A **SCANS** REPORT FOR AMERICA 2000:
(THE **S**ECRETARY'S **C**OMMISSION ON **A**CHIEVING **N**ECESSARY **S**KILLS)
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THE FIVE NECESSARY COMPETENCIES OF 21st CENTURY WORKERS

Resources: Identifies, organizes, plans, and allocates resources

- **Time** - Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules
- **Money** - Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- **Material and Facilities** - Acquires, stores, allocates, and uses materials or space efficiently~
- **Human Resources** - Assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

- **Participates as Member of a Team**—contributes to group effort
- **Teaches Others New Skills**
- **Serves Clients/Customers**—works to satisfy customers' expectations
- **Exercises Leadership**—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- **Negotiates**—works toward agreements involving exchange of resources, resolves divergent interests
- **Works with Diversity**—works well with men and women from diverse backgrounds

Information: Acquires and uses information

- **Acquires and Evaluates Information**
- **Organizes and Maintains Information**
- **Interprets and Communicates Information**
- **Uses Computers to Process Information**

Systems: Understands complex inter-relationships

- **Understands Systems**—knows how social, organizational, and technological systems work and operates effectively with them
- **Monitors and Corrects Performance**—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- **Improves or Designs Systems**—suggests modifications to existing systems and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

- **Selects Technology**—chooses procedures or equipment including computers and related technologies
- **Applies Technology to Task**—Understands overall intent and proper procedures for setup and operation of equipment
- **Maintains and Troubleshoots Equipment**—Prevents, identifies, or solves problems with equipment, including computers and other technologies

BASED ON A THREE-PART FOUNDATION

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- **Reading**—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- **Writing**—communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- **Arithmetic/Mathematics**—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- **Listening**—receives, attends to, interprets, and responds to verbal messages and other cues
- **Speaking**—organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reason

- **Creative Thinking**—generates new ideas
- **Decision Making**—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative
- **Problem Solving**—recognizes problems and devises and implements plan of action
- Seeing Things in the Mind s Eye—organizes, and processes symbols, pictures, graphs, objects, and other information
- **Knowing How to Learn**—uses efficient learning techniques to acquire and apply new knowledge and skills
- **Reasoning**—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management~ and integrity and honesty

- **Responsibility**—exerts a high level of effort and perseveres towards goal attainment
- **Self-Esteem**—believes in own self-worth and maintains a positive view of self
- **Sociability**—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings
- **Self-Management**—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- **Integrity/Honesty**—chooses ethical courses of action