

Self-Test: What skills would you use?

Scenario A:

You are at work in an office building and all of a sudden the printer stops working and you have 100 flyers to print out.

If you are the manager, how can you assist?

Your Answer:

Scenario B:

You are currently working in the research and development industry. The company that you work for has just been contracted out to test a new material and process for building roads. Part of the process is to identify sections of existing roads that need to be repaved or repaired based on usage, environmental factors, resources, and budget.

If you are in charge of this contract, what do you need to do?

Your Answer:



Answers:**Scenario A**

Take a look at the printer to see if you can see something the worker missed. If you cannot find the problem, locate the owner's manual and see if that can help you at all. If you still cannot get the printer working, you should call a technician. After you have solved the problem at hand you need to step back and look at the big picture. You first need to monitor; how often do we have this problem? Next you need to evaluate; how much do we use this printer? Are there a lot of large capacity paper jobs? How much downtime is there? Do we have a warranty or service agreement? Last, you need to create efficiencies. If you have a warranty or service agreement, keep calling the technician whenever you have a problem. If the copier should be replaced, try to find the best deal. If you need to upgrade to a higher capacity printer, ask the company you purchased your first one from how much it could cost. Overall, you need to monitor and control your resources while staying on budget.

Scenario B:

You must approve a plan of action and timeline. You will then need to keep track of how everything is moving along and keep track of the work that is being done by your team. Skills that you will need as management are:

- *Identifying resources*
- *Budgeting*
- *Staffing*
- *Monitoring work*
- *Ensuring Accuracy*
- *Recognizing and correcting errors*
- *Measuring progress against timelines*
- *Conducting progress review meetings*
- *Generating ideas for more effective time management*
- *Getting feedback from multiple sources to ensure employee tasks are performed correctly*



Job Skill Guide Scenarios by [Illinois workNet](#) is licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](#).