SUBJECT MATTER EXPERT'S COPY

# WIN Learning (

## Subject Matter Expert (SME)

Session Workbook

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## SUBJECT MATTER EXPERT (SME) SESSION WORKBOOK

### SUBJECT MATTER EXPERT'S COPY

JOB NAME:\_\_\_\_\_

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#### INTRODUCTION-USING THIS WORKBOOK

This **WIN Learning** *Subject Matter Expert Session Workbook* is a resource tool developed by WIN Learning. It is used during an employer job analysis session under the direction of a Job Analyst trained and authorized by WIN Learning to use the workbook and conduct job analysis.

The workbook is designed to be interactive. It provides SMEs with the information they need to make consistent, informed, fact-based decisions about the **WIN Learning Career Readiness** skill areas (Applied Mathematics, Locating Information, and Reading for Information) then determine if they are job related. Once the SMEs determine if specific skill areas are required because they are job related, the workbook guides them through a process of establishing the skill level necessary for entry into that job classification.

Using the workbook to document their work product, the SMEs describe job tasks in their own words and demonstrate how those tasks relate to the skill area. Then, using the skill level definition in conjunction with skill level examples, the SMEs set the skill level associated with that skill area, i.e., Applied Mathematics (skill area) requires Skill Level 3 (skill level).

The last section of the *Workbook* engages the SMEs in an Essential Soft Skills exercise. The SMEs individually prioritize 10 essential soft skills based on their perception of their job importance, from most important to less important. The resulting numerical value reflects how the SMEs perceive the importance of specific soft skills to their job and workplace.

#### The Career Readiness System

The Ready to Work Credential includes three foundational components: Applied Mathematics, Reading for Information, and Locating Information.

The Essential Soft Skills Credential addresses skills including cooperating with others, resolving conflicts and negotiating, solving problems and make decisions, and taking responsibility for learning.

Employers can confidently utilize the WIN Career Readiness System and assessments as valid and reliable tools for recruitment, selection, and training of potential job seekers and employee promotion.

Name:	Job Title:	Date:
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#### **SKILL AREA 1: APPLIED MATHEMATICS DEFINED**

Measures workplace mathematical reasoning and problem-solving skills from basic addition, subtraction, multiplication, and division to multiple math functions like calculating percentage discounts and markups.

#### **Applied Mathematics Job Task Worksheet**

Do you use applied mathematics to perform job tasks?	YES	NO
	(Circle One)	

Describe the applied mathematics you use to perform job tasks. For example, to perform a job task do you add, subtract, multiply, divide, convert numbers, use formulas, etc.

Now that you have described the applied mathematics used to perform some of your job tasks, list at least 5 job tasks requiring the applied mathematics skill area and briefly describe each task:

Example: Calculate the tolerance of component part by using ruler, caliper, or other tool to measure part then add or subtract to determine if part is in/out of specified tolerance.

- Solve problems that require a single type of mathematical operation (addition, subtraction, multiplication, and division) using whole numbers.
- Add or subtract negative numbers.
- Change numbers from one form to another using whole numbers, fractions, decimals, or percentages.
- Convert simple money and time units. (e.g., hours to minutes)

#### SKILL LEVEL 3 EXAMPLES

Check if:

□ You understand the definition of Applied Mathematics.

□ Your job requires you to use applied mathematics to perform job tasks.

□ You understand Applied Mathematics Skill Level 3.

The Skill Level 3 example(s) are similar (not exact) to math you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 5 require Skill Level 3 Applied Mathematics?

YES NO

Write your initials here:

- Solve problems that require one or two operations.
- Multiply negative numbers.
- Calculate averages, simple ratios, simple proportions, or rates using whole numbers or decimals.
- Add commonly known fractions, decimals, or percentages (e.g., ½, .75, 25%).
- Add up to three fractions that share a common denominator.
- Multiply a mixed number by a whole number or decimal.
- Put information in the right order before performing calculations.

#### **SKILL LEVEL 4 EXAMPLES**

Check if:

□ You understand the definition of Applied Mathematics.

□ Your job requires you to use applied mathematics to perform job tasks.

□ You understand Applied Mathematics Skill Level 4.

The Skill Level 4 example(s) are similar (not exact) to math you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 5 require Skill Level 4 Applied Mathematics?

YES NO

Write your initials here:

- Decide what information, calculations, or unit conversion to use to solve the problem.
- Look up a formula and perform a single-step conversion within or between systems of measurement.
- Calculate using mixed units (e.g., 3.5 hours and 4 hours 30 minutes).
- Divide negative numbers.
- Find the best deals using one- and two-step calculations and then compare results.
- Calculate the perimeters and areas of basic shapes (circles and rectangles).
- Calculate percent discounts or markups.

#### SKILL LEVEL 5 EXAMPLES

Check if:

□ You understand the definition of Applied Mathematics.

□ Your job requires you to use applied mathematics to perform job tasks.

□ You understand Applied Mathematics Skill Level 5.

The Skill Level 5 example(s) are similar (not exact) to math you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 5 require Skill Level 5 Applied Mathematics?

YES NO

Write your initials here:

- Use fractions, negative numbers, ratios, percentages, or mixed numbers.
- Rearrange a formula before solving a problem.
- Use two formulas to change from one unit to another within the same system of measurement.
- Use two formulas to change from one unit in one system of measurement to a unit in another system of measurement.
- Find mistakes in questions that belong at Levels 3, 4, and 5.
- Find the best deal and use the result for another calculation.
- Find areas of basic shapes when it may be necessary to rearrange the formula, convert units of measurement in the calculation, or use the result in further calculation.

#### SKILL LEVEL 6 EXAMPLES

Check if:

□ You understand the definition of Applied Mathematics.

□ Your job requires you to use applied mathematics to perform job tasks.

□ You understand Applied Mathematics Skill Level 6.

The Skill Level 6 example(s) are similar (not exact) to math you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 5 require Skill Level 6 Applied Mathematics?

YES NO

Write your initials here:

- Solve problems that include nonlinear functions and/or that involve more than one unknown.
- Find mistakes in Level 6 questions.
- Convert between systems of measurement that involve fractions, mixed numbers, decimals, and/or percentages.
- Calculate multiple areas and volumes of spheres, cylinders, or cones.
- Set up and manipulate complex ratios or proportions.
- Find the best deal when there are several choices.
- Apply basic statistical concepts/calculate percent change.

#### SKILL LEVEL 7 EXAMPLES

Check if:

□ You understand the definition of Applied Mathematics.

□ Your job requires you to use applied mathematics to perform job tasks.

□ You understand Applied Mathematics Skill Level 7.

The Skill Level 7 example(s) are similar (not exact) to math you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 5 require Skill Level 7 Applied Mathematics?

YES NO

Write your initials here: \_\_\_\_\_

Name:	Job Title:	Date:
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#### <u>SKILL AREA 2: LOCATING INFORMATION DEFINED</u> Measures comprehension and application of workplace graphics such as charts, graphs, tables, forms, flowcharts, diagrams, floor plans, maps, and instrument gauges.

#### Locating Information Job Task Worksheet

Do you use locating information to perform job tasks?	YES	NO
	(Circle	One)

Describe the locating information you use to perform job tasks. For example, to perform a job task do you use charts, forms, schematics, gauges, instruments, diagrams, flowcharts, etc.

Now that you have described the locating information used to perform some of your job tasks, list at least 5 job tasks requiring the locating information skill area and briefly describe each task:

Example: Monitor the production of parts during the machining process by observing machine operation, checking gauges, visually inspecting part, and measuring the completed part using tools such as go/no-go gauge, caliper, micrometer, etc.

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- Find one or two pieces of information in a graphic.
- Fill in one or two pieces of information that are missing from a graphic.

#### SKILL LEVEL 3 EXAMPLES

Check if:

□ You understand the definition of Locating Information.

□ Your job requires you to use locating information to perform job tasks.

□ You understand Locating Information Skill Level 3.

The Skill Level 3 example(s) are similar (not exact) to graphics, diagrams, charts, etc. you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 11 require Skill Level 3 Locating Information?

YES NO

Write your initials here:

- Find one or two pieces of information in one or two graphics.
- Understand how graphics are related to each other.
- Summarize information from one or two straightforward graphics.
- Identify trends shown in one or two straightforward graphics.
- Compare information and trends shown in one or two straightforward graphics.

#### SKILL LEVEL 4 EXAMPLES

Check if:

□ You understand the definition of Locating Information.

□ Your job requires you to use locating information to perform job tasks.

□ You understand Locating Information Skill Level 4.

The Skill Level 4 example(s) are similar (not exact) to graphics, diagrams, charts, etc. you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 11 require Skill Level 4 Locating Information?

YES NO

Write your initials here:

- Sort through distracting information.
- Summarize information from one or more detailed graphics.
- Identify trends shown in one or more detailed or complicated graphics.
- Compare information and trends from one or more complicated graphics.
- Sort through distracting information.

#### SKILL LEVEL 5 EXAMPLES

Check if:

□ You understand the definition of Locating Information.

□ Your job requires you to use locating information to perform job tasks.

□ You understand Locating Information Skill Level 5.

The Skill Level 5 example(s) are similar (not exact) to graphics, diagrams, charts, etc. you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 11 require Skill Level 5 Locating Information?

YES NO

Write your initials here:

- Sort through distracting information.
- Summarize information from one or more detailed graphics.
- Identify trends shown in one or more detailed or complicated graphics.
- Requirements of skill level 5 and,
- Compare trends from one or more complicated graphics.
- Compare information and trends shown in one straightforward graphic and two or more complicated graphics.

#### SKILL LEVEL 6 EXAMPLES

Check if:

□ You understand the definition of Locating Information.

- □ Your job requires you to use locating information to perform job tasks.
- ☐ You understand Locating Information Skill Level 6.

The Skill Level 6 example(s) are similar (not exact) to graphics, diagrams, charts, etc. you use.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 11 require Skill Level 6 Locating Information?

YES NO

Write your initials here:

Name:	Job Title:	Date:

<u>SKILL LEVEL 3: READING FOR INFORMATION DEFINED</u> Measures reading comprehension and reasoning skills when using written text on the job including memos, letters, directions, signs, notices, bulletins, policies, and regulations.

#### **Reading for Information Job Task Worksheet**

Do you use reading for information to perform job tasks? YES NO (Circle One)

Describe the reading for information you use to perform job tasks. For example, to perform a job task do you read memos, parts lists, work orders, inventory lists, specifications, policies and procedures, etc.

Now that you have described the reading for information used to perform some of your job tasks, list at least 5 job tasks requiring the reading for information skill area and briefly describe each task:

*Example: Obtain information to set-up machine for part run by reading work order, checking part specifications, and adjusting machine according to equipment requirements.* 

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- Identify main idea and clearly stated details.
- Choose the correct meaning of a word that is clearly defined in the reading.
- Choose the correct meaning of common, everyday workplace words.
- Choose when to perform each step in a short series of steps.
- Apply instructions to a situation that is the same as the one in the reading materials.

#### SKILL LEVEL 3 EXAMPLES

Check if:

□ You understand the definition of Reading for Information.

□ Your job requires you to use reading for information to perform job tasks.

□ You understand Reading for Information Skill Level 3.

The Skill Level 3 example(s) are similar (not exact) to reading you do.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 16 require Skill Level 3 Reading for Information?

YES NO

Write your initials here:

- Identify important details that may not be clearly stated.
- Use the reading material to figure out the meaning of words that are not defined.
- Apply instructions with several steps to a situation that is the same as the situation in the reading materials.
- Choose what to do when changing conditions call for a different action (follow directions that contain "if-then" statements).

#### SKILL LEVEL 4 EXAMPLES

Check if:

□ You understand the definition of Reading for Information.

□ Your job requires you to use reading for information to perform job tasks.

□ You understand Reading for Information Skill Level 4.

The Skill Level 4 example(s) are similar (not exact) to reading you do.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 16 require Skill Level 4 Reading for Information?

YES NO

Write your initials here:

- Figure out the meaning of a word based on how the word is used.
- Identify the correct meaning of an acronym that is defined in the document.
- Identify the paraphrased definition of a technical term or jargon that is defined in the document.
- Apply technical terms and jargon and relate them to stated situations.
- Apply straightforward instructions to a new situation that is similar to the one described in the material.
- Apply complex instructions that include conditionals to situations described in the materials.

#### SKILL LEVEL 5 EXAMPLES

Check if:

□ You understand the definition of Reading for Information.

□ Your job requires you to use reading for information to perform job tasks.

□ You understand Reading for Information Skill Level 5.

The Skill Level 5 example(s) are similar (not exact) to reading you do.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 16 require Skill Level 5 Reading for Information?

YES NO

Write your initials here:

- Identify implied details.
- Use technical terms and jargon in new situations.
- Figure out the less common meaning of a word based on context.
- Apply complicated instructions to new situations.
- Figure out the principles behind policies, rules, and procedures.
- Apply general principles from the materials to similar and new situations.
- Explain the rationale behind a procedure, policy, or communication.

#### SKILL LEVEL 6 EXAMPLES

Check if:

□ You understand the definition of Reading for Information.

□ Your job requires you to use reading for information to perform job tasks.

□ You understand Reading for Information Skill Level 6.

The Skill Level 6 example(s) are similar (not exact) to reading you do.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 16 require Skill Level 6 Reading for Information?

YES NO

Write your initials here:

- Figure out the definitions of difficult, uncommon words based on how they are used.
- Figure out the meaning of jargon or technical terms based on how they are used.
- Figure out the general principles behind policies and apply them to situations that are quite different from any described in the materials.

#### SKILL LEVEL 7 EXAMPLES

Check if:

□ You understand the definition of Reading for Information.

□ Your job requires you to use reading for information to perform job tasks.

□ You understand Reading for Information Skill Level 7.

The Skill Level 7 example(s) are similar (not exact) to reading you do.

#### Determination of Skill Level ANSWER THE FOLLOWING QUESTION BUT, DO NOT TURN THE PAGE

Do most of the job tasks you listed on page 16 require Skill Level 7 Reading for Information?

YES NO

Write your initials here:

## **ESSENTIAL SOFT SKILLS**

#### The Importance of An Essential Soft Skills Credential

Employers benefit from having employees earn a WIN Essential Soft Skills Credential in important ways such as reducing turnover, improving productivity, and maximizing on-the-job training. With the Essential Soft Skills Credential, employees are more likely to work in teams to achieve mutual goals and objectives, demonstrate willingness to work, show initiative, and display responsible behaviors at work including avoiding absenteeism and demonstrating promptness.

In a recent study, "Hiring, Retention and Training – Employers Perspectives on Trade and Soft Skills," conducted by Dr. Richard Nagle of the University of South Carolina, the research shared the need to provide job seekers with intentional instruction and a credential to instill confidence in employers. More than 325 business leaders in 46 focus groups were surveyed to quantify the skills most important in hiring, training, and retaining their workforce. The study revealed that of the 12 primary or critical skills, 10 of the top level skills were categorized as soft skills.

- 1. Work ethic
- 2. Attitude/enthusiasm
- 3. On-time/attendance/dependability
- 4. Interpersonal skills
- 5. Basic English skills/writing/language/reading
- 6. Math skills/applied measurement
- 7. Communication
- 8. Teamwork
- 9. Customer service/business etiquette
- 10. Initiative/implementing or presenting ideas
- 11. Problem-solving/critical thinking
- 12. Adaptability/flexibility

#### Did you know...

WIN Learning also provides online, self-paced courseware to help learners and job seekers prepare for the Essential Soft Skills Credential. The Soft Skills Courseware aligns to the Essential Soft Skills assessment making it a great resource for preparation or remediation. Contact WIN Learning today and ask about bundling the Essential Soft Skills Credential and the Soft Skills Courseware to give your learners and job seekers the right tools for the job.

Let's WIN Together. Contact Us!

888.717.9461 (Toll Free) 865.717.3333 info@winlearning.com



The Essential Soft Skills Credential is a valid and reliable assessment of employability skills and important work habits.



#### **Research-Based Skills Assessment**

The WIN Essential Soft Skills Credential was developed based on the national Equipped for the Future (EFF) applied learning standards and the U.S. Department of Labor's work on SCANS and O'NET. Managers, workers, and supervisors from across industries identified the skills from the EFF Standards as critical for entry-level workers to succeed in today's workplace and global economy. The skills assessed in the WIN Learning credentials include: active listening, read with understanding, use mathematics to solve problems, solve problems and make decisions, cooperate with others, resolve conflict and negotiate, observe critically, and take responsibility for learning.

#### **About WIN Learning**

Since 1996, WIN's integrated approach to career readiness has given more than 10 million learners worldwide the tools, confidence, and skills necessary to excel. Our e-learning solutions include academic and employability skills courseware, assessments, and credentials as an important foundation for creating a more effective and efficient system to prepare learners and job seekers for career and life success.

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#### ESSENTIAL SOFT SKILLS EXERCISE

We will briefly discuss each of the essential soft skills listed on the board. You will be asked to give 1-2 workplace examples of the job relevance of some of the soft skills.

During the exercise you will be given instructions on how to indicate which soft skills are most important to you in your job and those that are of less importance.

## STOP HERE. DO NOT TURN THE PAGE UNTIL INSTRUCTED.

#### ESSENTIAL SOFT SKILLS WORKSHEET

Na	ame:	Job Title:						_ D	ate:			
Or th ne	On the worksheet below please X out the number of dots you placed on each soft skill during the exercise. For example, if you placed 3 dots on "WORK ETHIC", you should X out 3 of the dots next to "WORK ETHIC" below.											
1.	WORK ETHIC		0	0	0	0	0	0	0	0	0	0
2.	ATTITUDE/ENTHUSIASM		0	0	0	0	0	0	0	0	0	0
3.	ON TIME/ATTENDANCE/DEPEN	IDABILITY	0	0	0	0	0	0	0	0	0	0
4.	INTERPERSONAL SKILLS		0	0	0	0	0	0	0	0	0	0
5.	COMMUNICATION		0	0	0	0	0	0	0	0	0	0
6.	TEAMWORK		0	0	0	0	0	0	0	0	0	0
<b>7</b> .	CUSTOMER SERVICE/BUSINESS	S ETIQUETTE	0	0	0	0	0	0	0	0	0	0
8.	INITIATIVE/IMPLEMENTING OR PRESENTING IDEAS		0	0	0	0	0	0	0	0	0	0
9.	PROBLEM-SOLVING/CRITICAL	THINKING	0	0	0	0	0	0	0	0	0	0
10.	ADAPTABILITY/FLEXIBILITY		0	0	0	0	0	0	0	0	0	0

#### ESSENTIAL SOFT SKILLS MODULES

#### Module 1: Communicating Effectively

This module identifies ways to improve communication and listening skills for a productive work environment, explains the importance of spoken communication to improve understanding, and assesses the use of communication tools including email etiquette, cell phone use, and social networking. The module also covers how to effectively resolve conflict in the workplace.

#### Module 2: Conveying Professionalism

Learners are introduced to the components of a strong work ethic, including personal images conveyed to colleagues and customers, the benefits of a positive attitude and excellent customer relations, the importance of being on-time and dependable, how motivation affects performance, and practice strategies to build excellent work habits.

#### Module 3: Promoting Teamwork and Collaboration

Learning to be a good team member benefits each of us as well as any organization to which we belong. This module discusses diversity and how it has a positive influence in the workplace, the importance of sensitivity to individual differences, the benefits and challenges of teamwork and collaboration, and the value of strong leadership skills.

#### Module 4: Thinking Critically and Solving Problems

Innovation, creativity, and flexibility in the workplace are more important than ever. In this final module, learners learn to evaluate the elements of critical thinking including evidence, reasoning, and fallacies.

## PLEASE LEAVE THIS WORKBOOK ON THE TABLE.

**THANK YOU!** 



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