

## Work-Readiness Competencies<sup>4</sup>

The following Work-Readiness Competencies are a defined set of the core professional skills and behavioral competencies necessary for successful transition into the workplace. Earn & Learn has identified these skills as benchmarks of demonstrated cognitive development, effective interpersonal and decision-making skills, and self-confidence in the work environment. Combined with the necessary academic and occupational skills, demonstration of these professional skills indicates readiness for work.

### Work-Readiness Competencies

1. Attendance
2. Timeliness
3. Workplace Appearance
4. Initiative and Self-Management
5. Quality of Work
6. Communication Skills
7. Response to Supervision
8. Collaboration and Teamwork
9. Comfort with Diversity
10. Critical Thinking and Problem Solving
11. Workplace Culture, Policy and Safety

### Work-Readiness Competencies with Indicators

1. **Attendance**
  - ✓ Understands work expectations for attendance and adheres to them.
  - ✓ Notifies supervisor in advance in case of absence.
2. **Timeliness**
  - ✓ Understands work expectations for punctuality.
  - ✓ Arrives on time, takes and returns from breaks on time.
  - ✓ Informs supervisor prior to being late.
3. **Workplace Appearance**
  - ✓ Dresses appropriately for position and duties.
  - ✓ Wears safety gear when necessary.
  - ✓ Practices personal hygiene appropriate for position and duties.
4. **Initiative and Self-Management**
  - ✓ Takes initiative and participates fully in task or project.
  - ✓ Initiates interaction with supervisor for next task upon completion of previous one.
  - ✓ Identifies potential solutions or processes and proposes improvement strategies.
5. **Quality of Work**
  - ✓ Gives best effort, evaluates own work, and utilizes feedback to improve work performance.
  - ✓ Pays attention to detail and meets accepted quality standards.

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<sup>4</sup> These work readiness competencies were refined by educators, school leadership, workforce professionals and Earn&Learn team members, who reviewed a wide range of work-ready standards developed by educational and workforce institutions, private sector groups and government entities.



6. **Communication Skills**
  - ✓ Speaks and writes clearly and communicates effectively—verbally and in writing.
  - ✓ Listens attentively and responds appropriately.
  - ✓ Uses language appropriate to the work environment.
  - ✓ Asks questions.
  
7. **Response to Supervision**
  - ✓ Accepts direction, feedback, and constructive criticism with positive attitude and uses information to improve work performance.
  - ✓ Completes tasks as asked.
  
8. **Collaboration and Teamwork**
  - ✓ Relates positively with co-workers.
  - ✓ Works productively with individuals and with teams.
  - ✓ Asks for and offers assistance.
  
9. **Comfort with Diversity**
  - ✓ Respects diversity in race, gender, and culture.
  - ✓ Avoids the use of language that stereotypes others.
  
10. **Critical Thinking and Problem Solving**
  - ✓ Exercises sound reasoning and analytical thinking.
  - ✓ Uses knowledge and information from job to solve workplace problems.
  - ✓ Gives best effort, evaluates own work, and utilizes feedback to improve work performance.
  - ✓ Pays attention to detail and meets accepted quality standards.
  
11. **Workplace Culture, Policy and Safety**
  - ✓ Demonstrates understanding of workplace culture and policy.
  - ✓ Complies with health and safety rules and reports emergencies.
  - ✓ Provides a safe environment for customers and co-workers.
  - ✓ Exhibits work ethic, integrity, and honesty.