Commonwealth Corporation, created by the Massachusetts Legislature in 1997, designs and executes workforce strategies in partnership with businesses, educators, and training providers across the state. Signal Success is a Commonwealth Corporation initiative designed to help teens and young adults bridge the gap between high school and workforce. The Signal Success curriculum is the intellectual property of the Commonwealth Corporation with the exception of cited materials from other resources. Signal Success should only be used, duplicated and dispersed with specific permission from Commonwealth Corporation.
In the Signal Success curriculum, students begin to identify interests, skills, and values right away and then are gradually introduced to more specific ways to examine career opportunities. Ultimately, they develop clear career plans and learn how to interpret basic labor market information, job descriptions, and employer information.

This sample includes:

- Job Satisfaction (pages 66-69) from the Work Values Chapter in Unit 1
- Introduction to a Career Matrix (pages 180-186) from the Understanding Career Fit Chapter in Unit 3
P.O.V. Your Job Satisfaction

DIRECTIONS Think about the different people that you know who have jobs. Do you know someone who seems really satisfied with their work experience? What about someone who seems unhappy and dissatisfied? Use the space below to write a little bit about each person.

Name one person you know who is most satisfied with his/her job:

Name one person you know who is most unsatisfied with his/her job:

Occupation:

Occupation:

Three words/phrases that describe this person’s feelings, thoughts or attitudes about going to work:

Three words/phrases that describe this person’s feelings, thoughts or attitudes about going to work:
WORK VALUES

Job Satisfaction in America

DIRECTIONS: Look over the charts and information below. Then answer the questions and be ready to share your thoughts with the group.

More than 50% of people are unhappy with their jobs

- More than $125,000
- Between $35,000 and $70,000
- Less than $15,000

Percentage of People Satisfied With Job by Income Group

Top Likes among workers:
- Coworkers
- Interested in work

Top Dislikes among workers:
- The way promotions work
- Bonus Plan/Lack of Bonus

1.) What information do you find most interesting? Why?

2.) How does this information relate to how you think about work and future jobs?

Would you Rather...?

DIRECTIONS: Listen as your instructor calls out the options and go to the side of the room that matches your preferences. Be ready to explain why you picked the side you did. When the activity ends complete the questions below.

For example: Would you rather...

Option A
Work in a city.

Option B
Work in rural setting.

1.) Which choice do you feel most strongly about? Why?

2.) Which options are the hardest to choose between? Why?

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Time for a 3-Minute Mingle!

**DIRECTIONS**
Your instructor will give a card with a picture, number or symbol. Find the person whose card matches your card and talk to your partner about:

- Which aspects of work are the most important to you? Why?
- What aspects would you be willing to compromise on? What would make you willing to compromise?
Natasha’s Story: Thinking About What’s Next!

DIRECTIONS Read Natasha’s story and examine the charts. Answer the questions and be ready to share and explain your thoughts.

Natasha is 22 and she just finished an associate’s degree with a Psychology concentration. She also took some education courses. Natasha has been working at day cares, after school programs, and camps and going to school part time for the past four years.

Now that she has finished her degree, she wants to find a full time job that will help her go forward with a career. She isn’t completely sure about her ultimate career goal, but she knows that she really wants to help people.

Natasha also really wants to find a job that has the right work environment. In the past, she has worked in high-pressure scenarios with difficult co-workers and it made her miserable.

Finally, it is important to Natasha to be able to move out of her aunt’s place in Malden. Natasha would love to be able to get her own studio or one bedroom apartment, but it would also be okay to have a roommate. Natasha wants to be on her own, but she’s not too sure about moving far away.

1. What types of jobs do you think would be a good fit for Natasha? Why?

2. What types of jobs do you think would be a poor fit for Natasha? Why?

3. What kind of salary does Natasha need? What kind of choices will most impact her budget?

4. What other factors should Natasha consider during her job hunt? Explain.
**Career Matrix: Mapping Natasha’s Fit!**

**DIRECTIONS** One way to approach complex decisions is to use a tool/chart to help you think about all the important information. A career matrix is a useful tool while trying to make job and career choices. Work with a partner to read over Natasha’s Career Matrix and look at how the Client Services position at Tax Solutions! matches up with her wants, needs and worries for each category. Be ready to discuss.

<table>
<thead>
<tr>
<th>Type of Job/Career</th>
<th>Work Environment/Values</th>
<th>Main Skills Required</th>
<th>Salary</th>
<th>Job Requirements</th>
</tr>
</thead>
</table>
| SOCIAL Helping People | • Help others in need  
• Friendly, Coworkers that love what they do  
• In a city  
• Near my family  
• Learn by talking and doing | Helping Others, Working With Teams | Over $35,000 | Associate’s Degree and 3+ Years of Experience |
| ENTERPRISING Leading People | • People treat each other well  
• Comfortable office and flexible hours  
• Near my family  
• Learn by talking and listening | Leading Others, Organizing | $32,000 | Some College and Some Work Experience |
| INVESTIGATIVE Solving Problems | • Organized environment  
• Close enough to visit family during the week  
• Training is mainly video-based | Selling Products and Services, Customer Service | $28,000 | HS Diploma and Some Work Experience |
| CONVENTIONAL Doing Structured Work | • A job that expects you to keep going to school/training  
• Lots of learning from reading  
• Can only visit family on weekends | Building & Assembling Things | $23,000 | Some Work Experience |
| ARTISTIC Expressing/Creating | • A job where people are constantly rated and have to present their work in large groups  
• Far from family and friends | Cleaning, Speaking to Large Groups | Below $20,000 | No Work Experience or Requires a BA and/or Above |

**SAMPLE JOB**

**Position:** Client Services/Receptionist at CT Tax Services  
**Salary:** $10.15/hr ~ $21,000 annually  
**Job Description:** The Client Service Professional/Receptionist will provide clients with outstanding customer service by being welcoming, warm and professional. They will help schedule clients and match them with tax professionals. The CSP must also help with maintaining and filing records and keeping the office clean and presentable. At Tax Solutions! we pride ourselves on providing an organized environment!  
**Minimum Qualifications:** HS Diploma or equivalent  
**Skills and Experience:** Customer Service, works well under stress, organized, familiar with cash registers and MS Office
You are about to complete a group project that requires you to analyze a lot of information and prioritize options. Managers across all industries are often faced with the challenge of quickly analyzing options and making the best possible decisions. Counselors and therapists also have to work with individuals to learn how to weigh information to make good personal choices. What actions or attitudes do you think would impress a supervisor observing a group work together to analyze a lot of information in order to make the best possible choice?

Using Career Matrix to Map the Best Fit!

**DIRECTIONS** Your group will receive several job postings that Natasha is planning on applying to this week. Read each position and then use the information in the matrix to rank them from best to worst fit for Natasha.

<table>
<thead>
<tr>
<th>Job Position</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
</tbody>
</table>

Use the space below to summarize your top two choices. Be sure to include the key information.

**Best Fit**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

**2nd Best Fit**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
DIRECTIONS Use the next two career matrix charts to map your group’s top two choices for Natasha. Shade the areas that apply to the job posting. In your group, discuss the merits and problems with each of your top two choices. Prepare to present your top job choice, the matrix, and your group’s reasoning to the class.

CHOICE #1 Chart

<table>
<thead>
<tr>
<th>Type of Job/ Career</th>
<th>Work Environment/ Values</th>
<th>Main Skills Required</th>
<th>Salary</th>
<th>Job Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOCIAL Helping People</td>
<td>• Help others in need • Friendly, Coworkers that love what they do • In a city • Near my family • Learn by talking and doing</td>
<td>Helping Others, Working With Teams</td>
<td>Over $35,000</td>
<td>Associate’s Degree and 3+ Years of Experience</td>
</tr>
<tr>
<td>ENTERPRISING Leading People</td>
<td>• People treat each other well • Comfortable office and flexible hours • Near my family • Learn by talking and listening</td>
<td>Leading Others, Organizing</td>
<td>$32,000</td>
<td>Some College and Some Work Experience</td>
</tr>
<tr>
<td>INVESTIGATIVE Solving Problems</td>
<td>• Organized environment • Close enough to visit family during the week • Training is mainly video-based</td>
<td>Selling Products and Services, Customer Service</td>
<td>$28,000</td>
<td>HS Diploma and Some Work Experience</td>
</tr>
<tr>
<td>CONVENTIONAL Doing Structured Work</td>
<td>• A job that expects you to keep going to school/training • Lots of learning from reading • Can only visit family on weekends</td>
<td>Building &amp; Assembling Things</td>
<td>$23,000</td>
<td>Some Work Experience</td>
</tr>
<tr>
<td>ARTISTIC Expressing/ Creating</td>
<td>• A job where people are constantly rated and have to present their work in large groups • Far from family and friends</td>
<td>Cleaning, Speaking to Large Groups</td>
<td>Below $20,000</td>
<td>No Work Experience or Requires a BA and/or Above</td>
</tr>
</tbody>
</table>

1. Why do you think this is a good fit for Natasha? Be specific.

2. What parts could be better?
### UNDERSTANDING CAREER FIT

**CHOICE #2 Chart**

<table>
<thead>
<tr>
<th>Matters most to Natasha...</th>
<th>Matters somewhat to Natasha...</th>
<th>Matters least to Natasha...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Job/Career</strong></td>
<td><strong>Work Environment/Values</strong></td>
<td><strong>Main Skills Required</strong></td>
</tr>
<tr>
<td>SOCIAL Helping People</td>
<td>• Help others in need</td>
<td>Helping Others, Working With Teams</td>
</tr>
<tr>
<td></td>
<td>• Friendly, Coworkers that love what they do</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• In a city</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Near my family</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Learn by talking and doing</td>
<td></td>
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<tr>
<td>ENTERPRISING Leading People</td>
<td>• People treat each other well</td>
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</tr>
<tr>
<td></td>
<td>• Comfortable office and flexible hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Near my family</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Learn by talking and listening</td>
<td></td>
</tr>
<tr>
<td>INVESTIGATIVE Solving Problems</td>
<td>• Organized environment</td>
<td>Selling Products and Services, Customer Service</td>
</tr>
<tr>
<td></td>
<td>• Close enough to visit family during the week</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Training is mainly video-based</td>
<td></td>
</tr>
<tr>
<td>CONVENTIONAL Doing Structured Work</td>
<td>• A job that expects you to keep going to school/training</td>
<td>Building &amp; Assembling Things</td>
</tr>
<tr>
<td></td>
<td>• Lots of learning from reading</td>
<td></td>
</tr>
<tr>
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</tr>
<tr>
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<td>• A job where people are constantly rated and have to present their work in large groups</td>
<td>Cleaning, Speaking to Large Groups</td>
</tr>
<tr>
<td></td>
<td>• Far from family and friends</td>
<td></td>
</tr>
</tbody>
</table>

1. Why do you think this is a good fit for Natasha? Be specific.

   [Blank for input]

2. What parts could be better?

   [Blank for input]
What Do I Know About My Career Matrix?

Self-Rating: if an employer or professor had been observing me during the last activity, I think they would have given me a...

______ out of 10
because...

RIASEC Scale

I have no idea
I know what it is
I understand what it is to me
I know what it is to me and I can explain it to someone else

Comment:

RIASEC Scale

Comment:

Work Values & Learning Style

Comment:
UNDERSTANDING CAREER FIT

**Main Skills Required**

- I have no idea
- I know what it is
- I understand what it is to me
- I know what it is to me and I can explain it to someone else

**Comment:**

<table>
<thead>
<tr>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have no idea</td>
</tr>
<tr>
<td>I know what it is</td>
</tr>
<tr>
<td>I understand what it is to me</td>
</tr>
<tr>
<td>I know what it is to me and I can explain it to someone else</td>
</tr>
</tbody>
</table>

**Comment:**

<table>
<thead>
<tr>
<th>Education &amp; Work Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have no idea</td>
</tr>
<tr>
<td>I know what it is</td>
</tr>
<tr>
<td>I understand what it is to me</td>
</tr>
<tr>
<td>I know what it is to me and I can explain it to someone else</td>
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</tbody>
</table>

**Comment:**

PORTFOLIO CONNECTION

“Career Fit Priorities”