

ES³ ■ Employability Skills ■ for Student Success

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

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

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