

Description	NRP 2497: Job Success
<b>CASAS Competencies</b>	
4.1.6 Interpret general work-related vocabulary (e.g., supervisor, shift)	All Chapters
4.2.0 Understand wages, benefits, employee rights, and concepts of employee organizations	Chapter 1
4.2.1 Interpret wages, deductions, pay statements, and timekeeping forms	Chapter 1
4.2.2 Interpret information about employee organizations	Chapter 1
4.2.3 Interpret employment contract and union agreements	Chapter 1
4.2.4 Interpret employee handbooks, personnel policies, and job manuals	Chapter 1
4.2.5 Interpret information about employee benefits	Chapter 1
4.2.6 Interpret information about legal rights of employees, including issues such as discrimination and sexual harassment	Chapter 1
4.4.0 Understand concepts and materials related to job performance and training	Chapter 3
4.4.1 Identify appropriate behavior, attire, attitudes, and social interaction, and other factors that affect job retention and advancement	Chapter 3
4.4.2 Identify appropriate skills and education for keeping a job and getting a promotion	Chapter 3
4.4.3 Interpret job-related signs, charts, diagrams, forms, and procedures, and record information on forms, charts, checklists, etc. (see also 4.3.1)	Chapter 3
4.4.4 Interpret job responsibilities and performance reviews	Chapters 3, 4
4.4.5 Identify job training needs and set learning goals	Chapter 3
4.6.0 Communicate effectively in the workplace	Chapter 2
4.6.1 Follow, clarify, give, or provide feedback to instructions; give and respond appropriately to criticism	Chapter 2
4.6.2 Interpret and write work-related correspondence, including notes, memos, letters, and e-mail	Chapter 2
4.6.4 Report progress on activities, status of assigned tasks, and problems and other situations affecting job completion	Chapter 2
4.6.5 Select and analyze work-related information for a given purpose and communicate it to others orally or in writing	Chapter 2
4.7.0 Effectively manage workplace resources	Chapter 2
4.7.3 Identify or demonstrate effective management of human resources, including assessing skills, making appropriate work assignments, and monitoring performance	Chapter 2
4.7.4 Identify, secure, evaluate, process, and/or store information needed to perform tasks or keep records	Chapter 2
4.8.0 Demonstrate effectiveness in working with other people	Chapter 2

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4.8.1	Demonstrate ability to work cooperatively with others as a member of a team, contributing to team efforts, maximizing the strengths of team members, promoting effective group interaction, and taking personal responsibility for accomplishing goals	Chapter 2
4.8.2	Identify ways to learn from others and to help others learn job-related concepts and skills	Chapter 2
4.8.3	Demonstrate effective communication skills in working with customers and clients	Chapter 2
4.8.4	Demonstrate initiative and resourcefulness in meeting the needs and solving the problems of customers	Chapter 2
4.8.5	Demonstrate leadership skills, including effectively communicating ideas or positions, motivating and respecting others, and responsibly challenging existing policies	Chapter 2
4.8.6	Demonstrate negotiation skills in resolving differences, including presenting facts and arguments, recognizing differing points of view, offering options, and making compromises	Chapter 2
4.8.7	Identify and use effective approaches to working within a multicultural workforce, including respecting cultural diversity, avoiding stereotypes, and recognizing concerns of members of other ethnic and gender groups	Chapters 2, 4
4.9.2	Identify an organization's goals and priorities, and factors that affect its operation	Chapter 4