



## ARIZONA PROFESSIONAL SKILLS

### **STANDARD 5: INITIATIVE AND SELF-DIRECTION**

The Workplace Professional Skills should be used in tandem with the technical standards. The Core Actions are descriptions of the Measurement Criteria. High School students should strive to meet the Level One-Novice descriptions. Level Two through Level Four offer teachers and students the accomplishments to be obtained beyond the Novice level. The aim of this standard is to enable the individual to exercise initiative and self-direction in the workplace.

Measurement Criteria	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficient	Level Four Expert/Leader
1.0 Functions independently within the organizational structure	1.1 Performs necessary tasks	Performs job assignments independently	Volunteers for additional work assignments	Performs unassigned tasks needed to complete the work within boundaries defined by employer	Engages in activities for good of organization outside scope of practice, e.g., organizes community service events
	1.2 Strives to improve personal delivery of services	Meets organizational goal for customer satisfaction, e.g., greets customers	Offers additional service to customers	Adjusts delivery of service based on customer feedback	Proposes new policies to improve customer satisfaction rating
	1.3 Improves personal performance/ behaviors continuously	Demonstrates focus and drive for results	Monitors personal performance and behaviors in the workplace	Adjusts personal performance and behaviors to meet work requirements and for continuous improvement	Seeks 360 degree input, e.g., performance feedback from supervisors, colleagues, customers
2.0 Adapts to changing conditions and expectations in the organization	2.1 Adjusts to change	Identifies impact of changed conditions on personal job	Maintains focus on positive benefits of change rather than the change itself	Aligns personal behavior and job performance to changed conditions	Assesses the effect of organizational change on personal and professional values
	2.2 Cooperates respectfully with colleagues	Acknowledges that changing work conditions affect self and others	Treats colleagues with respect under stressful conditions	Fosters an environment of collaboration/cooperation within the organization during times of change	Recommends strategies for reducing workplace stress during times of change

	2.3 Maintains productivity	Identifies resources and tools necessary to meet changed conditions	Completes training in order to meet new conditions	Maintains productivity in times of organizational uncertainty	Evaluates external changes for potential impact on the organization
3.0 Pursues career advancement opportunities within an organization or field	3.1 Articulates requirements for job openings	Tracks job openings	Compares job openings	Evaluates conditions/parameters of job openings	Composes job descriptions
	3.2 Prepares for career advancement	Conducts self-assessment of knowledge, skills, and behaviors in relation to long-term career goals	Develops a learning plan aligned to career advancement goals	Pursues job openings within organization or field that align with career goals when applicable	Adjusts career goals to meet changing interests and opportunities
	3.3 Pursues formal learning opportunities	Enrolls in trainings that are aligned to organizational goals, both web-based and on site	Participates in organizational programs for career advancement, e.g., tuition benefit assistance	Obtains additional certifications where available	Persists to achieve career goals, e.g., builds resume, continues education
	3.4 Builds learning relationships	Seeks mentors and role models for career guidance	Shares information and informal learning opportunities in the workplace with colleagues	Builds learning relationships with colleagues and fellow workers in the field	Requests expert assistance from colleagues
	3.5 Applies new resources	Familiarizes oneself with new resources, e.g., learns to operate new equipment, trains on new software	Demonstrates skill development with new resources	Masters new resources to promote self in organization	Develops new resources
4.0 Generates innovative ideas, methods, or devices contributing to organizational resources and goals	4.1 Innovates to improve productivity	Asks questions of supervisor to clarify assignments	Investigates alternative resources to complete assignment, e.g., internet, industry journals	Connects new ideas to the work at hand within parameters/ approvals set by organization	Develops a plan to increase productivity based on research, e.g., analysis of organizational data
	4.2 Recommends improvements on processes, products, services	Examines rationale for methods and devices used in the workplace	Identifies problems and inefficiencies in the workplace	Recommends ways to complete a process, improve products and services, e.g., timesaving, cost-effective, less labor intensive	Diagnoses needs of organization, e.g., operational assessment

	4.3 Uses technology to increase productivity/profits	Investigates resources or opportunities using technology tools and software applications	Experiments with tools, processes, or ideas uncovered from research in order to solve a problem	Applies evidence drawn from technology to support or improve methods	Produces information that results in increased assets, e.g., intellectual property, devices, products, processes, or methods
5.0 Exercises leadership in the workplace	5.1 Engages individual strengths	Articulates how strengths of self and others contribute to the organization	Draws upon the strengths of self and others to accomplish work	Inspires team and colleagues to accomplish the work	Mentors others
	5.2 Manages work plans	Prioritizes tasks and activities	Creates a work plan that identifies roles, tasks, timeline	Implements a work plan	Develops strategic and tactical plans
	5.3 Plans for unanticipated challenges	Articulates requirements for workflow	Plans for anticipated interruptions to one's workflow, e.g., plans for vacations, holidays; identifies resources available to fill gaps in workflow	Plans for unanticipated changes to workflow, e.g., family sick leave, maternity leave, issues with tools, people.	Monitors business flow to ensure planned outcomes
	5.4 Pursues workplace solutions/improvements	Identifies problems and inefficiencies in the workplace	Proposes solutions and improvements	Recommends more effective ways to complete a process, e.g., an improvement plan	Leads implementation of improvement plan and/or processes