

ARIZONA PROFESSIONAL SKILLS

Standards, Measurement Criteria, and Core Actions

The Arizona Skill Standards Commission made up of business and industry and workforce development leaders worked with Arizona Department of Education during 2010-2011 to discuss needed workplace skills. The Commission conducted 11 focus groups throughout the state of Arizona to discuss workplace skills. The nine Arizona Workplace Employability Skills were agreed upon in Fall 2011 and in 2018 the Arizona Department of Education renamed the Arizona Workplace Employability Skills “**Arizona Professional Skills.**”

1.0	<p><u>COMPLEX COMMUNICATION:</u> Employs complex communication * skills in a manner that adds to organizational productivity.</p> <p>*Complex Communication refers to the need to combine traditional communication skills with technical workplace content transmitted via rapidly evolving technologies to increasingly diverse audiences.</p>
1.A	<p>Masters core communication skills for the workplace.</p> <ul style="list-style-type: none"> • Delivers content accurately • Persuades others • Uses communication style appropriate to audience and situation • Listens actively • Resolves conflicts
1.B	<p>Communicates effectively in a diverse work environment.</p> <ul style="list-style-type: none"> • Communicates with diversity in mind
1.C	<p>Uses technologies and social media for workplace communication.</p> <ul style="list-style-type: none"> • Exercises competence in using technology • Upholds the brand • Follows applicable laws and regulations • Matches technology to content
1.D	<p>Foundational communication skill check points</p> <ul style="list-style-type: none"> ✓ Writes in languages required by employer ✓ Speaks in languages required by employer ✓ Demonstrates reading comprehension ✓ Presents with confidence ✓ Practices interpersonal skills ✓ Uses workplace technologies
2.0	<p><u>COLLABORATION:</u> Collaborates, in person and virtually, to complete tasks aimed at organizational goals.</p>
2.A	<p>Commits to achieving collective goals.</p> <ul style="list-style-type: none"> • Contributes personal strengths • Respects contributions of others • Contributes to an environment of collaboration • Ensures diversity in collaboration
2.B	<p>Promotes an environment of trust.</p> <ul style="list-style-type: none"> • Builds team relationships • Takes responsibility for role on team • Manages information with sensitivity
2.C	<p>Optimizes technology to collaborate with others.</p> <ul style="list-style-type: none"> • Adopts technology to promote collaboration

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3.0	<u>THINKING AND INNOVATION:</u> Integrates expertise in technical knowledge and skills with thinking and reasoning strategies to create, innovate, and devise solutions.
3.A	Defines a problem in the workplace. <ul style="list-style-type: none"> • Describes • Diagnoses • Uses resources to define a problem
3.B	Practices inquiry and reflection (I/R) to take action in the workplace. <ul style="list-style-type: none"> • Maintains an attitude of openness • Explores for deeper understanding • Uses resources for inquiry and reflection (I/R) • Evaluates self
3.C	Takes action supported by evidence and reasoning to explain conclusions and accomplish work. <ul style="list-style-type: none"> • Composes a plan • Constructs a model (visual, symbolic, or linguistic) • Makes decisions • Uses tools strategically • Argues a case
3.D	Transfers knowledge and skills from one work situation to another. <ul style="list-style-type: none"> • Builds capacity to transfer skills
3.E	Creates/innovates to improve workplace productivity. <ul style="list-style-type: none"> • Builds capacity to create/innovate
4.0	<u>PROFESSIONALISM:</u> Conducts oneself in a professional manner appropriate to organizational expectations.
4.A	Adheres to organizational protocol related to behavior, appearance, and communication. <ul style="list-style-type: none"> • Communicates with technical language • Communicates according to organizational standards • Satisfies customers ✓ Professionalism Preliminary Checklist
4.B	Manages time in accordance with organizational expectations. <ul style="list-style-type: none"> • Uses time productively • Balances accuracy and speed • Organizes work for the allotted timeframe • Prioritizes tasks • Collaborates and works alone to deliver on time
4.C	Represents the organization in a positive manner. <ul style="list-style-type: none"> • Communicates mission and position • Aligns with organizational values • Manages resources to benefit the organization • Communicates core values of the profession
4.D	Performs assigned tasks with a “can do” attitude. <ul style="list-style-type: none"> • Performs work with a positive attitude
4.E	Behaves in a way that distinguishes between personal and work-related matters. <ul style="list-style-type: none"> • Demonstrates respect for personal and professional boundaries
4.F	Produces work that reflects professional pride. <ul style="list-style-type: none"> • Produces high quality work • Acts as a team member • Performs/produces with precision • Continues to develop skills and connections • Takes initiative to improve work

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5.0	<u>INITIATIVE AND SELF-DIRECTION:</u> Exercises initiative and self-direction in the workplace.
5.A	<p>Functions independently within the organizational structure.</p> <ul style="list-style-type: none"> • Performs necessary tasks • Strives to improve personal delivery of services • Improves personal performance/ behaviors continuously <p>✓ Initiative & Self-Direction Preliminary Checklist</p>
5.B	<p>Adapts to changing conditions and expectations in the organization.</p> <ul style="list-style-type: none"> • Adjusts to change • Cooperates respectfully with colleagues • Maintains productivity
5.C	<p>Pursues career advancement opportunities within an organization or field.</p> <ul style="list-style-type: none"> • Articulates requirements for job openings • Prepares for career advancement • Pursues formal learning opportunities • Builds learning relationships • Applies new resources
5.D	<p>Generates innovative ideas, methods, or devices contributing to organizational resources and goals.</p> <ul style="list-style-type: none"> • Innovate to improve productivity • Recommends improvements on processes, products, services • Uses technology to increase productivity/profits
5.E	<p>Exercises leadership in the workplace.</p> <ul style="list-style-type: none"> • Engages individual strengths • Manages work plans • Plans for unanticipated challenges • Pursues workplace solutions/improvements
6.0	<u>INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE:</u> Interacts effectively with different cultures and generations to achieve organizational mission, goals and objectives.
6.A	<p>Uses relevant intergenerational and cross-cultural communication that creates cultural synergy in the workplace.</p> <ul style="list-style-type: none"> • Adapts communication style to engage diverse others • Adapts communication style to engage other generations <p>✓ Intergenerational & Cross-Cultural Competence Preliminary Checklist</p>
6.B	<p>Contributes to an environment of acceptance and inclusion that enables different cultures and generations to work together.</p> <ul style="list-style-type: none"> • Demonstrates respect through interactions and behaviors • Addresses challenges with intergenerational and cross-cultural sensitivity • 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
6.C	<p>Respects generational differences related to the use of technology in the workplace. Selects from technological and non-technological methods/tools to communicate across generations</p>

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7.0	<u>ORGANIZATIONAL CULTURE:</u> Functions effectively within an organizational culture.
7.A	Navigates organizational structures and systems. <ul style="list-style-type: none"> Fits work performance to the organizational structure
7.B	Embodies organizational values. <ul style="list-style-type: none"> Works in a manner that reflects organizational values
7.C	Performs work that advances organizational growth and success. <ul style="list-style-type: none"> Contributes to organizational success
8.0	<u>LEGAL AND ETHICAL PRACTICES:</u> Observes laws, rules, and ethical practices in the workplace.
8.A	Respects the organization’s physical and intellectual property. <ul style="list-style-type: none"> Takes responsibility for the workplace Protects the organization’s intellectual property
8.B	Demonstrates loyalty to the organization, its mission, and resources. <ul style="list-style-type: none"> Demonstrates loyalty to the organization
8.C	Maintains a safe work environment. <ul style="list-style-type: none"> Addresses harmful conditions in the workplace Follows procedure for reporting unsafe conditions Receives risk management training
8.D	Adheres to the policies and procedures of the organization. <ul style="list-style-type: none"> Acts in accord with policies and procedures Acts in accord with legal and ethical practices Receives training in policies and procedures
8.E	Adheres to applicable local, state, federal, and international laws and regulations. <ul style="list-style-type: none"> Applies required laws and regulations in the workplace Complies with employment laws Applies laws and regulations unique to the industry
8.F	Takes responsibility for one’s actions in the workplace. <ul style="list-style-type: none"> Prioritizes time Resolves own work problems and errors Takes responsibility for own communication
8.G	Manages/uses resources for the good of the organization. <ul style="list-style-type: none"> Uses organization’s resources prudently
8.H	Acts with integrity (honest, reliable, and trustworthy.) <ul style="list-style-type: none"> Performs with honesty and reliability in a trustworthy manner
8.I	Interacts respectfully with co-workers and customers. <ul style="list-style-type: none"> Handles information appropriately Works to create an equitable workplace
9.0	<u>FINANCIAL PRACTICES:</u> Applies knowledge of finances for the profitability and viability of the organization.
9.A	Exercises prudence in personal finance as it relates to employment. <ul style="list-style-type: none"> Manages personal finances responsibly
9.B	Articulates financial goals and strategies of the organization. <ul style="list-style-type: none"> Communicates organizational financial goals
9.C	Contributes to organizational profitability through knowledge of finances. <ul style="list-style-type: none"> Acts prudently with organizational resources Maintains current knowledge of salary and benefits Relates work performance to company profitability