

## Census 2020 Enumerator Skills Curriculum Alignment

Enumerator 2020 Skill Areas	Enumerator Skill Subsets	Learning Outcome/Minimum Competencies	Burlington Support: Contact Miranda directly @ Miranda. L@burlingtonenglish.com	CASAS Competencies: Search at CASAS Quick Search <a href="https://www.casas.org/product-overviews/curriculum-management-instruction/quicksearch-online">https://www.casas.org/product-overviews/curriculum-management-instruction/quicksearch-online</a>
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### Interpersonal Skills

<p>Ability to communicate patiently and respectfully with a broad range of individuals. Strong interpersonal skills, cultural competency, problem solving abilities. Good listening skills to understand and obtain information. Interview skills for enumerator data collection (not job interview). Collect enumerator interviews. Participate in role plays.</p>	<p>C. Communication Skills</p>	<p>1: Define Communication</p>	<p>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lesson 1</p>	
	<p>C. Communication Skills</p>	<p>2. Describe the following stages of the communication process:                      a. sending/source:                          i. reason for sending the message                          ii. content of the message                      b. message                      c. encoding:                          i. avoid cultural issues                          ii. eliminate mistaken assumptions                          iii. fill in missing information                      d. channel:                          i. face-to-face meetings                          ii. telephone and videoconferencing                          iii. written channels including letters, emails, memos and reports                      e. decoding - the time to read a message carefully or listen actively to it                      f. receiving                      g. feedback - verbal and nonverbal reactions to the communicated message                      h. context:                          i. surrounding environment                          ii. broader culture (corporate culture, international cultures, etc.)</p>		<p>Communicate in interpersonal interactions                      0.1.1                      0.1.2                      0.1.7                      Communicate effectively in the workplace                      4.6.2                      Demonstrate effectiveness in working with other people                      4.8.3                      4.8.7                      Demonstrate the ability to use information and communication technology                      7.7.4</p>

C. Communication Skills	<p>3. Describe and demonstrate the following techniques to remove barriers in communication:</p> <p>a. using clear verbal and body language to avoid confusion</p> <p>b. being mindful of the demands on other people’s time</p> <p>c. conversing and delivering the message to people of different backgrounds and cultures</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-4</li> <li>• English in America, Advanced: Module 10, Situation 2</li> <li>• Retail Salespeople: Module 5</li> <li>• Servers: Module 5</li> </ul>	<p>Communicate in interpersonal interactions</p> <p>0.1.1 0.1.3 0.1.7</p> <p>Understand concepts and materials related to job performance and training</p> <p>4.4.1</p> <p>Demonstrate effectiveness in working with other people</p> <p>4.8.3 4.8.7</p>
F. Fundamentals of Customer Service	<p>1. Define:</p> <p>a. customer service</p> <p>b. positive messages</p> <p>c. negative messages</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-4</li> <li>• Retail Salespeople: Module 5</li> <li>• Servers: Module 5</li> </ul>	<p>Understand aspects of and approaches to effective personal management</p> <p>7.5.2 7.5.3 7.5.5. 7.5.6</p>
F. Fundamentals of Customer Service	<p>2. Identify and describe the following:</p> <p>a. customer perceptions and how they form the basis of “good” customer service.</p> <p>b. customer service as a problem-solving interaction</p> <p>c. customer service as a method of building permanent relationships between the organization and the customer</p> <p>d. basic customer needs:</p> <p>i. being addressed in a friendly manner</p> <p>ii. being shown understanding and empathy</p> <p>iii. being dealt with in a fair manner</p> <p>iv. being in control</p> <p>v. having options and alternatives</p> <p>vi. receiving accurate and relevant information</p> <p>e. special customer needs based on his/her business and occupation</p> <p>f. parts of an interaction:</p> <p>i. greeting</p> <p>ii. listening</p> <p>iii. evaluating</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-4</li> <li>• English in America, Advanced: Module 11, Situation 1</li> <li>• Retail Salespeople: Module 5</li> <li>• Servers: Module 5</li> </ul>	<p>Communicate in interpersonal interactions</p> <p>0.1.7 0.1.8</p> <p>Understand concepts and materials related to job performance and training</p> <p>4.4.1</p> <p>Demonstrate effectiveness in working with other people</p> <p>4.8.3 4.8.4 4.8.5 4.8.6</p>

F. Fundamentals of Customer Service	3. Describe and demonstrate the following: a. greeting techniques b. listening techniques c. evaluating techniques	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lesson 1</li> <li>• Retail Salespeople: Module 4, Lesson 1</li> </ul>	<p>Demonstrate effectiveness in working with other people</p> <p>4.8.3 4.8.4 4.8.5 4.8.6</p> <p>Demonstrate ability to use problem-solving skills</p> <p>7.3.3</p>
C. Communication Skills	11. Research and create a table showing how a customer service representative demonstrate effective communication strategies with: a. a customer b. a fellow worker c. a supervisor	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-5</li> <li>• English in America, Advanced: Module 11, Situations 1-2</li> <li>• Retail Salespeople: Module 4, Situations 1-3, Module 5, Situations 1-3</li> <li>• Servers: Module 4, Situations 1-3, Module 5, Situations 1-3</li> </ul>	<p>Demonstrate effectiveness in working with other people</p> <p>4.8.2 4.8.3 4.8.5 4.8.6</p> <p>Understand aspects of and approaches to effective personal management</p> <p>7.5.6</p>
I. Handling Irate Customers	1. Describe and demonstrate the following strategies for dealing with an irate customer: a. rephrasing customer's statements b. acknowledging the customer's feelings c. stating the company's position d. asking questions and confirm answers e. finding mutually acceptable solutions	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lesson 1</li> <li>• Retail Salespeople: Module 5, Situations 1-3</li> <li>• Servers: Module 5, Situations 1-3</li> </ul>	<p>Demonstrate effectiveness in working with other people</p> <p>4.8.4 4.8.6</p> <p>Demonstrate ability to use critical thinking skills</p> <p>7.2.7</p> <p>Understand aspects of and approaches to effective personal management</p> <p>7.5.1</p>

<p>I. Handling Irate Customers</p>	<p>3. Describe and demonstrate the following strategies used to deal with an irate customer:</p> <ul style="list-style-type: none"> <li>a. controlled anger <ul style="list-style-type: none"> <li>i. rephrasing the customer's statement</li> <li>ii. respecting the customer as a person</li> <li>iii. stating one's position</li> <li>iv. confronting the customer with possible consequences</li> </ul> </li> <li>b. expressed anger <ul style="list-style-type: none"> <li>i. acknowledging the customer's feelings</li> <li>ii. explaining how the customer's behavior affects you</li> <li>iii. asking questions</li> <li>iv. listening to answers</li> </ul> </li> <li>c. irrational anger <ul style="list-style-type: none"> <li>a. giving the customer the opportunity to vent emotions</li> <li>b. acknowledging the customer's emotions</li> <li>c. making a firm, positive statement</li> <li>d. having the customer make decisions</li> <li>e. giving the customer the possible consequences of his or her behavior</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lesson 1</li> <li>• Retail Salespeople: Module 5, Situations 1-3</li> <li>• Servers: Module 5, Situations 1-3</li> </ul>	<p>Demonstrate ability to use critical thinking skills 7.2.7</p> <p>Demonstrate ability to use problem-solving skills</p> <p>7.3.1</p> <p>7.3.3</p> <p>7.3.4</p> <p>Understand aspects of and approaches to effective personal management</p> <p>7.5.2</p> <p>7.5.3</p> <p>7.5.5</p> <p>7.5.6</p> <p>7.5.7</p>
<p>I. Handling Irate Customers</p>	<p>5. Participate in role playing activities that demonstrate effective strategies for dealing with an irate and/or dissatisfied customer.</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lesson 1</li> <li>• Retail Salespeople: Module 5, Situations 1-3</li> <li>• Servers: Module 5, Situations 1-3</li> </ul>	<p>Demonstrate ability to use problem-solving skills</p> <p>7.3.1</p> <p>7.3.2</p> <p>7.3.3</p> <p>7.3.4</p> <p>Understand aspects of and approaches to effective personal management</p> <p>7.5.2</p> <p>7.5.3</p>

J. Employability Skills	7. Describe the importance of enthusiasm on a job.	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 4-5</li> <li>• Retail Salespeople: Module 4, Situations 1-3, Module 6, Situations 1-3</li> <li>• Servers: Module 6, Situations 1-3</li> <li>• Prepare for CASAS, Level C: Lesson 23</li> <li>• Business English Module 9, Situation 10</li> </ul>	Understand aspects of and approaches to effective personal management 7.5.1 7.5.2
J. Employability Skills	8. Describe the importance of appropriate appearance on a job.	<ul style="list-style-type: none"> <li>• English in America, Advanced: Module 11, Situation 2</li> </ul>	
J. Employability Skills	9. Describe and demonstrate appropriate interviewing techniques.	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 3, Lesson 3</li> <li>• Retail Salespeople: Module 1, Situations 1-3, Module 2, Situations 1-3</li> <li>• Servers: Module 1, Situations 1-3, Module 2, Situations 1-3</li> <li>• English in America, Advanced: Module 10, Situation 2</li> <li>• Business English Module 1, Situations 1-3</li> </ul>	

<p>Computer &amp; electronics: Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. - Have a valid email address. - Have access to a computer with internet and an email account (to complete training). - The data collection instrument Guides the enumerator through the data collection process, whatever the possible outcomes. - On a daily basis, enumerators will use the OCS on a mobile device to receive their caseload, conduct their work, enter pauroll information, and indicate times when they are available to work. - Basic computer skills with the ability to use touchscreen interface and mobile technology. - NRFU U-E3 Receipt of Device (smartphone) - NRFU U-E4 Operating the device(smartphone) - Automated data - Collection instrument - Emnumerators use LIVE map with route to cases, daily workload, sequencing, auto routing,</p>	J. Employability Skills	2. Identify potential employers through traditional and internet sources.	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 3, Lesson 1</li> <li>• Business English Module 1, Situation 1</li> </ul>	<p>Use the telephone and similar communication systems 2.1.7 2.1.8 Effectively use common workplace tools and technology 4.5.1-4.5.6 Communicate effectively in the workplace 4.6.2 Demonstrate the ability to use information and communication technology 7.7.1-7.6</p>
	J. Employability Skills	3. Describe the role of electronic social networking in the job search.	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 3, Lesson 1</li> </ul>	
	NOT IN CURRICULUM	Need to: - use portable device and touch screen, such as smart phone - use goolge maps or digital map application - basic care and maintenance of portanble devices suchs as hot to charge device, do not wet device, etc. - Basic smart phone operation and how to engage a key pad - hands free operation while driving		
	NOT IN CURRICULUM	Complete Online: - forms - profiles - uploading and submitting documents - email account - how to utilize FAQ's - different browsers	<ul style="list-style-type: none"> <li>• Relocation English: Module 2, Situation 4</li> </ul>	

## Self Management Skills

<b>Self Management Skills</b>				Demonstrate effectiveness in working with other people
Working independently and proactively without direct supervision.	A. Orientation and Safety	1. Describe the scope and purpose of the course.		4.8.1
Ability to work professionally and effectively with others in a team environment.	A. Orientation and Safety	2. Describe the overall course content.		4.8.2 4.8.3 4.8.6
Be able to work flexible hours, which can include days, evenings, and/or weekends. At the end of each day, they will enter or verify the times they are available to work	A. Orientation and Safety	4. Describe the importance of priortizing work	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 5, Lesson 1</li> </ul>	4.8.7 Identify or demonstrate effective skills and practices in accomplishing goals 7.1

<p>for the up coming 5 days. Commit to completing training. NRFU-E16 - Preparing for Your Day. Enumerator performs optimized daily workload to attempt contacts and close cases. Making contact attempts at non-responding.</p>	<p>D. Critical Thinking Skills</p>	<p>4. Describe and demonstrate the following affective techniques used to sharpen student critical thinking skills:  <del>a. developing insight into egocentricity or socio-centricity</del>  <del>b. exercising fair mindedness</del>  <del>c. exploring thoughts underlying feelings and feelings underlying thoughts</del>  d. developing intellectual humility and suspending judgment  e. developing intellectual courage  f. developing intellectual good faith or integrity  g. developing intellectual perseverance  h. developing confidence in reason</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 4-5 and Module 5, Lessons 1-2</li> </ul>	
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## Critical Thinking Skills

				<p>Demonstrate ability to use critical thinking skills 7.2</p>
<p>Thinking about the pros and cons of different ways to solve a problem. Problem solving. Evaluating information. Strong attention to detail. Ability to understand written instructions. Ability to read and use maps.</p>	<p>D. Critical Thinking Skills</p>	<p>3. Describe the importance of determining the adequacy of information to justify a conclusion and to predict probable consequences.</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lesson 3-4</li> </ul>	<p>Demonstrate ability to use problem-solving skills 7.3</p>
	<p>D. Critical Thinking Skills</p>	<p>6. Describe the following micro-cognitive techniques used to sharpen student critical thinking skills:  a. comparing and contrasting ideals with actual practice  b. thinking precisely about thinking: using critical vocabulary  c. noting significant similarities and differences  d. examining or evaluating assumptions  e. distinguishing relevant from irrelevant facts  f. making plausible inferences, predictions, or interpretations  g. evaluating evidence and alleged facts  h. recognizing contradictions  i. exploring implications and consequences</p>	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-5, Module 5, Lessons 1-2</li> </ul>	

	D. Critical Thinking Skills	7. Research and create a table showing how customer service representatives demonstrate critical thinking skills when dealing with the following: a. a customer b. a fellow worker c. a supervisor	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-5</li> <li>• English in America, Advanced: Module 11, Situations 1-2</li> <li>• Retail Salespeople: Module 4, Situations 1-3, Module 5, Situations 1-3</li> <li>• Servers: Module 4, Situations 1-3, Module 5, Situations 1-3</li> </ul>
	J. Employability Skills	11. Identify the informational materials and resources needed to be successful in an interview.	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 3, Lesson 3</li> </ul>

## Clerical Skills

Clerical Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology. - Good organizational skills. - Verify and validate information on paper or digitally. - Ability to manage time efficiently. - Complete an application and answer assessment questions. - Maintain and submit records of hours worked, miles driven, and expenses incurred in the performance of duties. - Ability to use checklists and materials. - In addition, they will enter/verify their payroll information, including hours worked, mileage, and other			B. Business Math [probably for mileage only]	6-13 Describe the procedures for rounding off decimals. 7. Learn the numeric keyboard on the calculator and apply addition, subtraction, and decimal procedures. 8. Compute money problems using addition, subtraction, and decimals. 9. Describe and demonstrate the procedures for multiplying whole numbers to find the product. 10. Describe and demonstrate the procedures for dividing whole numbers to find the quotient. 11. Multiply and divide numbers that contain decimals. 12. Learn the numeric keyboard on the calculator and apply multiplication and division procedures. 13. Compute multiplication and division of decimal and money problems.	Effectively manage workplace resources 4.7.4 4.7.5 Demonstrate ability to use critical thinking skills 7.2.3
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<p>expenses incurred during their shift. - At the beginning of their shift, the enumerator will receive their optimized caseload. The enumerator will proceed through the list in sequence conducting the different types of NRFU interviews describe in section 2.3. - Enumerator manages daily Time and Exoenses (T&amp;E) and Availability Schedule, record time worked and mileage/expenses, Confirm next several day's availability schedule</p>	C. Communication Skills	Demonstrate proper etiquette in workplace communications.	<ul style="list-style-type: none"> <li>• Career Exploration &amp; Soft Skills, Advanced: Module 4, Lessons 1-5</li> <li>• English in America, Advanced: Module 11, Situation 2</li> </ul>	
	C. Communication Skills	9. Demonstrate the following procedures when answering a business telephone: a. answering the telephone with an appropriate greeting b. identifying yourself and the company c. placing a customer on hold d. transferring a call e. taking a message f. explaining a co-worker's absence in a positive manner g. taking a telephone message accurately by: i. correctly spelling the customer's first and last name ii. correctly noting phone number, including area code iii. briefly noting the customer's message iv. correctly noting the time and date the customer called h. ending a call	<ul style="list-style-type: none"> <li>• Prepare for CASAS, Level C: Lesson 2</li> <li>• Office English: Module 6, Situations 1-5, 7</li> </ul>	
	J. Employabilty Skills	5. Describe the importance of filling out a job application legibly, with accurate and complete information.	<ul style="list-style-type: none"> <li>• Prepare for CASAS, Level B: Lessons 1-2</li> <li>• Career Exploration &amp; Soft Skills, Intermediate: Module 3, Lesson 2</li> <li>• English in America, Advanced: Module 10, Situation 1</li> </ul>	
	J. Employabilty Skills	6. Complete sample job application forms correctly.	<ul style="list-style-type: none"> <li>• Prepare for CASAS, Level B: Lessons 1-2</li> <li>• Career Exploration &amp; Soft Skills, Intermediate: Module 3, Lesson 2</li> <li>• English in America, Advanced: Module 10, Situation 1</li> </ul>	
<p><b>Policy Compliance (Including Census Background) Skills</b></p>				<p>Understand concepts and materials related to job performance and training</p>

<p>Awareness of and attention to the privacy of personal and confidential information and the ability to ensure the security of information.</p> <p>If the enumerator happens to work hours when their primary CFS is not on duty, they will be able to contact another CFS, should they need help, through use of a support line manned during daily operational hours by othre on-duty CFSs.</p> <p>The device will have all the software necessary for the enumerator to conduct the census, record their time and expenses, contact their supervisor, and any other work needs. Follow directions.</p> <p>Physical Skill</p> <p>Is physically capable to stand long periods of standing and walking, climbing stairs.</p> <p>Backfround</p> <p>GT-E8 - History of the Census (Shared). NRFU-E9 - Census Overview</p>	A. Orientation and Safety	3. Describe classroom policies and procedures.		4.4.1
	C. Communication Skills	6. Identify the chain of command in the workplace and understand the importance of following it.	• English in America: Module 11, Situation 2	4.4.2 4.4.4 4.4.6 4.4.8
	C. Communication Skills	10. Read and follow written instructions.	• Prepare for CASAS, Level C: Lessons 12-15, 19, 21, 26, 27, 29 • Servers: Module 3, Situation 3 • Retail Salespeople: Module 3, Situation 3	
	I. Handling Irate Customers	4. Describe and demonstrate the following strategies used to deal with an irate customer: a. overly busy situations b. correcting errors c. handling persistent or eccentric customers	• Career Exploration & Soft Skills, Intermediate: Module 4, Lesson 1 • Servers: Module 5, Situations 1-3 • Retail Salespeople: Module 5, Situations 1-3	
	J. Employability Skills	13. Describe and demonstrate appropriate follow-up procedures.	• Business English: Module 9, Situation 1	
	NOT IN CURRICULUM	Driver License needed. Aware of driving policy. (Do Not Teach Driver's Ed)		
	<b>Language Skills</b>			
<p>Speak, read, and write in English. English Language: Knowledge of the structure and content of the English language including the meaning and spelling of workds, rules of composition, and grammar. Reading</p>	C. Communication Skills	7. Use standard pronunciation, diction, vocabulary, and grammar in verbal communication.	(integrated throughout)	Communicate in interpersonal interactions 0.1
	C. Communication Skills	4. Demonstrate active listening through oral and written feedback.	(integrated throughout)	Communicate regarding personal information 0.2