Virginia CTE

Workplace Readiness Skills

Demonstrating Personal Qualities and Abilities WRS.1

1 **Demonstrate creativity and innovation.** WRS.1.1

- a discussing the importance of creativity and innovation in the workplace WRS.1.1.A
- b brainstorming and contributing ideas, strategies, and solutions WRS.1.1.B
- c developing and/or improving products, services, or processes WRS.1.1.C
- d identifying and allocating available resources. WRS.1.1.D

2 **Demonstrate critical thinking and problem solving.** WRS.1.2

- a recognizing and analyzing problems WRS.1.2.A
- b evaluating potential solutions and resources WRS.1.2.B
- c using a logical approach to make decisions and solve problems WRS.1.2.C
- d implementing effective courses of WRS.1.2.D

3 **Demonstrate initiative and self-direction.** WRS.1.3

- a recognizing the importance of proactive, independent decision making WRS.1.3.A
- b identifying workplace needs WRS.1.3.B
- c completing tasks with minimal direct supervision WRS.1.3.C
- d applying WRS.1.3.D

4 **Demonstrate integrity.** WRS.1.4

- a defining integrity WRS.1.4.A
- b recognizing the importance of having integrity in the workplace WRS.1.4.B
- c complying with local, state, and federal laws WRS.1.4.C
- d adhering to workplace policies and procedures WRS.1.4.D
- e exhibiting honesty, fairness, and respect toward self, others, and WRS.1.4.E

5 **Demonstrate work ethic.** WRS.1.5

- a defining work ethic WRS.1.5.A
- b recognizing the importance of having a strong work ethic WRS.1.5.B
- c demonstrating diligence (e.g., working with persistence to accomplish a task) WRS.1.5.C
- d maintaining dependability (e.g., being reliable) WRS.1.5.D
- e accounting for one's decisions and actions WRS.1.5.E

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f accepting the consequences of decisions and WRS.1.5.F

Demonstrating Interpersonal Skills WRS.2

1 **Demonstrate conflict-resolution skills.** WRS.2.1

a negotiating diplomatic solutions to interpersonal and workplace issues (e.g., due to personality, culture, work style, or performance). WRS.2.1.A

2 **Demonstrate listening and speaking skills.** WRS.2.2

a defining nonverbal cues WRS.2.2.A

b employing active listening techniques (e.g., asking clarifying questions, paraphrasing what was said) WRS.2.2.B

c exhibiting public speaking skills (e.g., making presentations) WRS.2.2.C

d articulating ideas in a manner appropriate to the setting and audience (e.g., considering the chosen communication method and audience's level of knowledge). WRS.2.2.D

3 **Demonstrate respect for diversity.** WRS.2.3

a defining diversity and discussing its importance WRS.2.3.A

b identifying individual differences (e.g., age, gender, ethnicity, culture, race, viewpoints, socioeconomic status, and ability) WRS.2.3.B

c showing respect for and valuing individual differences in the workplace WRS.2.3.C

d being self-aware and mindful of one's own bias WRS.2.3.D

e collaborating with people of diverse backgrounds, viewpoints, and experiences. WRS.2.3.E

4 **Demonstrate customer service skills.** WRS.2.4

a defining customer service (e.g., internal customer service; external customer service) WRS.2.4.A

b identifying the benefits of providing helpful, courteous, and knowledgeable customer service WRS.2.4.B

c prioritizing customer service (both within an organization and to external customers and stakeholders) WRS.2.4.C

d anticipating needs of customers and coworkers WRS.2.4.D

e demonstrating how to provide helpful, courteous, and knowledgeable service to address customer and/or coworker needs. WRS.2.4.E

5 **Collaborate with team members.** WRS.2.5

a defining collaboration and teamwork WRS.2.5.A

b discussing the benefits of teamwork WRS.2.5.B

c establishing expectations, roles, and goals WRS.2.5.C

d contributing to the success of the team by sharing responsibility WRS.2.5.D

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e respecting the thoughts, opinions, and contributions of other team members. WRS.2.5.E

Demonstrating Professional Competencies WRS.3

1 **Demonstrate big-picture thinking.** WRS.3.1

a defining big-picture thinking as an understanding of one's role in fulfilling the mission of the workplace and a consideration of the social, economic, and environmental effects of one's actions WRS.3.1.A

b identifying the organization's structure, culture, policies, and procedures, as well as its role and position within the community, industry, and economy. WRS.3.1.B

2 **Demonstrate career- and life-management skills.** WRS.3.2

a recognizing the importance of education and career planning (e.g., minimum job qualifications, advancement and professional-development opportunities) WRS.3.2.A

b identifying available benefits and professional resources (e.g., labor unions, professional organizations, employee-assistance programs, insurance and retirement benefits) WRS.3.2.B

c managing personal growth and wellness (e.g., stress management, self-care, financial planning) WRS.3.2.C

d setting goals (e.g., specific, measurable, attainable, realistic, time-bound [SMART] goals). WRS.3.2.D

3 **Demonstrate continuous learning and adaptability.** WRS.3.3

a describing the importance of continuous learning WRS.3.3.A

b identifying resources for continuous learning (e.g., publications, trade organizations, professional networking, workshops/classes) WRS.3.3.B

c modifying work performance based on feedback (i.e., being coachable) WRS.3.3.C

d acquiring industry-related professional skills and knowledge (e.g., credentials/certifications) WRS.3.3.D

e adapting to changing job requirements. WRS.3.3.E

4 **Manage time and resources.** WRS.3.4

a defining efficiency and productivity as they relate to time and resource management WRS.3.4.A

b developing a plan of work WRS.3.4.B

c differentiating between high- and low-priority tasks WRS.3.4.C

d adapting work goals based on time and resources WRS.3.4.D

e Considering human (personnel)—capitalizing on strengths; respecting professional goals WRS.3.4.E

Considering capital—maintaining equipment to ensure longevity and efficiency WRS.3.4.F

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g Considering natural—using responsible and sustainable practices. WRS.3.4.G

5 **Demonstrate information-literacy skills.** WRS.3.5

a defining information literacy WRS.3.5.A

b locating and evaluating credible and relevant sources of information WRS.3.5.B

c using information effectively to accomplish work-related tasks. WRS.3.5.C

6 **Demonstrate an understanding of information security.** WRS.3.6

a identifying various information types/formats (e.g., paper, electronic) WRS.3.6.A

b describing cybersecurity (e.g., risks, threats, vulnerabilities) WRS.3.6.B

c using technology ethically (e.g., appropriately using social networks, managing personal information) WRS.3.6.C

d abiding by workplace policies (e.g., acceptable use policy [AUP]) WRS.3.6.D

e protecting confidentiality (e.g., protecting login information and customer information) WRS.3.6.E

f following workplace security WRS.3.6.F

7 **Maintain working knowledge of current information-technology (IT) systems.** WRS.3.7

a hardware and devices (e.g., peripherals) WRS.3.7.A

b software and applications WRS.3.7.B

c cloud-based services WRS.3.7.C

d file-sharing techniques WRS.3.7.D

e emerging technologies WRS.3.7.E

f troubleshooting protocols and techniques. WRS.3.7.F

8 **Demonstrate proficiency with technologies, tools, and machines common to a specific occupation.** WRS.3.8

a Demonstration includes selecting and using technology, tools, and machines to accomplish work. WRS.3.8.A

9 **Apply mathematical skills to job-specific tasks.** WRS.3.9

a performing calculations (e.g., percentages, fractions, addition, subtraction, averages, measurement, conversions, monetary transactions) WRS.3.9.A

b applying mathematical processes to accomplish job-specific tasks (e.g., estimating required supplies, completing expense reports) WRS.3.9.B

c managing personal finance (e.g., understanding wage rates, paycheck deductions, taxes, sales receipts). WRS.3.9.C

Demonstrate professionalism. WRS.3.10

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a defining professionalism WRS.3.10.A

b practicing punctuality and attendance WRS.3.10.B

c adhering to work-schedule expectations WRS.3.10.C

d exercising etiquette (e.g., language, manners, and behaviors suitable for the workplace and online; appropriate verbal and nonverbal communication) WRS.3.10.D

e exhibiting professional self-representation (e.g., using a firm handshake, introducing oneself, making eye contact) WRS.3.10.E

f maintaining professional appearance (e.g., maintaining personal hygiene, adhering to a dress code). WRS.3.10.F

11 Demonstrate reading and writing skills. WRS.3.11

a reading and interpreting workplace documents WRS.3.11.A

b Considering ability to convey messages with clarity WRS.3.11.B

c Considering professional tone, appropriate to audience WRS.3.11.C

d Considering grammar WRS.3.11.D

e Considering forms and conventions (e.g., formatting documents, using an email signature). WRS.3.11.E

12 Demonstrate workplace safety. WRS.3.12

a adhering to Occupational Safety and Health Administration (OSHA) standards and instructor and manufacturer guidelines WRS.3.12.A

b interpreting safety data sheets (SDS) WRS.3.12.B

c identifying and using personal protective equipment (PPE) WRS.3.12.C

d maintaining universal precautions (e.g., to protect against bloodborne pathogens) WRS.3.12.D

e identifying risks and hazards in the workplace WRS.3.12.E

f following emergency protocols (e.g., evacuation routes). WRS.3.12.F

Examining All Aspects of an Industry WRS.4

1 Examine aspects of planning within an industry/organization. WRS.4.1

a development of vision and mission statements WRS.4.1.A

b setting of performance goals and objectives WRS.4.1.B

c review of previous performance (e.g., productivity, profit) WRS.4.1.C

d evaluation of current assets WRS.4.1.D

e formulation of strategic and operational plans WRS.4.1.E

f use of planning tools (e.g., market research, budget analysis, decision-making models, competitive analyses) WRS.4.1.F

g determination of human, natural, technology, and capital resource needs WRS.4.1.G

h forecasting of trends WRS.4.1.H

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i anticipation of changes in the business climate (e.g., economic factors, laws, regulations, taxes) WRS.4.1.I

j anticipation of and compensation for organizational and industry risk. WRS.4.1.J

2 Examine aspects of management within an industry/organization. WRS.4.2

a effect of the organization's structure and culture on operations WRS.4.2.A

b process for accomplishing goals, using available human, natural, technology, and capital resources WRS.4.2.B

c ways of ensuring open communication channels WRS.4.2.C

d ways of enabling workers to fulfill their responsibilities WRS.4.2.D

e evaluation of workers' performance WRS.4.2.E

f provision of training and job-growth opportunities to workers WRS.4.2.F

g assurance of worker equity, access, and safety WRS.4.2.G

h resolution of conflicts WRS.4.2.H

i performance of employment functions (e.g., recruiting, hiring, retaining, discharging). WRS.4.2.I

3 Examine aspects of financial responsibility within an industry/organization. WRS.4.3

a accounting processes WRS.4.3.A

b financial decision-making processes, including budget development WRS.4.3.B

c methods of acquiring capital WRS.4.3.C

d management of financial operations, including payroll, transactions, records, and reports. WRS.4.3.D

4 Examine technical and production skills required of workers within an industry/organization. WRS.4.4

a industry-related technical skills (e.g., communication, mathematics, science, technology, time-management, and creative-thinking skills) WRS.4.4.A

b industry-related production skills (specific skills used for production of goods or services) WRS.4.4.B

c industry-related interpersonal and team-player skills. WRS.4.4.C

5 Examine principles of technology that underlie an industry/organization. WRS.4.5

a technological systems used in the industry WRS.4.5.A

b mathematical, scientific, social, ethical, and economic principles underlying the technological systems WRS.4.5.B

c impact of energy systems, fuel sources, and other technological systems on the production of goods and services WRS.4.5.C

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d use of emerging and alternative energy resources in the production of goods and services WRS.4.5.D

e generation and distribution of energy to industries/organizations for use in creating goods and services. WRS.4.5.E

6 Examine labor issues related to an industry/organization. WRS.4.6

a workers' rights and responsibilities (e.g., wages, benefits, working conditions) WRS.4.6.A

b role of employment contracts and agreements WRS.4.6.B

c role of certification, licensure, and other requirements for specific jobs/occupations WRS.4.6.C

d role of labor organizations and other worker advocacy groups (e.g., professional/trade associations). WRS.4.6.D

7 Examine community issues related to an industry/organization. WRS.4.7

a the effects of the organization on the community (e.g., provision of jobs, tax revenue, and goods/services; involvement in community programs/activities; environmental impact) WRS.4.7.A

b the effects of the community on the organization (e.g., employee base; local taxes and regulations; local government services such as roads, schools, utilities; other local services). WRS.4.7.B

8 Examine health, safety, and environmental issues related to an industry/organization. WRS.4.8

a responsibility for workers' health and safety WRS.4.8.A

b laws/regulations and practices affecting workers' health and safety WRS.4.8.B

c health and safety hazards WRS.4.8.C

d health and safety programs WRS.4.8.D

e responsibility for the environment WRS.4.8.E

f laws/regulations and practices affecting the impact on the environment WRS.4.8.F

g sustainability initiatives. WRS.4.8.G

Addressing Elements of Student Life WRS.5

1 Identify the purposes and goals of the student organization. WRS.5.1

a providing opportunities for personal development and preparation for adult life WRS.5.1.A

b providing opportunities for making decisions and assuming responsibilities WRS.5.1.B

c encouraging democracy through cooperative action WRS.5.1.C

d preparing for multiple, nontraditional roles in society WRS.5.1.D

e promoting greater understanding between youth and WRS.5.1.E

promoting personal growth and leadership development WRS.5.1.F

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g helping students develop life skills in the areas of character development and ethical behavior, creative and critical thinking, interpersonal communication, practical knowledge, and career WRS.5.1.G

2 **Explain the benefits and responsibilities of membership in the student organization as a student and in professional/civic organizations as an adult.** WRS.5.2

a development of leadership and other life skills, including planning, goal setting, problem solving, decision making, and interpersonal communication WRS.5.2.A

b opportunities for school and community service WRS.5.2.B

c development of interpersonal relationships WRS.5.2.C

d opportunities for experiential learning WRS.5.2.D

e opportunities to compete in student events on local, state, and national levels WRS.5.2.E

f access to professional information and opportunities WRS.5.2.F

g opportunities for career WRS.5.2.G

h contributory participation in the student organization as a student and in professional/civic organization activities as an adult WRS.5.2.H

i display of appropriate conduct in all activities and events related to the student organization and professional/civic WRS.5.2.I

3 **Demonstrate leadership skills through participation in student organization activities, such as meetings, programs, and projects.** WRS.5.3

a Demonstration should include contributory participation in activities such as meetings, fund- raising projects, school and community-service projects, and competitive events. WRS.5.3.A

4 **Identify Internet safety issues and procedures for complying with acceptable use standards.** WRS.5.4

a The school division's acceptable use policy WRS.5.4.A

b Laws and guidelines governing Internet usage, including those about copyright and file sharing WRS.5.4.B

c Techniques that illegitimate parties use to solicit personal information WRS.5.4.C

d Techniques that help protect a computer user against cyber predators WRS.5.4.D

e Software applications and user techniques that help protect against security attacks WRS.5.4.E

Exploring Work-Based Learning WRS.6

1 **Identify the types of work-based learning (WBL) opportunities.** WRS.6.1

a job shadowing WRS.6.1.A

b mentorship WRS.6.1.B

c externship WRS.6.1.C

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d school-based enterprise WRS.6.1.D

e entrepreneurship WRS.6.1.E

f internship WRS.6.1.F

g service learning WRS.6.1.G

h clinical experience WRS.6.1.H

i cooperative education WRS.6.1.I

j Youth Registered Apprenticeship WRS.6.1.J

k Registered Apprenticeship. WRS.6.1.K

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2 **(Optional) Reflect on lessons learned during the WBL experience.** WRS.6.2

a workplace procedures WRS.6.2.A

b application of course competencies to WBL experience WRS.6.2.B

c new knowledge gained through the WBL experience. WRS.6.2.C

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3 **Explore career opportunities related to the WBL experience.** WRS.6.3

a listing possible careers related to this course WRS.6.3.A

b describing each career WRS.6.3.B

c determining the education and experience required WRS.6.3.C

d exploring job opportunities, salaries, and benefits. WRS.6.3.D

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4 **(Optional) Participate in a WBL experience, when appropriate.** WRS.6.4

a an emphasis on the relationship between course competencies and the WBL WRS.6.4.A

b adherence to workplace expectations during the WBL experience WRS.6.4.B

c completion of the WBL experience. WRS.6.4.C