

Module E: Workplace Skills

Topic: Glossary

Attitude – The way you think, feel, and act. You can have positive and negative attitudes.

Career Management Skills – These skills include identifying your values, skills, interests, passions, goals, and connecting to careers, having adequate self-esteem to take charge of your career planning and decision-making, understanding how work affects lifestyle, and understanding how continuous learning impacts job opportunities.

Conflict Resolution – Actions that include confronting the conflict or problem, communicating with the other person or group, and deciding an acceptable outcome.

Interpersonal Skills – how you get along with others. It may involve responding appropriately to the needs, feelings, and capabilities of different people in different situations; being tactful, compassionate and sensitive; and treating others with respect.

Personality traits - the qualities and characteristics that shape a person's unique character and identity.

Time Management – choosing how to spend one's time and creating a schedule for one's choices. Deciding when to do homework and study, preparing for a test, going to school, and planning activities after school and the weekend require time management skills.

Soft Skills - desirable qualities of employment that do not depend on knowledge: they include common sense, listening, the ability to deal with people, and a positive, flexible attitude.

Work ethic - usually associated with people who work hard and do a good job.