

# 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

