21st Century Workplace Readiness Skills for the Commonwealth

Interpersonal Skills

6. CONFLICT RESOLUTION: Negotiates diplomatic solutions to interpersonal and workplace issues

7. LISTENING AND SPEAKING: Listens attentively and asks questions to clarify meaning; articulates ideas clearly in a manner appropriate for the setting and audience

8. RESPECT FOR DIVERSITY: Values individual differences and works collaboratively with people of diverse backgrounds, viewpoints, and experiences

9. CUSTOMER SERVICE ORIENTATION: Anticipates and addresses the needs of customers and coworkers, providing thoughtful, courteous, and knowledgeable service

10. TEAMWORK: Shares responsibility for collaborative work and respects the thoughts, opinions, and contributions of other team members

Personal Qualities and Abilities

1. CREATIVITY AND INNOVATION: Employs originality, inventiveness, and resourcefulness in the workplace

2. CRITICAL THINKING AND PROBLEM-SOLVING: Uses sound reasoning to analyze problems, evaluate potential solutions, and implement effective courses of action

3. INITIATIVE AND SELF-DIRECTION: Independently looks for ways to improve the workplace and accomplish tasks

4. INTEGRITY: Complies with laws, procedures, and workplace policies; demonstrates honesty, fairness, and respect

5. WORK ETHIC: Consistently works to the best of one's ability and is diligent, dependable, and accountable for one's actions

Professional Competencies

11. BIG PICTURE THINKING: Understands one's role in fulfilling the mission of the workplace and considers the social, economic, and environmental impacts of one's actions

12. CAREER AND LIFE MANAGEMENT: Plans, implements, and manages personal and professional development goals related to education, career, finances, and health

13. CONTINUOUS LEARNING AND ADAPTABILITY: Accepts constructive feedback well and is open to new ideas and ways of doing things; continuously develops professional skills and knowledge to adjust to changing job requirements

14. EFFICIENCY AND PRODUCTIVITY: Plans, prioritizes, and adapts work goals to manage time and resources effectively

15. INFORMATION LITERACY: Locates information efficiently, evaluates the credibility and relevance of sources and facts, and uses information effectively to accomplish work-related tasks

16. INFORMATION SECURITY: Understands basic Internet and email safety and follows workplace protocols to maintain the security of information, computers, networks, and facilities

17. INFORMATION TECHNOLOGY: Maintains a working knowledge of devices, resources, hardware, software, systems, services, applications, and IT conventions

18. JOB-SPECIFIC TOOLS AND TECHNOLOGIES: Knows how to select and safely use industry-specific technologies, tools, and machines to complete job tasks effectively

19. MATHEMATICS: Applies mathematical skills to complete tasks as necessary

20. PROFESSIONALISM: Meets organizational expectations regarding work schedule, behavior, appearance, and communication

21. READING AND WRITING: Reads and interprets workplace documents and writes effectively

22. WORKPLACE SAFETY: Maintains a safe work environment by adhering to safety guidelines and identifying risks to self and others

Needs Identified by Virginia Employers

21st Century Workplace Readiness Skills for the Commonwealth was developed by the Virginia Department of Education's Office of Career, Technical, and Adult Education, in cooperation with the University of Virginia's Weldon Cooper Center for Public Service, the Career and Technical Education Consortium of States, and Virginia's CTE Resource Center.