Workplace Readiness Skills for the Commonwealth Standards Performance for 16-17

Number tested: 55217

**Workplace Readiness Skills (WRS)**

1) Workplace Readiness Skills (WRS)

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: 78.44%

2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability

   - Percentage: 86.88%

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

   - Percentage: 85.27%

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

   - Percentage: 80.39%

5) Diversity Awareness: Works well with all customers and coworkers

   - Percentage: 80.36%

6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues

   - Percentage: 85.9%

7) Creativity and Resourcefulness: Contributes new ideas and works with initiative

   - Percentage: 77.97%

B) Professional Knowledge and Skills

8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees

   - Percentage: 87.34%

9) Reading And Writing: Reads and interprets workplace documents and writes clearly

   - Percentage: 82.27%

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

    - Percentage: 67.77%

11) Health And Safety: Follows safety guidelines and manages personal health

    - Percentage: 83.35%

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

    - Percentage: 72.44%

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

    - Percentage: 72.63%

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

    - Percentage: 75.43%
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

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