



# Virginia's Workplace Readiness Skills

Virginia Department of Education  
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# Virginia's Workplace Readiness Skills\*

## 1. Demonstrate reading skills on a level required for employment in a chosen career field.

**Standard:** Demonstration of reading skills includes

- interpreting technical and general interest materials commonly used in this field
- applying understanding of the material to job operations.

## 2. Demonstrate math skills on a level required for employment in a chosen career field.

**Standard:** Demonstration of math skills includes

- performing math operations using whole numbers, fractions, percentages
- using statistics (percentages, averages, medians, and standard deviations) to monitor processes and quality of performance
- using mathematical reasoning to solve word problems
- using algebra-based formulas
- performing job-specific math operations.

## 3. Demonstrate writing skills on a level required for employment in a chosen career field.

**Standard:** Demonstration of writing skills includes composition and editing of work-related documents of varying complexity:

- Define the purpose.
- Determine the audience.
- Gather information.
- Plan the format/layout.
- Write a first draft.
- Edit and revise as necessary to ensure that the document is complete, clear, concise, correct, and considerate of the reader.

## 4. Demonstrate speaking and listening skills on a level required for employment in a chosen career field.

**Standard:** Speaking and listening skills involve the ability to express ideas clearly and to make sure one understands the ideas expressed by others in both formal and informal contexts, demonstrated by

- giving and taking direction or instruction
- giving and responding to oral reports or presentations
- participating in group or team discussions
- engaging in conversation with co-workers, supervisors, and clients
- conducting business in person and via electronic means.

## 5. Demonstrate computer literacy on a level required for employment in a chosen career field.

**Standard:** Demonstration of computer literacy includes

- using common software to accomplish word processing, construction of simple spreadsheets, and keying in and retrieving information from databases
- transferring the operating principles of one application to another similar application
- using knowledge of computer logic, operating systems, and basic troubleshooting techniques to identify problems
- using special job-specific computer equipment, software, and other technology.

## 6. Demonstrate reasoning, problem-solving, and decision-making skills.

**Standard:** Demonstration of reasoning, problem-solving, and decision-making skills includes

- differentiating among types of problems (e.g., technical, human relations, ethical)
- using established methods of problem solving and decision making in both individual and group settings
- applying previous learning to situations where problems must be solved or decisions made quickly
- predicting short- and long-term effects of proposed solutions or decisions
- testing solutions or decisions to determine effects or to identify related problems.

\*Derived from **Virginia's Changing Workplace: Employers Speak, 1997.**

Martin, Julia H; Carrier, Achsah H; and Hill, Elizabeth A. **Virginia's Changing Workplace: Employers Speak.** Charlottesville, VA: Weldon Cooper Center for Public Service, 1997.

## **7. Demonstrate understanding of the “big picture.”**

**Standard:** Demonstration includes

- identifying the company’s mission and the individual employee’s contribution to that mission
- identifying how the company functions within the broad world of business, industry, and service
- explaining the rationale behind organizational policies and procedures
- explaining the necessity and benefits/ disadvantages of organizational change
- explaining basic economic concepts.

## **8. Demonstrate a strong work ethic.**

**Standard:** Demonstration includes

- exhibiting responsibility: coming to work as assigned, contributing work required to meet organizational goals, adhering to policies and procedures, managing time to accomplish assigned tasks
- exhibiting flexibility and adaptability: working longer hours than normal to accomplish a goal, substituting for an absent coworker, taking a temporary assignment, accepting changes in the work environment as a challenge and an opportunity.

## **9. Demonstrate a positive attitude.**

**Standard:** Demonstration includes

- cooperating with coworkers and supervisors
- taking direction willingly
- exhibiting eagerness to learn
- acting in a pleasant and polite manner with customers, coworkers, and supervisors.

## **10. Demonstrate independence and initiative.**

**Standard:** Demonstration includes

- working without constant supervision
- finding tasks to perform on one’s own
- making suggestions for improvement
- exhibiting interest in making the organization more effective and productive
- maintaining work standards in the midst of change.

## **11. Demonstrate self-presentation skills.**

**Standard:** Demonstration includes

- identifying ways in which the individual employee represents the organization
- exhibiting a neat appearance
- using effective communication skills
- exhibiting elements of etiquette required in professional settings.

## **12. Maintain satisfactory attendance.**

**Standard:** Satisfactory attendance involves

- being on time for work and all appointments
- limiting tardiness, early departures, and absences to legitimate and essential occasions
- explaining the importance of satisfactory attendance to the overall operation of the business
- negotiating anticipated absences according to company policy
- calling in to notify the supervisor of unanticipated absences.

## **13. Participate as a team member to accomplish goals.**

**Standard:** Participation includes

- attending team (group) meetings, focusing on the topic and purpose of the meeting, offering facts and ideas, and helping others contribute facts and ideas
- passing on good ideas to others
- looking for ways to help others
- recognizing others for their contributions
- letting others know what is needed to get the job done
- explaining the importance of teamwork to the overall operation of the business.

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