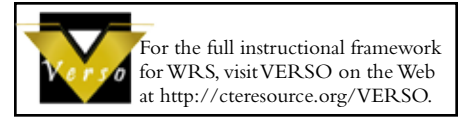


# Virginia's Workplace Readiness Skills\*

Virginia's Workplace Readiness Skills are a required instructional component of all CTE courses and appear as the first item in each course's task/competency list. The expectation is that the Workplace Readiness Skills will be infused throughout each CTE course.



1. Demonstrate reading skills on a level required for employment in a chosen career field.  
**Standard:** Demonstration of reading skills includes
  - interpreting technical and general interest materials commonly used in this field
  - applying understanding of the material to job operations.
2. Demonstrate math skills on a level required for employment in a chosen career field.  
**Standard:** Demonstration of math skills includes
  - performing math operations using whole numbers, fractions, percentages
  - using statistics (percentages, averages, medians, and standard deviations) to monitor processes and quality of performance
  - using mathematical reasoning to solve word problems
  - using algebra-based formulas
  - performing job-specific math operations.
3. Demonstrate writing skills on a level required for employment in a chosen career field.  
**Standard:** Demonstration of writing skills includes composition and editing of work-related documents of varying complexity:
  - Define the purpose.
  - Determine the audience.
  - Gather information.
  - Plan the format/layout.
  - Write a first draft.
  - Edit and revise as necessary to ensure that the document is complete, clear, concise, correct, and considerate of the reader.
4. Demonstrate speaking and listening skills on a level required for employment in a chosen career field.  
**Standard:** Speaking and listening skills involve the ability to express ideas clearly and to make sure one understands the ideas expressed by others in both formal and informal contexts, demonstrated by
  - giving and taking direction or instruction
  - giving and responding to oral reports or presentations
  - participating in group or team discussions
  - engaging in conversation with co-workers, supervisors, and clients
  - conducting business in person and via electronic means.
5. Demonstrate computer literacy on a level required for employment in a chosen career field.  
**Standard:** Demonstration of computer literacy includes
  - using common software to accomplish word processing, construction of simple spreadsheets, and keying in and retrieving information from databases
  - transferring the operating principles of one application to another similar application
  - using knowledge of computer logic, operating systems, and basic trouble shooting techniques to identify problems
  - using special job-specific computer equipment, software, and other technology.
6. Demonstrate reasoning, problem-solving, and decision-making skills.  
**Standard:** Demonstration of reasoning, problem-solving, and decision-making skills includes
  - differentiating among types of problems (e.g., technical, human relations, ethical)
  - using established methods of problem solving and decision making in both individual and group settings
  - applying previous learning to situations where problems must be solved or decisions made quickly
  - predicting short- and long-term effects of proposed solutions or decisions
  - testing solutions or decisions to determine effects or to identify related problems.
7. Demonstrate understanding of the “big picture.”  
**Standard:** Demonstration includes
  - identifying the company's mission and the individual employee's contribution to that mission
  - identifying how the company functions within the broad world of business, industry, and service
  - explaining the rationale behind organizational policies and procedures
  - explaining the necessity and benefits/disadvantages of organizational change
  - explaining basic economic concepts.
8. Demonstrate a strong work ethic.  
**Standard:** Demonstration includes
  - exhibiting responsibility: coming to work as assigned, contributing work required to meet organizational goals, adhering to policies and procedures, managing time to accomplish assigned tasks
  - exhibiting flexibility and adaptability: working longer hours than normal to accomplish a goal, substituting for an absent coworker, taking a temporary assignment, accepting changes in the work environment as a challenge and an opportunity.
9. Demonstrate a positive attitude.  
**Standard:** Demonstration includes
  - cooperating with coworkers and supervisors
  - taking direction willingly
  - exhibiting eagerness to learn
  - acting in a pleasant and polite manner with customers, coworkers, and supervisors.
10. Demonstrate independence and initiative.  
**Standard:** Demonstration includes
  - working without constant supervision
  - finding tasks to perform on one's own
  - making suggestions for improvement
  - exhibiting interest in making the organization more effective and productive
  - maintaining work standards in the midst of change.
11. Demonstrate self-presentation skills.  
**Standard:** Demonstration includes
  - identifying ways in which the individual employee represents the organization
  - exhibiting a neat appearance
  - using effective communication skills
  - exhibiting elements of etiquette required in professional settings.
12. Maintain satisfactory attendance.  
**Standard:** Satisfactory attendance involves
  - being on time for work and all appointments
  - limiting tardiness, early departures, and absences to legitimate and essential occasions
  - explaining the importance of satisfactory attendance to the overall operation of the business
  - negotiating anticipated absences according to company policy
  - calling in to notify the supervisor of unanticipated absences.
13. Participate as a team member to accomplish goals.  
**Standard:** Participation includes
  - attending team (group) meetings, focusing on the topic and purpose of the meeting, offering facts and ideas, and helping others contribute facts and ideas
  - passing on good ideas to others
  - looking for ways to help others
  - recognizing others for their contributions
  - letting others know what is needed to get the job done
  - explaining the importance of teamwork to the overall operation of the business.

\*Derived from **Virginia's Changing Workplace: Employers Speak**, 1997.

Martin, Julia H; Carrier, Achshah H; and Hill, Elizabeth A. **Virginia's Changing Workplace: Employers Speak**. Charlottesville, VA: Weldon Cooper Center for Public Service, 1997.