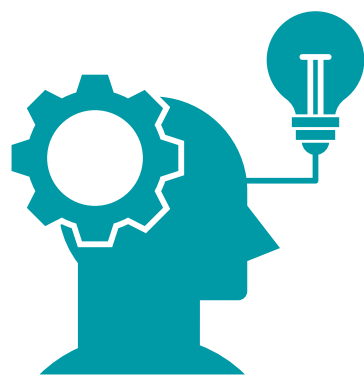


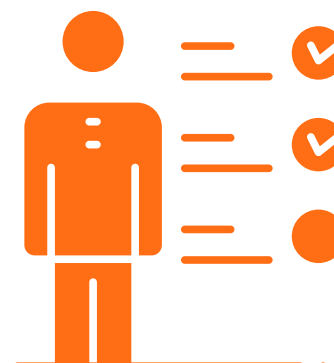
WORKPLACE READINESS SKILLS



Personal Qualities and Abilities



Interpersonal Skills



Professional Competencies



1. CREATIVITY AND INNOVATION: Employs originality, inventiveness, and resourcefulness in the workplace.



2. CRITICAL THINKING AND PROBLEM-SOLVING: Uses sound reasoning to analyze problems, evaluate potential solutions, and implement effective courses of action.



3. INITIATIVE AND SELF-DIRECTION: Independently looks for ways to improve the workplace and accomplish tasks.



4. INTEGRITY: Complies with laws, procedures, and workplace policies; demonstrates honesty, fairness, and respect.



5. WORK ETHIC: Consistently works to the best of one's ability and is diligent, dependable, and accountable for one's actions.



6. CONFLICT RESOLUTION: Negotiates diplomatic solutions to interpersonal and workplace issues.



7. LISTENING AND SPEAKING: Listens attentively and asks questions to clarify meaning; articulates ideas clearly in a manner appropriate for the setting and audience.



8. RESPECT FOR DIVERSITY: Values individual differences and works collaboratively with people of diverse backgrounds, viewpoints, and experiences.



9. CUSTOMER SERVICE ORIENTATION: Anticipates and addresses the needs of customers and coworkers, providing thoughtful, courteous, and knowledgeable service.



10. TEAMWORK: Shares responsibility for collaborative work and respects the thoughts, opinions, and contributions of other team members.



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.



12. CAREER AND LIFE MANAGEMENT: Plans, implements, and manages personal and professional development goals related to education, career, finances, and health.



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.



14. EFFICIENCY AND PRODUCTIVITY: Plans, prioritizes, and adapts work goals to manage time and resources effectively.



15. INFORMATION LITERACY: Locates information efficiently, evaluates the credibility and relevance of sources and facts, and uses 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.



17. INFORMATION TECHNOLOGY: Maintains a working knowledge of devices, resources, hardware, software, systems, services, applications, and IT conventions.



18. JOB-SPECIFIC TOOLS AND TECHNOLOGIES: Knows how to select and safely use industry-specific technologies, tools, and machines to complete job tasks effectively.



19. MATHEMATICS: Applies mathematical skills to complete tasks as necessary.



20. PROFESSIONALISM: Meets organizational expectations regarding work schedule, behavior, appearance, and communication.



21. READING AND WRITING: Reads and interprets workplace documents and writes effectively.



22. WORKPLACE SAFETY: Maintains a safe work environment by adhering to safety guidelines and identifying risks to self and others.

