

Technical Skills Grounded in Academics:
COMPUTER AND TECHNOLOGY LITERACY

Definition: Effective use of technology

Behaviors

- Be willing to learn and integrate new technology
- Use work-based platforms and products efficiently
- Effectively employ technology to solve problems
- Improve information flow through technology
- Use technology to improve and document accountability

Technical Skills Grounded in Academics: **JOB SPECIFIC SKILLS**

Definition: Unique knowledge and skills required by a job

Behaviors

- Know my job roles and responsibilities
- Perform my job confidently
- Seek ways to improve my job performance
- Follow personnel manual policies
- Perform responsibilities without direct supervision
- Teach others job specific tasks
- Open to coaching and feedback

Technical Skills Grounded in Academics:
SAFETY AND HEALTH

Definition: Following workplace health, wellness and safety guidelines

Behaviors

- Follow safety procedures including wearing appropriate safety attire
- Maintain a clean work environment
- Identify potential hazards and notifies appropriate parties
- Use tools and equipment according to safety best practices
- Stay current with safety regulations and standards

Technical Skills Grounded in Academics:
SERVICE ORIENTATION

Definition: Meeting the needs of internal and external customers

Behaviors

- Acknowledge customers, and be present with the interaction
- Stay focused and customer-oriented while at work
- Demonstrate respect and courtesy to customers at all times
- Know and implement company's service policy
- Handle difficult situations with tact and self-restraint
- Know when to involve supervisor in a customer service situation

Technical Skills Grounded in Academics:
PROFESSIONAL DEVELOPMENT

Definition: Intentional learning experiences that enhance your career path

Behaviors

- Develop a career plan
- Assess current skill sets and determine areas for growth
- Use professional and personal mentors
- Seek professional and personal growth opportunities
- Find application of new learning
- Stay current with workplace-related resources
- Seek new responsibilities to gain additional skill sets