

**SUMMARY OF THE FINAL REPORT OF THE SECRETARY'S
COMMISSION ON ACHIEVING NECESSARY SKILLS (SCANS),
U.S. Department of Labor, 1991**

WORKPLACE COMPETENCIES – Effective workers can productively use:

- **Resources** – They know how to allocate time, money, materials, space, and staff.
- **Interpersonal skills** – They can work on teams, teach others, serve customers, lead, negotiate, and work well with people from culturally diverse backgrounds.
- **Information** – They can acquire and evaluate data, organize and maintain files, interpret and communicate, and use computers to process information.
- **Systems** – They understand social, organization, and technological systems; they can monitor and correct performance; and they can design or improve systems.
- **Technology** – They can select equipment and tools, apply technology to specific tasks, and maintain and troubleshoot equipment.

FOUNDATION SKILLS – Competent workers in the high-performance workplace need:

- **Basic Skills** – reading, writing, arithmetic and mathematics, speaking and listening.
- **Thinking Skills** – the ability to learn, to reason, to think creatively, to make decisions, and to solve problems.
- **Personal Qualities** – individual responsibility, self-esteem and self-management, sociability, and integrity.