

# The NEW 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



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