	ARIZONA PROFESSIONAL SKILLS				
S	Standards, Measurement Criteria, and Core Actions COMPLEX COMMUNICATION: Employs complex communication * skills in a manner that adds to organizational productivity.				
1.0	*Complex Communication refers to the need to combine traditional communication skills with technical workplace content transmitted via rapidly evolving technologies to	:	ARIZONA PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions		
	increasingly diverse audiences. Masters core communication skills for the workplace.	:	2.0	COLLABORATION: Collaborates, in person and virtually, to complete tasks aimed at organizational goals.	
1.A	 Delivers content accurately Persuades others Uses communication style appropriate to audience and situation Listens actively Resolves conflicts 		2.A	Commits to achieving collective goals. Contributes personal strengths Respects contributions of others Contributes to an environment of collaboration Ensures diversity in collaboration 	
1.B	 Communicates effectively in a diverse work environment. Communicates with diversity in mind 	:	2.B	Promotes an environment of trust. • Builds team relationships	
1.C	Uses technologies and social media for workplace communication. Exercises competence in using technology Upholds the brand 		2.C	Takes responsibility for role on team Manages information with sensitivity Optimizes technology to collaborate with others.	
	 Follows applicable laws and regulations Matches technology to content 	:		Adopts technology to promote collaboration	
	Foundational communication skill check points ✓ Writes in languages required by employer ✓ Speaks in languages required by employer	:			
1.D	 Demonstrates reading comprehension Presents with confidence Practices interpersonal skills Uses workplace technologies 	:			

			ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions		
	ARIZONA CTE PROFESSIONAL SKILLS	4.0	appropriate to organizational expectations.		
3.0	Standards, Measurement Criteria, and Core Actions THINKING AND INNOVATION: Integrates expertise in technical knowledge and skills with thinking and reasoning strategies to create, innovate, and devise solutions.	4.A	 Adheres to organizational protocol related to behavior, appearance, and communication. Communicates with technical language Communicates according to organizational standards Satisfies customers 		
3.A	Defines a problem in the workplace. Describes Diagnoses Uses resources to define a problem 		 Professionalism Preliminary Checklist Manages time in accordance with organizational expectations. Uses time productively Balances accuracy and speed 		
3.B	 Practices inquiry and reflection (I/R) to take action in the workplace. Maintains an attitude of openness Explores for deeper understanding Uses resources for inquiry and reflection (I/R) 	4.B	 Balances accuracy and speed Organizes work for the allotted timeframe Prioritizes tasks Collaborates and works alone to deliver on time Represents the organization in a positive manner. Communicates mission and position 		
	 Evaluates self Takes action supported by evidence and reasoning to explain conclusions and accomplish work. Composes a plan Constructs a model (visual, symbolic, or linguistic) Makes decisions 	4.C	 Manages resources to benefit the organization Communicates core values of the profession 		
3.C		4.D	 Performs assigned tasks with a "can do" attitude. Performs work with a positive attitude 		
	Uses tools strategically Argues a case Transfers knowledge and skills from one work situation to	4.E	 Demonstrates respect for personal and professional 		
3.D	another. Builds capacity to transfer skills Creates/innovates to improve workplace productivity. Builds capacity to create/innovate		boundaries Produces work that reflects professional pride.		
3.E		4.F	 Produces high quality work Acts as a team member Performs/produces with precision Continues to develop skills and connections Takes initiative to improve work 		

	ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions		
5.0	INITIATIVE AND SELF-DIRECTION: Exercises initiative and self- direction in the workplace.	1	ARIZONA PROFESSIONAL SKILLS
5.A	 Functions independently within the organizational structure. Performs necessary tasks Strives to improve personal delivery of services Improves personal performance/ behaviors continuously 	6.0	Standards, Measurement Criteria, and Core Actions INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE: Interacts effectively with different cultures, generations, and individuals with disabilities to achieve organizational mission, goals, and objectives.
5.B	 ✓ Initiative & Self-Direction Preliminary Checklist Adapts to changing conditions and expectations in the organization. Adjusts to change 	6.A	Uses relevant communication that creates cultural synergy in the workplace. • Adapts communication style to engage diverse others • Adapts communication style to engage other generations
5.C	 Cooperates respectfully with colleagues Maintains productivity Pursues career advancement opportunities within an organization or field. Articulates requirements for job openings Prepares for career advancement Pursues formal learning opportunities Builds learning relationships Applies new resources Generates innovative ideas, methods, or devices contributing 	6.B	 Contributes to an environment of acceptance and inclusion that enables different cultures, generations, and individuals with disabilities to work together. Demonstrates respect through interactions and behaviors Addresses challenges with sensitivity for intergenerational, cross-cultural, and individuals with disabilities Celebrates achievements and contributions of diverse others Functions comfortably in the global marketplace Relies upon the wisdom and experience of others to accomplish work Addresses intergenerational tensions
5.D	 Innovative ideas, methods, or devices contributing to organizational resources and goals. Innovate to improve productivity Recommends improvements on processes, products, services Uses technology to increase productivity/profits 	6.C	 Respects generational differences related to the use of technology in the workplace. Selects from technological and non-technological methods/tools to communicate across generations
ō.E	 Oses technology to increase productivity/profits Exercises leadership in the workplace. Engages individual strengths Manages work plans Plans for unanticipated challenges Pursues workplace solutions/improvements 		

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		:	8.0	LEGAL AND ETHICAL PRACTICES: Observes laws, rules, and ethical practices in the workplace.
		:	8.A	 Respects the organization's physical and intellectual property. Takes responsibility for the workplace Protects the organization's intellectual property
		:	8.B	Demonstrates loyalty to the organization, its mission, and resources. • Demonstrates loyalty to the organization
			8.C	 Maintains a safe work environment. Addresses harmful conditions in the workplace Follows procedure for reporting unsafe conditions Receives risk management training
ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions		8.D	 Adheres to the policies and procedures of the organization. Acts in accord with policies and procedures Acts in accord with legal and ethical practices Receives training in policies and procedures 	
7.0	ORGANIZATIONAL CULTURE: Functions effectively within an organizational culture.	:		Adheres to applicable local, state, federal, and international laws and regulations.
7.A	 Navigates organizational structures and systems. Fits work performance to the organizational structure 	:	8.E	 Applies required laws and regulations in the workplace Complies with employment laws Applies laws and regulations unique to the industry
7.B	 Embodies organizational values. Works in a manner that reflects organizational values 		8.F	 Takes responsibility for one's actions in the workplace. Prioritizes time
7.C	Performs work that advances organizational growth and success.	:		Resolves own work problems and errors Takes responsibility for own communication
	Contributes to organizational success	:	8.G	Manages/uses resources for the good of the organization. • Uses organization's resources prudently
			8.H	 Acts with integrity (honest, reliable, and trustworthy.) Performs with honesty and reliability in a trustworthy manner
		:	8.1	Interacts respectfully with co-workers and customers. Handles information appropriately Works to create an equitable workplace

Approved by the Arizona CTE Quality Commission 2018 Renamed by Arizona Department of Education 2022 Revised to include individuals with disabilities

	ARIZONA CTE PROFESSIONAL SKILLS	RELZONA REL
Sta	ndards, Measurement Criteria, and Core Actions	ARIZONA CTE PROFESSIONAL SKILLS
9.0	FINANCIAL PRACTICES: Applies knowledge of finances for the profitability and viability of the organization.	: Printable Standards for Classroom Learning
9.A	Exercises prudence in personal finance as it relates to employment. • Manages personal finances responsibly	
9.B	 Articulates financial goals and strategies of the organization. Communicates organizational financial goals 	
9.C	 Contributes to organizational profitability through knowledge of finances. Acts prudently with organizational resources Maintains current knowledge of salary and benefits Relates work performance to company profitability 	Learning that works for Arizona CTE [™]