

# Arizona's Professional Skills Preliminary Checklists

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## COMPLEX COMMUNICATION FOUNDATIONAL SKILLS

### ☐ **Writes in languages required by employer:**

- ☐ Uses correct grammar
- ☐ Checks spelling
- ☐ Uses standard punctuation, style for industry

### ☐ **Demonstrates reading comprehension:**

- ☐ Expresses purpose
- ☐ Summarizes content
- ☐ Uses reference materials
- ☐ Discerns fact from opinion
- ☐ Identifies information to complete work tasks
- ☐ Recaps instructions, e.g., step by step, maps, forms, schedules, etc.
- ☐ Compares references

### ☐ **Speaks in languages required by employer:**

- ☐ Uses proper forms of address with supervisor, customers, etc.
- ☐ Uses correct grammar and pronunciation
- ☐ Shows familiarity with technical nomenclature
- ☐ Monitors volume, clarity, and pace of speech

### ☐ **Presents with confidence:**

- ☐ Organizes content with attention to purpose, logic, length, accuracy, fact and opinion, etc.
- ☐ Prepares approach to target audience
- ☐ Practices delivery (tone, pace, volume, enunciation, style)
- ☐ Observes verbal/nonverbal cues of audience
- ☐ Responds positively to questions and feedback

### ☐ **Practices interpersonal skills:**

- ☐ Practices sensitivity regarding nonverbal cues, e.g., eye contact, gestures, and personal space
- ☐ Gauges listener's understanding by observing verbal/nonverbal cues
- ☐ Responds to feedback, questions, critique, and praise in a positive manner
- ☐ Balances assertiveness with active listening skills
- ☐ Maintains a demeanor of courtesy, tact, friendliness, and respect
- ☐ Respects the rights and property of others in the workplace

### ☐ **Uses workplace technologies:**

- ☐ Familiarizes oneself with communication tools, e.g., web-based, email, social media
- ☐ Creates online profile in accordance with company protocol, e.g., bio, blog
- ☐ Shows understanding of organizational data safety protocols
- ☐ Uses social media in accordance with organizational guidelines, e.g., doesn't talk about the company or use company logo on personal Facebook page

## PROFESSIONALISM PRELIMINARY CHECKLIST

### Present/Not Present:

- ☐ Dresses appropriately for the occasion, following company dress code
- ☐ Maintains personal hygiene within prescribed guidelines, e.g., piercings, body art, cologne, artificial nails in hospitals
- ☐ Practices civility in the workplace, e.g., respectful, courteous, tolerant
- ☐ Respects the personal space of other workers
- ☐ Adheres to organizational policies regarding customer, client confidentiality
- ☐ Maintains organizational confidentiality regarding proprietary knowledge, intellectual property
- ☐ Adheres to organizational policy regarding tools for electronic communication, e.g., email, phone, texting, social media

## INITIATIVE AND SELF-DIRECTION PRELIMINARY CHECKLIST

- ☐ **Cleans up at end of day/maintains work environment.**
  - ☐ Insures that all safety checks are complete
  - ☐ Documents actions performed, e.g., nurse changing shifts, auto mechanic

## INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE PRELIMINARY CHECKLIST

### Awareness of....

- ☐ Characteristics, values, beliefs, behaviors of predominant cultures in the workplace, local and global
- ☐ Customs, social etiquette, and language, e.g. greetings, tone of voice, personal space, body language, eye contact, gestures
- ☐ Potential “culture bumps,” e.g. conflicts due to differences in how various cultures interact and work together