

Network to Work Meeting

September 2018

HANDOUT - *EMPLOYABILITY SKILLS*

COMMON EMPLOYABILITY SKILLS EMPLOYEES NEED

A Foundation for Success in the Workplace

COMMON EMPLOYABILITY SKILLS - A Cross-Industry Approach to Foundational Skills

Today, employers in every industry sector emphasize the need for employees with certain foundational skills. These include a strong academic grounding in reading and math, as well as individual abilities such as teamwork, problem solving, work ethic and integrity. While employers rely on employees to have the same basic skills, they do not always talk about or label them the same way.

The National Network of Business and Industry Associations has brought together organizations representing employers from major economic sectors, and they have worked to identify the core set of fundamental skills that potential employees need in the workplace – and a common vocabulary to explain them. **These skills are set forth below. This list should allow employees to understand the skills all industries believe prepare individuals for employment success.**

Individuals can gain these employability skills in a variety of ways, including work experiences and community service, military service, and traditional education.

The employability skills set forth below are interconnected and show the full scope of what skills are necessary in all major economic sectors. Together, attainment of these business-defined skills prepares individuals for careers and for further education and training.

PERSONAL SKILLS

- Integrity
- Initiative
- Dependability & Reliability
- Adaptability
- Professionalism

INTEGRITY: *Treating others with honesty, fairness and respect*

- Demonstrate respect for company's time and property
- Accept responsibility for one's decisions and actions

INITIATIVE: *Demonstrating a willingness to work and seek out new work challenges*

- *Take initiative in seeking out new responsibilities and work challenges, increasing the variety and scope of one's job*
- *Pursue work with energy, drive and effort to accomplish tasks*
- *Establish and maintain personally challenging, but realistic work goals*
- *Strive to exceed standards and expectations*

DEPENDABILITY & RELIABILITY: *Displaying responsible behaviors at work*

- *Behave consistently, predictably and reliably*
- *Fulfill obligations, complete assignments and meet deadlines*
- *Follow written and verbal directions*
- *Comply with organization's rules, policies and procedures*
- *Demonstrate regular and punctual attendance*

ADAPTABILITY: *Displaying the capability to adapt to new, different or changing requirements*

- *Be open to learning and considering new ways of doing things*
- *Actively seek out and carefully consider the merits of new approaches to work*
- *Embrace new approaches when appropriate and discard approaches that are no longer working*
- *Effectively change plans, goals, actions or priorities to deal with changing situations*

PROFESSIONALISM: *Maintaining a professional demeanor at work*

- *Demonstrate self-control by maintaining composure and keeping emotions in check even in difficult situations*
- *Maintain professional appearance by dressing appropriately for the job and maintaining personal hygiene*
- *Use professional language when speaking with supervisors, co-workers and customers*
- *Maintain a positive attitude*
- *Take ownership of one's work*

PEOPLE SKILLS

- Teamwork
- Communication
- Respect

TEAMWORK: *Demonstrating the ability to work effectively with others*

- *Establish a high degree of trust and credibility with others*

- *Interact professionally and respectfully with supervisors and co-workers*
- *Develop constructive working relationships and maintain them over time*
- *Use appropriate strategies and solutions for dealing with conflicts and differences to maintain a smooth workflow*

COMMUNICATION: *Maintaining open lines of communication with others*

- *Demonstrate sensitivity and empathy*
- *Listen to and consider others' viewpoints*
- *Recognize and interpret the verbal and nonverbal behavior of others*
- *Speak clearly, in precise language and in a logical, organized and coherent manner*

RESPECT: *Working effectively with those who have diverse backgrounds*

- *Demonstrate sensitivity and respect for the opinions, perspectives, customs and individual differences of others*
- *Be flexible and open-minded when dealing with a wide range of people*
- *Value diversity of approaches and ideas*

APPLIED KNOWLEDGE

- | | |
|---------------|---------------------|
| - Reading | - ScienceWriting |
| - Mathematics | - Science |
| - Technology | - Critical Thinking |

READING: *Understanding written sentences and paragraphs in work-related documents*

- *Read and comprehend work-related instructions and policies, memos, bulletins, notices, letters, policy manuals and governmental regulations*
- *Read and comprehend documents ranging from simple and straightforward, to more complex and detailed*
- *Attain meaning and comprehend core ideas from written materials*
- *Integrate what is learned from written materials with prior knowledge*
- *Apply what is learned from written material to work situations*

WRITING: *Using standard English to clearly communicate thoughts, ideas and information in written form*

- *Prepare written materials that are easy to understand using correct wording*
- *Communicate thoughts, ideas, information, messages and other written information in a logical, organized and coherent manner*
- *Use correct grammar, spelling, punctuation and capitalization*

- *Write in a factual manner in a tone appropriate for the target audience in multiple formats*

MATHEMATICS: *Using mathematics to solve problems*

- *Add, subtract, multiply and divide whole numbers, fractions, decimals and percents*
- *Convert decimals to fractions; convert fractions to percents*
- *Calculate averages, ratios, proportions and rates*
- *Take measurement of time, temperature, distance, length, width, height and weight; convert one measurement to another*
- *Translate practical problems into useful mathematical expressions*

SCIENCE: *Knowing and applying scientific principles and methods to solve problems*

- *Understand basic scientific principles*
- *Understand the scientific method (i.e., identify problem, collect information, form opinion and draw conclusion)*
- *Apply basic scientific principles to solve problems and complete tasks*

TECHNOLOGY: *Using information technology and related applications to convey and retrieve information*

- *Navigation and File Management*
- *Understand common computer terminology*
- *Use scroll bars, a mouse and dialog boxes to work within the computer's operating system*
- *Access and switch between applications and files of interest*
- *Adhere to standard conventions for safeguarding privacy and security*
- *Internet and Email*
- *Navigate the Internet to find information*
- *Open and configure standard browsers*
- *Use searches, hypertext references and transfer protocols (enter URLs)*
- *Send and retrieve electronic mail (email)*

CRITICAL THINKING: *Using logical thought processes to analyze and draw conclusions*

- *Identify inconsistent or missing information*
- *Critically review, analyze, synthesize, compare and interpret information*
- *Draw conclusions from relevant and/or missing information*
- *Test possible hypotheses to ensure the problem is correctly diagnosed and the best solution is found*

WORKPLACE SKILLS

- Planning & Organizing
- Decision Making
- Customer Focus
- Problem Solving
- Business Fundamentals
- Working with Tools & Technology

PLANNING & ORGANIZING: *Planning and prioritizing work to manage time effectively and accomplish assigned tasks*

- Able to plan and schedule tasks so that work is completed on time
- Ability to prioritize various competing tasks
- Demonstrate the effective allocation of time and resources efficiently
- Will take necessary corrective action when projects go off track

PROBLEM SOLVING: *Demonstrating the ability to apply critical thinking skills to solve problems by generating, evaluating, and implementing solutions*

- Able to identify and define the problem
- Will communicate the problem to appropriate personnel
- Capable of generating possible solutions
- Ability to choose and implement a solution

DECISION MAKING: *Applying critical thinking skills to solve problems encountered in the workplace*

- Identify and prioritize the key issues involved to facilitate the decision making process
- Anticipate the consequences of decisions
- Involve people appropriately in decisions that may impact them
- Quickly respond with a back-up plan if a decision goes amiss

BUSINESS FUNDAMENTALS: *Having fundamental knowledge of the organization and the industry*

- Understand the importance of one's role in the functioning of the company and the potential impact one's performance can have on the success of the organization
- Recognize the importance of maintaining privacy and confidentiality of company information, as well as that of customers and co-workers, and comply with intellectual property laws
- Understand the significance of maintaining a healthful and safe environment and report any violations/discrepancies to appropriate personnel

CUSTOMER FOCUS: *Actively look for ways to identify market demands and meet customer or client needs*

- *Understand and anticipate customer needs*
- *Provide personalized service with prompt and efficient responses to meet the requirements, requests and concern of customers or clients*
- *Be pleasant, courteous and professional when dealing with internal and external customers or clients*
- *Evaluate customer or client satisfaction*

WORKING WITH TOOLS & TECHNOLOGY: *Selecting, using and maintaining tools and technology to facilitate work activity*

- *Identify, select and use appropriate tools and technological solutions to frequently encountered problems*
- *Carefully consider which tools or technological solutions are appropriate for a given job, and consistently choose the best tool or technological solution for the problem at hand*
- *Operate tools and equipment in accordance with established operating procedures and safety standards*
- *Seek out opportunities to improve knowledge of tools and technologies that may assist in streamlining work and improving productivity*

Adapted From:

“Common Employability Skills – A Foundation for Success in the Workplace”, a report of the National Network of Business and Industry Associations, July 22, 2014.

https://www.businessroundtable.org/sites/default/files/Common%20Employability_asingle_fm.pdf

The National Network represents major business sectors and is funded through a collaborative partnership of Business Roundtable (BRT), ACT Foundation, the Bill and Melinda Gates Foundation, Joyce Foundation and Lumina Foundation. Members include leaders in the manufacturing, retail, healthcare, energy, construction, hospitality, transportation and information technology sectors. They represent the source of nearly 75 percent of projected U.S. job growth through 2020 (an estimated 30 million new jobs). More information on the National Network can be found at businessroundtable.org/closingtheskillgap and actfdn.org.