

# Workplace Skills for Career Readiness (2021)

## Demonstrate workplace skills for career readiness 1.0

### 1 Demonstrate personal qualities and abilities 1.1

- 1 Demonstrate creativity and innovation by employing originality, inventiveness, and resourcefulness in the workplace 1.1.1
- 2 Demonstrate critical-thinking and problem-solving by using sound reasoning to analyze problems, evaluating potential solutions, and implementing effective courses of action 1.1.2
- 3 Demonstrate initiative and self-direction by independently looking for ways to improve the workplace and accomplish tasks 1.1.3
- 4 Demonstrate integrity by complying with laws, procedures, and workplace policies; demonstrating honesty, fairness, and respect. 1.1.4
- 5 Demonstrate work ethic by consistently working to the best of one's ability being diligent, dependable, and accountable for one's actions 1.1.5

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### 2 Demonstrate interpersonal skills 1.2

- 1 Demonstrate conflict-resolution by negotiating diplomatic solutions to interpersonal and workplace issues 1.2.1
- 2 Demonstrate customer service by anticipating and addressing the needs of customers and coworkers; providing thoughtful, courteous, and knowledgeable service 1.2.2
- 3 Demonstrate listening and speaking by listening attentively and asking questions to clarify meaning; articulating ideas clearly in a manner appropriate for the setting and audience 1.2.3
- 4 Demonstrate respect for diversity by valuing individual differences and working collaboratively with people of diverse backgrounds, viewpoints, and experiences 1.2.4
- 5 Demonstrate teamwork by sharing responsibility for collaborative work and respecting the thoughts, opinions, and contributions of other team members 1.2.5

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### **3 Demonstrate professional competencies 1.3**

- 1** Demonstrate big picture thinking by understanding one's role in fulfilling the mission of the workplace and considering the social, economic, and environmental impacts of one's actions **1.3.1**
- 2** Demonstrate career and life management by planning, implementing, and managing personal and professional development goals related to education, career, finances, and health **1.3.2**
- 3** Demonstrate continuous learning and adaptability by accepting constructive feedback and being open to new ideas and ways of doing things; continuously develop professional skills and knowledge to adjust to changing requirements **1.3.3**
- 4** Demonstrate efficiency and productivity by planning, prioritizing, and adapting work goals to manage time and resources effectively **1.3.4**
- 5** Demonstrate information literacy by locating information efficiently, evaluating the credibility and relevance of sources and facts, and using information effectively to accomplish work related tasks **1.3.5**
- 6** Demonstrate information security including basic internet use and email safety by following workplace protocols to maintain the security of information, computers, networks, and facilities **1.3.6**
- 7** Demonstrate information technology by maintaining a working knowledge of devices, resources, hardware, software, systems, services, applications, and IT conventions **1.3.7**
- 8** Demonstrate job-specific tools and technologies by properly selecting and safely using industry specific technologies, tools, and machines to complete job tasks effectively **1.3.8**
- 9** Demonstrate the application of mathematical skills to complete tasks as necessary **1.3.9**
- 10** Demonstrate professionalism by meeting organizational expectations regarding work schedule, behavior, appearance, and communication **1.3.10**
- 11** Demonstrate reading and writing skills by reading and interpreting workplace documents and writing effectively **1.3.11**
- 12** Demonstrate workplace safety by maintaining a safe work environment through adherence to safety guidelines and identifying risks to self and others **1.3.12**