WORK ACTIVITIES

Important questions about the work activities of the occupation

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You will be asked questions about **work activities**, which are a set of similar actions that are performed together in many different jobs.

INSTRUCTIONS

- Read the definition of the work activity provided in the dark blue box above the question.

- Then, rate how important the work activity is to the performance of the occupation.

If you select at least somewhat important, you will be asked to rate the **level** of the work activity.

- The **level** of a work activity is how complex the activity is to perform in the occupation.

- To help you understand the different levels, examples are provided that require either a **low, moderate, or high** level of complexity to perform the work activity. These examples come from a variety of jobs. They may or may not be directly related to the occupation.

- "1" on the scale means that a low level of complexity is needed to perform the work activity in the occupation.

- "7" on the scale means that a high level of complexity is needed to perform the work activity in the occupation.

EXAMPLE

Coordinating the Work and Activities of Others includes getting members of a group to work together to accomplish tasks.

How important is coordinating the work and activities of others to the performance of the occupation?

○ Not important → *Go to next question*
○ Somewhat important
● Important
○ Very important
○ Extremely important

If at least somewhat important, **what level of complexity of coordinating the work and activities of others is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Exchange information during a shift change*

Moderate: *Organize the cleanup crew after a major sporting event*

High: *Act as general contractor for building a large industrial complex*

○ 1 Low
● 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

The Occupation

Please answer the following questions about **work activities** as they relate to the occupation. For reference, the occupation is summarized below.

Nannies

Care for children in private households and provide support and expertise to parents in satisfying children's physical, emotional, intellectual, and social needs. Duties may include meal planning and preparation, laundry and clothing care, organization of play activities and outings, discipline, intellectual stimulation, language activities, and transportation.

Getting information includes observing, receiving, and otherwise obtaining information from all relevant sources.

1. **How important is <u>getting information</u> to the performance of the occupation?**
   - ○ Not important → *Go to 2*
   - ○ Somewhat important
   - ○ Important
   - ○ Very important
   - ○ Extremely important

→**1b.** *If at least somewhat important,* **what level of complexity of <u>getting information</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:
   Low: *Follow a standard blueprint*
   Moderate: *Review a budget*
   High: *Study international tax laws*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Identifying objects, actions, and events includes identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

2. **How important is <u>identifying objects, actions, and events</u> to the performance of the occupation?**
   - ○ Not important → *Go to 3*
   - ○ Somewhat important
   - ○ Important
   - ○ Very important
   - ○ Extremely important

→**2b.** *If at least somewhat important,* **what level of complexity of <u>identifying objects, actions, and events</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:
   Low: *Test an automobile transmission*
   Moderate: *Judge the suitability of food products for an event*
   High: *Determine the reaction of a virus to a new drug*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

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

3. How important is <u>monitoring processes, materials, or surroundings</u> to the performance of the occupation?

- ◯ Not important → *Go to 4*
- ◯ Somewhat important
- ◯ Important
- ◯ Very important
- ◯ Extremely important

3b. *If at least somewhat important,* **what level of complexity of <u>monitoring processes, materials, or surroundings</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

> **Low:** *Check to see if baking bread is done*
>
> **Moderate:** *Test electrical circuits*
>
> **High:** *Check the status of a patient in critical medical care*

- ◯ 1 Low
- ◯ 2
- ◯ 3
- ◯ 4 Moderate
- ◯ 5
- ◯ 6
- ◯ 7 High

Inspecting equipment, structures, or materials includes inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.

4. How important is <u>inspecting equipment, structures, or materials</u> to the performance of the occupation?

- ◯ Not important → *Go to 5*
- ◯ Somewhat important
- ◯ Important
- ◯ Very important
- ◯ Extremely important

4b. *If at least somewhat important,* **what level of complexity of <u>inspecting equipment, structures, or materials</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

> **Low:** *Check that doors to a building are locked*
>
> **Moderate:** *Inspect equipment in a chemical processing plant*
>
> **High:** *Conduct a thorough inspection of an aircraft engine*

- ◯ 1 Low
- ◯ 2
- ◯ 3
- ◯ 4 Moderate
- ◯ 5
- ◯ 6
- ◯ 7 High

Estimating the quantifiable characteristics of products, events, or information includes estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.

Judging the qualities of objects, services, or people includes assessing the value, importance, or quality of things or people.

5. **How important is <u>estimating the quantifiable characteristics of products, events, or information</u> to the performance of the occupation?**

   ○ Not important → *Go to 6*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

6. **How important is <u>judging the qualities of objects, services, or people</u> to the performance of the occupation?**

   ○ Not important → *Go to 7*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

5b. *If at least somewhat important,* **what level of complexity of <u>estimating the quantifiable characteristics of products, events, or information</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Estimate the size of household furniture to be shipped*

Moderate: *Estimate the time required to evacuate a city in the event of a major disaster*

High: *Estimate the amount of natural resources that lie beneath the world's oceans*

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

6b. *If at least somewhat important,* **what level of complexity of <u>judging the qualities of objects, services, or people</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Determine whether to remove a tree that has been damaged*

Moderate: *Determine the value of property lost in a fire*

High: *Establish the value of a recently discovered ancient artwork*

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

Evaluating information to determine compliance with standards includes using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

7. **How important is <u>evaluating information to determine compliance with standards</u> to the performance of the occupation?**

   ○ Not important → *Go to 8*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

7b. *If at least somewhat important,* **what level of complexity of <u>evaluating information to determine compliance with standards</u> is needed to perform the occupation?**

   Examples of activities from a variety of jobs:

   Low: *Review forms for completeness*

   Moderate: *Evaluate a complicated insurance claim for compliance with policy terms*

   High: *Make a ruling in court on a complicated motion*

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

Processing information includes compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

8. **How important is <u>processing information</u> to the performance of the occupation?**

   ○ Not important → *Go to 9*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

8b. *If at least somewhat important,* **what level of complexity of <u>processing information</u> is needed to perform the occupation?**

   Examples of activities from a variety of jobs:

   Low: *Calculate the costs for shipping packages*

   Moderate: *Calculate the adjustments for insurance claims*

   High: *Compile data for a complex scientific report*

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

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

Making decisions and solving problems includes analyzing information and evaluating results to choose the best solution and solve problems.

9. **How important is <u>analyzing data or information</u> to the performance of the occupation?**

○ Not important → *Go to 10*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

10. **How important is <u>making decisions and solving problems</u> to the performance of the occupation?**

○ Not important → *Go to 11*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

9b. *If at least somewhat important,* **what level of complexity of <u>analyzing data or information</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: Skim a short article to gather the main point

Moderate: Determine the interest cost to finance a new building

High: Analyze the cost of medical care services for all hospitals in the country

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

10b. *If at least somewhat important,* **what level of complexity of <u>making decisions and solving problems</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: Determine the meal selection for a cafeteria

Moderate: Select the location for a major retail store

High: Make the final decision about a company's 5-year plan

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Thinking creatively includes developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

11. **How important is <u>thinking creatively</u> to the performance of the occupation?**

- ○ Not important → *Go to 12*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

11b. *If at least somewhat important,* **what level of complexity of <u>thinking creatively</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: Change the spacing on a printed report

Moderate: Adapt popular music for a high school marching band

High: Create new computer software

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Updating and using relevant knowledge includes keeping up-to-date technically and applying new knowledge to the job.

12. **How important is <u>updating and using relevant knowledge</u> to the performance of the occupation?**

- ○ Not important → *Go to 13*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

12b. *If at least somewhat important,* **what level of complexity of <u>updating and using relevant knowledge</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: Keep up with price changes in a small retail store

Moderate: Keep current on changes in maintenance procedures for repairing sports cars

High: Learn information related to a complex and rapidly changing technology

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Developing objectives and strategies includes establishing long-range objectives and specifying the strategies and actions to achieve them.

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

13. How important is <u>developing objectives and strategies</u> to the performance of the occupation?

- ○ Not important → **Go to 14**
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

14. How important is <u>scheduling work and activities</u> to the performance of the occupation?

- ○ Not important → **Go to 15**
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

13b. *If at least somewhat important,* **what level of complexity of <u>developing objectives and strategies</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Plan the holiday schedule for an airline workforce*

Moderate: *Develop the plan to complete the merger of two organizations over a 3-year period*

High: *Develop a 10-year business plan for an organization*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

14b. *If at least somewhat important,* **what level of complexity of <u>scheduling work and activities</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Make appointments for patients using a predetermined schedule*

Moderate: *Prepare the work schedule for salesclerks in a large retail store*

High: *Schedule a complex conference program with multiple, parallel sessions*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Organizing, planning, and prioritizing work includes developing specific goals and plans to prioritize, organize, and accomplish the work.

15. **How important is <u>organizing, planning, and prioritizing work</u> to the performance of the occupation?**

    ○ Not important → *Go to 16*
    ○ Somewhat important
    ○ Important
    ○ Very important
    ○ Extremely important

15b. *If at least somewhat important,* **what level of complexity of <u>organizing, planning, and prioritizing work</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

  Low: *Organize a work schedule that is repetitive and easy to plan*

  Moderate: *Plan and adjust a personal to-do list according to changing demands*

  High: *Prioritize and plan multiple tasks several months ahead*

  ○ 1 Low
  ○ 2
  ○ 3
  ○ 4 Moderate
  ○ 5
  ○ 6
  ○ 7 High

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

16. **How important is <u>performing general physical activities</u> to the performance of the occupation?**

    ○ Not important → *Go to 17*
    ○ Somewhat important
    ○ Important
    ○ Very important
    ○ Extremely important

16b. *If at least somewhat important,* **what level of complexity of <u>performing general physical activities</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

  Low: *Walk between workstations in a small office*

  Moderate: *Paint the outside of a house*

  High: *Climb up and down poles to install electrical wires*

  ○ 1 Low
  ○ 2
  ○ 3
  ○ 4 Moderate
  ○ 5
  ○ 6
  ○ 7 High

Handling and moving objects includes using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

17. **How important is <u>handling and moving objects</u> to the performance of the occupation?**

○ Not important → *Go to 18*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

17b. *If at least somewhat important,* **what level of complexity of <u>handling and moving objects</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Change settings on copy machines*

Moderate: *Arrange books in a library*

High: *Load boxes on an assembly line*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Controlling machines and processes includes using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).

18. **How important is <u>controlling machines and processes</u> to the performance of the occupation?**

○ Not important → *Go to 19*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

18b. *If at least somewhat important,* **what level of complexity of <u>controlling machines and processes</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Operate a cash register*

Moderate: *Operate a drilling rig*

High: *Operate a precision milling machine*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

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

19. How important is <u>working with computers</u> to the performance of the occupation?

○ Not important → *Go to 20*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

19b. *If at least somewhat important,* **what level of complexity of <u>working with computers</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Enter employee information into a database*

Moderate: *Write software for keeping track of parts in inventory*

High: *Set up a new computer system for a large multinational company*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Operating vehicles, mechanized devices, or equipment includes running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or watercraft.

20. How important is <u>operating vehicles, mechanized devices, or equipment</u> to the performance of the occupation?

○ Not important → *Go to 21*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

20b. *If at least somewhat important,* **what level of complexity of <u>operating vehicles, mechanized devices, or equipment</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Drive a car*

Moderate: *Drive an 18-wheel tractor-trailer*

High: *Hover a helicopter in strong wind*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Drafting, laying out, and specifying technical devices, parts, and equipment includes 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.

21. How important is <u>drafting, laying out, and specifying technical devices, parts, and equipment</u> to the performance of the occupation?

- ○ Not important → *Go to 22*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

21b. *If at least somewhat important,* **what level of complexity of <u>drafting, laying out, and specifying technical devices, parts, and equipment</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Specify the lighting for a work area*

Moderate: *Specify the furniture and equipment for a new school*

High: *Draw the layout of a circuit board for a high-performance computer*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

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

22. How important is <u>repairing and maintaining mechanical equipment</u> to the performance of the occupation?

- ○ Not important → *Go to 23*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

22b. *If at least somewhat important,* **what level of complexity of <u>repairing and maintaining mechanical equipment</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Make simple, external adjustments to a door hinge with ordinary hand tools*

Moderate: *Change the oil in a tractor*

High: *Overhaul a power plant turbine*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Repairing and maintaining electronic equipment includes 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.

23. **How important is** <u>**repairing and maintaining electronic equipment**</u> **to the performance of the occupation?**

    ○ Not important → *Go to 24*
    ○ Somewhat important
    ○ Important
    ○ Very important
    ○ Extremely important

23b. *If at least somewhat important,* **what level of complexity of** <u>**repairing and maintaining electronic equipment**</u> **is needed to perform the occupation?**

Examples of activities from a variety of jobs:

> **Low:** *Use display settings to adjust a television picture*
>
> **Moderate:** *Make repairs by removing and replacing circuit boards*
>
> **High:** *Use complex test equipment to calibrate electronic equipment*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Documenting/recording information includes entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

24. **How important is** <u>**documenting/recording information**</u> **to the performance of the occupation?**

    ○ Not important → *Go to 25*
    ○ Somewhat important
    ○ Important
    ○ Very important
    ○ Extremely important

24b. *If at least somewhat important,* **what level of complexity of** <u>**documenting/ recording information**</u> **is needed to perform the occupation?**

Examples of activities from a variety of jobs:

> **Low:** *Record the weight of a patient during a routine health exam*
>
> **Moderate:** *Document the results of a crime scene investigation*
>
> **High:** *Maintain information about the use of satellites for industry communications*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Interpreting the meaning of information for others includes translating or explaining what information means and how it can be used.

25. How important is <u>interpreting the meaning of information for others</u> to the performance of the occupation?

- ○ Not important → *Go to 26*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

25b. *If at least somewhat important,* **what level of complexity of <u>interpreting the meaning of information for others</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: Interpret a blood pressure reading

Moderate: Interpret how foreign tax laws apply to U.S. exports

High: Interpret a complex experiment in physics for general audiences

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Communicating with supervisors, peers, or subordinates includes providing information to supervisors, coworkers, and subordinates by telephone, in written form, by e-mail, or in person.

26. How important is <u>communicating with supervisors, peers, or subordinates</u> to the performance of the occupation?

- ○ Not important → *Go to 27*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

26b. *If at least somewhat important,* **what level of complexity of <u>communicating with supervisors, peers, or subordinates</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: Write brief messages to others

Moderate: Report the results of a sales meeting to a supervisor

High: Create and deliver a presentation on a company's internal policies

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Communicating with people outside the organization includes 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.

27. How important is <u>communicating with people outside the organization</u> to the performance of the occupation?

○ Not important → *Go to 28*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

27b. *If at least somewhat important,* **what level of complexity of <u>communicating with people outside the organization</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

> *Low: Have little contact with people outside the organization*
> *Moderate: Present information to potential clients about available services*
> *High: Prepare or deliver press releases*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Establishing and maintaining interpersonal relationships includes developing constructive and cooperative working relationships with others and maintaining them over time.

28. How important is <u>establishing and maintaining interpersonal relationships</u> to the performance of the occupation?

○ Not important → *Go to 29*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

28b. *If at least somewhat important,* **what level of complexity of <u>establishing and maintaining interpersonal relationships</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

> *Low: Exchange greetings with a coworker*
> *Moderate: Maintain good working relationships with almost all coworkers and clients*
> *High: Gain cooperation from a diverse group of executives with competing interests*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Assisting and caring for others includes providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.

29. **How important is <u>assisting and caring for others</u> to the performance of the occupation?**

   ○ Not important → *Go to 30*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

29b. *If at least somewhat important,* **what level of complexity of <u>assisting and caring for others</u> is needed to perform the occupation?**

   Examples of activities from a variety of jobs:

   Low: *Help a coworker complete an assignment*

   Moderate: *Help a medical patient find in-home assistance or healthcare*

   High: *Care for seriously injured persons in an emergency room*

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

Selling or influencing others includes convincing others to buy merchandise/goods or to otherwise change their minds or actions.

30. **How important is <u>selling or influencing others</u> to the performance of the occupation?**

   ○ Not important → *Go to 31*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

30b. *If at least somewhat important,* **what level of complexity of <u>selling or influencing others</u> is needed to perform the occupation?**

   Examples of activities from a variety of jobs:

   Low: *Convince a coworker to assist with an assignment*

   Moderate: *Make a sales pitch to convince others to buy a product*

   High: *Deliver a major sales campaign in a new market*

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

Resolving conflicts and negotiating with others includes handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

31. How important is <u>resolving conflicts and negotiating with others</u> to the performance of the occupation?

- ○ Not important → *Go to 32*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

31b. *If at least somewhat important,* **what level of complexity of <u>resolving conflicts and negotiating with others</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Apologize to a customer who complains about waiting too long*

Moderate: *Get two subordinates to agree about vacation schedules*

High: *Negotiate a major labor-management contract*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

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

32. How important is <u>performing for or working directly with the public</u> to the performance of the occupation?

- ○ Not important → *Go to 33*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

32b. *If at least somewhat important,* **what level of complexity of <u>performing for or working directly with the public</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Check tickets at a concert*

Moderate: *Sell shoes in a crowded shoe store*

High: *Perform a monologue on TV*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Coordinating the work and activities of others includes getting members of a group to work together to accomplish tasks.

33. How important is <u>coordinating the work and activities of others</u> to the performance of the occupation?

- ○ Not important → *Go to 34*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

33b. *If at least somewhat important,* **what level of complexity of <u>coordinating the work and activities of others</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Exchange information during a shift change*

Moderate: *Organize the cleanup crew after a major sporting event*

High: *Act as general contractor for building a large industrial complex*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Developing and building teams includes encouraging and building mutual trust, respect, and cooperation among team members.

34. How important is <u>developing and building teams</u> to the performance of the occupation?

- ○ Not important → *Go to 35*
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

34b. *If at least somewhat important,* **what level of complexity of <u>developing and building teams</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Encourage two coworkers to stick with a tough assignment*

Moderate: *Lead an assembly team in an automobile plant*

High: *Lead a large team to design and build a new aircraft*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

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

35. How important is <u>training and teaching others</u> to the performance of the occupation?

- ○ Not important → ***Go to 36***
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

35b. *If at least somewhat important,* **what level of complexity of <u>training and teaching others</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Give coworkers brief instructions on a simple procedural change*

Moderate: *Teach a social sciences course to high school students*

High: *Develop and conduct training programs for a medical school*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Guiding, directing, and motivating subordinates includes setting performance standards and monitoring performance.

36. How important is <u>guiding, directing, and motivating subordinates</u> to the performance of the occupation?

- ○ Not important → ***Go to 37***
- ○ Somewhat important
- ○ Important
- ○ Very important
- ○ Extremely important

36b. *If at least somewhat important,* **what level of complexity of <u>guiding, directing, and motivating subordinates</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Work occasionally as a backup supervisor*

Moderate: *Manage a small team of employees in a dynamic workplace*

High: *Manage a severely downsized unit*

- ○ 1 Low
- ○ 2
- ○ 3
- ○ 4 Moderate
- ○ 5
- ○ 6
- ○ 7 High

Coaching and developing others includes identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.

37. **How important is <u>coaching and developing others</u> to the performance of the occupation?**

    ○ Not important → *Go to 38*
    ○ Somewhat important
    ○ Important
    ○ Very important
    ○ Extremely important

37b. *If at least somewhat important,* **what level of complexity of <u>coaching and developing others</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

   Low: Show a coworker how to operate a piece of equipment
   Moderate: Provide on-the-job training for administrative workers
   High: Coach a college athletic team

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

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

38. **How important is <u>providing consultation and advice to others</u> to the performance of the occupation?**

    ○ Not important → *Go to 39*
    ○ Somewhat important
    ○ Important
    ○ Very important
    ○ Extremely important

38b. *If at least somewhat important,* **what level of complexity of <u>providing consultation and advice to others</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

   Low: Work in a position that requires little advising of others
   Moderate: Recommend a new software package to increase operational efficiency
   High: Provide ideas for changing an organization to increase profitability

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

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

Staffing organizational units includes recruiting, interviewing, selecting, hiring, and promoting employees in an organization.

39. How important is <u>performing administrative activities</u> to the performance of the occupation?

○ Not important → *Go to 40*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

40. How important is <u>staffing organizational units</u> to the performance of the occupation?

○ Not important → *Go to 41*
○ Somewhat important
○ Important
○ Very important
○ Extremely important

39b. *If at least somewhat important,* **what level of complexity of <u>performing administrative activities</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Complete routine paperwork*

Moderate: *Complete tax forms for a small business*

High: *Serve as the benefits director for a large computer sales organization*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

40b. *If at least somewhat important,* **what level of complexity of <u>staffing organizational units</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

Low: *Work in a position that has minimal staffing requirements*

Moderate: *Interview candidates for a sales position and make hiring recommendations*

High: *Direct a recruiting program for a large international organization*

○ 1 Low
○ 2
○ 3
○ 4 Moderate
○ 5
○ 6
○ 7 High

Monitoring and controlling resources includes overseeing the spending of money.

41. **How important is <u>monitoring and controlling resources</u> to the performance of the occupation?**

   ○ Not important → *Go to next questionnaire*
   ○ Somewhat important
   ○ Important
   ○ Very important
   ○ Extremely important

41b. *If at least somewhat important,* **what level of complexity of <u>monitoring and controlling resources</u> is needed to perform the occupation?**

Examples of activities from a variety of jobs:

   Low: Work as a server responsible for keeping track of utensils

   Moderate: Work as a chef responsible for ordering food for the menu

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

   ○ 1 Low
   ○ 2
   ○ 3
   ○ 4 Moderate
   ○ 5
   ○ 6
   ○ 7 High

Thank you for answering questions about work activities. We appreciate the time and effort you have taken to answer these questions.

If you have any additional comments, please include them in the space below.

Thank you for answering questions about work activities. We appreciate the time and effort you have taken to answer these questions.

Please return your completed questionnaire in the enclosed envelope to:

RTI Research Operations Center 5265 Capital Blvd Raleigh, NC 27616-2925

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