



2020-2021 Workplace Readiness Skills

Results by Standard

Legend (%)		
0-50%	51-75%	76-100%

Assessment: Workplace Readiness Skills (WRS) Number tested: 7261	% Correct 17-18	% Correct 18-19	% Correct 20-21
Workplace Readiness Skills (WRS)	86.34%	84.65%	84.20%
A) Personal Qualities and People Skills	88.31%	88.61%	88.01%
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	87.22%	87.17%	86.85%
2. Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability	91.58%	93.35%	92.24%
3. Teamwork: Contributes to the success of the team, assists others, and requests help when needed	89.10%	88.64%	88.22%
4. Self-representation: Dresses appropriately and uses language and manners suitable for the workplace	89.90%	90.51%	89.46%
5. Diversity Awareness: Works well with all customers and coworkers	89.12%	88.69%	88.28%
6. Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues	87.40%	85.88%	85.31%
7. Creativity and Resourcefulness: Contributes new ideas and works with initiative	83.98%	86.15%	85.78%
B) Professional Knowledge and Skills	84.71%	82.10%	81.72%
8. Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees	90.50%	89.92%	89.61%
9. Reading And Writing: Reads and interprets workplace documents and writes clearly	88.56%	87.38%	86.88%
10. Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks	78.77%	78.75%	79.58%
11. Health And Safety: Follows safety guidelines and manages personal health	87.35%	86.26%	85.47%
12. Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace	82.75%	79.49%	79.29%
13. Lifelong Learning: Continually acquires new industry-related information and improves professional skills	72.07%	65.71%	65.85%
14. Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion	86.66%	85.58%	85.07%
15. Time, Task, And Resource Management: Organizes and implements a productive plan of work	89.16%	85.31%	85.56%
16. Mathematics: Uses mathematical reasoning to accomplish tasks	78.13%	72.89%	70.91%

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17. Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service	92.83%	89.64%	89.34%
C) Technology Knowledge and Skills	87.03%	84.21%	83.85%
18. Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner	88.42%	86.84%	86.41%
19. Information Technology: Uses computers, file management techniques, and software/programs effectively	87.89%	85.99%	85.05%
20. Internet Use And Security: Uses the Internet appropriately for work	90.07%	84.63%	84.01%
21. Telecommunications: Selects and uses appropriate devices, services, and applications	82.36%	79.47%	79.99%