## Workplace Readiness Skills

### Assessment: Workplace Readiness Skills (WRS)

<table>
<thead>
<tr>
<th>Number tested: 8220</th>
</tr>
</thead>
</table>

### Results by Standard

#### A) Personal Qualities and People Skills

1. **Positive Work Ethic:** Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand
   - 0-50%: 80.73%
   - 51-75%: 87.22%
   - 76-100%: 87.17%

2. **Integrity:** Abides by workplace policies and laws and demonstrates honesty and reliability
   - 0-50%: 88.26%
   - 51-75%: 91.58%
   - 76-100%: 93.35%

3. **Teamwork:** Contributes to the success of the team, assists others, and requests help when needed
   - 0-50%: 85.10%
   - 51-75%: 89.10%
   - 76-100%: 88.64%

4. **Self-representation:** Dresses appropriately and uses language and manners suitable for the workplace
   - 0-50%: 78.84%
   - 51-75%: 89.90%
   - 76-100%: 90.51%

5. **Diversity Awareness:** Works well with all customers and coworkers
   - 0-50%: 79.31%
   - 51-75%: 89.12%
   - 76-100%: 88.69%

6. **Conflict Resolution:** Negotiates diplomatic solutions to interpersonal and workplace issues
   - 0-50%: 88.14%
   - 51-75%: 87.40%
   - 76-100%: 85.88%

7. **Creativity and Resourcefulness:** Contributes new ideas and works with initiative
   - 0-50%: 82.97%
   - 51-75%: 83.98%
   - 76-100%: 86.15%

#### B) Professional Knowledge and Skills

8. **Speaking And Listening:** Follows directions and communicates effectively with customers and fellow employees
   - 0-50%: 89.82%
   - 51-75%: 90.50%
   - 76-100%: 89.92%

9. **Reading And Writing:** Reads and interprets workplace documents and writes clearly
   - 0-50%: 80.53%
   - 51-75%: 88.56%
   - 76-100%: 87.38%

10. **Critical Thinking And Problem Solving:** Analyzes and resolves problems that arise in completing assigned tasks
    - 0-50%: 69.61%
    - 51-75%: 78.77%
    - 76-100%: 78.75%

11. **Health And Safety:** Follows safety guidelines and manages personal health
    - 0-50%: 85.34%
    - 51-75%: 87.35%
    - 76-100%: 86.26%

12. **Organizations, Systems, And Climates:** Identifies big picture issues and his or her role in fulfilling the mission of the workplace
    - 0-50%: 79.08%
    - 51-75%: 82.75%
    - 76-100%: 79.49%

13. **Lifelong Learning:** Continually acquires new industry-related information and improves professional skills
    - 0-50%: 77.07%
    - 51-75%: 72.07%
    - 76-100%: 65.71%

14. **Job Acquisition And Advancement:** Prepares to apply for a job and to seek promotion
    - 0-50%: 77.99%
    - 51-75%: 86.66%
    - 76-100%: 85.58%

15. **Time, Task, And Resource Management:** Organizes and implements a productive plan of work
    - 0-50%: 82.07%
    - 51-75%: 89.16%
    - 76-100%: 85.31%

16. **Mathematics:** Uses mathematical reasoning to accomplish tasks
    - 0-50%: 70.11%
    - 51-75%: 78.13%
    - 76-100%: 72.89%
### Assessment: Workplace Readiness Skills (WRS)

**Number tested:** 8220

| 17. Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service | % Correct  
16-17 | % Correct  
17-18 | % Correct  
18-19 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>86.42%</td>
<td>92.83%</td>
<td>89.64%</td>
</tr>
</tbody>
</table>

| 18. Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner | % Correct  
16-17 | % Correct  
17-18 | % Correct  
18-19 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>82.13%</td>
<td>88.42%</td>
<td>86.84%</td>
</tr>
</tbody>
</table>

| 19. Information Technology: Uses computers, file management techniques, and software/programs effectively | % Correct  
16-17 | % Correct  
17-18 | % Correct  
18-19 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>84.20%</td>
<td>87.89%</td>
<td>85.99%</td>
</tr>
</tbody>
</table>

| 20. Internet Use And Security: Uses the Internet appropriately for work | % Correct  
16-17 | % Correct  
17-18 | % Correct  
18-19 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>80.07%</td>
<td>90.07%</td>
<td>84.63%</td>
</tr>
</tbody>
</table>

| 21. Telecommunications: Selects and uses appropriate devices, services, and applications | % Correct  
16-17 | % Correct  
17-18 | % Correct  
18-19 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>79.67%</td>
<td>82.36%</td>
<td>79.47%</td>
</tr>
</tbody>
</table>