Arizona CTE

Arizona Professional Skills

Arizona Profession Skills APS

1 **COMPLEX COMMUNICATION: Employs complex communication * skills in a manner that adds to organizational productivity. *Complex Communication refers to the need to combine traditional communication skills with technical workplace content transmitted via rapidly evolving technologies to increasingly diverse audiences.** APS.1

- 1.A Masters core communication skills for the workplace. • Delivers content accurately • Persuades others • Uses communication style appropriate to audience and situation • Listens actively • Resolves conflicts APS.1.A
- 1.B Communicates effectively in a diverse work environment. • Communicates with diversity in mind APS.1.B
- 1.C Uses technologies and social media for workplace communication. • Exercises competence in using technology • Upholds the brand • Follows applicable laws and regulations • Matches technology to content APS.1.C
- 1.D Foundational communication skill check points ✓ Writes in languages required by employer ✓ Speaks in languages required by employer ✓ Demonstrates reading comprehension ✓ Presents with confidence ✓ Practices interpersonal skills ✓ Uses workplace technologies APS.1.D

2 **COLLABORATION: Collaborates, in person and virtually, to complete tasks aimed at organizational goals** APS.2

- 2.A Commits to achieving collective goals. • Contributes personal strengths • Respects contributions of others • Contributes to an environment of collaboration • Ensures diversity in collaboration APS.2.A
- 2.B Promotes an environment of trust. • Builds team relationships • Takes responsibility for role onteam • Manages information withsensitivity APS.2.B
- 2.C Optimizes technology to collaborate with others. • Adopts technology to promote collaboration APS.2.C

3 **THINKING AND INNOVATION: Integrates expertise in technical knowledge and skills with thinking and reasoning strategies to create, innovate, and devise solutions.** APS.3

- 3.A Defines a problem in the workplace. • Describes • Diagnoses • Uses resources to define a problem APS.3.A
- 3.B Practices inquiry and reflection (I/R) to take action in the workplace. • Maintains an attitude of openness • Explores for deeper understanding • Uses resources for inquiry and reflection (I/R) • Evaluates self APS.3.B

Skip to main content

3.C Takes action supported by evidence and reasoning to explain conclusions and accomplish work. • Composes a plan • Constructs a model (visual, symbolic, or linguistic) • Makes decisions • Uses tools strategically • Argues a case APS.3.C

3.D Transfers knowledge and skills from one work situation to another. • Builds capacity to transfer skills APS.3.D

3.E Creates/innovates to improve workplace productivity. • Builds capacity to create/innovate APS.3.E

---

4 PROFESSIONALISM: Conducts oneself in a professional manner appropriate to organizational expectations. APS.4

4.A Adheres to organizational protocol related to behavior, appearance, and communication. • Communicates with technical language • Communicates according to organizational standards • Satisfies customers ✓ Professionalism Preliminary Checklist APS.4.A

4.B Manages time in accordance with organizational expectations. • Uses time productively • Balances accuracy and speed • Organizes work for the allotted timeframe • Prioritizes tasks • Collaborates and works alone to deliver on time APS.4.B

4.C Represents the organization in a positive manner. • Communicates mission and position • Aligns with organizational values • Manages resources to benefit the organization • Communicates core values of the profession APS.4.C

4.D Performs assigned tasks with a “can do” attitude. • Performs work with a positive attitude APS.4.D

4.E Behaves in a way that distinguishes between personal and work-related matters. • Demonstrates respect for personal and professional boundaries APS.4.E

4.F Produces work that reflects professional pride. • Produces high quality work • Acts as a team member • Performs/produces with precision • Continues to develop skills and connections • Takes initiative to improve work APS.4.F

---

5 INITIATIVE AND SELF-DIRECTION: Exercises initiative and self-direction in the workplace. APS.5

5.A Functions independently within the organizational structure. • Performs necessary tasks • Strives to improve personal delivery ofservices • Improves personal performance/ behaviors continuously ✓ Initiative & Self-Direction Preliminary Checklist APS.5.A

5.B Adapts to changing conditions and expectations in the organization. • Adjusts to change • Cooperates respectfully with colleagues • Maintains productivity APS.5.B

5.C Pursues career advancement opportunities within an organization or field. • Articulates requirements for job openings • Prepares for career advancement • Pursues formal learning opportunities • Builds learning relationships • Applies new resources APS.5.C

Skip to main content

5.D Generates innovative ideas, methods, or devices contributing to organizational resources and goals. • Innovate to improve productivity • Recommends improvements on processes, products, services • Uses technology to increase productivity/profits APS.5.D

5.E Exercises leadership in the workplace. • Engages individual strengths • Manages work plans • Plans for unanticipated challenges • Pursues workplace solutions/improvements APS.5.E

6 **INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE: Interacts effectively with different cultures and generations to achieve organizational mission, goals and objectives.** APS.6

6.A Uses relevant intergenerational and cross-cultural communication that creates cultural synergy in the workplace. • Adapts communication style to engage diverse others • Adapts communication style to engage other generations ✓ Intergenerational & Cross-Cultural Competence Preliminary Checklist APS.6.A

6.B Contributes to an environment of acceptance and inclusion that enables different cultures and generations to work together. • Demonstrates respect through interactions and behaviors • Addresses challenges with intergenerational and cross-culturalsensitivity • Celebrates achievements and contributions of diverse others • Functions comfortably in the global marketplace • Relies upon the wisdom and experience of others to accomplish work • Addresses intergenerational tensions APS.6.B

6.C Respects generational differences related to the use of technology in the workplace. Selects from technological and non-technological methods/tools to communicate across generations APS.6.C

7 **ORGANIZATIONAL CULTURE: Functions effectively within an organizational culture.** APS.7

7.A Navigates organizational structures and systems. • Fits work performance to the organizational structure APS.7.A

7.B Embodies organizational values. • Works in a manner that reflects organizational values APS.7.B

7.C Performs work that advances organizational growth and success. • Contributes to organizational success APS.7.C

8 **LEGAL AND ETHICAL PRACTICES: Observes laws, rules, and ethical practices in the workplace.** APS.8

8.A Respects the organization's physical and intellectual property. • Takes responsibility for the workplace • Protects the organization's intellectual property APS.8.A

8.B Demonstrates loyalty to the organization, its mission, and resources. • Demonstrates loyalty to the organization APS.8.B

8.C Maintains a safe work environment. • Addresses harmful conditions in the workplace • Follows procedure for reporting unsafe conditions • Receives risk management training APS.8.C

Skip to main content

8.D Adheres to the policies and procedures of the organization. • Acts in accord with policies and procedures • Acts in accord with legal and ethical practices • Receives training in policies and procedures APS.8.D

8.E Adheres to applicable local, state, federal, and international laws and regulations. • Applies required laws and regulations in the workplace • Complies with employment laws • Applies laws and regulations unique to the industry APS.8.E

8.F Takes responsibility for one's actions in the workplace. • Prioritizes time • Resolves own work problems and errors • Takes responsibility for own communication APS.8.F

8.G Manages/uses resources for the good of the organization. • Uses organization's resources prudently APS.8.G

8.H Acts with integrity (honest, reliable, and trustworthy.) • Performs with honesty and reliability in a trustworthy manner APS.8.H

8.I Interacts respectfully with co-workers and customers. • Handles information appropriately • Works to create an equitable workplace APS.8.I

---

9 FINANCIAL PRACTICES: Applies knowledge of finances for the profitability and viability of the organization. APS.9

9.A Exercises prudence in personal finance as it relates to employment. • Manages personal finances responsibly APS.9.A

9.B Articulates financial goals and strategies of the organization. • Communicates organizational financial goals APS.9.B

9.C Contributes to organizational profitability through knowledge of finances. • Acts prudently with organizational resources • Maintains current knowledge of salary and benefits • Relates work performance to company profitability APS.9.C