

Diesel Technology: Workplace Skills

Instructional/Task Analysis

Related Information: What the Student Should Know

Application: What the Student Should Be Able to Do

Unit 1: Introduction to Diesel Technology

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| 1. Terms and definitions | 12. Analyze work situations to determine the importance of employee attitudes |
| 2. Occupational outlook for diesel mechanics/technicians | |
| 3. Diesel engine applications | |
| 4. Basic duties of diesel mechanics/technicians | |
| 5. Most common sources of training for diesel mechanics/technicians | |
| 6. Student requirements for the diesel technology program | |
| 7. Good work habits | |
| 8. Personal characteristics that employers seek in employees | |
| 9. Overview of ASE | |
| 10. Steps required for ASE certification | |
| 11. ASE testing and certification areas for medium/heavy duty truck technicians | |

Unit 2: Workplace Communication and Customer Service

1. Terms and definitions
2. Goals of communication
3. Components of communication
4. Types of communication
5. Positive and negative examples of body language
6. Common barriers to effective communication
7. Major communication skills required in the diesel technology trade
8. Guidelines for improving your reading skills
9. Guidelines for improving your writing skills
10. Guidelines for improving your speaking skills

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Application: What the Student Should Be Able to Do

Unit 2: Workplace Communication and Customer Service (continued)

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| 11. Guidelines for improving your listening skills | 20. Record your voice |
| 12. Guidelines for following directions in the workplace | 21. Analyze your voice |
| 13. Guidelines for using the telephone correctly | 22. Evaluate your listening skills |
| 14. Customer expectations | 23. Follow oral (spoken) directions |
| 15. Steps for solving customer service problems and complaints | 24. Follow written directions |
| 16. Positive outcomes of complaints | 25. Apply communication skills to workplace situations |
| 17. Basic elements of courtesy | |
| 18. Times to thank customers | |
| 19. What to remember about customers | |

Unit 3: Job Application

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| 1. Terms and definitions | 8. Compile a list of employment opportunities in diesel technology in your community |
| 2. Places of employment for diesel technicians | 9. Write a resumé |
| 3. Steps to take to become employed | 10. Write a letter of application for employment in diesel technology |
| 4. Means of locating employment | 11. Complete an employment application form for a position in diesel technology |
| 5. Preparing for an interview | 12. Make an appointment by phone for a diesel technology employment interview |
| 6. Positive ways to conduct yourself during an interview | 13. Practice interview questions |
| 7. Special considerations for answering interview questions | 14. Follow up an interview with a letter or call |