

## Technical and Production Skills

Technical and Production Skills aspect provides guidelines to teach students the industry skills needed for success. In all of the industries we visited, generally, jobs were broken down into 2 basic areas; customer service/administrative and engineering/technical. Basic skills in reading writing, math, speaking, listening are required in all areas including entry level jobs. The executives and HR personnel we spoke with emphasized the need for basic skills in the prospective employees they interview.

The Technical and Production Skills is designed to prepare students entering industry-based careers for the basic academic, communication and computer skills required. This aspect does not promote training for a specific career; instead it gives a framework for students to learn how an industry operates. This is not limited to traditional academics, but also includes skills such as time management and interpersonal skills.

### Potential Topics

Technical and Production Skills are those skills which are needed to get the job done. These skills could be academic, such as math, reading, writing, time management and problem solving. Some skills might involve specific technical skills, such as techniques for operating machinery or specialized tools. This also includes what interpersonal skills are necessary within the industry. Some potential topics that include:

- Certifications and specialized training available within the industry
- Interrelated occupations and which skills are transferable
- Industry specified production standards
- Quality control techniques for specific industries
- How time affects different parts of a project
- How to collaborate with co-workers or other students to complete a project

Problem solving techniques and academic skills are ideal areas for including the Technical and Production Skills aspect in the curriculum. These can be individualized or used as group projects. Students should be exposed to a variety of scenarios; consider using a case study or a specific scenario and having students create a final product to demonstrate understanding.

## Personal Work Habits

The Personal Work Habits aspect of the All Aspects of the Industry guidelines is designed to introduce students entering industry based careers to the non-technical skills and characteristics expected in the workplace. The Personal Work Habits aspect does not promote training for a specific career; instead it gives a framework for students to learn how an industry operates. Personal Work Habits is the aspect from All Aspects of the Industry that provides educators guidelines to teach students the non-technical skills industry expects. Personal Work Habits can be explained as personal skills necessary for successful employment. This includes attributes such as a positive attitude, proper appearance and how to be ready for work each day. The importance of a good attitude towards self, work and colleagues

## Potential Topics

- The importance of being awake, on time and ready to work
- The importance of good personal hygiene and appearance
- How personal recreational fun can interfere with work and the importance in separating the two.
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## Implementing

Problem solving and communication skills are ideal for including the Personal Work Habits aspect in the curriculum. These projects can be individualized or used as group projects. Students should be exposed to a variety of scenarios; consider using a case study or a specific scenario and having students create a final product to demonstrate understanding. Examples for activities include:

- Create a report that provides three or four reasonable reasons why it is important to arrive to work on time.
- Create a list of strategies and any legal backing for talking with a colleague or manager about offensive behaviors.
- Explain the quality control techniques for a project and why they are important.
- Investigate membership rules for professional organizations within an industry.
- Explain what, if any, behaviors should be avoided when visiting a client in a foreign country.
- Write a policy for a business that explains the personal conduct expected from each employee.
- Describe how a MySpace profile can negatively affect relationships at work.

## Internships

Classroom activities can be enhanced by internship or job shadow opportunities. A field trip could also provide students with the opportunity to tour a business and speak with professionals about how that business expects its employees to behave. Students should prepare questions or a list of specific interactions to observe in advance. Some questions might include what behaviors managers expect to see from their employees, business dress codes, what rules or regulations are in place for filing complaints, what are the consequences for being late to work or failing to follow a procedure, or how thorough a background check the business performs on potential new employees.