

Workplace Readiness Skills for the Commonwealth Standards Performance for 18-19

Number tested: 55351

1) Workplace Readiness Skills (WRS)

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

81.38%

2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability

85.6%

3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed

83.6%

4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace

90.81%

5) Diversity Awareness: Works well with all customers and coworkers

87.65%

6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues

88.4%

7) Creativity and Resourcefulness: Contributes new ideas and works with initiative

85.7%

81.79%

81.39%

B) Professional Knowledge and Skills

8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees

77.54%

9) Reading And Writing: Reads and interprets workplace documents and writes clearly

83.17%

10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks

85.06%

11) Health And Safety: Follows safety guidelines and manages personal health

71.04%

12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace

82.41%

13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills

74.89%

14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion

61.23%

81.42%

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



C) 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

