

North Montco Technical Career Center

Workplace Communication Skills

Employees need to be able to speak, read, and write the language used on the job. Every career area uses specialized technical terminology. Every trade, for example, uses many words and phrases that are not part of everyday language. All technicians/tradesman need to know and understand these terms and use them correctly.

It is equally important to be able to listen well, to ask questions, and explain things clearly. All technicians /tradesman will need to communicate with supervisors, managers, customers and coworkers.

We are all aware that today's workplace demands higher levels of problem-solving skills in its entry-level workforce. Numerous studies have show that many students leave high school without the basic knowledge or understanding of workplace literacy needed for employability.

Moreover, recent data show that many students require remediation when they attempt to enter community, technical or four-year colleges. More than half of those entering two-year colleges and nearly half of those entering four-year colleges require academic remediation in reading, mathematics and science.

Literacy and math skills required for both workplace success and entry into higher education are frequently taught in the late middle and early high school years. However, the lack of reinforcement of these basic skills later in high school becomes problematic, especially in areas of reading comprehension and math. Further research has reveled that as literacy skills increase so do math skills.

Being literate is required of anyone entering the work place, going to college or seeking career advancement. The need for work-bound students to develop strong high school level literacy skills has increased in recent years. A study commissioned by National Council of Teachers reported that strong reading, writing, listening and

speaking skills are the foundation to succeeding in the workplace and post high school education.