

21st Century Workplace Readiness Skills for the Commonwealth

Needs Identified by Virginia Employers

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

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



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