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

Virginia Department of Education

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