

# 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