

Workplace Skills and Career Readiness (2016)

Demonstrate Workplace Skills for Career Readiness 1.0

1.1 DEMONSTRATE PERSONAL QUALITIES AND PEOPLE SKILLS 1.1

- 1.1.1 Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand 1.1.1
- 1.1.2 Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability 1.1.2
- 1.1.3 Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed 1.1.3
- 1.1.4 Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace 1.1.4
- 1.1.5 Demonstrate diversity awareness by working well with all customers and co-workers 1.1.5
- 1.1.6 Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues 1.1.6
- 1.1.7 Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative 1.1.7

1.2 Demonstrate Professional Knowledge and Skills 1.2

- 1.2.1 Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions 1.2.1
- 1.2.2 Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly 1.2.2
- 1.2.3 Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks 1.2.3
- 1.2.4 Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health 1.2.4
- 1.2.5 Demonstrate understanding of workplace organizations, systems, and climates by identifying “big picture” issues and fulfilling the mission of the workplace 1.2.5
- 1.2.6 Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills 1.2.6
- 1.2.7 Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion 1.2.7
- 1.2.8 Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work 1.2.8
- 1.2.9 Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks 1.2.9
- 1.2.10 Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service 1.2.10

1.3 Demonstrate Technology Knowledge and Skills 1.3

- 1.3.1 Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner 1.3.1
- 1.3.2 Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively 1.3.2
- 1.3.3 Demonstrate proper Internet use and security by using the Internet appropriately for work 1.3.3
- 1.3.4 Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications 1.3.4