Teaching Aid:

Knowing What Employers Want

List of Essential Skills for the Work Place



## Suggested Strategy:

#### This document is meant to be a comprehensive list of “Essential Skills” for any workplace. Use it to show job seekers what is meant by “Essential Skills”. Use it to help employers identify the essential skills they find most important. Use it as a teaching aid or tool when training customers on essential skills. It is meant to be adapted for many different circumstances. The list was adapted from a document developed by the Baltimore Healthcare Partnership with input from employers in healthcare.

## List of Essential Skills

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| Competency Category | Required  Skills |
| Life Skills | * Able to read, write, do basic math and compute at level needed to perform the job * Can provide valid address /e-mail address, government photo ID, social security card, birth certificate and educational documentation * Possesses good interviewing skills * Able to manage personal circumstances so there is a minimal impact on employment * Able to get to work on a daily basis using reliable modes of transportation * Demonstrates basic manners and civility |
| Basic Work Habits & Behaviors | * Is reliable and trustworthy * Is drug and/or alcohol free * Is aware of smoking policies and disciplines associated with the policy * Demonstrates ability to be on time and reports as scheduled * Dresses and grooms appropriately for the work environment according to dress code of the institution: i.e. covers tattoos, piercings, jewelry as applicable * Arrives prepared to work * Understands the purpose of the job and its connection to the success of the institution * Adheres to institution’s code of ethics * Adheres to institution’s policy for career path and approaches correct channels at appropriate times |

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| Competency Category | Required  Skills | |
| Work Attitudes & Values | * Is motivated to work * Is willing to learn * Takes initiative and pride in work * Positively represents the institution to fellow workers and to the community * Accepts responsibility for one’s own actions * Performs job completely * Demonstrates productivity through time management * Creates a positive work environment and respectful attitude towards everyone * Takes initiative to learn the cultural competencies of the institution | * Follows institution’s Code of Conduct and all workplace policies, * Accepts filling in for another department when staffing is low * Supports the decisions of the team and follows through with all assigned tasks * Works well with others to reach goals and get the job done * Demonstrates respect for authority, co-workers and diversity in the workplace * Uses appropriate problem solving techniques * Able to adapt to change and learn new skills |
| Communications & Interpersonal | * Is reliable and trustworthy * Is drug and/or alcohol free * Is aware of smoking policies and disciplines associated with the policy * Demonstrates ability to be on time and reports as scheduled * Dresses and grooms appropriately for the work environment according to dress code of the institution: i.e. covers tattoos, piercings, jewelry as applicable | * Arrives prepared to work * Understands the purpose of the job and its connection to the success of the institution * Adheres to institution’s code of ethics * Adheres to institution’s policy for career path and approaches correct channels at appropriate times |

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| Technology | * Possesses basic computer skills * Is able to establish an email address or account * Possesses aptitude to send, receive and retrieve information electronically * Knows how to use the internet * Stays current on technology within the workplace * Uses equipment appropriately as demonstrated by employer * Never shares passwords |
| Mission & Service Excellence | * Understands and is able to articulate the Mission of the company or institution * Understands the institution’s commitment to quality and customer service for all clients * Seeks ways of strengthening the link between individual work and the mission of the company or institution * Anticipates and meets the needs of customers, leadership, and co-workers * Shows care and compassion to co-workers and customers * Addresses customer needs in timely manner, providing best care and service * Maintains customer confidentiality by protecting private and sensitive information * Respects others without regard to gender, age, political affiliation, religion, sexual orientation and physical characteristics * Demonstrates integrity, respect, civility and ethical behavior toward staff, the company or institution and toward customers by supporting cultural diversity and fairness in the workplace * Delivers the best to all customers – they are the first priority * Takes initiative in helping others |  |