

Definitions/Descriptions



Compiled from: GeorgiaBEST; GaDOE; WorkEthic.org; Dictionary.com; Nevada DOE/CTAE; STEMNET; USDOL/Skills to Pay the Bills; O*NET; Job Corps; SCANS; Arizona's Workplace Employability Skills Project; Connie Smith/Rose Procter

COMPETENCY	DEFINITION/DESCRIPTION
PERSONAL CHARACTERISTICS	
Attitude	The ability to: <ul style="list-style-type: none"> • demonstrate a positive, optimistic outlook • take responsibility for actions • use appropriate language • avoid gossip • show politeness • smile on a regular basis • to be enthusiastic and self-confident • take direction • be eager and motivated to complete tasks.
Initiative	The ability to: <ul style="list-style-type: none"> • be productive and show ambition • go above and beyond the minimum job requirements • voluntarily start projects • attempt non-routine jobs and tasks • establish credibility • to be able to work independently • complete assigned tasks efficiently, effectively and timely • work towards goals.
Flexibility	The ability to: <ul style="list-style-type: none"> • adapt • display a teachable heart and willingness to change or compromise • receptive to new information • learn from mistakes for the benefit of self and the employer.
Organization	The ability to: <ul style="list-style-type: none"> • manage both one's self and one's own time and the time of others • use resources effectively; plan and prioritize work and personal life to meet goals and deadlines • overcome procrastination.
Discipline	The ability to: <ul style="list-style-type: none"> • follow the chain of command • demonstrate good character • to be even tempered; behave appropriately • accept unavoidable interruptions and pressure • the ability to pay attention to details • display a high level of concentration even when assigned an unpleasant task • demonstrate grit and resilience.
Integrity	The ability to: <ul style="list-style-type: none"> • demonstrate moral, ethical, loyal, trustworthy, and honest behavior • accountable and dependable • play fair • maintain confidentiality • do the right thing even when no one is looking • produce quality work • fulfill the mission of the organization • define personal values versus what is valued.
INTERACTIONS WITH OTHERS	
Respect	The ability to: <ul style="list-style-type: none"> • acknowledge and appreciate the opinions, property, and rights of others • value diversity and cultural differences • respond appropriately to those in authority • respond to feedback unemotionally and nondefensively • negotiate diplomatic solutions to interpersonal and workplace issues • acknowledge the economic, political, and social relationships that impact multiple levels of an organization • intervene when others demonstrate negative attitudes or disrespect and help them recognize the inappropriateness of their behavior.
Effective Communication	The ability to: <ul style="list-style-type: none"> • display appropriate listening, nonverbal, verbal, interpersonal, and written skills • send a consistent, clear, concise, and courteous message that is easily understood by the receiving party • ask questions, clarify or summarize, and provide feedback to ensure the message has been understood • read and interpret workplace documents and writing clearly and correctly • give and receive information and convey our ideas and opinions with those around us.
Teamwork	The ability to: <ul style="list-style-type: none"> • work collaboratively and cooperatively with others toward a common goal or success of the team; participate appropriately as a team member by assisting others or requesting help when needed • handle criticism, conflicts, and complaints appropriately • demonstrate leadership • relate well to others • take an interest in what others say and do in order to build relationships • contribute to the group with ideas, suggestions, and effort • participate in group decision-making.
EMPLOYER EXPECTATIONS	
Attendance and Punctuality	The ability to: <ul style="list-style-type: none"> • come to work/school every day on time • leave and return for meals and breaks on time • notify supervisor/instructor in advance of planned absences • make up work or assignments punctually • come to work/school prepared to work.
Customer Service	The ability to: <ul style="list-style-type: none"> • see the customer's point of view • handle customer complaints correctly • interact appropriately with customers • sell the company as well as the product by demonstrating exceptional service • listen attentively and provide undivided attention • identify and anticipate needs • make customers feel important and appreciated • convey sincerity • know how to apologize • give more than expected • follow through on promises • solicit regular feedback and encourage and welcome suggestions • treat internal customers well • show appreciation • communicate regularly with customers • demonstrate the power of "yes" • provide helpful, courteous and knowledgeable service.
Critical Thinking and Problem Solving	The ability to: <ul style="list-style-type: none"> • analyze facts and use a logical approach to form an accurate, objective decision or plan of action • recognize and clearly define a problem, determine the cause, identify, prioritize, and select alternatives for a solution, then implement the solution even for difficult or complex issues • evaluate and monitor progress and revise the plan as needed • the ability to identify resources needed to solve a problem • generate new ideas • consider the relative costs and benefits of potential actions to choose the most appropriate one • discover a rule or principle underlying the relationship between two or more objects and apply it to a new situation or when solving a problem • "think on one's feet", assess problems, and find well-thought out solutions within a reasonable time frame • think critically and creatively, share thoughts and opinions • understand framework for sound ethical decisions.
Technology Usage and Social Media Ethics	The ability to: <ul style="list-style-type: none"> • follow policy regarding use of personal technology while at work/school • demonstrate proper use of company technology • understand how one's online actions and behavior can have far-reaching and long-lasting effects • understand the need for accurate online company information.
Professionalism	The ability to: <ul style="list-style-type: none"> • act appropriately and display the character, conduct, standards, and behavior expected from a professional person • display appropriate language, dress, grooming and hygiene • acknowledge that appearance reflects on the image of the employer • display proper etiquette in meetings or at work-related functions.
Adherence to Policy	The ability to: <ul style="list-style-type: none"> • follow company rules, regulations, procedures, and directions especially those related to safety • display good workplace habits • keep assigned area neat and orderly • maintain equipment to ensure longevity and efficiency • determine causes of operating errors or equipment issues and decide what to do about it • take proactive measures to address unsafe practices or behaviors.