.
Bookmarks	1. Gabe goes for ribbon to make bookmarks.
	2. Gabe figures how much fabric he will need.
	3. Gabe problem-solves to stay within budget.
	4. Gabe decides to make the bookmarks shorter.

22. Fractions, Decimals and Percents

Scene Selection	Description
Fractions, Decimals, Percents	How fractions, decimals, and percents are used in the workplace.
Use What You Know	We use numbers to express parts of a whole everyday.
Get the Meaning	Figuring Percents
It's Actually \$175	Be careful not to make mistakes.
Parts are Parts	Fractions and decimals are different names for the same idea.
Rates=Relationships	Rates describe a relationship between two things.
See the Problem	Plan to work on your weak areas.
Story Segment	Description
Bookstore	1. Gabe needs to know how to figure 40% of something.
	2. Gabe needs to know how to figure 1/3 off the regular price.
	3. Gabe struggles to understand percents.
	4. Gabe examines his way of finding percents.
In the Doctor's Office	1. Dawnelle has a scheduling problem.
	2. Dawnelle asks Victor for help.
	3. Dawnelle comes up with a new schedule.

23. Measurements & Formulas

Scene Selection	Description
Measurements & Formulas	1. How are measurements used in the workplace?
Get the Picture?	2. It helps to picture the size of things.
Learn to Convert	3. Sometimes you have to change a unit to a different unit.
Compared to What?	4. Think of measurements you already know to make comparisons.
Are you Sure?	5. Pay attention to unit labels and place values.
Choose the Tool	6. Know how to measure and which tool to use.
Story Segment	Description
In the Doctor's Office	1. Dawnelle weighs a patient.
	2. Dawnelle realizes a measurement doesn't make sense.
	3. Dawnelle learns about measurements in the workplace.
Ordering Tissue	1. Cheryl thinks about ordering 1,000 cases of tissue.
	2. Cheryl thinks about the size of that
	3. Cheryl takes measurements to help her.
	4. Cheryl builds a model.

24. Trends & Predictions

Scene Selection	Description
Trends & Predictions	1. How data is collected and used in the workplace
Big Brother	2. Tons of data is collected and used everyday.
Show What?	3. The type of graph used depends on what you want to show.
Drawing Conclusions	4. Use information and experiences to form new understandings.
Can that be Right?	5. Focus on what you want to know, then think about what that tells you.
Story Segment	Description
Customer Service	1. Jimmy learns about collected data.
	2. Jimmy looks at a chart of his sales percentages.
	3. Jimmy learns from a co-worker.
	4. Jimmy tries a new approach.
In the Doctor's Office	1. Dawnelle jumps to conclusions.