CHAPTER 1
You and the World of Work

Section 1.1
Exploring the World of Work

Section 1.2
The Changing Workplace

Exploring the Photo

JOBS IN THE 21ST CENTURY
Many of today’s jobs involve the use of different kinds of technology. This person is using a computerized keyboard to help her to compose music for an ad. What classes could you take in school that could prepare you for working with technology?
Chapter Objectives

After completing this chapter, you will be able to:
- **Define** a job, an occupation, and a career.
- **Describe** how skills, interests, and desired lifestyle may shape career plans.
- **Explain** how work life affects lifestyle.
- **List** reasons that people work.
- **Identify** workplace trends such as the global economy, changing technology, diversity, and teamwork.
- **Evaluate** job outlooks when making career plans.

Writing Activity

Think about your interests. What do you like to do? What classes do you like? What activities do you enjoy? Now imagine yourself ten years from now. What will you be doing? Will you be working? Write your answers in a one-page journal entry. You can use this journal to record other thoughts related to your future and your career.

Get Motivated! Contact a working adult in your community. Ask that person to tell you his or her personal reasons for working. Summarize your interview in a one-page report.
### Section 1.1

**Exploring the World of Work**

#### Reading Guide

**Before You Read**
- Preview: Read the Key Concepts. Write one or two sentences predicting what the section will be about.

**Read to Learn**
- How to identify a job, an occupation, and a career
- How skills, interests, and desired lifestyle may shape career plans
- How your job can affect your lifestyle
- Reasons that people work

**Main Idea**
Knowing how your work affects your lifestyle will help you understand the importance of making good career choices.

**Key Concepts**
- What is Work?
- Why People Work

**Key Terms**
- interests
- skills
- transferrable skills
- job
- occupation
- career
- lifestyle

**Academic Vocabulary**
You will find these words in your reading and on your tests. Use the academic vocabulary glossary to look up their definitions if necessary.
- specific
- determine
- environment

**Graphic Organizer**
As you read, list your skills and your interests. Continue adding your own ideas to the list after you have finished reading. Use a two-column chart like the one shown to help organize your information.

<table>
<thead>
<tr>
<th>SKILLS</th>
<th>INTERESTS</th>
</tr>
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<tbody>
<tr>
<td></td>
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@ Log On Go to this book’s Online Learning Center through glencoe.com for an online version of this graphic organizer.

### Academic Standards

**English Language Arts**
- Read texts to acquire new information. (NCTE 1)
- Use written language to communicate effectively. (NCTE 4)

**Mathematics**
- Understand numbers, ways of representing numbers, relationships among numbers, and number systems
What Is Work?

Think about your world. What do you do each day? How do you spend your time? Right now, you probably spend most of your time in school. Do you wonder what you are going to do after high school? Will you continue to go to school? Will you learn a trade? Perhaps it is time to think about your options and to prepare for them. Some day, work will be a big part of your life.

What is work? Work is any useful activity. For example, cleaning your room is work. One of the main reasons people work is to make money to pay for things they need or want. You probably will not be surprised to learn that most people prefer to do work that uses their interests. After all, work takes up a lot of time. With a full-time job, you could spend more than 2,000 hours a year at work.

What kind of job would be right for you? Think about your interests and your skills. Your interests are the things you like to do. You may like to listen to music, dance, play basketball, or work with computers. Knowing your interests will help you plan different parts of your life.

Skills are things you know how to do. They are the result of knowledge combined with experience. Skills can also include things you are good at, or even ways of behaving. Some skills are specific to certain tasks. For example, knowing how to drive a car, how to water a plant, or how to calculate change, are skills you use for certain tasks. Skills that you can use in many different situations are called transferable skills. Writing, getting along with people, being organized, and making decisions are all transferable skills. For example, you can use your writing skills to write an essay for a language arts class or to send an e-mail to a coworker or friend.

Mark chose to teach martial arts because he was good with children and interested in martial arts. What other skills and interests might be helpful for a teacher?
Your Skills and Interests

People who have similar skills and interests are often good at the same types of activities. They therefore tend to enjoy and excel at similar careers. It is important to consider your personality, skills, and interests as you plan your career. When you are using your skills and following your interests, you feel more satisfied with your life.

Knowing and evaluating your skills and interests can help you make good choices about the world of work. To get an idea of what work you would like to do, compile a list of your interests and a list of your skills. If you list playing in a band as an interest, think of all the different things that you have to be able to do in order to play in a band. Do you have to read or understand music? Do you have to be good with your hands? Do you have to be able to listen and to work well with others? Being good with your hands, being able to listen, and working well with others are all skills.

Analyze your activities and think about what you have done to be successful in your interests. You may find you have skills that you never thought of or paid much attention to before.

Creative Business Practices

PepsiCo: Taking Advantage of Diversity

PepsiCo is the corporation that owns products such as Pepsi-Cola, Tropicana, and Gatorade beverages, and Quaker cereals. The company sells its products in more than 170 countries. That means that it must appeal to a wide range of customers in diverse markets throughout the world.

An important part of PepsiCo's strategy is to buy goods and services from suppliers that represent its employees, consumers, retailers, and communities. This commitment to diversity and inclusion provides a competitive advantage for PepsiCo. By doing business with people in communities where it sells its products, PepsiCo builds customer loyalty and brand recognition.

PepsiCo's commitment to diversity is reflected within the company, too. According to Paula A. Banks, Senior Vice President of Diversity and Inclusion and Organizational Partnerships, the company believes high performance begins with the ability to value different points of view. PepsiCo's President and Chief Financial Officer, Indra Nooyi, is one of the highest-ranking Indian-born businesswomen in the United States.

Critical Thinking: How does PepsiCo benefit from a commitment to diversity?

Connect to the Real World: To read more about PepsiCo and its commitment to diversity, visit the company's Web site via the link on this book's Online Learning Center through glencoe.com.
When you have finished your lists, brainstorm a corresponding list of possible career options that might match your interests and skills. You can later place your lists in a **Personal Academic and Career Portfolio**. This portfolio is a collection of documents and projects that can help you achieve the career and lifestyle you want. A portfolio can help you organize and keep track of your achievements in school and in the world of work.

Roberta Zhan, a graphic designer, enrolled in art, design, and computer classes while she was in school. She also learned about photography on her own. Roberta always enjoyed visualizing something in her mind’s eye and then finding a way to create her vision on paper, in a photograph, or by using a computer. Here is what she has to say about the meaning of work: “I’ve found that work can be an enjoyable experience, not just the thing you do to make money. If you have a job you like, work means much more than just paying your bills or buying new things. It means using your talents, being with people who have similar interests, making a contribution, and getting a real sense of satisfaction from doing a good job.”

Roberta uses desktop publishing software to arrange the words, photographs, and artwork in magazines, books, and print advertisements. She finds her work satisfying because it allows her to use her interests and her skills.

**Jobs, Occupations, and Careers**

Work includes jobs, occupations, and careers. A **job** is work that you do for pay. The work usually consists of certain tasks. For example, Roberta’s current job title is Production Artist. Often a job is a specific position with a company.

An **occupation** is the type of work you do. People can change jobs and still have the same occupation. For example, though Roberta may have had different jobs with different companies, her occupation is graphic designer. She may have performed a different range of tasks at each job or even had different job titles.

A **career** is a series of related jobs or occupations built on a foundation of interest, knowledge, training, and experience. Roberta developed her career in graphic design by working at different jobs. As she gained experience, she found more challenging work with each new job. Like Roberta, many people work at several jobs during their careers. Still others may change occupations. The average American will have more than eight different jobs by the age of 32. Experience working at different jobs can help you find the employment opportunities that best suit your lifestyle.
Work and Lifestyle

Your lifestyle is the way you use your time, energy, and resources. Many people use much of their time and energy and many of their resources at work. The work you do affects other parts of your life. It can determine how much time you have to spend with friends and family and how much money and energy you have to pursue your favorite activities.

To see how work affects lifestyle, read about Carlo. Carlo Russo's goal is to be a teacher; but for now, he works at a day-care center in the afternoons and takes classes in childhood education in the mornings. Carlo's schedule does not leave him much time for friends, but he is happy to spend most of his energy pursuing his future career and lifestyle goals.

What kind of lifestyle do you want in the future? What changes are you willing to make in your current life to achieve your future goals? Would you be able to spend less on entertainment if you needed to save money for college or a training program? Would you be okay with adjusting the time you spend with family and friends if it meant that you would be able to follow a particular career path? Make a list of how you would like to spend your time, resources, and energy. Look back at the lists you made earlier about your skills and interests. These lists can help you find out the kind of work you would like to do and the kind of lifestyle you would like to have.

EXPLAIN How can your career choice affect your lifestyle?

Why People Work

Why do people work? Why do your family members or friends work? If you have an after-school job or a part-time job, why do you work? You know that people work to earn money. Can you think of other reasons? Here are some common reasons why people work:

- **To Pay for Wants and Needs** People work to earn money to pay for housing, transportation, food, clothes, and other expenses, such as health care, insurance, education, taxes, and recreation. Look at Figure 1.1 to determine how American consumers spend their money.

- **To Be Around Others** People also work because they want to be with other people. They may enjoy being in an environment with people who have similar interests. For example, a person who designs costumes for films may like being around and sharing ideas with other people who work with movies. A person who enjoys working in teams might choose to work in an office rather than to start his or her own business.
• **To Make a Contribution** Making a positive contribution to society is another reason why people may choose to work in a particular field. You may choose to be a marine biologist because you care about the natural world. You may choose to become a teacher because you care about giving people an education. Knowing you are positively affecting the world around you can inspire you to continue working.

• **Self-Fulfillment** Self-fulfillment is another reason people work. They feel good about themselves when they do a job well. Working at a job that suits them gives them a feeling of accomplishment and self-respect. They feel valued when others depend on them and respect them for their work. Being good at what you do can help you build confidence in who you are.

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**Figure 1.1 AMERICAN CONSUMER SPENDING**

- Housing 33%
- Transportation 19%
- Personal Insurance 10%
- Food 13%
- Personal Taxes 7%
- Health Care 6%
- Entertainment 5%
- Clothing 4%
- Education 1%
- Other 1%
- Reading 1%

*Source: Consumer Expenditures Survey*

**SPENDING HABITS**

American consumers purchase goods and services to fulfill their wants and needs. *Use this chart to identify the three areas in which average American consumers spend most of their money.*
**Job Satisfaction**

People can find satisfaction in their jobs for many reasons. Eli Fernandez, a video game programmer, loves to create video games. He gets a real sense of satisfaction when he writes computer programs that help artists, writers, and other programmers assemble all the parts that go into a successful video game.

Think about the different activities you do. You can include your activities at home, at school, and in the community. You can also include your volunteer experiences and your work experiences. How do you feel during these experiences? Do you feel proud or happy about what you have accomplished?

What task or job have you done recently that gave you a feeling of accomplishment? Perhaps it was illustrating a poster for a school project or volunteering to coach basketball to younger children in your neighborhood. Perhaps it was a good grade you received on a mathematics test. Perhaps it was a goal that you set for yourself, such as exercising every day for a month. Write a brief journal entry describing the task or job and how you felt after completing it. What else could you do that might give you that feeling again? Finding self-fulfillment, or being satisfied with what you do, has lasting effects. You feel good about yourself and about what you do.

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**Section 1.1 After You Read**

**Review Key Concepts**
1. Give one example each of a job, an occupation, and a career.
2. Give an example of a skill that might be used in a specific job.
3. Describe a situation that might cause a person to change his or her main reason for working.

**Practice Academic Skills**

**Mathematics**

4. Most Americans spend more than 30% of their yearly income on housing expenses. If you earn $27,000 per year, how much money will you need to spend on housing?

**Concept**

Multiply Decimals by Whole Numbers  A percent is a ratio that compares a number to 100. To multiply with percentages:

**Step 1:** You can rewrite the percent (30%) as a fraction with a denominator of 100. Convert the fraction to a decimal.

**Step 2:** Multiply this decimal by the number ($27,000). Remember to put the decimal point in the correct place in your answer.

**Math**

For math help, go to the Math Appendix located at the back of this book.
Section 1.2
The Changing Workplace

Reading Guide

Before You Read
Preview: Understanding causes and effects can help clarify connections. A cause is an event or action that makes something happen. An effect is a result of a cause. Ask yourself, “Why does this happen?” to help you recognize cause-and-effect relationships in this section.

Read to Learn
• How the workplace is affected by forces such as changing technology and the global economy
• How to evaluate job outlooks when making career plans

Main Idea
Familiarity with changes in the workplace will help you in your search for a job.

Key Concepts
• The World of Work Is Changing
• Job Outlook
• Work, Change, and Lifelong Learning

Key Terms
• economy
• global economy
• job market
• outsourcing
• telecommute
• team
• lifelong learning

Academic Vocabulary
You will find this word in your reading and on your tests. Use the academic vocabulary glossary to look up its definition if necessary.
- economic

Graphic Organizer
As you read, list causes of change in the workplace and in your career outlook. Continue adding your own ideas to the list after reading. Use a chart like the one shown to help organize your information.

<table>
<thead>
<tr>
<th>CHANGES</th>
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<tbody>
<tr>
<td>1</td>
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<tr>
<td>2</td>
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Academic Standards

English Language Arts
• Read texts to acquire new information. (NCTE 1)
• Use written language to communicate effectively. (NCTE 4)
• Develop an understanding of diversity in language use across cultures. (NCTE 9)

Science
• Unifying Concepts and Processes: Change, constancy, and measurement
The World of Work Is Changing

Your place in the world of work will influence every aspect of your life. This is why choosing the kind of work you will do is one of the most important decisions you will ever make. So far, you have been thinking about the kind of work that might fit your interests and skills. You have also been thinking about the kind of lifestyle you would like to have and how your work will affect it. What else might be important to consider when thinking about the work you would like to do?

The workplace is constantly changing. Changes in the world affect what work is available for people to do and the way in which they do it. Knowing about these changes can help you make sound decisions about your job, your career, and your future. How can you keep up with all these changes?

You can follow trends in the world of work the same way you keep up with what is happening in music, fashion, sports, and entertainment. Which are the up-and-coming industries and occupations? Which ones are on the way out? To find out, read newspapers, magazines, and Web sites, and watch or listen to the news on television or on the radio. Talk to people who work in a field that interests you and ask them questions about the changes and opportunities in their workplaces.
The Global Workplace

Look at a few of the things you own—a pair of pants, a CD, a bicycle—and check their labels or packaging. Where were they made? At least some of your possessions were probably made in other countries. When you buy goods and services from other countries, you are participating in the global economy. An **economy** refers to the ways in which a group produces, distributes, and consumes its goods and services. **Goods** are the items that people buy. **Services** are activities done for others for a fee. The **global economy** refers to the ways in which the world’s economies are linked.

The global economy impacts the **job market** or the demand for particular jobs, in each country. How does the global economy affect the job market in the United States?

Some believe that trade with foreign countries can lead to American workers losing their jobs to workers in other countries. For instance, some American computer software companies hire software programmers in other countries whose labor and production costs may be lower than those of the United States. Many customer service jobs that require information to be shared over the phone or over e-mail are also being performed overseas.

On the other hand, many American businesses export goods, or sell goods to other countries, and these exports create jobs. Some feel that the use of overseas workers may help the economy by holding down costs. U.S.-based offices of foreign firms also provide jobs for many Americans.

Keeping informed about global **economical** changes can help you learn more about the international job market. For example, which jobs will be sent abroad? Which jobs will be created because of the changing economy? Which jobs will involve international trade?
Skills for the Global Economy

The global economy creates competition by increasing the number of workers who can do different jobs, as well as increasing the number of businesses that can produce goods or perform services. As a result, employers need workers who can do a variety of tasks and who possess a variety of skills.

How can you meet the demands of the global economy? You can familiarize yourself with the diverse economies and cultures of the world. You can develop transferable skills—many of which you are already learning—and apply them in your job. Certain fundamental skills, necessary for employment in all industries, will help you achieve success on the job.

**Basic Skills** Basic skills include communication skills such as reading, writing, and language arts, as well as mathematical skills and scientific literacy.

**Thinking Skills** Thinking skills include creative thinking, critical thinking, decision making, problem solving, seeing things in the mind’s eye (picturing things in your mind), curiosity, knowing how to learn, and reasoning.

**Personal Qualities** Personal qualities include personal responsibility, social and civic responsibility, self-direction and self-management, self-esteem, adaptability, integrity, and honesty.

**Adaptable Workers**

Employers want workers who can complete tasks quickly and effectively, whether the task is writing an article by a deadline, building a wall, or developing a new video game. They want workers who can think critically and work well within the environment of that particular workplace. They value workers who are motivated, who can work well with others, and who can use the tools of the workplace. Knowing what your skills are and how to use them in different situations will allow you to explore job opportunities in a variety of industries.

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**LEARN TO LISTEN**

Communication skills, such as speaking and listening are valuable on any job. Why is listening an important aspect of communicating?
Technology in the Workplace

Not long ago, very few people had cell phones or access to the Internet. Laptops and desktop computers were just coming into common use in businesses and households. Today, advances in technology are constantly—and rapidly—changing how people work. People working in very different fields use a wide range of technology to help them do their work effectively. As companies increase their use of technology, the number and types of jobs will change.

Technology Trends

Just as global competition affects the types of jobs and salaries available, modern technology allows workers to perform many jobs from anywhere in the world. Technology affects not only what work you do but also how and where you do it. Trends that are affected by technology include outsourcing and telecommuting.

Outsourcing is when businesses hire other companies or individuals to produce their services or goods. For example, airline companies often contract with other companies to provide baggage handling and meals for their customers. The term outsourcing also refers to the hiring of workers in other countries.

Technology also allows workers to have flexibility in how, where, and when they do their jobs. Millions of workers do not work exclusively at a company’s work site. Instead, they telecommute or work from home or in an office center, using technology such as computers, faxes, cell phones, and telephones to perform their jobs. Telecommuting is becoming popular in some industries, as it allows workers to balance their job with other parts of their lives.

Other Workplace Trends

Workplace trends are changing every day. Today’s workers need to be able to work well in teams and with different kinds of people. Figure 1.2 on page 18 shows examples of some of these trends.

Working in Teams

Many workers work in teams. A team is an organized group that has a common goal. Team members collaborate, or work together, to set goals, make decisions, and implement actions. Teams allow people to share their skills and ideas. Today’s employers expect workers to be able to work well together. Good team members do their share of the work, have good communication skills, and have a positive attitude.
Figure 1.2  WORKPLACE TRENDS

CHANGES IN THE WORLD OF WORK. Technology, teamwork, and diversity are all global workplace trends. List examples of trends you have observed in the world of work.

- TECHNOLOGY Technology includes the knowledge and tools that make it possible to do new things or to do things differently. Technology can help you create, calculate, change, and organize information or things.

- TEAMWORK Members of a team work together towards a common goal. Good communication skills help a team function.

- DIVERSITY The workplace can benefit from the ideas and perspectives of many different individuals. Respecting differences aids communication at home, at school, and at work.
Diversity in the Workplace

Today’s workforce is becoming more diverse. As you work, you will encounter people who come from different countries, cultures, backgrounds, and generations. They may act differently from you or speak different languages. It is important to respect these differences. Part of respecting diversity means valuing the contribution of every individual. In the United States, everyone has equal opportunity to pursue most jobs. Being able to work well with a variety of people is a valuable skill.

**Reading Check** **SUMMARIZE** Describe some workplace trends and skills workers need in the global economy.

The Job Outlook

What job market can you expect when you graduate from high school? Most new jobs will be in the service-producing industries. *Service-producing industries* provide services for a fee. These services might include medical care, travel accommodations, and education. Fewer jobs are expected in the *goods-producing industries*, which provide goods such as stereo systems and cars.

The graph in Figure 1.3 identifies these different industries and shows expectations for their growth or decline over a sample ten-year period. Think about your skills and interests. Which industries do you think would be appropriate for you?

### Figure 1.3  JOB GROWTH CHANGE FOR SERVICES AND GOODS INDUSTRIES

<table>
<thead>
<tr>
<th>INDUSTRIES</th>
<th>Percentage Change Over Ten-Year Period</th>
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</thead>
<tbody>
<tr>
<td>Agriculture, Forestry, and Fishing</td>
<td>-5%</td>
</tr>
<tr>
<td>Construction</td>
<td>0%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>5%</td>
</tr>
<tr>
<td>Mining</td>
<td>10%</td>
</tr>
<tr>
<td>Education and Health Services</td>
<td>15%</td>
</tr>
<tr>
<td>Financial Services</td>
<td>20%</td>
</tr>
<tr>
<td>Government Services</td>
<td>25%</td>
</tr>
<tr>
<td>Information Services</td>
<td>30%</td>
</tr>
<tr>
<td>Leisure and Hospitality Services</td>
<td>35%</td>
</tr>
<tr>
<td>Professional and Business Services</td>
<td>40%</td>
</tr>
<tr>
<td>Trade, Transportation, and Utilities Services</td>
<td>45%</td>
</tr>
<tr>
<td>Other Services</td>
<td>50%</td>
</tr>
</tbody>
</table>

**SERVICES GROWTH** This graph shows by what percentages jobs in these industries might increase or decrease over a ten-year period. You will find graphs like these when researching the job outlook for a particular time period. *According to this graph, which industries are declining in this ten-year period?*
**MAKING DECISIONS**

When you make decisions, do you think about whether your choices are right or wrong?

**SUMMER JOB** It's almost the end of the school year, and you haven't started looking for a summer job yet. Your guidance counselor has told you about a summer job opening at the local newspaper. He has told you that you can tell other people about the opening as well. Your friend Mandy wants to be a journalist and you know she would be interested in the job. You are not interested in journalism, but you want a job in order to save money for a car, so you are thinking about just applying for the job yourself and not telling Mandy about it.

**What Would You Do?** Will you tell your friend about the position at the newspaper? Why or why not? Write a brief journal entry explaining your decision.

**DISCUSS IT** Decisions that involve others are often ethical decisions.

What does it mean to be ethical? Where do you get your sense of right and wrong? In teams, discuss the possible actions you could take in the summer job situation. Brainstorm the consequences of the different decisions and share them with the class.

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**Impact on Today's Workers**

You do not have to choose a career just because it seems to offer the best job outlook or because you will earn the most money in it. Even though you are learning to follow trends in the job market, you still want to find work that fulfills you and that matches your interests and skills. Whatever occupation you choose, though, you will need certain basic skills, thinking skills, and personal qualities.

For example, suppose you decide to become a physical therapist. Interests, skills, and personal qualities needed for this career might include training to understand how the different parts of the body work, a desire to help people, good organizational skills in order to be able to handle multiple patients, good listening skills in order to understand your patients' needs, and the ability to work under the supervision of a doctor at times.

**Reading Check** ANALYZE How does an increase in the service-producing industries affect the job market?

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**Work, Change, and Lifelong Learning**

Many of today's workers have grown up using technology at home, at school, and at work. They are familiar with different languages and cultures. New ways of working are being created to help workers in every industry communicate and do their jobs. Tomorrow's workers will have to adjust to even more changes.
You will probably continue learning for as long as you work. While changes in technology and society offer you many different opportunities for work, it also means that you will need training and education to keep up with the changes. You will benefit from practicing lifelong learning. **Lifelong learning** means continuing to learn more about new technologies, new practices, and new ideas throughout your life. Staying on top of new developments through reading, online forums, classes, and workshops can help keep your skills up-to-date and give you an edge when you are searching for the next job or promotion.

**Personal Qualities**
A physical therapist helps people recover their strength after an injury or surgery. Why might a physical therapist need to have a sense of compassion?

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**Section 1.2 After You Read**

**Review Key Concepts**
1. Describe different forms of technology used in telecommuting.
2. List some advantages and disadvantages of the global economy.
3. Explain why it is important to evaluate job outlooks when making career plans.

**Practice Academic Skills**

**English Language Arts**
4. Choose a career that interests you and research how various technologies may affect it. Use at least two sources in your research. Write a two-paragraph description of what technology is used in this career.
5. Which of the following do you consider more important in choosing a career—finding a career that matches your interests, or finding a career with a positive job outlook? Write a one-page response, giving reasons for your answers.

Check your answers at this book's OLC through glencoe.com.