

## Arizona's Workplace Employability Skills Preliminary Checklists

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### COMPLEX COMMUNICATION FOUNDATIONAL SKILLS

- Writes in languages required by employer:**
  - Uses correct grammar
  - Checks spelling
  - Uses standard punctuation, style for industry
  
- Demonstrates reading comprehension:**
  - Expresses purpose
  - Summarizes content
  - Uses reference materials
  - Discerns fact from opinion
  - Identifies information to complete work tasks
  - Recaps instructions, e.g., step by step, maps, forms, schedules, etc.
  - Compares references
  
- Speaks in languages required by employer:**
  - Uses proper forms of address with supervisor, customers, etc.
  - Uses correct grammar and pronunciation
  - Shows familiarity with technical nomenclature
  - Monitors volume, clarity, and pace of speech
  
- Presents with confidence:**
  - Organizes content with attention to purpose, logic, length, accuracy, fact and opinion, etc.
  - Prepares approach to target audience
  - Practices delivery (tone, pace, volume, enunciation, style)
  - Observes verbal/nonverbal cues of audience
  - Responds positively to questions and feedback
  
- Practices interpersonal skills:**
  - Practices sensitivity regarding nonverbal cues, e.g., eye contact, gestures, and personal space
  - Gauges listener's understanding by observing verbal/nonverbal cues
  - Responds to feedback, questions, critique, and praise in a positive manner
  - Balances assertiveness with active listening skills
  - Maintains a demeanor of courtesy, tact, friendliness, and respect
  - Respects the rights and property of others in the workplace
  
- Uses workplace technologies:**
  - Familiarizes oneself with communication tools, e.g., web-based, email, social media
  - Creates online profile in accordance with company protocol, e.g., bio, blog
  - Shows understanding of organizational data safety protocols
  - Uses social media in accordance with organizational guidelines, e.g., doesn't talk about the company or use company logo on personal Facebook page

## PROFESSIONALISM PRELIMINARY CHECKLIST

### Present/Not Present:

- Dresses appropriately for the occasion, following company dress code
- Maintains personal hygiene within prescribed guidelines, e.g., piercings, body art, cologne, artificial nails in hospitals
- Practices civility in the workplace, e.g., respectful, courteous, tolerant
- Respects the personal space of other workers
- Adheres to organizational policies regarding customer, client confidentiality
- Maintains organizational confidentiality regarding proprietary knowledge, intellectual property
- Adheres to organizational policy regarding tools for electronic communication, e.g., email, phone, texting, social media

## INITIATIVE AND SELF-DIRECTION PRELIMINARY CHECKLIST

- Cleans up at end of day/maintains work environment.**
  - Insures that all safety checks are complete
  - Documents actions performed, e.g., nurse changing shifts, auto mechanic

## INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE PRELIMINARY CHECKLIST

### Awareness of....

- Characteristics, values, beliefs, behaviors of predominant cultures in the workplace, local and global
- Customs, social etiquette, and language, e.g. greetings, tone of voice, personal space, body language, eye contact, gestures
- Potential "culture bumps," e.g. conflicts due to differences in how various cultures interact and work together