

Workplace Readiness Skills for the Commonwealth Standards Performance for 2017-2018

Number tested: 59726

Workplace Readiness Skills (WRS)	83.09%
A. Personal Qualities and People Skills	84.69%
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	83.28%
2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability	89.00%
3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed	86.63%
4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace	87.56%
5) Diversity Awareness: Works well with all customers and coworkers	85.73%
6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues	83.04%
7) Creativity and Resourcefulness: Contributes new ideas and works with initiative	77.90%
B. Professional Knowledge and Skills	80.52%
8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees	84.03%
9) Reading And Writing: Reads and interprets workplace documents and writes clearly	86.48%
10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks	72.62%
11) Health And Safety: Follows safety guidelines and manages personal health	84.44%
12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace	77.59%
13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills	66.93%
14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion	83.05% 85.18%
15) Time, Task, And Resource Management: Organizes and implements a productive plan of work	74.50%
16) Mathematics: Uses mathematical reasoning to accomplish tasks	89.70%
17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable	82.28%
C. Technology Knowledge and Skills	82.74%
18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner	82.47%
19) Information Technology: Uses computers, file management techniques, and software/programs effectively	85.79%
20) Internet Use And Security: Uses the Internet appropriately for work	78.82%
21) Telecommunications: Selects and uses appropriate devices, services, and applications	