Instructions for Making Skills Ratings

These questions are about work-related skills. A skill is the ability to perform a task well. It is usually developed over time through training or experience. A skill can be used to do work in many jobs or it can be used in learning. You will be asked about a series of different skills and how they relate to your current job—that is, the job you hold now.

Each skill in this questionnaire is named and defined.

For example:

**Writing**

Communicating effectively in writing as appropriate for the needs of the audience.

You are then asked two questions about each skill:

**A How important is the skill to the performance of your current job?**

For example:

<table>
<thead>
<tr>
<th>How important is WRITING to the performance of your current job?</th>
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<tbody>
<tr>
<td>Not Important*</td>
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</table>

Mark your answer by putting an X through the number that represents your answer. Do not mark on the line between the numbers.

*If you rate the skill as Not Important to the performance of your job, mark the one [X] then skip over question B and proceed to the next skill.

**B What level of the skill is needed to perform your current job?**

To help you understand what we mean by level, we provide you with examples of job-related activities at different levels. For example:

<table>
<thead>
<tr>
<th>What level of WRITING skill is needed to perform your current job?</th>
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<tbody>
<tr>
<td>Write down a guest’s order at a restaurant</td>
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Mark your answer by putting an X through the number that represents your answer. Do not mark on the line between the numbers.
1. **Reading Comprehension**

Understanding written sentences and paragraphs in work-related documents.

**A. How important is READING COMPREHENSION to the performance of your current job?**

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

**B. What level of READING COMPREHENSION is needed to perform your current job?**

- Read step-by-step instructions for completing a form
- Understand an email from management describing new personnel policies
- Read a scientific journal article describing surgical procedures

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Highest Level

2. **Active Listening**

Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**A. How important is ACTIVE LISTENING to the performance of your current job?**

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

**B. What level of ACTIVE LISTENING is needed to perform your current job?**

- Take a customer’s order
- Answer inquiries regarding credit references
- Serve as a judge in a complex legal disagreement

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Highest Level
3. **Writing**

**Communicating effectively in writing as appropriate for the needs of the audience.**

A. How *important* is WRITING to the performance of your current job?

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What *level* of WRITING is needed to perform your current job?

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4. **Speaking**

**Talking to others to convey information effectively.**

A. How *important* is SPEAKING to the performance of your current job?

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What *level* of SPEAKING is needed to perform your current job?
5. Mathematics  Using mathematics to solve problems.

A. How important is MATHEMATICS to the performance of your current job?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of MATHEMATICS is needed to perform your current job?

- Count the amount of change to be given to a customer
- Calculate the square footage of a new home under construction
- Develop a mathematical model to simulate and resolve an engineering problem

1  2  3  4  5  6  7

Highest Level


A. How important is SCIENCE to the performance of your current job?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of SCIENCE is needed to perform your current job?

- Conduct standard tests to determine soil quality
- Conduct product tests to ensure safety standards are met
- Analyze aerodynamic systems to determine the practicality of a design

1  2  3  4  5  6  7

Highest Level
7. Critical Thinking

Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

A. How important is CRITICAL THINKING to the performance of your current job?

Not Important* | Somewhat Important | Important | Very Important | Extremely Important
---|---|---|---|---
1 | 2 | 3 | 4 | 5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of CRITICAL THINKING is needed to perform your current job?

- Determine whether a subordinate has a good excuse for being late
- Evaluate customer complaints and determine appropriate responses
- Write a legal brief challenging a federal law

1 2 3 4 5 6 7

Highest Level

8. Active Learning

Understanding the implications of new information for both current and future problem-solving and decision-making.

A. How important is ACTIVE LEARNING to the performance of your current job?

Not Important* | Somewhat Important | Important | Very Important | Extremely Important
---|---|---|---|---
1 | 2 | 3 | 4 | 5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of ACTIVE LEARNING is needed to perform your current job?

- Think about the implications of a news article for job opportunities
- Determine the impact of new menu changes on a restaurant’s purchasing requirements
- Identify the implications of a new scientific theory for product design

1 2 3 4 5 6 7

Highest Level
9. Learning Strategies

Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

A. How important are LEARNING STRATEGIES to the performance of your current job?

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of LEARNING STRATEGIES is needed to perform your current job?

10. Monitoring

Monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

A. How important is MONITORING to the performance of your current job?

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of MONITORING is needed to perform your current job?
11. Social Perceptiveness

Being aware of others’ reactions and understanding why they react as they do.

A. How important is SOCIAL PERCEPTIVENESS to the performance of your current job?

Not Important*  Somewhat Important  Important  Very Important  Extremely Important

1 2 3 4 5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of SOCIAL PERCEPTIVENESS is needed to perform your current job?

Notice that customers are angry because they have been waiting too long

Be aware of how a coworker’s promotion will affect a work group

Counsel patients who are depressed during a crisis period

1 2 3 4 5 6 7

Highest Level

12. Coordination

Adjusting actions in relation to others’ actions.

A. How important is COORDINATION to the performance of your current job?

Not Important*  Somewhat Important  Important  Very Important  Extremely Important

1 2 3 4 5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of COORDINATION is needed to perform your current job?

Schedule appointments for a medical clinic

Work with others to put a new roof on a house

Direct a project requiring coordination between multiple subcontractors

1 2 3 4 5 6 7

Highest Level
13. Persuasion

**Persuading others to change their minds or behavior.**

A. **How important is PERSUASION to the performance of your current job?**

   Not Important* | Somewhat Important | Important | Very Important | Extremely Important
   1              | 2                    | 3          | 4                   | 5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. **What level of PERSUASION is needed to perform your current job?**

   Solicit donations for a charity | Convince a supervisor to purchase new office equipment | Change the opinion of the jury in a complex legal case
   1                                | 2                                      | 3

   Highest Level

14. Negotiation

**Bringing others together and trying to reconcile differences.**

A. **How important is NEGOTIATION to the performance of your current job?**

   Not Important* | Somewhat Important | Important | Very Important | Extremely Important
   1              | 2                    | 3          | 4                   | 5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. **What level of NEGOTIATION is needed to perform your current job?**

   Present justification to a manager for altering a work schedule | Contract with a wholesaler to sell items at a given cost | Work as an ambassador in negotiating a new treaty
   1                                | 2                                      | 3

   Highest Level
15. Instructing  
Teaching others how to do something.

A. **How important** is **INSTRUCTING** to the performance of your current job?

Not Important*  Somewhat Important  Important  Very Important  Extremely Important

1  2  3  4  5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. **What level** of **INSTRUCTING** is needed to perform your current job?

- Instruct a new employee in the use of a timekeeping system
- Instruct a coworker in how to operate a software program
- Demonstrate a surgical procedure to interns in a teaching hospital

1  2  3  4  5  6  7

Highest Level

16. Service Orientation  
Actively looking for ways to help people.

A. **How important** is **SERVICE ORIENTATION** to the performance of your current job?

Not Important*  Somewhat Important  Important  Very Important  Extremely Important

1  2  3  4  5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. **What level** of **SERVICE ORIENTATION** is needed to perform your current job?

- Ask customers if they would like a cup of coffee
- Make flight reservations for customers using an online booking site
- Direct relief agency operations in a disaster area

1  2  3  4  5  6  7

Highest Level
17. Complex Problem Solving

Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

A. **How important** is COMPLEX PROBLEM SOLVING to the performance of your current job?

- Not Important*  
- Somewhat Important  
- Important  
- Very Important  
- Extremely Important

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. **What level** of COMPLEX PROBLEM SOLVING is needed to perform your current job?

- Lay out tools to complete a job  
- Redesign a floor layout to take advantage of new manufacturing techniques  
- Develop a plan to provide emergency relief for a major metropolitan area

17. Complex Problem Solving

B. What level of COMPLEX PROBLEM SOLVING is needed to perform your current job?

1. Lay out tools to complete a job  
2. Redesign a floor layout to take advantage of new manufacturing techniques  
3. Develop a plan to provide emergency relief for a major metropolitan area

Highest Level

18. Operations Analysis

Analyzing needs and product requirements to create a design.

A. **How important** is OPERATIONS ANALYSIS to the performance of your current job?

- Not Important*  
- Somewhat Important  
- Important  
- Very Important  
- Extremely Important

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. **What level** of OPERATIONS ANALYSIS is needed to perform your current job?

- Select a printer for an office  
- Suggest changes in software to make a system more user friendly  
- Identify the control system needed for a new process production plant

1. Select a printer for an office  
2. Suggest changes in software to make a system more user friendly  
3. Identify the control system needed for a new process production plant

Highest Level
19. Technology Design
Generating or adapting equipment and technology to serve user needs.

A. How **important** is TECHNOLOGY DESIGN to the performance of your current job?

- Not Important*
- Somewhat Important
- Important
- Very Important
- Extremely Important

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What **level** of TECHNOLOGY DESIGN is needed to perform your current job?

- Adjust exercise equipment for use by a customer
- Redesign the handle on a hand tool for easier gripping
- Create new technology for producing industrial diamonds


20. Equipment Selection
Determining the kind of tools and equipment needed to do a job.

A. How **important** is EQUIPMENT SELECTION to the performance of your current job?

- Not Important*
- Somewhat Important
- Important
- Very Important
- Extremely Important

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What **level** of EQUIPMENT SELECTION is needed to perform your current job?

- Select a tool to adjust a loose part on a bicycle
- Choose a software application to complete a work assignment
- Identify the equipment needed to produce a new product line


21. Installation
Installing equipment, machines, wiring, or programs to meet specifications

A. How important is INSTALLATION to the performance of your current job?

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of INSTALLATION is needed to perform your current job?

22. Programming
Writing computer programs for various purposes.

A. How important is PROGRAMMING to the performance of your current job?

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of PROGRAMMING is needed to perform your current job?
23. Quality Control Analysis
Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

A. How important is QUALITY CONTROL ANALYSIS to the performance of your current job?

Not Important* Somewhat Important Important Very Important Extremely Important
① ② ③ ④ ⑤

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of QUALITY CONTROL ANALYSIS is needed to perform your current job?

Inspect a draft email for errors (e.g., grammar, punctuation) Assess new parts for precision and accuracy to specifications Develop procedures to test a prototype of a new computer system
① ② ③ ④ ⑤ ⑥ ⑦

Highest Level

24. Operations Monitoring
Watching gauges, dials, or other indicators to make sure a machine is working properly.

A. How important is OPERATIONS MONITORING to the performance of your current job?

Not Important* Somewhat Important Important Very Important Extremely Important
① ② ③ ④ ⑤

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of OPERATIONS MONITORING is needed to perform your current job?

Monitor completion times while running a computer program Monitor machine functions on an automated production line Monitor feedback control in a processing facility to maintain production flow
① ② ③ ④ ⑤ ⑥ ⑦

Highest Level
25. Operation and Control

A. How important is OPERATION AND CONTROL to the performance of your current job?


* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of OPERATION AND CONTROL is needed to perform your current job?

- Navigate the settings on an office printer to print on both sides of the paper
- Adjust the speed of assembly line equipment based on the product being assembled
- Control aircraft approach and landing at a large airport during a busy period

1 2 3 4 5 6 7

Highest Level

26. Equipment Maintenance

Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

A. How important is EQUIPMENT MAINTENANCE to the performance of your current job?


* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of EQUIPMENT MAINTENANCE is needed to perform your current job?

- Add oil to an engine as indicated by a warning light
- Clean moving parts in production machinery
- Conduct maintenance checks on an aircraft

1 2 3 4 5 6 7

Highest Level
27. Troubleshooting  Determining causes of operating errors and deciding what to do about it.

A. How **important** is TROUBLESHOOTING to the performance of your **current job**?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What **level** of TROUBLESHOOTING is needed to perform your **current job**?

- Identify the source of a leak by looking under a machine
- Identify the circuit causing an electrical system to fail
- Direct the debugging of code for a new operating system

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Highest Level

28. Repairing  Repairing machines or systems using the needed tools.

A. How **important** is REPAIRING to the performance of your **current job**?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What **level** of REPAIRING is needed to perform your **current job**?

- Tighten a screw to get a door to close properly
- Replace a faulty hydraulic valve
- Repair structural damage after an earthquake

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Highest Level
29. Systems Analysis

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

**A. How important is SYSTEMS ANALYSIS to the performance of your current job?**

*Not Important*  Somewhat Important  Important  Very Important  Extremely Important

1  2  3  4  5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

**B. What level of SYSTEMS ANALYSIS is needed to perform your current job?**

- Determine how loss of a team member will affect the completion of a job
- Determine how a new piece of equipment will affect production rates
- Identify how changes in tax laws affect locations of manufacturing operations

1  2  3  4  5  6  7

Highest Level

30. Systems Evaluation

Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

**A. How important is SYSTEMS EVALUATION to the performance of your current job?**

*Not Important*  Somewhat Important  Important  Very Important  Extremely Important

1  2  3  4  5

* If you marked Not Important, skip LEVEL below and go on to the next skill.

**B. What level of SYSTEMS EVALUATION is needed to perform your current job?**

- Determine why estimates for the time to complete a task are overly optimistic
- Identify the reasons why a client might be unhappy with a product
- Evaluate the long-term performance of a new computer system

1  2  3  4  5  6  7

Highest Level
31. Judgment and Decision Making  Considering the relative costs and benefits of potential actions to choose the most appropriate one.

A. How important is JUDGMENT AND DECISION MAKING to the performance of your current job?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of JUDGMENT AND DECISION MAKING is needed to perform your current job?

- Decide how scheduling a break will affect work flow
- Evaluate a loan application for degree of risk
- Decide whether a manufacturing company should invest in new robotics technology

Highest Level

32. Time Management  Managing one’s own time and the time of others.

A. How important is TIME MANAGEMENT to the performance of your current job?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of TIME MANAGEMENT is needed to perform your current job?

- Keep a monthly calendar of appointments
- Allocate the time of subordinates to projects for the coming week
- Allocate the time of scientists to multiple research projects

Highest Level
33. Management of Financial Resources

Determining how money will be spent to get the work done, and accounting for these expenditures.

A. How **important** is MANAGEMENT OF FINANCIAL RESOURCES to the performance of your current job?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What **level** of MANAGEMENT OF FINANCIAL RESOURCES is needed to perform your current job?

- Use available funds to buy office supplies and record the amount of the purchase (1)
- Prepare and manage a budget for a short-term project (2)
- Develop, monitor, and adjust annual budgets for a large corporation (3)

Highest Level

34. Management of Material Resources

Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

A. How **important** is MANAGEMENT OF MATERIAL RESOURCES to the performance of your current job?

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* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What **level** of MANAGEMENT OF MATERIAL RESOURCES is needed to perform your current job?

- Reserve a room for a management meeting (1)
- Evaluate an annual uniform service contract for delivery drivers (2)
- Determine and monitor the computer system needs of a large corporation (3)

Highest Level
35. Management of Personnel Resources  
Motivating, developing, and directing people as they work, identifying the best people for the job.

A. How important is MANAGEMENT OF PERSONNEL RESOURCES to the performance of your current job?

1. Not Important*  
2. Somewhat Important  
3. Important  
4. Very Important  
5. Extremely Important

* If you marked Not Important, skip LEVEL below and go on to the next skill.

B. What level of MANAGEMENT OF PERSONNEL RESOURCES is needed to perform your current job?

1. Encourage a coworker who is having difficulty finishing a project  
2. Direct the activities of a road repair crew with minimal disruption of traffic flow  
3. Manage recruitment and training programs for a high-performance company

1 2 3 4 5 6 7  
Highest Level