Arizona CTE

Professional Skill Standards

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. 1.0	**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 1.A
	1.B Communicates effectively in a diverse work environment. • Communicates with diversity in mind 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 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 1.D
COLLABORATION: Collaborates, in person and virtually, to complete tasks aimed at organizational goals. 2.0	**2.A** Commits to achieving collective goals. • Contributes personal strengths • Respects contributions of others • Contributes to an environment of collaboration • Ensures diversity in collaboration 2.A
	2.B Promotes an environment of trust. • Builds team relationships • Takes responsibility for role on a team • Manages information with sensitivity 2.B
	2.C Optimizes technology to collaborate with others. • Adopts technology to promote collaboration 2.C
THINKING AND INNOVATION: Integrates expertise in technical knowledge and skills with thinking and reasoning strategies to create, innovate, and devise solutions. 3.0	**3.A** Defines a problem in the workplace. • Describes • Diagnoses • Uses resources to define a problem 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 3.B
	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 3.C
	Transfers knowledge and skills from one work situation to another. • Builds capacity to transfer skills 3.D

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	3.E Creates/innovates to improve workplace productivity. • Builds capacity to create/innovate 3.E
PROFESSIONALISM: Conducts oneself in a professional manner appropriate to organizational expectations. 4.0	**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 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 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 4.C
	4.D Performs assigned tasks with a "can do" attitude. • Performs work with a positive attitude 4.D
	4.E Behaves in a way that distinguishes between personal and work-related matters. • Demonstrates respect for personal and professional boundaries 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 4.F
INITIATIVE AND SELF-DIRECTION: Exercises initiative and self-direction in the workplace. 5.0	**5.A** Functions independently within the organizational structure. • Performs necessary tasks • Strives to improve personal delivery of services • Improves personal performance/ behaviors continuously ✓ Initiative & Self-Direction Preliminary Checklist 5.A
	5.B Adapts to changing conditions and expectations in the organization. • Adjusts to change • Cooperates respectfully 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 5.C
	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 5.D
	5.E Exercises leadership in the workplace. • Engages individual strengths • Manages work plans • Plans for unanticipated challenges • Pursues workplace solutions/improvements 5.E

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INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE: Interacts effectively with different cultures and generations to achieve organizational mission, goals and objectives. 6.0	**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** 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-cultural sensitivity • 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** 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** 6.C
ORGANIZATIONAL CULTURE: Functions effectively within an organizational culture 7.0	**7.A**	**Navigates organizational structures and systems. • Fits work performance to the organizational structure** 7.A
	7.B	**Embodies organizational values. • Works in a manner that reflects organizational values** 7.B
	7.C	**Performs work that advances organizational growth and success. • Contributes to organizational success** 7.C
LEGAL AND ETHICAL PRACTICES: Observes laws, rules, and ethical practices in the workplace. 8.0	**8.A**	**Respects the organization's physical and intellectual property. • Takes responsibility for the workplace • Protects the organization's intellectual property** 8.A
	8.B	**Demonstrates loyalty to the organization, its mission, and resources. • Demonstrates loyalty to the organization** 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** 8.C
	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** 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** 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** 8.F

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	8.G Manages/uses resources for the good of the organization. • Uses organization's resources prudently 8.G
	8.H Acts with integrity (honest, reliable, and trustworthy.) • Performs with honesty and reliability in a trustworthy manner 8.H
	8.I Interacts respectfully with co-workers and customers. • Handles information appropriately • Works to create an equitable workplace 8.I
FINANCIAL PRACTICES: Applies knowledge of finances for the profitability and viability of the organization. 9.0	**9.A** Exercises prudence in personal finance as it relates to employment. • Manages personal finances responsibly 9.A
	9.B Articulates financial goals and strategies of the organization. • Communicates organizational financial goals 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 9.C