

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 knowledgeable 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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