

## Idaho Workplace Readiness Criticality Survey

### Personal Qualities and People Skills

**Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	7	70	489	566

**Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	7	70	489	566

**Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	15	183	365	563

**Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	31	206	324	561

**Demonstrate diversity awareness by working well with all customers and co-workers.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	26	233	302	561

**Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	66	260	236	562

**Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
<b>TOTAL</b>	97	281	184	562

## Professional Knowledge and Skills

**Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	26	172	362	560

**Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	33	240	287	560

**Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	22	230	305	557

**Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	59	216	283	558

**Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	121	295	141	557

**Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	81	271	206	558

**Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	176	281	97	554

**Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.**

Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	64	269	236	559

<b>Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks.</b>				
Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	177	262	118	557
<b>Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.</b>				
Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	63	216	279	558
<b>Technology Knowledge and Skills</b>				
<b>Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.</b>				
Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	52	273	235	560
<b>Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.</b>				
Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	72	244	253	559
<b>Demonstrate proper Internet use and security by using the Internet appropriately for work.</b>				
Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	92	242	223	558
<b>Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.</b>				
Answer Options	Nice to Know	Need to Know	Critical to Know	Response Count
TOTAL	131	295	133	559