

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
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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
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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
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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
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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

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](#)
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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](#)
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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](#)
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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](#)
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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](#)

- e respecting the thoughts, opinions, and contributions of other team members. [WRS.2.5.E](#)
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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](#)
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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](#)
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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](#)
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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](#)
- f Considering capital—maintaining equipment to ensure longevity and efficiency [WRS.3.4.F](#)

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
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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
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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
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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
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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
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10 Demonstrate professionalism. WRS.3.10

- 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
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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
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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
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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

- 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](#)
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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](#)
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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](#)
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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](#)
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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](#)
- 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](#)
- f promoting personal growth and leadership development [WRS.5.1.F](#)

- 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](#)
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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](#)
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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](#)
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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](#)
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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](#)

- 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