

# WORKFORCE SKILL STANDARDS

## Employers Hire People Who Have These Skills:

### RESOURCES

- Time**
  - ✓ Articulates the organization's expectations for attendance and punctuality & adheres to them
- Money**
  - ✓ Uses or prepares budgets
- Materials & Facilities**
  - ✓ Acquire, store and distribute materials, supplies, parts equipment, space or final products efficiently
- Human Resources**
  - ✓ Distributes work, evaluates performance and provides feedback

### INTERPERSONAL SKILLS

- Participates as a Team Member**
  - ✓ Works Cooperatively with others.
  - ✓ Contributes to group with ideas and suggestions.
  - ✓ Encourages and motivates an individual or group.
  - ✓ Demonstrates speaking, listening, writing and interacting skills sufficient to participate as an effective team member.
  - ✓ Communicates thoughts, feelings and ideas to justify a position.
- Teaches Others**
  - ✓ Effectively organizes and presents information to teach others.
- Serves Customers / Clients**
  - ✓ Works and communicates with clients and customers to satisfy their expectations.
  - ✓ Presents self in a positive manner.
- Exercises Leadership**
  - ✓ Encourages, negotiates, and motivates an individual or group.
  - ✓ Responsibly challenges existing procedures, policies or authority.
- Negotiates to Arrive at a Decision**
  - ✓ Works cooperatively with others to arrive at a decision.
  - ✓ Communicates thoughts, feelings and ideas to justify a position.
- Works With Cultural Diversity**
  - ✓ Works well with men and women and with a variety of ethnic, social or educational backgrounds.

### TECHNOLOGY & TOOLS

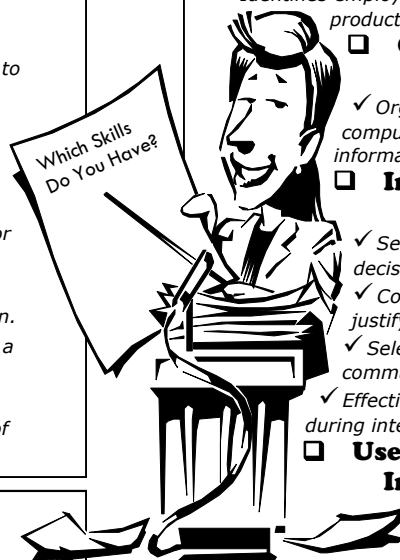
- Selects Technology**
  - ✓ Understands various technologies to select which set of procedures, tools and/or machines produce desired results.
- Applies Technology to Task**
  - ✓ Selects and analyzes information and communicates the results to others.
  - ✓ Selects and applies the most effective technologies to accomplish a task.
- Maintains & Troubleshoots Technology**
  - ✓ Prevents, identifies and solves problems related to maintaining and troubleshooting technology.

### SYSTEMS

- Understands Systems**
  - ✓ Organizes, processes and maintains written or computerized records and other forms of information to better function within the system.
  - ✓ Articulates expectation for functioning within the social or organizational systems.
  - ✓ Identifies employer expectations and acceptable work behaviors and their effects.
- Monitors & Corrects Performance**
  - ✓ Distinguishes trends.
  - ✓ Predicts impact of actions on system operations.
  - ✓ Analyzes problems within the system or organization and takes necessary action to correct performance.
- Improves & Designs Systems**
  - ✓ Makes suggestions to modify existing systems to improve products or services.
  - ✓ Develops new or alternative systems.

### INFORMATION

- Acquires & Evaluates Information**
  - ✓ Identifies employer expectations and acceptable work behaviors.
  - ✓ Acquires community resources to achieve personal needs.
  - ✓ Identifies employer expectations for safe, efficient and productive use of equipment.
- Organizes & Maintains Information**
  - ✓ Organizes, processes and maintains written or computerized records and other forms of information in a systematic fashion.
- Interprets & Communicates Information**
  - ✓ Selects and analyzes information to make decisions and/or to use forms and/or documents.
  - ✓ Communicates thoughts, feelings and ideas to justify a position.
  - ✓ Selects and analyzes information and communicates the results to others.
  - ✓ Effectively interprets and presents information during interviews and while teaching others.
- Uses Computers to Process Information**
  - ✓ Employs computers to analyze and communicate information.
  - ✓ Organizes, processes and maintains computerized records and other forms of information.
  - ✓ Selects and analyzes information and communicates the results to others using computers.



# FOUNDATION SKILLS

## Employers Want People Who Have These Skills:

### **BASIC SKILLS**

#### **Reading**

- ✓ Locates and interprets technical vocabulary and key messages from written information in prose and documents.

#### **Writing**

- ✓ Communicates thoughts and key information in writing; records information completely and accurately.

#### **Arithmetic**

- ✓ Performs basic computation and makes estimates without a calculator; uses basic numerical concepts, including whole numbers, percentages, charts, etc. to display information.

#### **Mathematics**

- ✓ Approaches practical problems using mathematical techniques; expresses mathematical concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.

#### **Listening**

- ✓ Receives, interprets and responds appropriately to verbal messages and other clues such as body language; for example, to comprehend, to learn, to critically evaluate, to appreciate, or to support the speaker.

#### **Speaking**

- ✓ Organizes ideas and speaks clearly; communicates appropriate to listeners and situations; participates in conversations, discussions and group presentations; asks questions when needed.

### **THINKING SKILLS**

#### **Creative Thinking**

- ✓ Uses imagination freely; combines ideas or information in new ways, makes connection between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.

#### **Decision Making**

- ✓ Specifies goals and constraints, generates alternatives, considers risks, evaluates and chooses best alternative.

#### **Problem Solving**

- ✓ Recognizes that a problem exists (and that there is a discrepancy between what is and what should or could be); identifies possible causes; creates, implements, and revises plan.

#### **Seeing Things in the Mind's Eye**

- ✓ Organizes and processes symbols, pictures, graphs, objects or other information; for example, sees a building from a blueprint or the taste of food from reading a recipe.

#### **Knowing How to Learn**

- ✓ Recognizes and applies new knowledge and skills in both familiar and changing situations and is aware of learning tools (egs. learning styles), formal learning strategies (egs. note taking), and informal learning strategies (egs. awareness of unidentified false assumptions that may lead to faulty conclusions).

#### **Reasoning**

- ✓ Discovers a rule or principle underlying the relationship between two or more objects; uses logic to draw conclusions.

### **PERSONAL QUALITIES**

#### **Responsibility**

- ✓ Exerts a high level of effort and perseverance toward goal attainment; works hard to become excellent at doing tasks even when assigned an unpleasant task.

#### **Self-Esteem**

- ✓ Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities.

#### **Social**

- ✓ Demonstrates understanding, friendliness, adaptability, empathy and politeness in new and on-going group settings; asserts self in familiar and unfamiliar social situations.

#### **Self-Management**

- ✓ "Self-starter"; assesses own abilities accurately and sets well-defined and realistic personal goals; monitors progress toward goals and motivates self; exhibits self-control (responds unemotionally and non-defensively).

#### **Integrity and Honesty**

- ✓ Can be trusted; recognizes when faced with making an honest or dishonest decision based on values; understands the impact of violating organizational beliefs and chooses an ethical course of action.

The **Foundation Skills** and the **Workforce Skill Standards** represent the skills, attributes and characteristics that employers in this community are looking for when seeking new employees.



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