

THE WORK READINESS PROFILE

What New Workers in Entry Level Jobs Need to Be Able to Do

New workers need to be able to use these EFF skills:

- Communication Skills**
- 1 Speak so others can understand
 - 2 Listen actively
 - 3 Read with understanding
 - 4 Observe critically

- Interpersonal Skills**
- 1 Cooperate with others
 - 2 Resolve conflict and negotiate

- Decisionmaking Skills**
- 1 Use math to solve problems and communicate
 - 2 Solve problems and make decisions

- Lifelong Learning Skills**
- 1 Take responsibility for learning
 - 2 Use information and communications technology*

* Skill not currently tested in WRC.

...well enough to successfully carry out these critical entry-level tasks:

Acquire and Use Information

- Acquire, use, and share information accurately and in a timely manner in order to:
 - » Get work done
 - » Identify appropriate procedures
 - » Respond to requests from internal and external customers
- Read and understand information presented in written form well enough to get the job done
- Communicate in spoken English well enough to get the job done
- Ask for clarification or help from supervisor or appropriate others when needed

Use Systems

- UNDERSTAND SYSTEMS**
- Understand how one's own performance can impact the success of the organization
 - Comply with organizational policies and procedures in a consistent manner
 - Pay attention to company guidelines regarding:
 - » Personal and professional interactions
 - » Appropriate dress
 - » Health and safety
 - Follow established procedures for handling urgent situations or emergencies
 - Keep informed about quality and health standards set by external sources, including unions, OSHA, and other national and international organizations

Work with Others

- DIVERSITY**
- Work as part of a team to develop and achieve mutual goals and objectives
 - Develop and maintain good working relationships with coworkers, supervisors, and others throughout the organization, regardless of background or position:
 - » Be respectful and open to the thoughts, opinions, and contributions of others
 - » Avoid use of language or comments that stereotype others
- NEGOTIATE**
- Work through conflict constructively

SERVE CLIENTS

- Address customer comments, questions, concerns, and objections with direct, accurate, and timely responses
- Verify customer or client information to validate forms, provide services, or carry out procedures

Know How to Learn

- Accept help from supervisors and coworkers
- Learn new/additional skills related to your job
- Learn about the products/services of the organization

Responsibility

- Demonstrate willingness to work
- Take responsibility for completing one's own work assignments
- Accurately
 - » On time
 - » To a high standard of quality
 - » Even when the work is physically or mentally challenging
- As efficiently as possible, to minimize costs, rework, and production time

Allocate Resources

- Use basic math well enough to get the job done
- Manage time effectively to:
 - » Get the work done on schedule
 - » Prioritize tasks
 - » Make sure that urgent tasks are completed on time
- Make sure that materials, tools, and equipment are available to do the job effectively

Self-management

- Display responsible behaviours at work:
 - » Avoid absenteeism
 - » Demonstrate promptness
 - » Maintain appropriate grooming and hygiene
 - » Do not attend to personal business when on the job, except in emergencies
 - » Manage stressful situations effectively

Use Technology

- Learn how to use appropriate computer-based technology to get the job done most efficiently
- Be able to use a telephone, paper, radio, or other device to handle and process communication
- Make sure that all equipment is in safe working order
- Use equipment properly to minimize damage to equipment or injury to oneself or others

Integrity

- Demonstrate integrity
- Maintain confidentiality, as appropriate, about matters encountered in the work setting



Based on Equipped for the Future Standards for the future