

Workplace Readiness Skills (WRS) for the Commonwealth Assessment Blueprint

31% 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

46% 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
- 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

23% 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