

Workplace Skills: **COMMUNICATION**

Definition: Sending and receiving clear messages

Behaviors

- Write and speak effectively
- Use appropriate body language
- Check for understanding when articulating complex issues
- Practice active listening skills
- Choose appropriate mode of communication

Workplace Skills: **DECISION MAKING**

Definition: Ability to choose between choices

Behaviors

- Analyze key facts, data and situations
- Practice resourcefulness
- Follow a systematic process
- Weigh every possible outcome
- Identify possible options
- Determine the best outcome

Workplace Skills: **TEAMWORK**

Definition: Working with others to achieve a common outcome

Behaviors

- Work collaboratively with my peers, classmates and co-workers
- Honor the contributions of others
- Be flexible and open
- Honor my commitments and responsibilities to the team
- Respect and support my team members

Workplace Skills: **MULTICULTURAL SENSITIVITY AND AWARENESS**

Definition: Respecting those who are different from yourself

Behaviors

- Learn about other cultures
- Value diversity
- Demonstrate tact in words and actions
- Treat everyone with respect
- Empower everyone equally

Workplace Skills: **PLANNING, ORGANIZING AND MANAGEMENT**

Definition: Process to be efficient and productive

Behaviors

- Break down projects into tasks with timelines
- Know my role and responsibility
- Identify resources and standards for completing projects
- Communicate progress with teammates
- Anticipate and plan for possible obstacles and setbacks

Workplace Skills: **LEADERSHIP**

Definition: Igniting human potential and influence

Behaviors

- Confront issues
- Build trust
- Foster hope
- Express compassion
- Model stability