## Workplace Readiness Skills for the Commonwealth Standards Performance for 2014-2015

Number tested: 46913

Worklplace Readiness Skills (WRS) for the Commonwealth	
1) Workplace Readiness Skills (WRS) for the Commonwealth	76.99%
A) Personal Qualities and People Skills	79.79%
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	82.19%
2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability	73.69%
3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed	87.66%
4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace	83.36%
5) Diversity Awareness: Works well with all customers and coworkers	79.06%
6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues	77.41%
7) Creativity and Resourcefulness: Contributes new ideas and works with initiative	<b>75.03%</b>
B) Professional Knowledge and Skills	74.32%
8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees	80.35%
9) Reading And Writing: Reads and interprets workplace documents and writes clearly	77.87%
10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks	73.2%
11) Health And Safety: Follows safety guidelines and manages personal health	73.26%
12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace	66.97%
13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills	<mark>56.82</mark> %
14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion	74.58%

15) Time, Task, And Resource Management: Organizes and implements a productive plan of work	72.72%
16) Mathematics: Uses mathematical reasoning to accomplish tasks	78.51%
17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service	87.3%
C) Technology Knowledge and Skills	76.94%
18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner	80.19%
19) Information Technology: Uses computers, file management techniques, and software/programs effectively	67.42%
20) Internet Use And Security: Uses the Internet appropriately for work	87.69%
21) Telecommunications: Selects and uses appropriate devices, services, and applications	77.78%