

SCANS (Secretary's Commission on Achieving Necessary Skills)

<i>Skill</i>	<i>Description</i>	<i>Examples</i>
Resource Management	identify, organize, plan and allocate resources	<ul style="list-style-type: none"> • time (e.g., following a schedule) • money (e.g., making a budget); • material and facility resources (e.g., knowing how much cleanser to use, choosing a vendor, etc.) • human resources (e.g., ability to meet both staffing needs and individual preferences).
Information Management	Acquire and apply necessary information routinely in job performance	<ul style="list-style-type: none"> • identify and use necessary information (e.g., from a manual as well as from one's supervisor or coworker); • prepare, interpret and maintain records and information (e.g., note standards have been met on an assembly line or keep records in an insurance company); • convert information to other forms (e.g., from charts to writing or vice versa); • interpret and communicate information to others (e.g., take telephone messages); • use computers and other technologies for input; • enter and retrieve data
Interpersonal Skills / Social Interaction	Work with others	<ul style="list-style-type: none"> • resolve conflicts with co-workers and superiors • work on joint projects • teach skills to others • deal with company rules and procedures • works well with colleagues from diverse backgrounds • negotiate new company policies and rules and advocate for self and others
Systems Behavior and Performance Skills	Understand complex interrelationships of people, technology and organizations	<ul style="list-style-type: none"> • anticipating impact of choices on system operations • correct system malfunctions • understand and work effectively with organization's systems
Technology Utilization	Selecting appropriate technology; and using machines to monitor or perform tasks.	<ul style="list-style-type: none"> • select appropriate software and tools for task • can setup and operate equipment • identify and solve problems with equipment

The SCANS Commission listed three enabling or foundation skills workers need to be able to perform the five workplace competencies:

- **Basic Skills:** reading, writing, listening, speaking and mathematics (with the recognition that linguistic skills in English are essential to the accomplishment of all the functional skills).
- **Higher Order Thinking Skills:** reasoning, creative thinking, decision making, problem solving, representing information, learning to learn.
- **Character Traits:** maturity, responsibility, sociability, and self-esteem.