Workplace Readiness Skills for the Commonwealth

Needs Identified by Virginia Employers

Personal Qualities and People Skills

1. POSITIVE WORK ETHIC: Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand

2. INTEGRITY: Abides by workplace policies and laws and demonstrates honesty and reliability

3. TEAMWORK: Contributes to the success of the team, assists others, and requests help when needed

4. SELF-REPRESENTATION: Dresses appropriately and uses language and manners suitable for the workplace

5. DIVERSITY AWARENESS: Works well with all customers and coworkers

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

7. CREATIVITY AND RESOURCEFULNESS: Contributes new ideas and works with initiative

Professional Knowledge and Skills

8. SPEAKING AND LISTENING: Follows directions and communicates effectively with customers and fellow employees

9. READING AND WRITING: Reads and interprets workplace documents and writes clearly

10. CRITICAL THINKING AND PROBLEM SOLVING: Analyzes and resolves problems that arise in completing assigned tasks

11. HEALTH AND SAFETY: Follows safety guidelines and manages personal health

12. ORGANIZATIONS, SYSTEMS, AND CLIMATES: Identifies "big picture" issues and his or her role in fulfilling the mission of the workplace

13. LIFELONG LEARNING: Continually acquires new industry-related information and improves professional skills

14. JOB ACQUISITION AND ADVANCEMENT: Prepares to apply for a job and to seek promotion

15. TIME, TASK, AND RESOURCE MANAGEMENT: Organizes and implements a productive plan of work

16. MATHEMATICS: Uses mathematical reasoning to accomplish tasks

17. CUSTOMER SERVICE: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledge-able service

Technology Knowledge and Skills

18. JOB-SPECIFIC TECHNOLOGIES: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner

19. INFORMATION TECHNOLOGY: Uses computers, file management techniques, and software/programs effectively

20. INTERNET USE AND SECURITY: Uses the Internet appropriately for work

21. TELECOMMUNICATIONS: Selects and uses appropriate devices, services, and applications

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