

# Glossary

## A

- ability** A skill that has been developed. (p. 9)
- accomplishments** Everything a person does well. (p. 353)
- active listening** Listening and responding with full attention to what's being said. (p. 201)
- adaptability** The ability or willingness to change in order to suit different conditions. (p. 68)
- adaptability skills** A person's ability to change in order to fit new circumstances that may arise. (p. 163)
- addiction** A physical or psychological need for a substance. (p. 229)
- administration** Setting the goals and rules of an organization, and then helping the organization reach the goals and keep to the rules. (p. 77)
- agriculture** Growing crops and raising animals for human use. (p. 19)
- annual report** A summary of a company's business for the year. (p. 118)
- aptitude** The potential a person has for learning a skill. (p. 9)
- architecture** Designing and constructing structures that enclose space to meet human needs. (p. 37)
- arts** The performing and visual arts, including dance, theater, music, painting, sculpture, and graphic design. (p. 57)
- assess** To judge. (p. 189)
- attitude** A person's basic outlook on life. (p. 68)
- audience** Anyone who receives information. (p. 199)
- audio/video technology (a/v technology)**  
The technology used to present information in sound or pictures on radio, television, CD, DVD, or the Internet. (p. 57)

## B

- backup plan** An alternative course of action. (p. 73)
- balance** The situation when opposite sides or parts of something have the same weight, amount, or force. (p. 318)
- benefits** The "extras" an employer provides employees in addition to pay, such as insurance, paid time off, or child care. (p. 155)
- blended family** A family consisting of a parent, a stepparent, and one or more children. (p. 339)
- body language** The gestures, posture, and eye contact people use to express themselves. (p. 140)
- brainstorming** A method of shared problem solving in which all members of a group contribute ideas. (p. 186)
- budget** A plan for saving and spending money. (p. 297)
- business** Buying and selling goods and services. (p. 77)
- business etiquette** The rules of good workplace manners. (p. 161)
- business plan** A written proposal describing a new business to a potential lender or investor. (p. 283)

## C

- capitalism** The free enterprise system; the economic system of the United States. (p. 273)
- career** A work history of one or more jobs in the same or related fields of interest. (p. 26)
- career clusters** Groups of similar occupations and industries. (p. 43)
- career fair** An event where employers offer career and employment information. (p. 107)

**career interest areas** General kinds of activities people do in many different careers. (p. 45)

**chronological order** Time order, or the order in which events happen. (p. 96)

**citizen** A person who is recognized by the government as having the rights and protections of a country. (p. 326)

**civic minded** Being concerned about and active in community affairs. (p. 329)

**classifieds** Newspaper advertisements organized in classes, or groups. (p. 110)

**collaboration** Working with others for a common purpose. (p. 184)

**command economy** A type of economic system in which there is no private enterprise and in which the government makes all of the key economic decisions. (p. 274)

**commission** Earnings based on how much a worker sells. (p. 155)

**communication** The exchange of information between senders and receivers. (p. 198)

**communications** The transmission of messages from one place or person to another through technology such as radio, television, satellites, and telephones. (p. 57)

**community service** Volunteer work that benefits the community. (p. 330)

**compromise** To give up something to settle a disagreement. (p. 179)

**conflict** A strong disagreement. (p. 177)

**conflict resolution** A step-by-step process used to settle disagreements. (p. 179)

**construction** Building structures. (p. 37)

**consumers** People who buy and use goods and services. (p. 274)

**contact list** A list of people one knows and will contact in order to build a network. (p. 107)

**context clues** Hints about the meaning of unfamiliar words or phrases provided by the words surrounding them. (p. 204)

**cooperate** To work with others to reach a common goal. (p. 161)

**cooperative program (co-op)** A program that combines school studies with paid work experience. (p. 55)

**corporate culture** The characteristics and customs that make a company unique. (p. 153)

**cover letter** A one-page letter a job seeker sends along with a résumé telling who he or she is and why he or she is sending a résumé. (p. 131)

**coworkers** People who work together in the workplace. (p. 151)

## D

**database** A software program that stores data, or information, in different ways for easy searching, sorting, and organizing. (p. 114)

**decision** A choice one makes about what action to take. (p. 62)

**decision-making process** A series of steps used to identify and evaluate choices in order to arrive at a decision. (p. 70)

**demand** The amount of goods and services that consumers want to buy. (p. 278)

**discretion** The good judgment used when acting or speaking so as not to offend others. (p. 161)

**distribution** The shipment of goods and services. (p. 357)

## E

**e-commerce** The buying and selling of goods and services via the Internet. (p. 33)

**eating disorder** A pattern of extreme eating behavior over time. (p. 229)

**economic system** A country's way of making choices about how to use its resources to produce and distribute goods and services. (p. 273)

# Glossary

- economic values** Values that reflect the importance of money to a person's happiness. (p. 6)
- economics** The study of how people produce, distribute, and use goods and services. (p. 272)
- economy** The ways people make, buy, and sell goods and services. (p. 32)
- education** The process of teaching and learning. (p. 99)
- emergency** A serious event that happens without warning and calls for quick action. (p. 238)
- empathize** To try to see things from the other person's point of view and understand his or her situation. (p. 175)
- employee** Someone who works for a person or business for pay. (p. 150)
- employer** A person or business that pays a person or group of people to work. (p. 115)
- empowerment** The feeling of power and satisfaction that comes from being directly responsible for one's work decisions. (p. 185)
- engineering** Solving practical problems by combining the theories and principles of science and mathematics with technology. (p. 333)
- entrepreneur** A person who organizes and runs a business. (p. 281)
- entry-level** Lower-level. (p. 154)
- ethics** The rules of behavior that govern a group or society. (p. 163)
- exchange** A trade of one item for another. (p. 309)
- exploratory interview** A short, informal talk with someone who works in a career that one finds interesting. (p. 52)

## F

- F.I.C.A.** The Federal Insurance Contribution Act, a law having to do with the taxes that are withheld from paychecks and contributed to the Social Security program. (p. 296)
- finance** Acquiring, investing, and managing money. (p. 121)
- first aid** The emergency care given to an injured or sick person before help arrives. (p. 239)
- fixed expenses** Expenses that people have already agreed to pay and that must be paid by a particular date. (p. 299)
- flexible expenses** Expenses that come irregularly or that people can adjust more easily than fixed expenses. (p. 299)
- flextime** A work schedule arrangement that allows workers to choose work hours that fit their particular needs. (p. 35)
- food** Substances consumed by living things for energy and growth. (p. 19)
- Food Guide Pyramid** A guideline created by the U.S. Department of Agriculture that shows the nutrients a person needs each day. (p. 225)
- format** The arrangement of something such as a document. (p. 127)
- Form I-9** A form that verifies that a person is legally qualified to work in the United States. (p. 152)
- free enterprise** A type of economic system in which individuals or businesses may buy and sell goods and services and set prices with little government control. (p. 273)
- fulfillment** Satisfaction. (p. 355)
- full-time** Working at least 40 hours a week. (p. 27)

## G

- gender equity** Equal employment opportunity for all, regardless of gender. (p. 34)

**global economy** All the world's economies and how they are linked. (p. 32)

**goods** Items that people buy. (p. 32)

**government** The institution through which the state keeps order in society, provides services to the public, and enforces the law. (p. 145)

**grant** Money for education provided by the government, schools, or private donors. (p. 302)

**gross pay** Total pay. (p. 296)

## H

**health** The condition of both one's body and mind. (p. 224)

**health science** The science of maintaining and improving human health. (p. 169)

**hospitality** Lodging and food and beverage management and service. (p. 193)

**human resources (H.R.)** The department of a company or business that recruits employees, administers company policies, develops employee training programs, and manages employee records. (p. 166)

**human services** Services that improve people's quality of life and promote safe, healthy communities. (p. 219)

**hygiene** All the things people do to be clean and healthy. (p. 229)

## I

**images** Pictures. (p. 208)

**impulse buying** Making a sudden, unplanned decision to buy. (p. 305)

**income** The amount of money a person receives or earns regularly. (p. 294)

**income tax** Tax paid to the government on income earned. (p. 296)

**information technology** The technology used to design, develop, set up, operate, and support computer systems. (p. 243)

**initiative** The willingness to do what needs to be done without being told to do it. (p. 162)

**interest** Money that banks pay depositors for use of their money. (p. 301)

**interest inventory** A checklist that points to one's strongest interests. (p. 3)

**interests** Favorite activities. (p. 2)

**internship** A temporary paid or unpaid position that involves direct work experience in a career field. (p. 54)

**interview** A formal meeting between a job seeker and an employer about a possible job. (p. 135)

## J

**job** Work that a person does for pay. (p. 26)

**job application** A form that asks questions about a job seeker's skills, work experience, education, and interests. (p. 132)

**job lead** Information about a job opening. (p. 105)

**job market** The need for workers and the kinds of work available to them. (p. 32)

**job shadowing** Following a person on the job for a few days in order to learn about a particular career. (p. 54)

**job sharing** A flexible work arrangement that allows two part-time employees to divide one full-time job. (p. 35)

**job-specific skills** The skills necessary to do a particular job, like balancing a budget or programming a computer. (p. 11)

## L

**labor force** All people over the age of 16 who work or are seeking work. (p. 32)

# Glossary

**law** The set of rules and standards by which a society governs itself. (p. 267)

**learning styles** The different ways people naturally think and learn. (p. 15)

**leisure** Time to do what one likes. (p. 318)

**letter of recommendation** A letter written in support of a job seeker from a reference. (p. 133)

**letter of resignation** A formal letter that explains why and when an employee is leaving his or her job. (p. 265)

**lifelong learning** All the learning activity (both formal and informal) that one does throughout life. (p. 350)

**lifestyle** The way a person uses his or her time, energy, and other resources. (p. 27)

**loan** Borrowed money that must be repaid. (p. 302)

**logistics** Coordinating the movement of people, goods, services, information, and money. (p. 357)

**long-term goal** A challenging goal that takes a long time to achieve and may first involve the achievement of short- and medium-term goals. (p. 93)

## M

**management** The direction or control of a business or enterprise. (p. 77)

**manufacturing** The process of making products by hand or by machine. (p. 289)

**marketing** The process of developing, promoting, and distributing goods and services to consumers. (p. 283 and p. 313)

**mathematics** The study of numbers and their relationships. (p. 211 and p. 333)

**mediator** Someone who helps opposing people or groups compromise or reach an agreement. (p. 179)

**Medicare** A health care program provided by the federal government primarily for retired persons. (p. 296)

**medium-term goal** A goal that is usually more challenging and takes longer to achieve than a short-term goal. (p. 93)

**mentor** An experienced coworker who answers the questions of a new employee and offers guidance to him or her. (p. 151)

**minimum wage** The lowest hourly wage an employer can legally pay for a worker's services. (p. 158)

## N

**natural resources** Raw materials that occur naturally in the earth, such as minerals, metals, soil, and water. (p. 19)

**net pay** Take-home pay. (p. 296)

**netiquette** The accepted rules of conduct used on the Internet. (p. 216)

**networking** Communicating with people you know or can get to know to share information and advice. (p. 105)

**notice** An official written statement that one is leaving one's job. (p. 265 )

**nutrients** The substances in food that the body needs to produce energy and stay healthy. (p. 225)

## O

**obstacle** Something that stands in the way of a decision or action. (p. 63)

**occupation** A set of related job skills and experiences. (p. 26)

### Occupational Safety and Health

**Administration (OSHA)** A special branch of the U.S. Department of Labor in charge of setting safety standards and inspecting places of work to see that the standards are being followed. (p. 237)

**orientation** A program that introduces new employees to their new company and its policies and procedures, or ways of doing things. (p. 151)

**outcome** The result or effect of a decision or action. (p. 68)

**outsourcing** Using outside resources to perform activities traditionally handled by internal company staff. (p. 35)

**overtime** Extra pay for each hour worked beyond 40 hours a week. (p. 154)

## P

**part-time job** A job in which a person works up to 30 hours a week. (p. 88)

**performance reviews** Meetings between an employee and his or her supervisor to evaluate how well the employee is doing his or her job. (p. 166)

**personal career portfolio** A collection of information about a person, including projects and work samples, that shows the person's skills and qualifications to employers. (p. 131)

**personal fact sheet** A list of basic information about a person's education, experience, qualifications, and skills. (p. 130)

**personality** The sum total of an individual's feelings, actions, habits, and thoughts. (p. 14)

**pre-employment tests** Tests given to an applicant by an employer to find out if the applicant fits the job. (p. 136)

**prejudice** A negative attitude toward a person or group that is not based on facts or reason. (p. 178)

**previewing** Reading only the parts of a written work that outline or summarize its content. (p. 204)

**prioritize** To put in order from first to last or from most important to least important. (p. 84)

**procrastinate** To put off deciding or acting. (p. 84)

**producers** Individuals or companies that make or provide goods and services. (p. 275)

**profit** The amount of money left after a business pays its expenses. (p. 275)

**promotion** A job advancement to a position of greater responsibility and authority. (p. 252)

**public administration** The administrative management of government and nonprofit organizations. (p. 145)

**public safety** Efforts to keep the public safe from crime, fire, and emergencies. (p. 267)

**purpose** Overall goal or reason. (p. 199)

## R

**raise** An increase in pay. (p. 252)

**references** People who will recommend a job seeker to an employer. (p. 133)

**referral** Someone to whom one is referred, or directed. This person may have information about a job or job opening. (p. 108)

**refund** The return of money in exchange for a purchased item. (p. 309)

**register** To officially sign up as a qualified voter. (p. 328)

**regulate** Set rules for. (p. 274)

**relationships** A person's connections or dealings with other people. (p. 174)

**research** Investigating a subject and gathering information about it. (p. 50)

**respect** Consideration, especially for others. (p. 174)

# Glossary

**résumé** A summary of a job seeker's personal information describing education, skills, work experience, activities, and interests. (p. 127)

## S

**salary** A fixed amount of money paid for a certain period of time. (p. 154)

**sales** The process of providing goods and services to consumers for a price. (p. 313)

**scholarship** Money for education awarded to students because of their need, or for academic or athletic achievement. (p. 301)

**school-to-work program** A program that brings schools and businesses together so that students can gain work experience and training. (p. 111)

**science** The systematic use of observations and experiments to gain knowledge about the world. (p. 211 and p. 333)

**security** Privately funded efforts to protect safety and private property at homes and businesses. (p. 267)

**sedentary** Spending much time sitting. (p. 226)

**self awareness** Knowing one's own thoughts, feelings, and actions. (p. 15)

**self-esteem** Recognition and regard for oneself and one's abilities. (p. 177)

**self-motivation** The drive to do something simply for the reward of feeling good and satisfied once it is accomplished. (p. 162)

**service** The process of performing tasks for consumers. (p. 313)

**service learning** A learning method in which students learn and develop through thoughtfully organized service to the community. (p. 55)

**services** Activities people do for others for a fee. (p. 32)

**short-term goal** A goal to start working on right away. (p. 93)

**skill** The ability to perform a task due to training and experience. (p. 9)

**skimming** Reading through a book or document quickly, picking out main ideas and key points. (p. 204)

**Social Security** A federal government program that provides benefits for people of all ages. (p. 296)

**social skills** The skills a person uses to interact with others. (p. 161)

**socialist economy** A type of economic system in which there is private enterprise, but the government controls key industries and makes many economic decisions. (p. 274)

**spreadsheet** A software program that arranges information, usually numbers, in rows and columns or displays information in graphs and other formats. (p. 215)

**stepparent** The spouse of one's mother or father following her or his remarriage. (p. 339)

**stress** The mental or physical tension that is the body's natural response to conflict. (p. 229)

**subject** Main topic or key idea. (p. 200)

**supervisor** The person who assigns, checks, and evaluates the work of an employee. (p. 151)

**supply** The amount of goods and services available for sale. (p. 278)

## T

**team** A group of people who work together to set goals and make decisions to solve problems and put ideas into action. (p. 35)

**team planning** Working with others to set goals, assign tasks, and assess results. (p. 187)

**technology** The practical use of scientific knowledge (ideas, methods, tools, and materials) to get things done. (p. 3 and p. 333)

**telecommute** Working at home for a company. (p. 35)

**temporary job** A part-time or full-time job that lasts only a short while, such as for a couple of weeks or months. (p. 89)

**time management** Choosing how to spend one's time and creating a schedule for one's choices. (p. 321)

**tourism** Services involving travel planning, tourist information, guided tours, entertainment, recreation, and meeting and convention planning. (p. 193)

**training** Education in a specific skill or professional area. (p. 99)

**transferable skills** The general skills used in school and in various types of jobs. (p. 11)

**transportation** Moving people, goods, and services. (p. 357)

**trend** A change over a period of time. (p. 35)

## V

**values** The ideas a person lives by and the beliefs that are important to that person. (p. 5)

**volunteering** Working without pay. (p. 54)

## W

**W-4 Form** A form that instructs an employer about the amount of money to deduct from an employee's paycheck for taxes. (p. 152)

**wages** A fixed amount of money paid for each hour worked. (p. 154)

**warranty** A guarantee that a product meets certain standards of quality. (p. 308)

**withhold** To take out (as in money from a paycheck). (p. 296)

**work permit** A legal document that allows a minor to hold a job. It shows the number of hours the minor can work and the kinds of jobs he or she can hold. (p. 104)

**work-study program** A program that allows students to earn their education by working full- or part-time jobs in a related field while they are in school. (p. 302)

**work values** The things about work that are important to a person. (p. 6)

**workers' compensation** A government-run program that gives injured workers financial help to cover lost wages and medical expenses. (p. 238)

**workforce diversity** A wide variety of workers with different backgrounds, experiences, ideas, and skills in the workplace. (p. 35)