Work Readiness Competencies

The following Work Readiness Competencies are a defined set of the core skills and behavioral competencies necessary for successful transition into the workplace. Earn and Learn East Bay 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 skills indicate 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.

This document is part of the Earn & Learn East Bay Work-Based Learning Toolset. It was prepared by New Ways to Work with the Workforce Development Board of Contra Costa County, the Contra Costa Economic Partnership and a design team of the Diablo Gateways to Innovation leaders and practitioners.

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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.

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.

11. **Workplace Culture, Policy and Safety**

    Demonstrates understanding of workplace culture and policy.

    Complies with health and safety rules and reports emergencies.

    Exhibits integrity, honesty and a dedication to work.

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