Instructions for Making Work Activities Ratings

These questions are about work activities. A _work activity_ is a set of similar actions that are performed together in many different jobs. You will be asked about a series of different work activities and how they relate to _your current job_ - that is, the job you hold now.

Each activity in this questionnaire is named and defined.

For example:

Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.

You are then asked to answer two questions about that activity:

A How _important_ is the activity to your current job?

For example:

How _important_ is GETTING INFORMATION to the performance of _your current job_?

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

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 activity as Not Important to the performance of your job, mark the one [✗ then skip over question B and proceed to the next activity.

B What _level_ of the activity 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:

What _level_ of GETTING INFORMATION is needed to perform _your current job_?

|	Follow a standard blueprint		Review a budget		Study international tax laws	
	↓		↓		↓	
①	②	③	④	✗	⑥	⑦
						Highest Level

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

1. Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.

A. How <u>important</u> is GETTING INFORMATION to the performance of *your current job*?
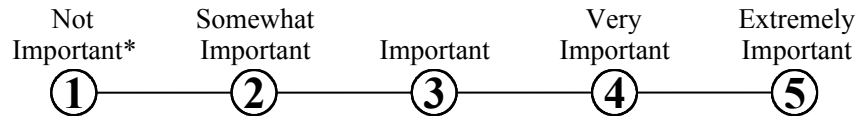
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of GETTING INFORMATION is needed to perform *your current job*?

	Follow a standard blueprint		Review a budget		Study international tax laws	
	↓		↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level
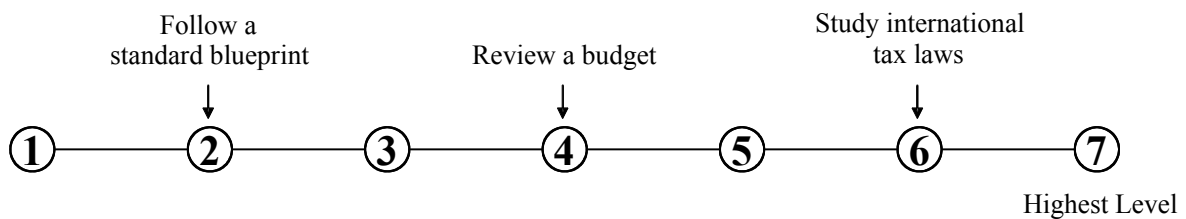
2. Identifying Objects, Actions, and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

A. How <u>important</u> is IDENTIFYING OBJECTS, ACTIONS, AND EVENTS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
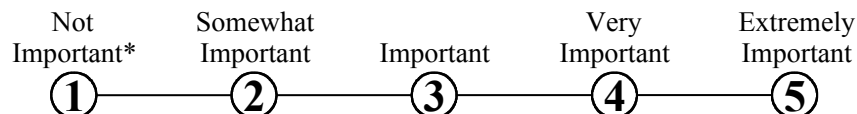
* If you marked Not Important, skip LEVEL below and go on to the next activity.

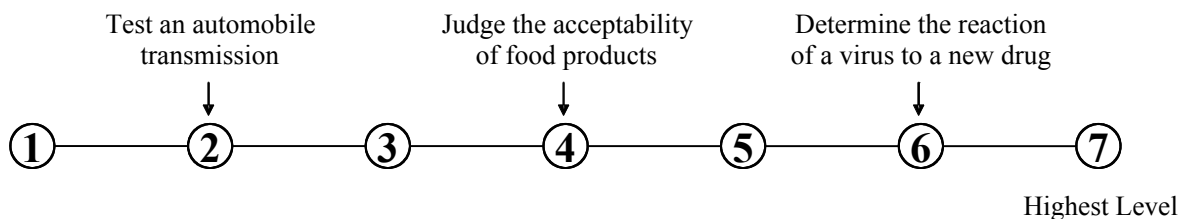**B. What <u>level</u> of IDENTIFYING OBJECTS, ACTIONS, AND EVENTS is needed to perform *your current job*?**

	Test an automobile transmission		Judge the acceptability of food products		Determine the reaction of a virus to a new drug	
	↓		↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level

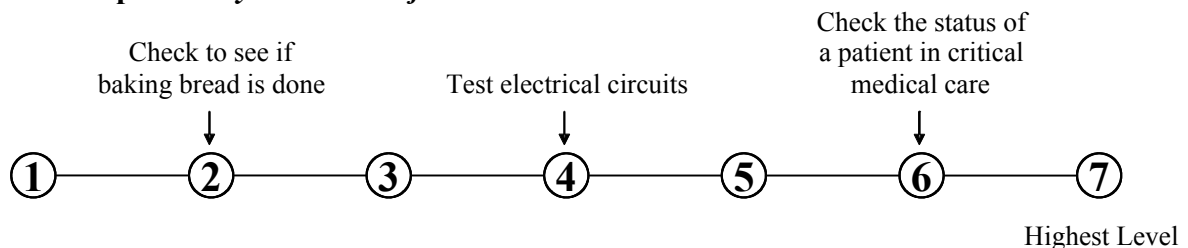## 3. Monitoring Processes, Materials, or Surroundings

Monitoring and reviewing information from materials, events, or the environment to detect or assess problems.

A. How <u>important</u> is MONITORING PROCESSES, MATERIALS, OR SURROUNDINGS to the performance of *your current job*?
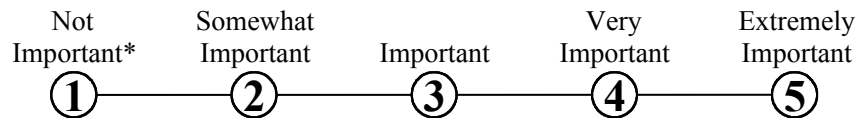
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of MONITORING PROCESSES, MATERIALS, OR SURROUNDINGS is needed to perform *your current job*?

	Check to see if baking bread is done		Test electrical circuits		Check the status of a patient in critical medical care	
①	②	③	④	⑤	⑥	⑦

Highest Level

4. Inspecting Equipment, Structures, or Materials
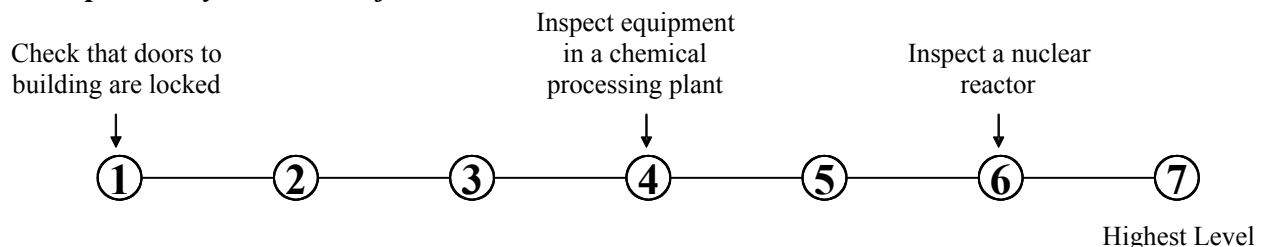
Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.

A. How <u>important</u> is INSPECTING EQUIPMENT, STRUCTURES, OR MATERIALS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
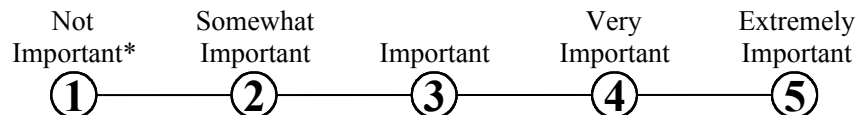
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of INSPECTING EQUIPMENT, STRUCTURES, OR MATERIALS is needed to perform *your current job*?

Check that doors to building are locked			Inspect equipment in a chemical processing plant		Inspect a nuclear reactor	
①	②	③	④	⑤	⑥	⑦

Highest Level

5. Estimating the Quantifiable Characteristics of Products, Events, or Information
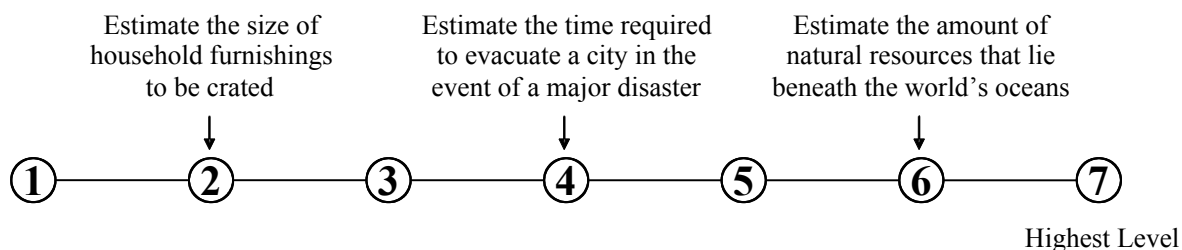
Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.

A. How <u>important</u> is ESTIMATING THE QUANTIFIABLE CHARACTERISTICS OF PRODUCTS, EVENTS, OR INFORMATION to the performance of *your current job*?
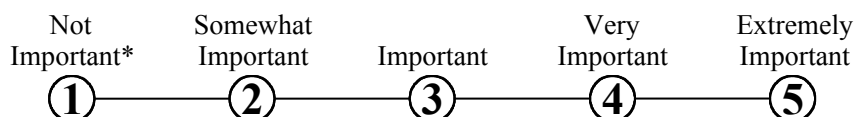
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

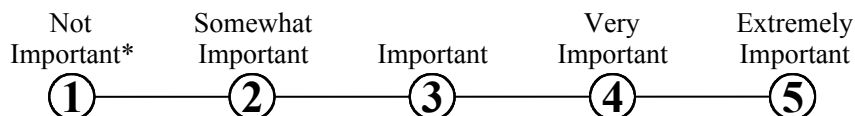* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of ESTIMATING THE QUANTIFIABLE CHARACTERISTICS OF PRODUCTS, EVENTS, OR INFORMATION is needed to perform *your current job*?

Estimate the size of household furnishings to be crated → ②

Estimate the time required to evacuate a city in the event of a major disaster → ④

Estimate the amount of natural resources that lie beneath the world's oceans → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

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6. Judging the Qualities of Objects, Services, or People
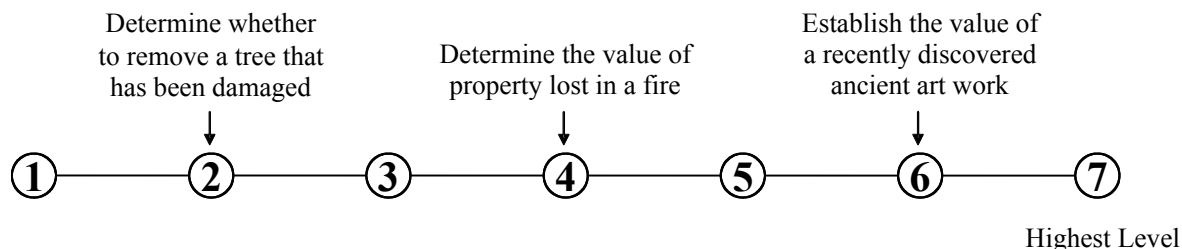
Assessing the value, importance, or quality of things or people.

A. How <u>important</u> is JUDGING THE QUALITIES OF OBJECTS, SERVICES, OR PEOPLE 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 activity.

**B. What <u>level</u> of JUDGING THE QUALITIES OF OBJECTS, SERVICES, OR PEOPLE is needed to perform *your current job*?**

Determine whether to remove a tree that has been damaged → ②

Determine the value of property lost in a fire → ④

Establish the value of a recently discovered ancient art work → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

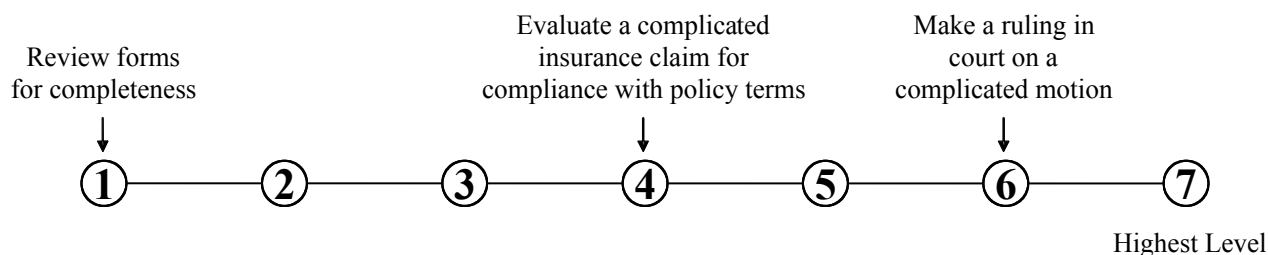## 7. Evaluating Information to Determine Compliance with Standards

Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

A. How <u>important</u> is EVALUATING INFORMATION TO DETERMINE COMPLIANCE WITH STANDARDS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
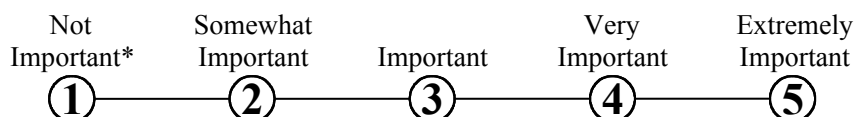
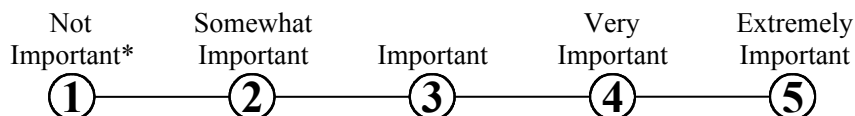* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of EVALUATING INFORMATION TO DETERMINE COMPLIANCE WITH STANDARDS is needed to perform *your current job*?

Review forms for completeness → ①

Evaluate a complicated insurance claim for compliance with policy terms → ④

Make a ruling in court on a complicated motion → ⑥

① ② ③ ④ ⑤ ⑥ ⑦

Highest Level
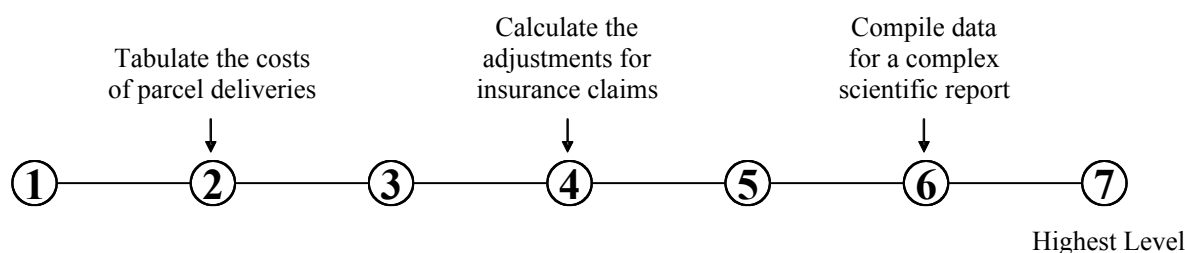
8. Processing Information

Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

A. How <u>important</u> is PROCESSING INFORMATION 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 activity.

B. What <u>level</u> of PROCESSING INFORMATION is needed to perform *your current job*?

Tabulate the costs of parcel deliveries → ②

Calculate the adjustments for insurance claims → ④

Compile data for a complex scientific report → ⑥

① ② ③ ④ ⑤ ⑥ ⑦

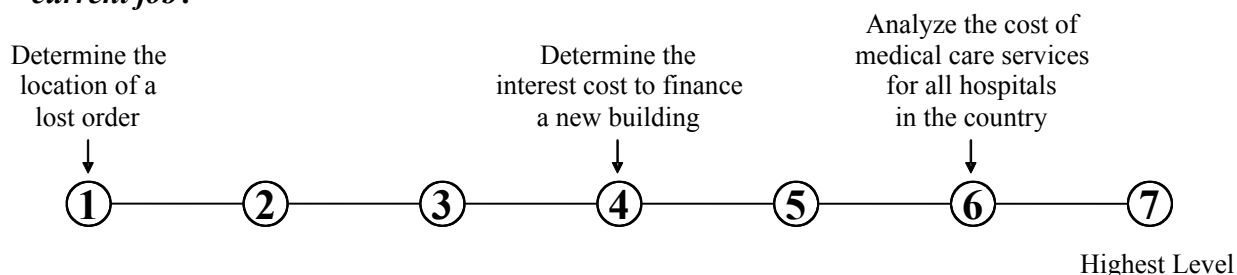Highest Level

9. Analyzing Data or Information

Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

A. How <u>important</u> is ANALYZING DATA OR INFORMATION to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
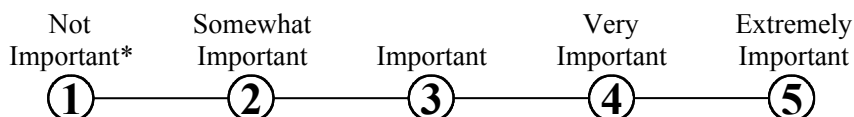
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of ANALYZING DATA OR INFORMATION is needed to perform *your current job*?

Determine the location of a lost order → ①

Determine the interest cost to finance a new building → ④

Analyze the cost of medical care services for all hospitals in the country → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level
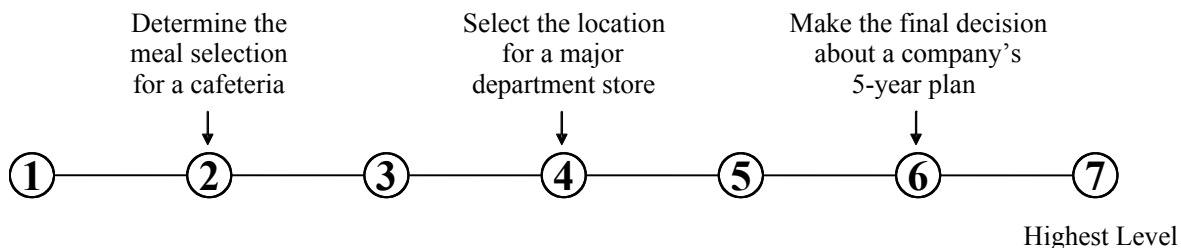
10. Making Decisions and Solving Problems

Analyzing information and evaluating results to choose the best solution and solve problems.

A. How <u>important</u> is MAKING DECISIONS AND SOLVING PROBLEMS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
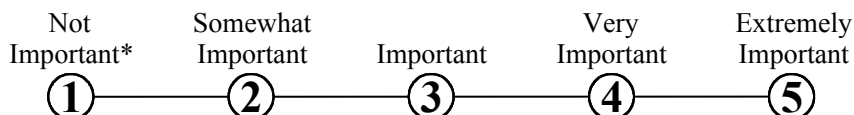
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of MAKING DECISIONS AND SOLVING PROBLEMS is needed to perform *your current job*?

Determine the meal selection for a cafeteria → ②

Select the location for a major department store → ④

Make the final decision about a company's 5-year plan → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

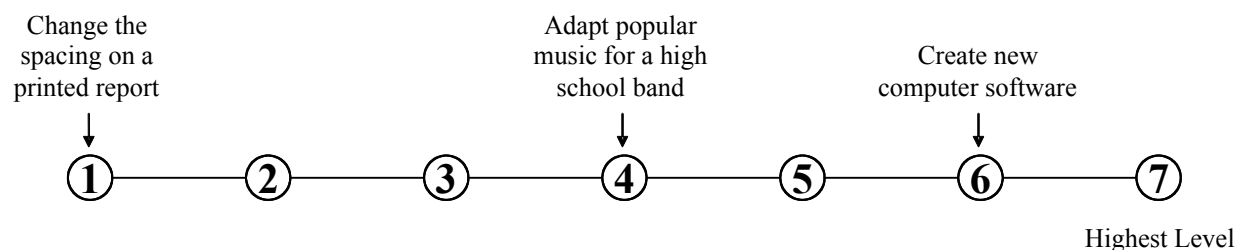Highest Level

11. Thinking Creatively

Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

A. How <u>important</u> is THINKING CREATIVELY to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
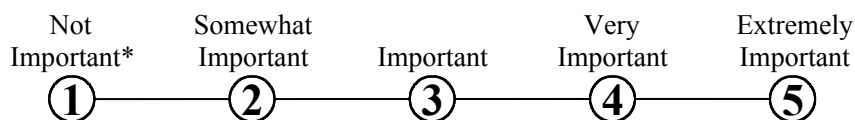
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of THINKING CREATIVELY is needed to perform *your current job*?

Change the spacing on a printed report → ①

Adapt popular music for a high school band → ④

Create new computer software → ⑥

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

12. Updating and Using Relevant Knowledge

Keeping up-to-date technically and applying new knowledge to your job.

A. How <u>important</u> is UPDATING AND USING RELEVANT KNOWLEDGE to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
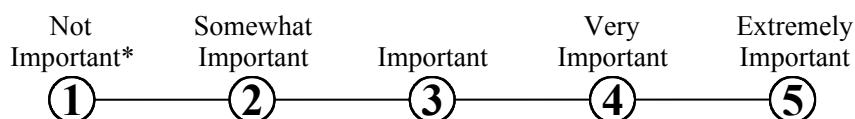
* If you marked Not Important, skip LEVEL below and go on to the next activity.

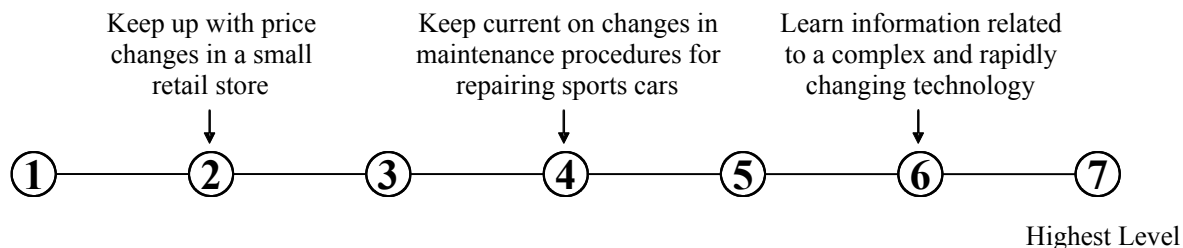**B. What <u>level</u> of UPDATING AND USING RELEVANT KNOWLEDGE is needed to perform *your current job*?**

Keep up with price changes in a small retail store → ②

Keep current on changes in maintenance procedures for repairing sports cars → ④

Learn information related to a complex and rapidly changing technology → ⑥

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

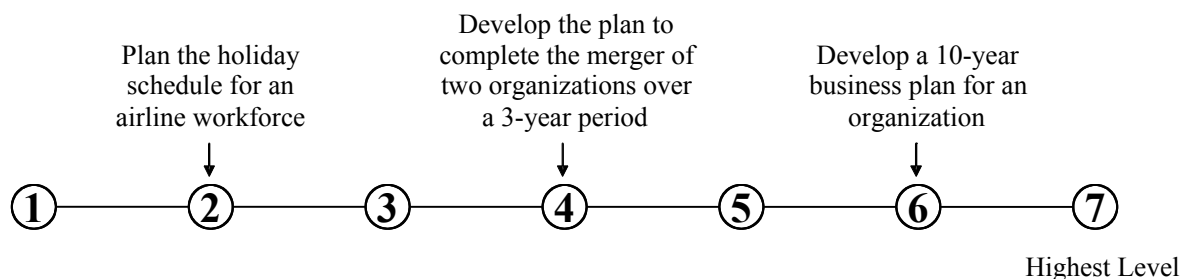## 13. Developing Objectives and Strategies

Establishing long-range objectives and specifying the strategies and actions to achieve them.

A. How <u>important</u> is DEVELOPING OBJECTIVES AND STRATEGIES to the performance of *your current job*?
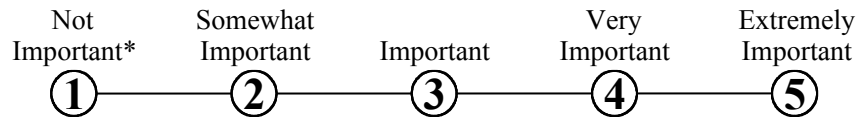
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of DEVELOPING OBJECTIVES AND STRATEGIES is needed to perform *your current job*?

Plan the holiday schedule for an airline workforce → (2)

Develop the plan to complete the merger of two organizations over a 3-year period → (4)

Develop a 10-year business plan for an organization → (6)

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level
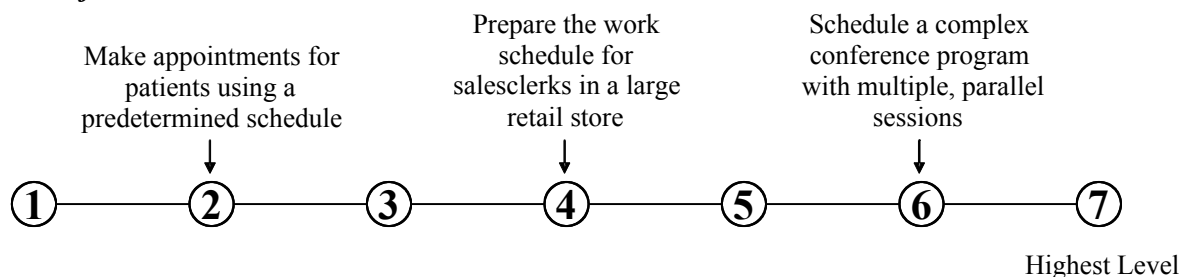
14. Scheduling Work and Activities

Scheduling events, programs, and activities, as well as the work of others.

A. How <u>important</u> is SCHEDULING WORK AND ACTIVITIES to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
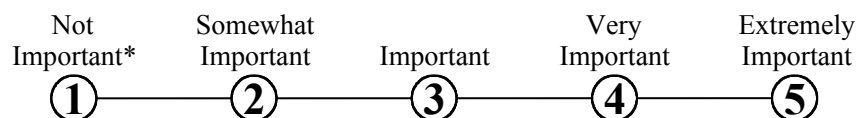
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of SCHEDULING WORK AND ACTIVITIES is needed to perform *your current job*?

Make appointments for patients using a predetermined schedule → (2)

Prepare the work schedule for salesclerks in a large retail store → (4)

Schedule a complex conference program with multiple, parallel sessions → (6)

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

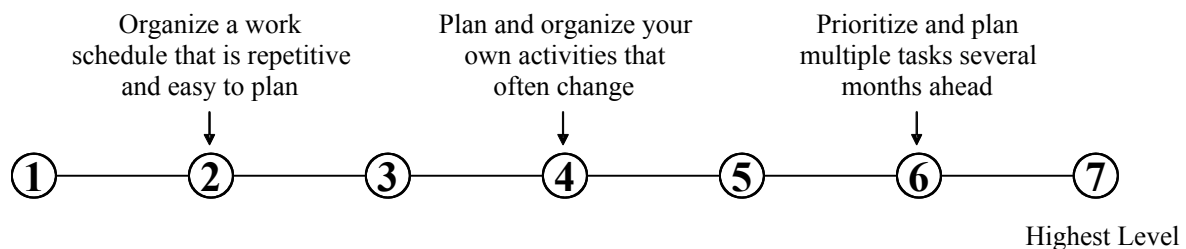## 15. Organizing, Planning, and Prioritizing Work

Developing specific goals and plans to prioritize, organize, and accomplish your work.

A. How <u>important</u> is ORGANIZING, PLANNING, AND PRIORITIZING WORK to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
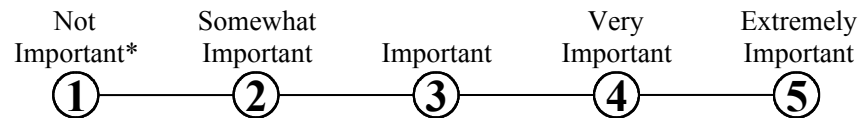
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of ORGANIZING, PLANNING, AND PRIORITIZING WORK is needed to perform *your current job*?

Organize a work schedule that is repetitive and easy to plan		Plan and organize your own activities that often change		Prioritize and plan multiple tasks several months ahead	
↓			↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level

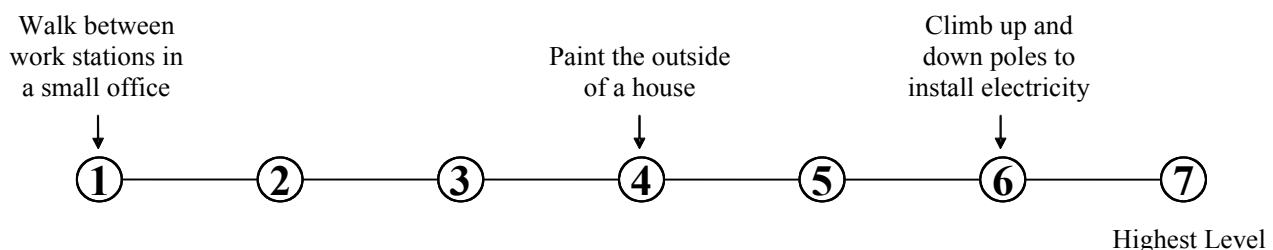## 16. Performing General Physical Activities

Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling materials.

A. How <u>important</u> is PERFORMING GENERAL PHYSICAL ACTIVITIES to the performance of *your current job*?
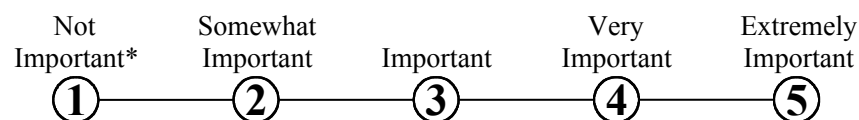
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of PERFORMING GENERAL PHYSICAL ACTIVITIES is needed to perform *your current job*?

Walk between work stations in a small office		Paint the outside of a house		Climb up and down poles to install electricity	
↓			↓		↓	
①	②	③	④	⑤	⑥	⑦

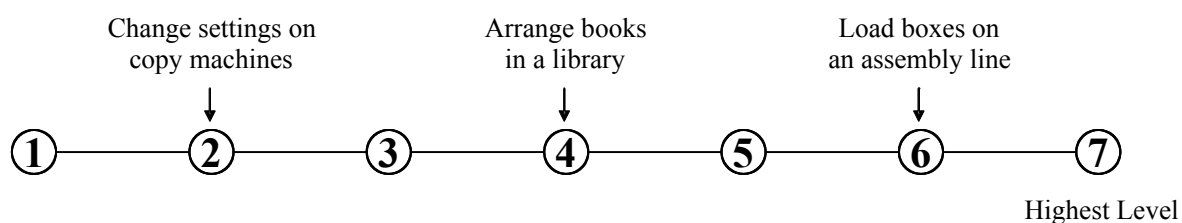Highest Level

17. Handling and Moving Objects

Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

A. How <u>important</u> is HANDLING AND MOVING OBJECTS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
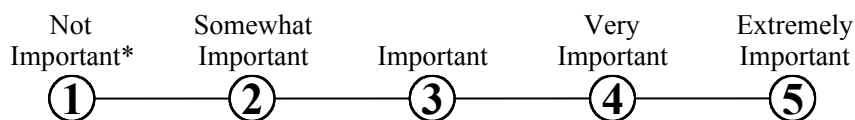
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of HANDLING AND MOVING OBJECTS is needed to perform *your current job*?

	Change settings on copy machines		Arrange books in a library		Load boxes on an assembly line	
①	②	③	④	⑤	⑥	⑦

Highest Level
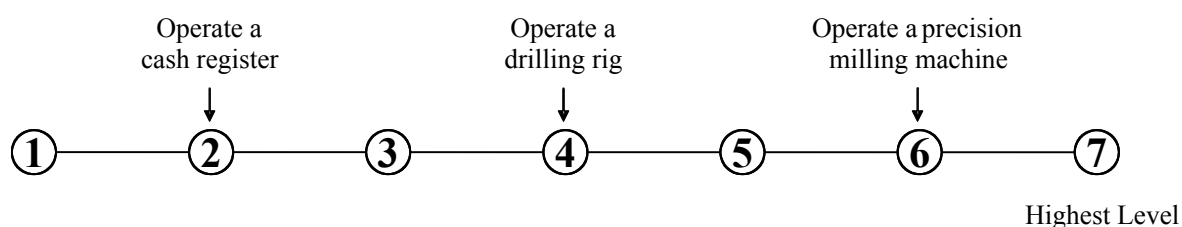
18. Controlling Machines and Processes

Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).

A. How <u>important</u> is CONTROLLING MACHINES AND PROCESSES to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
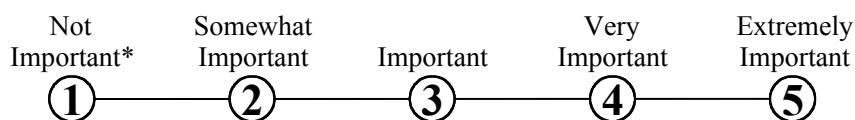
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of CONTROLLING MACHINES AND PROCESSES is needed to perform *your current job*?

	Operate a cash register		Operate a drilling rig		Operate a precision milling machine	
①	②	③	④	⑤	⑥	⑦

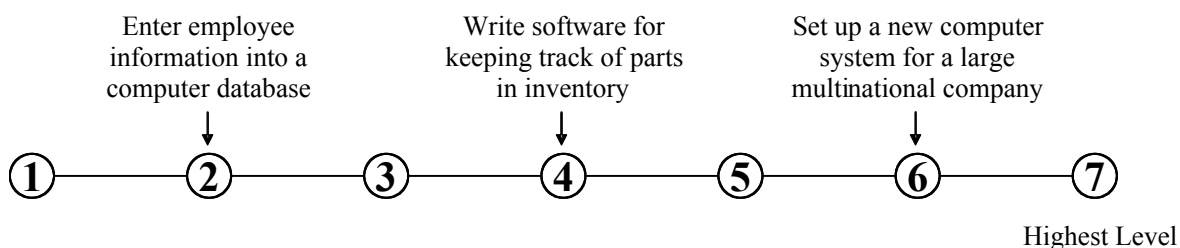Highest Level

19. Working with Computers

Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

A. How <u>important</u> is WORKING WITH COMPUTERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
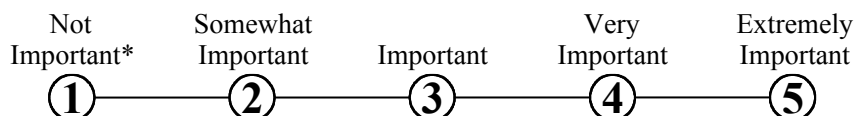
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of WORKING WITH COMPUTERS is needed to perform *your current job*?

	Enter employee information into a computer database		Write software for keeping track of parts in inventory		Set up a new computer system for a large multinational company	
	↓		↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level
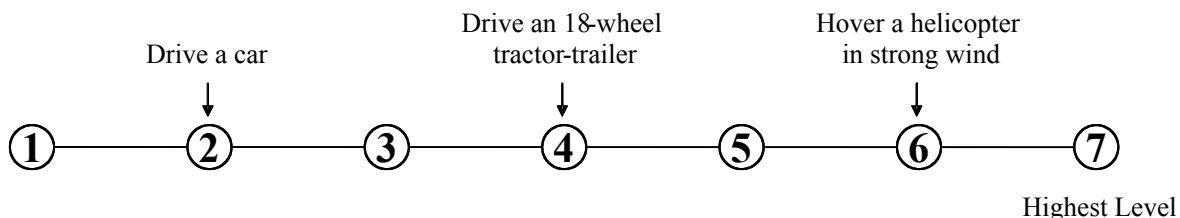
20. Operating Vehicles, Mechanized Devices, or Equipment

Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.

A. How <u>important</u> is OPERATING VEHICLES, MECHANIZED DEVICES, OR EQUIPMENT to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
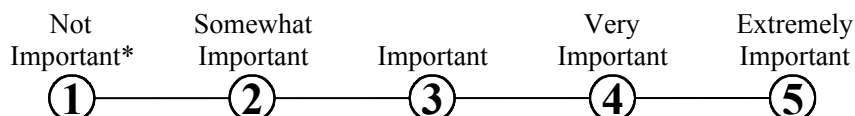
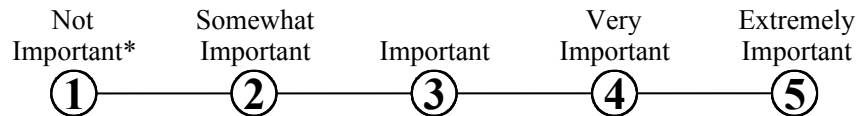* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of OPERATING VEHICLES, MECHANIZED DEVICES, OR EQUIPMENT is needed to perform *your current job*?

	Drive a car		Drive an 18-wheel tractor-trailer		Hover a helicopter in strong wind	
	↓		↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level

21. Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment
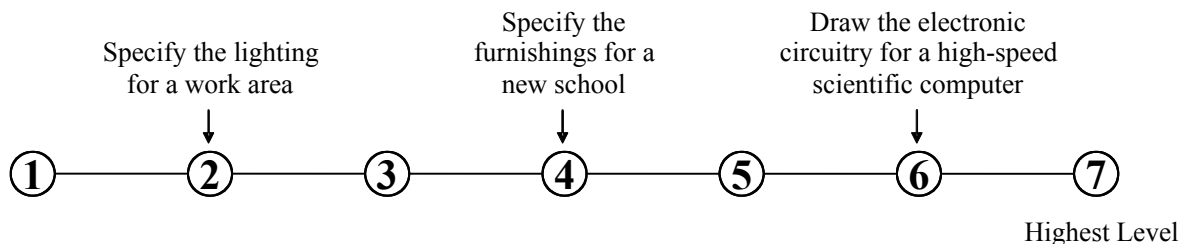
Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.

A. How <u>important</u> is DRAFTING, LAYING OUT, AND SPECIFYING TECHNICAL DEVICES, PARTS, AND EQUIPMENT to the performance of *your current job*?

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

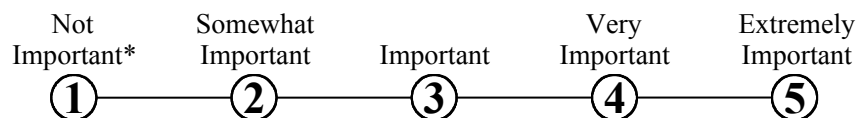* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of DRAFTING, LAYING OUT, AND SPECIFYING TECHNICAL DEVICES, PARTS, AND EQUIPMENT is needed to perform *your current job*?

Specify the lighting for a work area → ②

Specify the furnishings for a new school → ④

Draw the electronic circuitry for a high-speed scientific computer → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

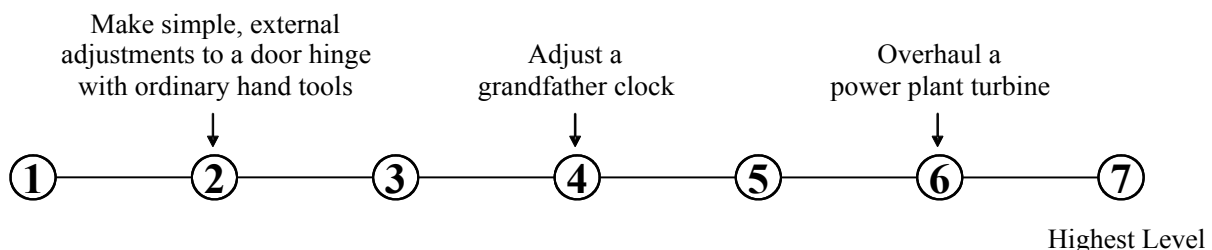## 22. Repairing and Maintaining Mechanical Equipment

Servicing, repairing, adjusting, and testing machines, devices, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.

A. How <u>important</u> is REPAIRING AND MAINTAINING MECHANICAL EQUIPMENT 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 activity.

B. What <u>level</u> of REPAIRING AND MAINTAINING MECHANICAL EQUIPMENT is needed to perform *your current job*?

Make simple, external adjustments to a door hinge with ordinary hand tools → ②

Adjust a grandfather clock → ④

Overhaul a power plant turbine → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

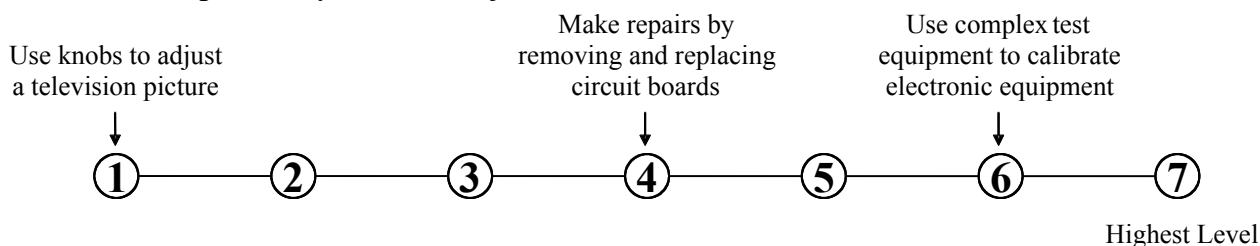## 23. Repairing and Maintaining Electronic Equipment

Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.

A. How <u>important</u> is REPAIRING AND MAINTAINING ELECTRONIC EQUIPMENT to the performance of *your current job*?
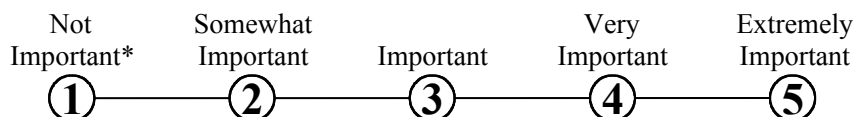
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of REPAIRING AND MAINTAINING ELECTRONIC EQUIPMENT is needed to perform *your current job*?

Use knobs to adjust a television picture → ①

Make repairs by removing and replacing circuit boards → ④

Use complex test equipment to calibrate electronic equipment → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

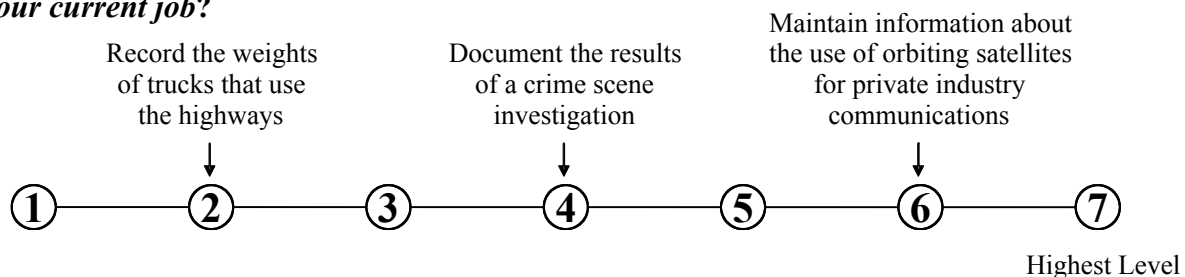## 24. Documenting/Recording Information

Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

A. How <u>important</u> is DOCUMENTING/RECORDING INFORMATION to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
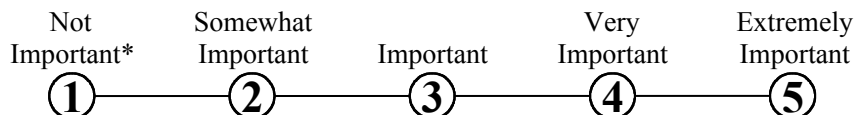
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of DOCUMENTING/RECORDING INFORMATION is needed to perform *your current job*?

Record the weights of trucks that use the highways → ②

Document the results of a crime scene investigation → ④

Maintain information about the use of orbiting satellites for private industry communications → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

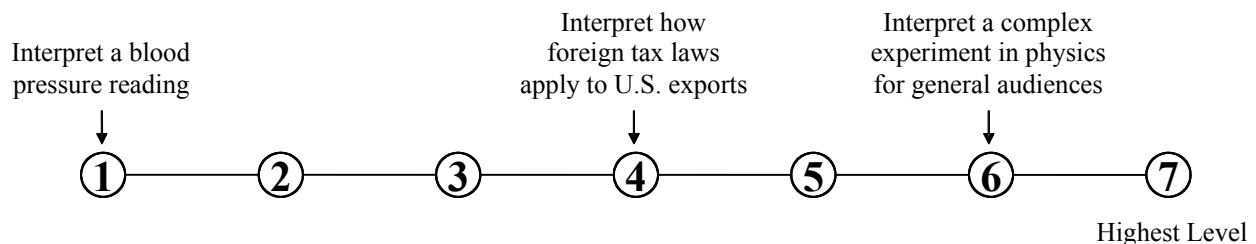## 25. Interpreting the Meaning of Information for Others

Translating or explaining what information means and how it can be used.

A. How <u>important</u> is INTERPRETING THE MEANING OF INFORMATION FOR OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
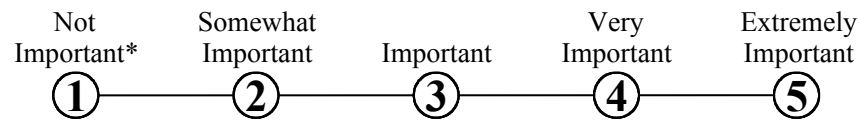
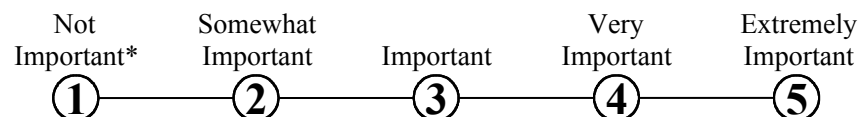* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of INTERPRETING THE MEANING OF INFORMATION FOR OTHERS is needed to perform *your current job*?

Interpret a blood pressure reading → ①

Interpret how foreign tax laws apply to U.S. exports → ④

Interpret a complex experiment in physics for general audiences → ⑥

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

26. Communicating with Supervisors, Peers, or Subordinates
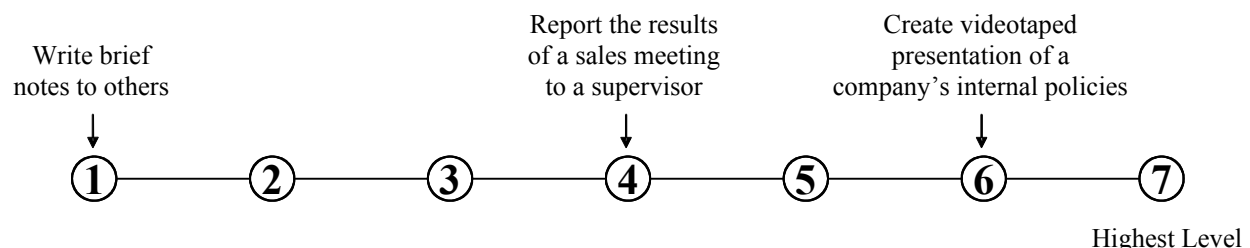
Providing information to supervisors, coworkers, and subordinates by telephone, in written form, e-mail, or in person.

A. How <u>important</u> is COMMUNICATING WITH SUPERVISORS, PEERS, OR SUBORDINATES to the performance of *your current job*?

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

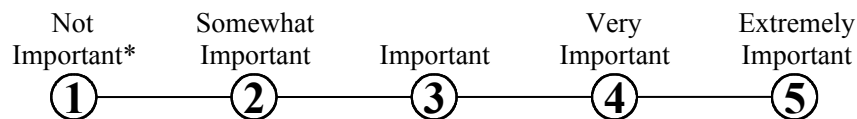* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of COMMUNICATING WITH SUPERVISORS, PEERS, OR SUBORDINATES is needed to perform *your current job*?

Write brief notes to others → ①

Report the results of a sales meeting to a supervisor → ④

Create videotaped presentation of a company's internal policies → ⑥

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

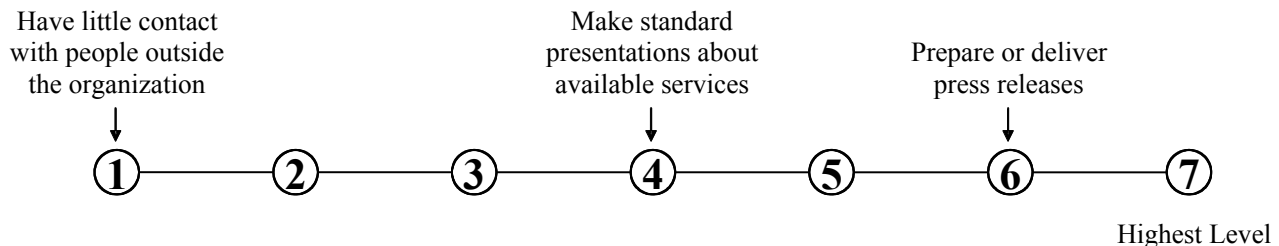## 27. Communicating with People Outside the Organization

Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

A. How <u>important</u> is COMMUNICATING WITH PEOPLE OUTSIDE THE ORGANIZATION to the performance of *your current job*?

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

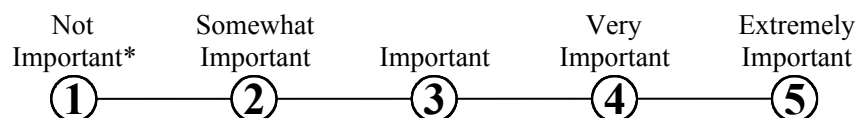* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of COMMUNICATING WITH PEOPLE OUTSIDE THE ORGANIZATION is needed to perform *your current job*?

Have little contact with people outside the organization ↓

Make standard presentations about available services ↓

Prepare or deliver press releases ↓

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

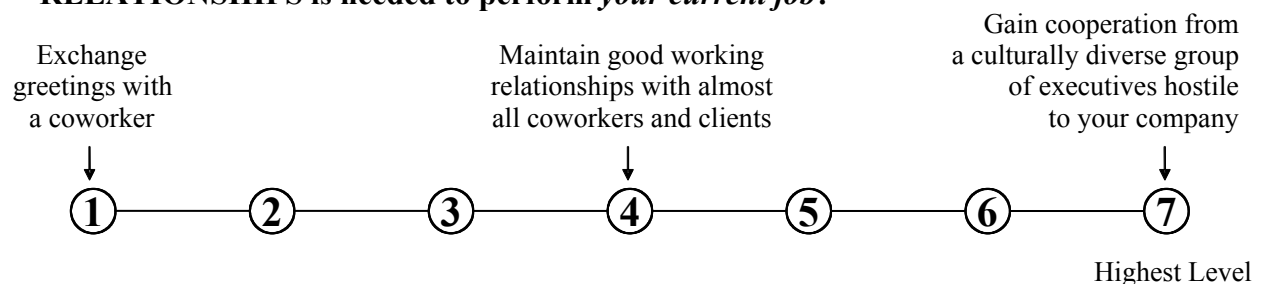## 28. Establishing and Maintaining Interpersonal Relationships

Developing constructive and cooperative working relationships with others and maintaining them over time.

A. How <u>important</u> is ESTABLISHING AND MAINTAINING INTERPERSONAL RELATIONSHIPS 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 activity.

**B. What <u>level</u> of ESTABLISHING AND MAINTAINING INTERPERSONAL RELATIONSHIPS is needed to perform *your current job*?**

Exchange greetings with a coworker ↓

Maintain good working relationships with almost all coworkers and clients ↓

Gain cooperation from a culturally diverse group of executives hostile to your company ↓

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦
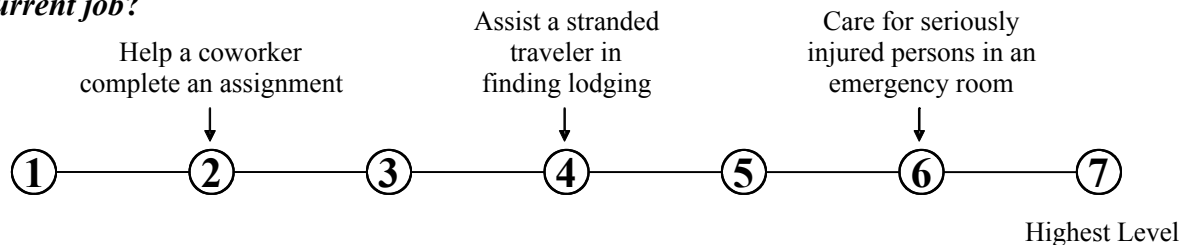
Highest Level

29. Assisting and Caring for Others

Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.

A. How <u>important</u> is ASSISTING AND CARING FOR OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
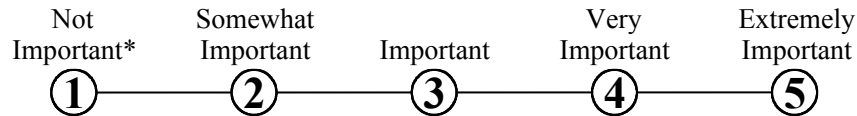
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of ASSISTING AND CARING FOR OTHERS is needed to perform *your current job*?

Help a coworker complete an assignment ↓ (2)

Assist a stranded traveler in finding lodging ↓ (4)

Care for seriously injured persons in an emergency room ↓ (6)

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level
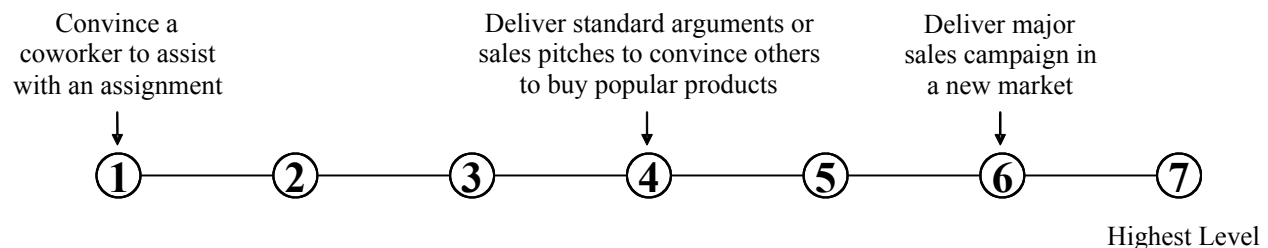
30. Selling or Influencing Others

Convincing others to buy merchandise/goods or to otherwise change their minds or actions.

A. How <u>important</u> is SELLING OR INFLUENCING OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
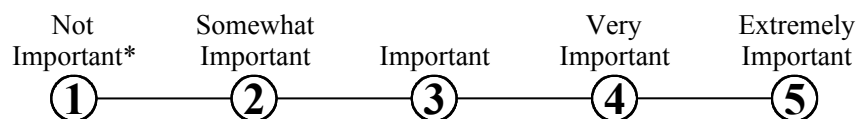
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of SELLING OR INFLUENCING OTHERS is needed to perform *your current job*?

Convince a coworker to assist with an assignment ↓ (1)

Deliver standard arguments or sales pitches to convince others to buy popular products ↓ (4)

Deliver major sales campaign in a new market ↓ (6)

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

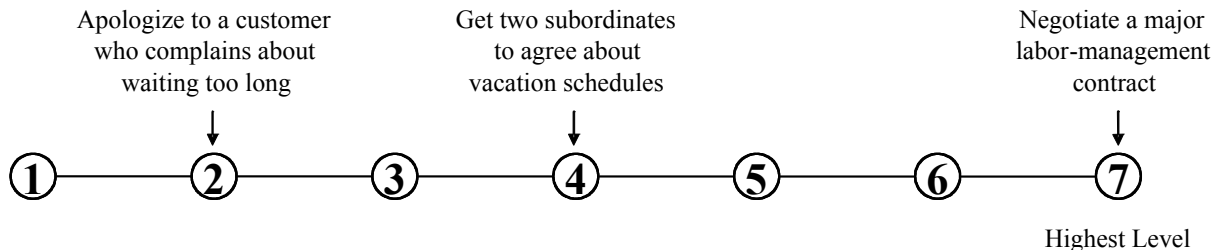## 31. Resolving Conflicts and Negotiating with Others

Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

A. How <u>important</u> is RESOLVING CONFLICTS AND NEGOTIATING WITH OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
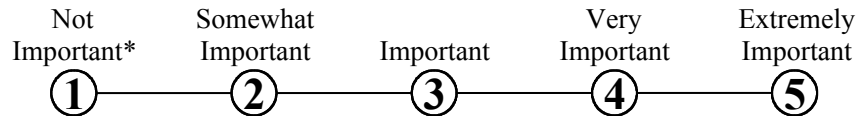
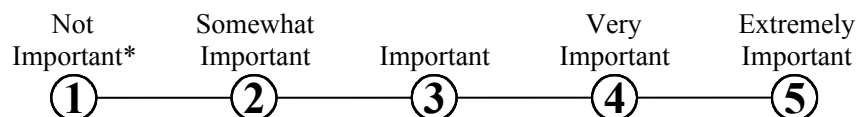* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of RESOLVING CONFLICTS AND NEGOTIATING WITH OTHERS is needed to perform *your current job*?

Apologize to a customer who complains about waiting too long → ②

Get two subordinates to agree about vacation schedules → ④

Negotiate a major labor-management contract → ⑦

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

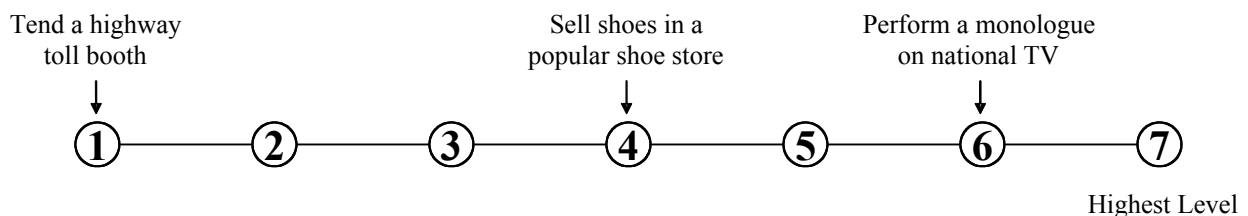## 32. Performing for or Working Directly with the Public

Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

A. How <u>important</u> is PERFORMING FOR OR WORKING DIRECTLY WITH THE PUBLIC 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 activity.

**B. What <u>level</u> of PERFORMING FOR OR WORKING DIRECTLY WITH THE PUBLIC is needed to perform *your current job*?**

Tend a highway toll booth → ①

Sell shoes in a popular shoe store → ④

Perform a monologue on national TV → ⑥

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

Highest Level

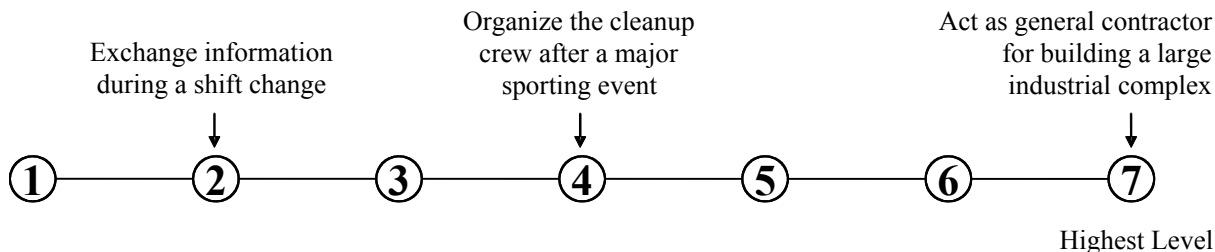## 33. Coordinating the Work and Activities of Others

Getting members of a group to work together to accomplish tasks.

A. How <u>important</u> is COORDINATING THE WORK AND ACTIVITIES OF OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
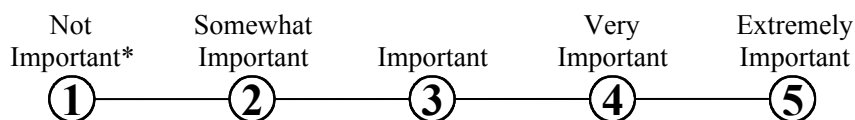
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of COORDINATING THE WORK AND ACTIVITIES OF OTHERS is needed to perform *your current job*?

	Exchange information during a shift change		Organize the cleanup crew after a major sporting event			Act as general contractor for building a large industrial complex
	↓		↓			↓
①	②	③	④	⑤	⑥	⑦

Highest Level

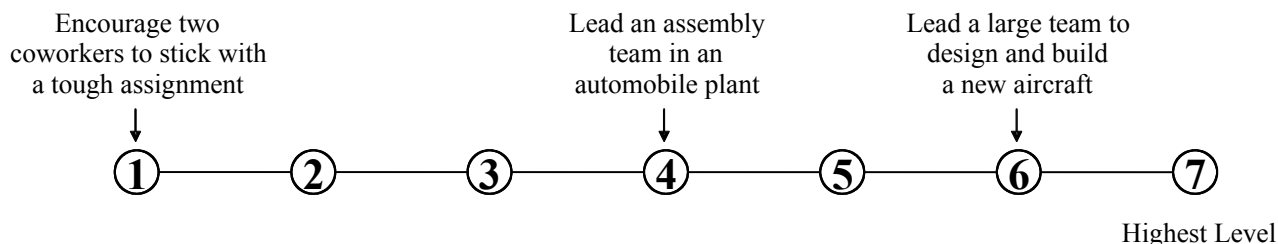## 34. Developing and Building Teams

Encouraging and building mutual trust, respect, and cooperation among team members.

A. How <u>important</u> is DEVELOPING AND BUILDING TEAMS to the performance of *your current job*?
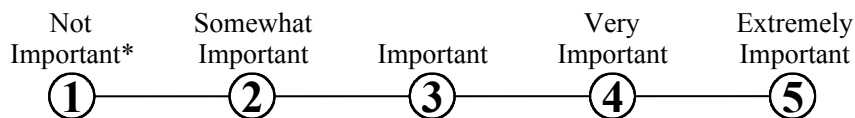
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of DEVELOPING AND BUILDING TEAMS is needed to perform *your current job*?

Encourage two coworkers to stick with a tough assignment			Lead an assembly team in an automobile plant		Lead a large team to design and build a new aircraft	
↓			↓		↓	
①	②	③	④	⑤	⑥	⑦

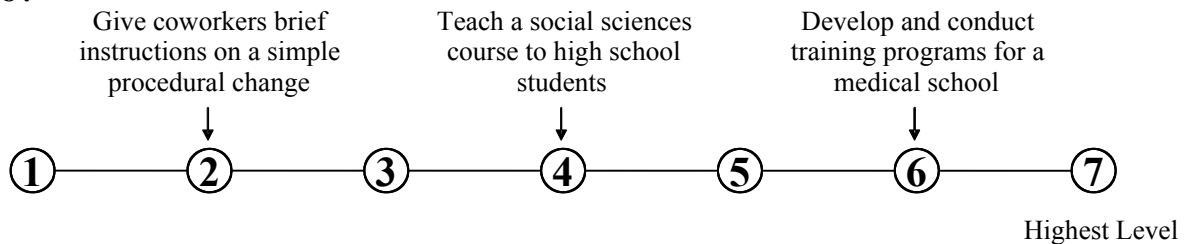Highest Level

35. Training and Teaching Others

Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.

A. How <u>important</u> is TRAINING AND TEACHING OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
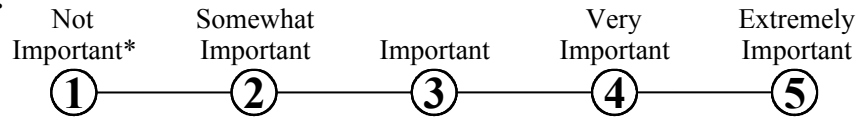
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of TRAINING AND TEACHING OTHERS is needed to perform *your current job*?

	Give coworkers brief instructions on a simple procedural change		Teach a social sciences course to high school students		Develop and conduct training programs for a medical school	
	↓		↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level

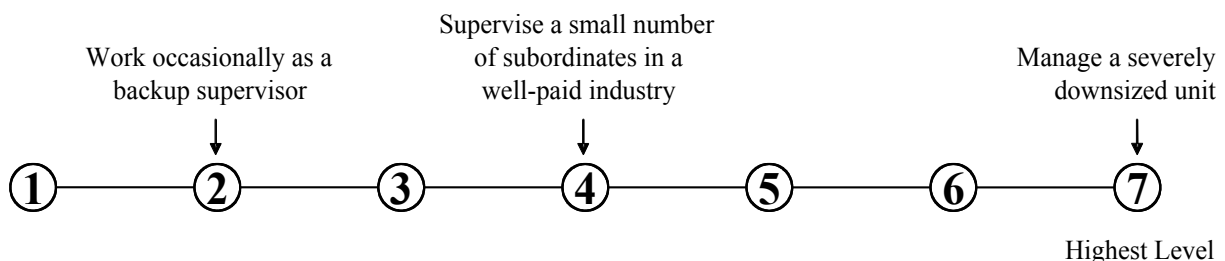## 36. Guiding, Directing, and Motivating Subordinates

Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

A. How <u>important</u> is GUIDING, DIRECTING, AND MOTIVATING SUBORDINATES to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
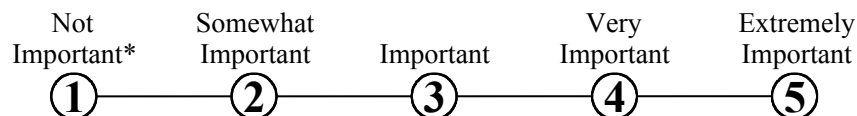
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of GUIDING, DIRECTING, AND MOTIVATING SUBORDINATES is needed to perform *your current job*?

	Work occasionally as a backup supervisor		Supervise a small number of subordinates in a well-paid industry			Manage a severely downsized unit
	↓		↓			↓
①	②	③	④	⑤	⑥	⑦

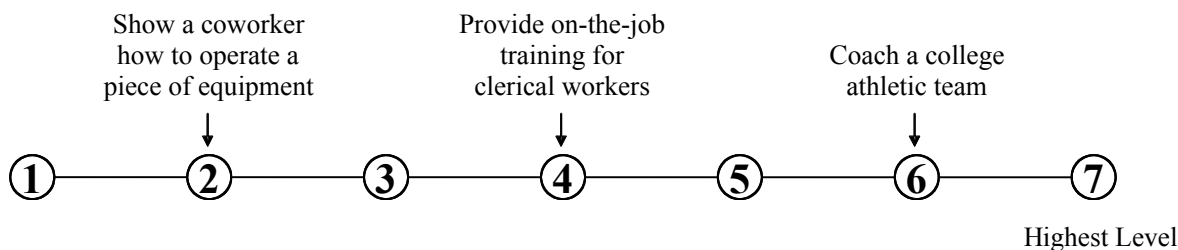Highest Level

37. Coaching and Developing Others

Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.

A. How <u>important</u> is COACHING AND DEVELOPING OTHERS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
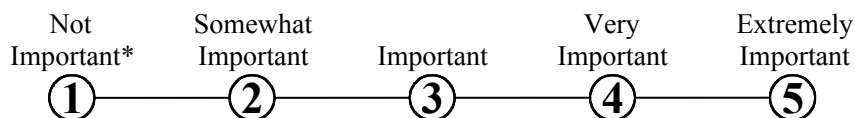
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of COACHING AND DEVELOPING OTHERS is needed to perform *your current job*?

	Show a coworker how to operate a piece of equipment		Provide on-the-job training for clerical workers		Coach a college athletic team	
	↓		↓		↓	
①	②	③	④	⑤	⑥	⑦

Highest Level

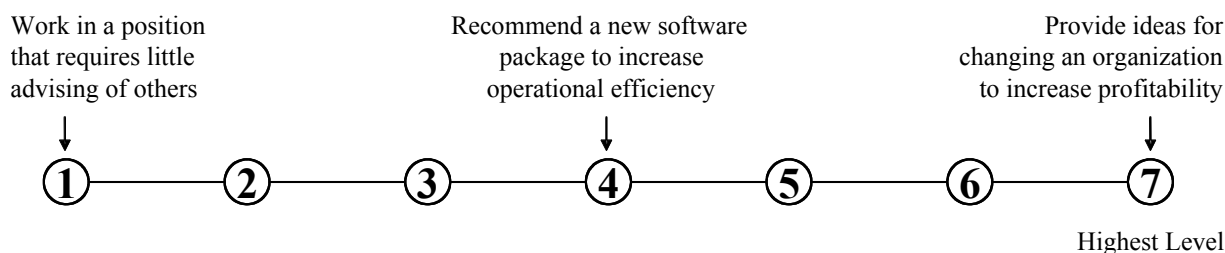## 38. Providing Consultation and Advice to Others

Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.

A. How <u>important</u> is PROVIDING CONSULTATION AND ADVICE TO OTHERS to the performance of *your current job*?
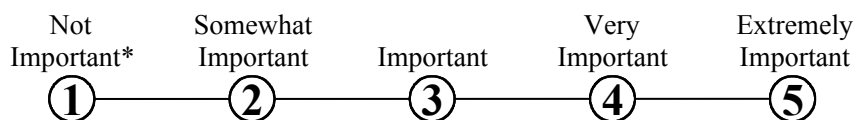
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of PROVIDING CONSULTATION AND ADVICE TO OTHERS is needed to perform *your current job*?

Work in a position that requires little advising of others			Recommend a new software package to increase operational efficiency			Provide ideas for changing an organization to increase profitability
↓			↓			↓
①	②	③	④	⑤	⑥	⑦

Highest Level

39. Performing Administrative Activities

Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.

A. How <u>important</u> is PERFORMING ADMINISTRATIVE ACTIVITIES to the performance of *your current job*?
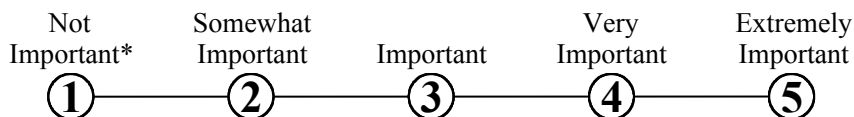
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

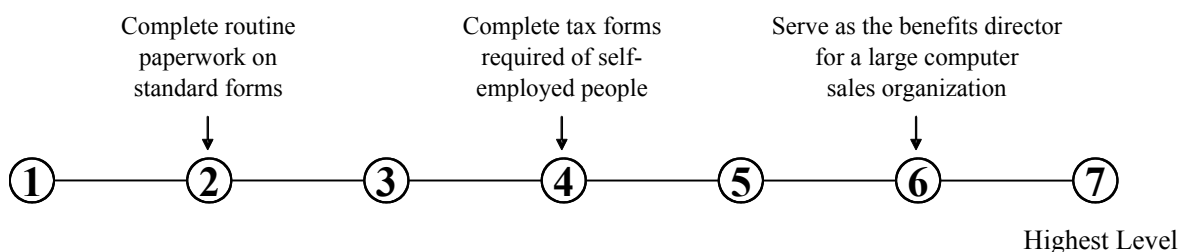* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of PERFORMING ADMINISTRATIVE ACTIVITIES is needed to perform *your current job*?

Complete routine paperwork on standard forms
↓
Complete tax forms required of self-employed people
↓
Serve as the benefits director for a large computer sales organization
↓

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

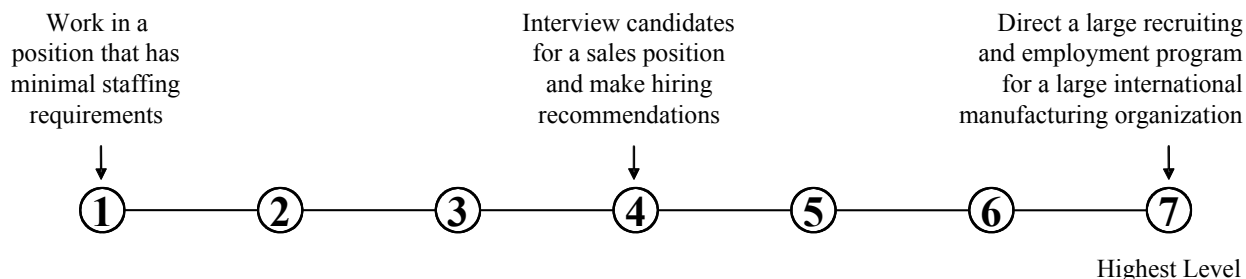## 40. Staffing Organizational Units

Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.

A. How <u>important</u> is STAFFING ORGANIZATIONAL UNITS to the performance of *your current job*?

Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤
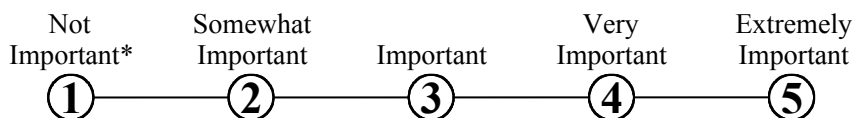
* If you marked Not Important, skip LEVEL below and go on to the next activity.

B. What <u>level</u> of STAFFING ORGANIZATIONAL UNITS is needed to perform *your current job*?

Work in a position that has minimal staffing requirements
↓
Interview candidates for a sales position and make hiring recommendations
↓
Direct a large recruiting and employment program for a large international manufacturing organization
↓

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level

41. Monitoring and Controlling Resources

Monitoring and controlling resources and overseeing the spending of money.

A. How <u>important</u> is MONITORING AND CONTROLLING RESOURCES to the performance of *your current job*?
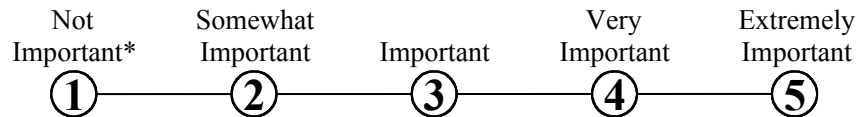
Not Important*	Somewhat Important	Important	Very Important	Extremely Important
①	②	③	④	⑤

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

B. What <u>level</u> of MONITORING AND CONTROLLING RESOURCES is needed to perform *your current job*?

Work as a housekeeper responsible for keeping track of linens ↓

Work as a chef responsible for ordering food for the menu ↓

Serve as a financial executive in charge of a large company's budget ↓

① —— ② —— ③ —— ④ —— ⑤ —— ⑥ —— ⑦

Highest Level