



2022-2023 Workplace Readiness Skills

Results by Standard

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

Assessment: Workplace Readiness Skills (WRS)	% Correct	
	21-22	22-23
Number tested: 9631		
21st Century Workplace Readiness Skills for the Commonwealth	76.55%	75.26%
Duty 1: Personal Qualities and Abilities	76.54%	71.75%
Standard 1 CREATIVITY AND INNOVATION: Employs originality, inventiveness, and resourcefulness in the workplace	75.84%	71.49%
Standard 2 CRITICAL THINKING AND PROBLEM SOLVING: Uses sound reasoning to analyze problems, evaluate potential solutions, and implement effective courses of action	83.91%	77.33%
Standard 3 INITIATIVE AND SELF-DIRECTION: Independently looks for ways to improve the workplace and accomplish tasks	72.22%	68.15%
Standard 4 INTEGRITY: Complies with laws, procedures, and workplace policies; demonstrates honesty, fairness, and respect	74.69%	69.06%
Standard 5 WORK ETHIC: Consistently works to the best of one's ability and is diligent, dependable, and accountable for one's actions	76.66%	73.47%
Duty 2: Interpersonal Skills	81.42%	76.59%
Standard 6 CONFLICT RESOLUTION: Negotiates diplomatic solutions to interpersonal and workplace issues	78.81%	75.87%
Standard 7 LISTENING AND SPEAKING: Listens attentively and asks questions to clarify meaning; articulates ideas clearly in a manner appropriate for the setting and audience	85.45%	80.25%
Standard 8 RESPECT FOR DIVERSITY: Values individual differences and works collaboratively with people of diverse backgrounds, viewpoints, and experiences	82.29%	76.56%
Standard 9 CUSTOMER SERVICE ORIENTATION: Anticipates and addresses the needs of customers and coworkers, providing thoughtful, courteous, and knowledgeable service	83.91%	78.36%
Standard 10 TEAMWORK: Shares responsibility for collaborative work and respects the thoughts, opinions, and contributions of other team members	78.10%	73.01%
Duty 3: Professional Competencies	74.64%	76.11%
Standard 11 BIG-PICTURE THINKING: Understands one's role in fulfilling the mission of the workplace and considers the social, economic, and environmental impacts of one's actions	73.85%	71.52%
Standard 12 CAREER AND LIFE MANAGEMENT: Plans, implements, and manages personal and professional development goals related to education, career, finances, and health	77.44%	75.24%

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Standard 13 CONTINUOUS LEARNING AND ADAPTABILITY: Accepts constructive feedback well and is open to new ideas and ways of doing things; continuously develops professional skills and knowledge to adjust to changing job requirements	76.90%	79.27%
Standard 14 EFFICIENCY AND PRODUCTIVITY: Plans, prioritizes, and adapts work goals to manage time and resources effectively	77.77%	78.95%
Standard 15 INFORMATION LITERACY: Locates information efficiently, evaluates the credibility and relevance of sources and facts, and uses information effectively to accomplish work-related tasks	75.31%	79.49%
Standard 16 INFORMATION SECURITY: Understands basic Internet and email safety and follows workplace protocols to maintain the security of information, computers, networks, and facilities	74.43%	76.94%
Standard 17 INFORMATION TECHNOLOGY: Maintains a working knowledge of devices, resources, hardware, software, systems, services, applications, and IT conventions	72.19%	71.33%
Standard 18 JOB-SPECIFIC TOOLS AND TECHNOLOGIES: Knows how to select and safely use industry-specific technologies, tools, and machines to complete job tasks effectively	76.74%	76.55%
Standard 19 MATHEMATICS: Applies mathematical skills to complete tasks as necessary	69.95%	72.36%
Standard 20: PROFESSIONALISM: Meets organizational expectations regarding work schedule, behavior, appearance, and communication	74.94%	80.45%
Standard 21 READING AND WRITING: Reads and interprets workplace documents and writes effectively	74.23%	80.43%
Standard 22: WORKPLACE SAFETY: Maintains a safe work environment by adhering to safety guidelines and identifying risks to self and others	72.98%	73.05%