



COMMON EMPLOYABILITY SKILLS

PERSONAL SKILLS
PEOPLE SKILLS
APPLIED KNOWLEDGE
WORKPLACE SKILLS

COMMON EMPLOYABILITY SKILLS

Employers in every sector emphasize the need for people with a strong academic foundation particularly in reading and math and with “soft skills” like teamwork, problem solving, work ethic, and integrity. But, each sector labels these skills differently, making it difficult for prospective employees and educators to interpret what’s needed across industries and career paths. The Network is solving for the common denominator of employability skills that are vital in all major economic sectors, agreeing to a core set of fundamental skills and a common language to define the competencies needed. This model serves as the foundation for industries to map their specific skills standards, credentials, and career paths. These employability skills are interconnected. Attainment of these business-defined skills prepares individuals for careers and/or furthers their educational goals.

PERSONAL SKILLS

INTEGRITY:

Treating others with honesty, fairness, and respect

- Demonstrate respect for company’s time and property
- Accept responsibility for one’s decisions and actions

INITIATIVE:

Demonstrating a willingness to work and seek out new work challenges

- Take initiative in seeking out new responsibilities and work challenges, increasing the variety and scope of one’s job
- Pursue work with energy, drive, and effort to accomplish tasks
- Establish and maintain personally challenging, but realistic work goals
- Strive to exceed standards and expectations

DEPENDABILITY & RELIABILITY:

Displaying responsible behaviors at work

- Behave consistently, predictably, and reliably
- Fulfill obligations, complete assignments, and meet deadlines
- Follow written and verbal directions
- Comply with organization’s rules, policies, and procedures
- Demonstrate regular and punctual attendance

ADAPTABILITY:

Displaying the capability to adapt to new, different or changing requirements

- Be open to learning and considering new ways of doing things
- Actively seek out and carefully consider the merits of new approaches to work
- Embrace new approaches when appropriate and discard approaches that are no longer working
- Effectively change plans, goals, actions or priorities to deal with changing situations

PROFESSIONALISM:

Maintaining a professional demeanor at work

- Demonstrate self-control by maintaining composure and keeping emotions in check even in difficult situations
- Maintain professional appearance by dressing appropriately for the job and maintaining personal hygiene
- Use professional language when speaking with supervisors, co-workers, and customers
- Maintain a positive attitude
- Take ownership of one’s work

PEOPLE SKILLS

TEAMWORK:

Demonstrating the ability to work effectively with others

- Establish a high degree of trust and credibility with others
- Interact professionally and respectfully with supervisors and co-workers
- Develop constructive working relationships and maintain them over time
- Use appropriate strategies and solutions for dealing with conflicts and differences to maintain a smooth workflow

COMMUNICATION:

Maintaining open lines of communication with others

- Demonstrate sensitivity and empathy
- Listen to and consider others’ viewpoints
- Recognize and interpret the verbal and nonverbal behavior of others
- Speak clearly, in precise language and in a logical, organized and coherent manner

RESPECT:

Working effectively with those who have diverse backgrounds

- Demonstrate sensitivity and respect for the opinions, perspectives, customs and individual differences of others
- Be flexible and open-minded when dealing with a wide range of people

APPLIED KNOWLEDGE

READING: *Understanding written sentences and paragraphs in work related documents*

- Read and comprehend work-related instructions and policies, memos, bulletins, notices, letters, policy manuals and governmental regulations
- Read and comprehend documents ranging from simple and straightforward to more complex and detailed
- Attain meaning and comprehend core ideas from written materials
- Integrate what is learned from written materials with prior knowledge
- Apply what is learned from written material to work situations

WRITING: *Using standard English to clearly communicate thoughts, ideas and information in written form*

- Prepare written materials that are easy to understand using correct wording
- Communicate thoughts, ideas, information, messages and other written information in a logical, organized and coherent manner
- Use correct grammar, spelling, punctuation and capitalization
- Write in a factual manner in a tone appropriate for the target audience in multiple formats

MATHEMATICS: *Using mathematics to solve problems*

- Add, subtract, multiply and divide whole numbers, fractions, decimals and percents
- Convert decimals to fractions; convert fractions to percents
- Calculate averages, ratios, proportions and rates
- Take measurement of time, temperature, distance, length, width, height and weight; convert one measurement to another
- Translate practical problems into useful mathematical expressions

SCIENCE: *Knowing and applying scientific principles and methods to solve problems*

- Understand basic scientific principles
- Understand the scientific method (i.e. identify problems, collect information, form opinion and draw conclusion)
- Apply basic scientific principles to solve problems and complete tasks

TECHNOLOGY: *Using information technology and related applications to convey and retrieve information*

- Navigation and File Management
 - Understand common computer terminology
 - Use scroll bars, a mouse, and dialog boxes to work within the computer’s operating system
 - Access and switch between applications and files of interest
 - Adhere to standard conventions for safeguarding privacy and security
- Internet and E-mail
 - Navigate the Internet to find information
 - Open and configure standard browsers
 - Use searches, hypertext references, and transfer protocols (enter URLs)
 - Send and retrieve electronic mail (e-mail)

CRITICAL THINKING: *Using logical thought processes to analyze and draw conclusions*

- Identify inconsistent or missing information
- Critically review, analyze, synthesize, compare, and interpret information
- Draw conclusions from relevant and/or missing information
- Test possible hypotheses to ensure the problem is correctly diagnosed and the best solution is found

WORKPLACE SKILLS

PLANNING AND ORGANIZING: *Planning and prioritizing work to manage time effectively and accomplish assigned tasks*

- Plan and schedule tasks so that work is completed on time
- Prioritize various competing tasks
- Allocate time and resources effectively
- Take necessary corrective action when projects go off-track

PROBLEM SOLVING: *Demonstrate the ability to apply critical-thinking skills to solve problems by generating, evaluating, and implementing solutions*

- Identify and define the problem
- Communicate the problem to appropriate personnel
- Generate possible solutions
- Choose a solution
- Implement the solution

DECISION MAKING: *Applying critical thinking skills to solve problems encountered in the workplace*

- Identify and prioritize the key issues involved to facilitate the decision making process
- Anticipate the consequences of decisions
- Involve people appropriately in decisions that may impact them
- Quickly respond with a back-up plan if a decision goes amiss

BUSINESS FUNDAMENTALS: *Has fundamental knowledge of the organization and the industry*

- Understand the importance of one’s role in the functioning of the company and the potential impact one’s performance can have on the success of the organization
- Recognize the importance of maintaining privacy and confidentiality of company information, as well as that of customers and co-workers, and comply with intellectual property laws
- Understand the significance of maintaining a healthful and safe environment and report any violations/discrepancies to appropriate personnel

CUSTOMER FOCUS: *Actively look for ways to identify market demands and meet customer or client needs*

- Understand and anticipate customer needs
- Provide personalized service with prompt and efficient responses to meet the requirements, requests, and concern of customers or clients
- Be pleasant, courteous, and professional when dealing internal and external customers or clients
- Evaluate customer or client satisfaction

WORKING WITH TOOLS & TECHNOLOGY: *Select, use, and maintain tools and technology to facilitate work activity*

- Identify, select and use appropriate tools and technological solutions to frequently encountered problems
- Carefully consider which tools or technological solutions are appropriate for a given job, and consistently chose the best tool or technological solution for the problem at hand
- Operate tools and equipment in accordance with established operating procedures and safety standards
- Seek out opportunities to improve knowledge of tools and technologies that may assist in streamlining work and improving productivity



These employability skills are interconnected to allow employers to look at the full scope of what skills are necessary in all major economic sectors. Together, attainment of these business-defined skills prepare individuals for careers and for further education and training.

ABOUT THE NETWORK:

The National Network of Business and Industry Associations (National Network) links and leverages the work of organizations that share a common challenge: finding skilled talent to fill open jobs. Its membership represents the primary sectors of the U.S. economy, which make up the source of nearly 75% of projected job growth by 2020 (an estimated 30 million new jobs).