Workplace Readiness Skills
Employability Skills for Career Readiness

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