

SkillsUSA Knowledge Exam Study Guide



Use the following resources as a study guide for the 2020 SkillsUSA Knowledge Exam at the State and National levels of competition.

1. Career Essentials: Foundations
2. SkillsUSA Leadership Handbook

Career Essentials: Foundations

- List the three components of the SkillsUSA Framework
- List the essential elements for each component of the SkillsUSA Framework

Personal Skills:

Integrity

- Define integrity
- Define honesty
- Describe the difference between responsibility and excuses

Work Ethic

- List and describe the five characteristics of a good work ethic

Professionalism

- Describe how to demonstrate maturity
- Identify the steps of the Impulse Strategy
- List the personality traits of a confident person
- Define self-confidence
- Describe the difference between desired image and perceived image
- List the guidelines for presenting a positive image (see the *SkillsUSA Leadership Handbook*)

Responsibility

- List the traits of dependability
- List the traits of consistency
- List the components of responsibility
- List the components of personal well-being

Adaptability/Flexibility

- Identify the steps of the Creative Process
- Describe the value of a strong support system
- Describe the importance of a backup plan or “Plan B”

Self-Motivation

- Describe the difference between mentors and coaches
- Describe the ability to take initiative
- Identify the components of the STAR question response method
- Describe the benefits of a positive attitude

Workplace Skills:

Decision Making

- List the steps in the Decision-Making process
- Define reasoning

Multicultural Sensitivity and Awareness

- Define the key terms related to culture and diversity
 - Diversity
 - Multicultural
 - Sensitivity

Planning, Organizing, and Management

- List examples of tasks that are:
 - Urgent, Important
 - Urgent, Not important
 - Not urgent, Important
 - Not urgent, Not important
- Identify when it is appropriate to work in different quadrants of the time management matrix
- Describe the difference between reactive behavior and proactive behavior
- List and describe the steps in the time management process

Communication

- List examples when of situations when it is appropriate to use different communication methods
 - Face-to-face
 - E-mail
 - Phone call
 - Social networking messages
 - Text messages
 - Letters
- List and describe the components of the POWERR formula

Leadership

- List and describe the components of the OTFD conflict mitigation tool

Teamwork

- Define the components of the strengths equation
- List the characteristics of a leader and a leading follower
- Describe the difference between a leader and a leading follower

Technical Skills Grounded in Academics:

Service Orientation

- Describe the difference between internal customers and external customers
- Define focus and present
- Describe the difference between focus and being present

Professional Development

- Define professional development
- List and describe the components of SMART goals
- Define compensation
- Define gross salary and net salary

SkillsUSA Leadership Handbook



- Write the SkillsUSA mission statement
- State the SkillsUSA motto
- State the SkillsUSA pledge
- State the SkillsUSA creed
- List the SkillsUSA colors and their meanings
- Identify the duties of chapter officers
- Identify the characteristics of the SkillsUSA ceremonial emblem
- Identify the emblem component associated with each officer
- Identify key moments in SkillsUSA history by year