

Workplace Readiness Skills (DRAFT)

Proposed Duty Areas, Tasks/Competencies, and Task Definitions

Workplace Readiness Skills for the Commonwealth (DRAFT)		Tasks/Competencies	Task Definitions
Personal Qualities and Abilities			
1	Creativity and innovation: Employs originality, inventiveness, and resourcefulness in the workplace	Demonstrate creativity and innovation.	Demonstration includes <ul style="list-style-type: none"> • discussing the importance of creativity and innovation in the workplace • brainstorming and contributing ideas, strategies, and solutions • developing and/or improving products, services, or processes • identifying and allocating available resources.
2	Critical thinking and problem solving: Uses sound reasoning to analyze problems, evaluate potential solutions, and implement effective courses of action	Demonstrate critical thinking and problem solving.	Demonstration includes <ul style="list-style-type: none"> • recognizing and analyzing problems • evaluating potential solutions and resources • using a logical approach to make decisions and solve problems • implementing effective courses of action.
3	Initiative and self-direction: Independently looks for ways to improve the workplace and accomplish tasks	Demonstrate initiative and self-direction.	Demonstration includes <ul style="list-style-type: none"> • recognizing the importance of proactive, independent decision making • identifying workplace needs • completing tasks with minimal direct supervision • applying solutions.
4	Integrity: Complies with laws, procedures, and workplace policies; demonstrates honesty, fairness, and respect	Demonstrate integrity.	Demonstration includes <ul style="list-style-type: none"> • defining <i>integrity</i> • recognizing the importance of having integrity in the workplace • complying with local, state, and federal laws • adhering to workplace policies and procedures • exhibiting honesty, fairness, and respect toward self, others, and property.

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5	Work ethic: Consistently works to the best of one's ability and is diligent, dependable, and accountable for one's actions	Demonstrate work ethic.	Demonstration includes <ul style="list-style-type: none"> defining <i>work ethic</i> recognizing the importance of having a strong work ethic demonstrating diligence (e.g., working with persistence to accomplish a task) maintaining dependability (e.g., being reliable) accounting for one's decisions and actions accepting the consequences of decisions and actions.
Interpersonal Skills			
6	Conflict resolution: Negotiates diplomatic solutions to interpersonal and workplace issues	Demonstrate conflict-resolution skills.	Demonstration includes negotiating diplomatic solutions to interpersonal and workplace issues (e.g., due to personality, culture, work style, or performance).
7	Listening and speaking: Listens attentively and asks questions to clarify meaning; articulates ideas clearly in a manner appropriate for the setting and audience	Demonstrate listening and speaking skills.	Demonstration includes <ul style="list-style-type: none"> defining <i>nonverbal cues</i> employing active listening techniques (e.g., asking clarifying questions, paraphrasing what was said) exhibiting public speaking skills (e.g., making presentations) articulating ideas in a manner appropriate to the setting and audience (e.g., considering the chosen communication method and audience's level of knowledge).
8	Respect for diversity: Values individual differences and works collaboratively with people of diverse backgrounds, viewpoints, and experiences	Demonstrate respect for diversity.	Demonstration includes <ul style="list-style-type: none"> defining <i>diversity</i> and discussing its importance identifying individual differences (e.g., age, gender, ethnicity, culture, race, viewpoints, socio-economic status, and ability) showing respect for and valuing individual differences in the workplace being self-aware and mindful of one's own bias collaborating with people of diverse backgrounds, viewpoints, and experiences.
9	Customer service orientation: Anticipates and addresses the needs of customers and	Demonstrate customer-service skills.	Demonstration includes <ul style="list-style-type: none"> defining <i>customer service</i> (e.g., <i>internal customer service</i>; <i>external customer service</i>)

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	coworkers, providing thoughtful, courteous, and knowledgeable service		<ul style="list-style-type: none"> identifying the benefits of providing helpful, courteous, and knowledgeable customer service prioritizing customer service (both within an organization and to external customers and stakeholders) anticipating needs of customers and coworkers demonstrating how to provide helpful, courteous, and knowledgeable service to address customer and/or coworker needs.
10	Teamwork: Shares responsibility for collaborative work and respects the thoughts, opinions, and contributions of other team members	Collaborate with team members.	Collaboration should include <ul style="list-style-type: none"> defining <i>collaboration</i> and <i>teamwork</i> discussing the benefits of teamwork establishing expectations, roles, and goals contributing to the success of the team by sharing responsibility respecting the thoughts, opinions, and contributions of other team members.
Professional Competencies			
11	Big picture thinking: Understands one's role in fulfilling the mission of the workplace and considers the social, economic, and environmental impacts of one's actions	Demonstrate big-picture thinking.	Demonstration includes <ul style="list-style-type: none"> defining <i>big-picture thinking</i> 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 identifying the organization's structure, culture, policies, and procedures, as well as its role and position within the community, industry, and economy.
12	Career and life management: Plans, implements, and manages personal and professional-development goals related to education, career, finances, and health	Demonstrate career- and life-management skills.	Demonstration includes <ul style="list-style-type: none"> recognizing the importance of education and career planning (e.g., minimum job qualifications, advancement and professional-development opportunities) identifying available benefits and professional resources (e.g., labor unions, professional organizations, employee-assistance programs, insurance and retirement benefits) managing personal growth and wellness (e.g., stress management, self-care, financial planning) setting goals (e.g., specific, measurable, attainable, realistic, time-bound [SMART] goals).

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13	Continuous learning and adaptability: Accepts constructive feedback well and is open to new ideas and ways of doing things; continuously develops professional skills and knowledge to adjust to changing job requirements	Demonstrate continuous learning and adaptability.	Demonstration includes <ul style="list-style-type: none"> describing the importance of continuous learning identifying resources for continuous learning (e.g., publications, trade organizations, professional networking, workshops/classes) modifying work performance based on feedback (i.e., being coachable) acquiring industry-related professional skills and knowledge (e.g., credentials/certifications) adapting to changing job requirements.
14	Efficiency and productivity: Plans, prioritizes, and adapts work goals to manage time and resources effectively	Manage time and resources.	Management should include <ul style="list-style-type: none"> defining <i>efficiency</i> and <i>productivity</i> as they relate to time and resource management developing a plan of work differentiating between high- and low-priority tasks adapting work goals based on time and resources considering <i>resources</i> <ul style="list-style-type: none"> <i>human</i> (personnel)—capitalizing on strengths; respecting professional goals <i>capital</i>—maintaining equipment to ensure longevity and efficiency <i>natural</i>—using responsible and sustainable practices.
15	Information literacy: Locates information efficiently, evaluates the credibility and relevance of sources and facts, and uses the information effectively to accomplish work-related tasks	Demonstrate information-literacy skills.	Demonstration includes <ul style="list-style-type: none"> defining <i>information literacy</i> locating and evaluating credible and relevant sources of information using information effectively to accomplish work-related tasks.
16	Information security: Understands basic Internet and email safety and follows workplace protocols to maintain the security of information, computers, networks, and facilities	Demonstrate an understanding of information security.	Demonstration includes <ul style="list-style-type: none"> identifying various information types/formats (e.g., paper, electronic) describing <i>cybersecurity</i> (e.g., risks, threats, vulnerabilities) using technology ethically (e.g., appropriately using social networks, managing personal information) abiding by workplace policies (e.g., acceptable use policy [AUP])

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			<ul style="list-style-type: none"> protecting confidentiality (e.g., protecting login information and customer information) following workplace-security procedures.
17	Information technology: Maintains a working knowledge of devices, resources, hardware, software, systems, services, applications, and IT conventions	Maintain working knowledge of current information-technology (IT) systems.	<p>Maintaining working knowledge of current IT systems may include, but is not limited to,</p> <ul style="list-style-type: none"> hardware and devices (e.g., peripherals) software and applications cloud-based services file-sharing techniques emerging technologies troubleshooting protocols and techniques.
18	Job-specific tools and technologies: Knows how to select and safely use industry-specific technologies, tools, and machines to complete job tasks effectively	Demonstrate proficiency with technologies, tools, and machines common to a specific occupation.	Demonstration includes selecting and using technology, tools, and machines to accomplish work.
19	Mathematics: Applies mathematical skills to complete tasks as necessary	Apply mathematical skills to job-specific tasks.	<p>Application could include</p> <ul style="list-style-type: none"> performing basic calculations (e.g., percentages, fractions, addition, subtraction, averages, measurement, conversions, monetary transactions) applying mathematical processes to accomplish job-specific tasks (e.g., estimating required supplies, completing expense reports) managing personal finance (e.g., understanding wage rates, paycheck deductions, taxes, sales receipts).
20	Professionalism: Meets organizational expectations regarding work schedule, behavior, appearance, and communication	Demonstrate professionalism.	<p>Demonstration includes</p> <ul style="list-style-type: none"> defining <i>professionalism</i> practicing punctuality and attendance adhering to work-schedule expectations exercising etiquette (e.g., language, manners, behaviors suitable for the workplace and online; appropriate verbal and nonverbal communication) exhibiting professional self-representation (e.g., using a firm handshake, introducing oneself, making eye contact)

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			<ul style="list-style-type: none"> maintaining professional appearance (e.g., maintaining personal hygiene, adhering to a dress code).
21	Reading and writing: Reads and interprets workplace documents and writes effectively	Demonstrate reading and writing skills.	<p>Demonstration includes</p> <ul style="list-style-type: none"> reading and interpreting workplace documents writing workplace documents, considering <ul style="list-style-type: none"> ability to convey messages with clarity professional tone, appropriate to audience grammar forms and conventions (e.g., formatting documents, using an email signature).
22	Workplace safety: Maintains a safe work environment by adhering to safety guidelines and identifying risks to self and others	Demonstrate workplace safety.	<p>Demonstration includes, but is not limited to,</p> <ul style="list-style-type: none"> adhering to Occupational Safety and Health Administration (OSHA) standards and instructor and manufacturer guidelines <ul style="list-style-type: none"> interpreting safety data sheets (SDS) identifying and using personal protective equipment (PPE) maintaining universal precautions (e.g., to protect against bloodborne pathogens) identifying risks and hazards in the workplace following emergency protocols (e.g., evacuation routes).