

Workplace Readiness Skills for the Commonwealth Standards Performance for 2013-2014

Number tested: 39705

1) Workplace Readiness Skills (WRS) for the Commonwealth



A) 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



B) 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	72.89%
16) Mathematics: Uses mathematical reasoning to accomplish tasks	78.70%
17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service	87.50%
C) Technology Knowledge and Skills	77.1%
18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner	80.36%
19) Information Technology: Uses computers, file management techniques, and software/programs effectively	68.27%
20) Internet Use And Security: Uses the Internet appropriately for work	86.34%
21) Telecommunications: Selects and uses appropriate devices, services, and applications	78.15%