Workplace Readiness Skills for the Commonwealth  
Standards Performance for 2013-2014

Number tested: 39705

1) Workplace Readiness Skills (WRS) for the Commonwealth

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  
   - Percentage: 82.47%

2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability  
   - Percentage: 73.81%

3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed  
   - Percentage: 87.64%

4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace  
   - Percentage: 83.45%

5) Diversity Awareness: Works well with all customers and coworkers  
   - Percentage: 78.96%

6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues  
   - Percentage: 77.45%

7) Creativity and Resourcefulness: Contributes new ideas and works with initiative  
   - Percentage: 74.94%

B) Professional Knowledge and Skills

8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees  
   - Percentage: 80.18%

9) Reading And Writing: Reads and interprets workplace documents and writes clearly  
   - Percentage: 78.25%

10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks  
    - Percentage: 72.96%

11) Health And Safety: Follows safety guidelines and manages personal health  
    - Percentage: 72.93%

12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace  
    - Percentage: 67.02%

13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills  
    - Percentage: 57.83%

14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion  
    - Percentage: 74.39%

15) Time, Task, And Resource Management: Organizes and implements a
productive plan of work

16) Mathematics: Uses mathematical reasoning to accomplish tasks
   - 78.70%

17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service
   - 87.50%

C) Technology Knowledge and Skills

18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner
   - 80.36%

19) Information Technology: Uses computers, file management techniques, and software/programs effectively
   - 68.27%

20) Internet Use And Security: Uses the Internet appropriately for work
   - 86.34%

21) Telecommunications: Selects and uses appropriate devices, services, and applications
   - 78.15%