

WORKPLACE STANDARDS

COMMUNICATION SKILLS -

Demonstrates the ability to receive and relay information clearly and effectively

- **Listening** – receives, attends to, understands and responds to verbal and non-verbal messages
- **Speaking** – clearly organizes and effectively presents ideas orally
- **Reading** – locates, understands and interprets written information in prose and documents to perform tasks
- **Writing** – organizes and effectively presents ideas and information in writing
- **Interpreting** – delineates and analyzes oral and written information and synthesizes information into a conclusion
- **Negotiating** – works toward agreement while maintaining position
- **Persuading** – communicates ideas to justify position, overcome resistance and convince others

ORGANIZATIONAL SKILLS –

Demonstrates the ability to work effectively and efficiently

- **Planning** – devises and outlines a process to achieve a goal and timeline
- **Time Management** – applies appropriate time to task and manages multiple priorities
- **Using Resources** – identifies, organizes, plans and allocates resources
- **Systems Thinking** – understands the nature of systems, develops and adapts systems to meet organizational needs
- **Evaluating** – collects, evaluates and uses data to monitor and improve performance

THINKING SKILLS –

Demonstrates the ability to use reasoning

- **Problem Solving** – identifies and recognizes a problem, considers alternatives, devises and implements a logical plan of action
- **Decision Making** – uses a process to identify goals and constraints, evaluates alternatives and reaches a conclusion
- **Creative Thinking** – generates new and innovative ideas
- **Learning** – uses efficient techniques to acquire and apply new knowledge and skills
- **Analyzing** – identifies bias of information sources, evaluates contradictory information and effectively manages information
- **Mathematics** – performs basic computations and solves practical problems by applying appropriate mathematical techniques

WORKER QUALITIES –

Demonstrates the characteristics of an effective worker

- **Self-Management** – demonstrates punctuality, readiness to work, initiative and the capacity for lifelong learning and personal growth
- **Team Member** – contributes to group effort through cooperation and consensus
- **Responsibility** – follows through consistently with honesty and integrity
- **Flexibility** – shows versatility and the ability to change
- **Leaders** – Creates a direction/vision for others to follow, aligns management methods with vision and implements a system of accountability
- **Works with Diversity** – accepts differences and works well with individuals from a variety of backgrounds and/or with divergent philosophies or ideas

TECHNOLOGY SKILLS –

Demonstrates the ability to work with a variety of technologies and equipment

- **Demonstrates Computer Literacy** – uses keyboarding skills, computer programs and understands basic computer operations
- **Selects Technology** – chooses appropriate procedures, tools or equipment
- **Applies Technology** – understands overall intent of and proper procedures for using selected technology and equipment
- **Uses Technology Information** – Interprets and uses data generated from a variety of technological devices