



ARIZONA PROFESSIONAL SKILLS

STANDARD 4: PROFESSIONALISM

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 conduct oneself in a professional manner appropriate to organizational expectations.

Preliminary Checklist	Present/Not Present:	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Practices civility in the workplace, e.g., respectful, courteous, tolerant Respects the personal space of other workers 	<ul style="list-style-type: none"> Adheres to organizational policies regarding customer, client confidentiality. Maintains organizational confidentiality regarding proprietary knowledge, intellectual property 	<ul style="list-style-type: none"> Adheres to organizational policy regarding tools for electronic communication, e.g., email, phone, texting, social media
Measurement Criteria	Core Actions	Level One Novice	Level Two Approaching Proficiency	Level Three Proficient	Level Four Expert/Leader
1.0 Adheres to organizational protocol related to behavior, appearance, and communication	1.1 Communicates with technical language	Uses technical language specific to one's occupation	Communicates technical information to colleagues in order to maintain flow of work	Explains technical language (concepts/terms) to those unfamiliar with the field	Communicates intended messages to various audiences
	1.2 Communicates according to organizational standards	Demonstrates accepted standards of business communication: written, oral, and electronic	Communicates as necessary to perform routine tasks and solve problems specific to one's role/job within the organization, e.g. shipping clerk, lab assistant, manufacturing technician	Communicates problems, concerns, and issues in accordance with organizational policy	Shapes organizational policy to address communication needs of the organization

	1.3 Satisfies customers	Serves internal and external customers with respect	Interacts with customers to achieve customer satisfaction	Engages customers in a manner that reflects company values, policies, and practices	Models effective customer service practices to coworkers
2.0 Manages time in accordance with organizational expectations	2.1 Uses time productively	Arrives to work on time	Completes tasks to meet deadlines	Combines tasks to increase productivity	Performs complex tasks with automaticity (“in the zone”)
	2.2 Balances accuracy and speed	Begins work at scheduled time	Remains productive during designated work time	Produces work with a balance of speed and accuracy	Performs with precision under pressure of time
	2.3 Organizes work for the allotted timeframe	Follows supervisor’s directions regarding use of time	Allocates appropriate time to complete tasks	Organizes tasks and projects to completion within prescribed timeframe	Designs work plan for team
	2.4 Prioritizes tasks	Maintains focus on work tasks	Differentiates between high and low priority tasks	Adjusts priorities to meet emergencies	Builds contingency plans for potential emergencies
	2.5 Collaborates and works alone to deliver on time	Seeks help as needed	Works on tasks independently	Collaborates to complete tasks and deliverables within designated timeline	Coordinates team to produce deliverables on time
3.0 Represents the organization in a positive manner	3.1 Communicates mission and position	Describes job	Describes role in organization	Articulates the mission of the organization	Develops key messages describing organization mission and goals
	3.2 Aligns with organizational values	Speaks positively about the organization at formal and informal occasions	Articulates organizational values	Demonstrates organizational values	Embodies organizational values
	3.3 Manages resources to benefit the organization	Recognizes impact of waste on reputation of the organization	Minimizes waste of resources to preserve organization’s reputation in the community	Manages use of resources to preserve organization’s reputation in the community	Maximizes use of resources for good of community
	3.4 Communicates core values of the profession	Recognizes core values of one’s specific profession	Describes core values of one’s specific profession	Demonstrates the core values of one’s specific profession, e.g., nurse, doctor, lawyer, social worker, teacher	Embodies the core values of one’s specific profession, e.g., nurse, doctor, lawyer, social worker, teacher
4.0 Performs assigned tasks with a “can do” attitude	4.1 Performs work with a positive attitude	Accepts assignments with enthusiasm:	Approaches assignments with a sense of purpose: <ul style="list-style-type: none"> Plans for assignments immediately 	Does what it takes to get the job done:	Expresses passion for one’s work: <ul style="list-style-type: none"> Performs unassigned

		<ul style="list-style-type: none"> • Practices active listening • Suspends judgment until assignment is fully defined • Engages in discussion with supervisor about the assigned work, e.g., asks questions to clarify the assignment • Displays positive body language when assigned task in eye contact, posture, gesture • Uses positive language and tone of voice in interactions about assigned task with supervisor or colleagues 	<ul style="list-style-type: none"> • Adjusts work routine to accommodate changes in assignment. • Reprioritizes current work/deadlines immediately • Seeks help as needed. • Cooperates with supervisor/colleagues in the completion of assigned tasks • Accepts tasks outside of job description/ current assignments 	<ul style="list-style-type: none"> • Accepts tasks outside of comfort zone • Develops processes that draw upon one's expertise/experience to accomplish assignment • Takes on, voluntarily, additional and/or unanticipated tasks related to the assignment • Completes tasks despite resource constraints, e.g., other people, time, information, materials 	<ul style="list-style-type: none"> • tasks without being told • Performs tasks not specified in one's job description that support the organization's mission and goals • Engages in activities for the good of the organization, e.g., work teams, committees, community service
5.0 Behaves in a way that distinguishes between personal and work-related matters	5.1 Demonstrates respect for personal and professional boundaries	<p>Follows guidelines and expectations that define boundaries between personal and work-related behaviors:</p> <ul style="list-style-type: none"> • Conducts personal business outside of work time • Avoids sharing personal details with client/customer • Adheres to privacy laws 	Integrates into daily work habits organizational policy regarding separation of personal and professional behavior	Practices personal and professional boundaries consistently in situations both specified and not specified by organizational policy	Inspires others to act professionally

		<p>relevant to organization</p> <ul style="list-style-type: none"> • Uses equipment, technology, and resources according to organizational protocol, guidelines • Addresses colleagues, supervisors, and customers according to organizational culture • Avoids rumor, innuendo, personal judgment that impacts negatively on the organization • Refrains from sharing confidential organizational information 			
6.0 Produces work that reflects professional pride	6.1 Produces high-quality work	Recognizes characteristics of high-quality work, e.g. detail, precision, depth	Connects quality of one's work to one's professional identity	Demonstrates mastery of skills in the detail, precision, depth required of one's profession to produce high-quality work	Establishes professional identity through consistent high-quality work
	6.2 Acts as a team member	Contributes to the success of the team	Celebrates individual and team accomplishments	Shares/disseminates individual and team accomplishments	Produces work that inspires others to excel
	6.3 Performs/ produces with precision	Invites criticism to improve work/ products	Attends to all details of work/products	Performs tasks in a manner that meets required levels of precision within the scope of work, e.g., calibrating machines	Produces distinguished work/ products
	6.4 Continues to develop skills and connections	Identifies with individuals and organizations that	Participates in professional development activities	Builds professional skills and relationships on an ongoing basis	Obtains additional certifications,

		set standards for the profession			licenses, or credentials
	6.5 Takes initiative to improve work	Takes personal initiative within the scope of work	Incorporates suggestions and criticisms to improve work/product	Refines finished products to meet or exceed organizational standards	Demonstrates personal initiative without needing recognition or reward