

# Want a Great Career?

## Alaskan Employers Expect:

### Skills/Competencies

#### Reading

Able to comprehend written material and take appropriate action.

#### Speaking

Expresses ideas clearly and concisely to individuals and in groups, has good customer communication skills, gives clear directions.

#### Writing

Spells correctly; writes legibly; expresses ideas clearly and concisely; writes a business letter, & fills out forms properly.

#### Listening

Able to comprehend what is said and take action.

#### Math Computation

Able to apply basic skills with accuracy in addition, subtraction, division, multiplication and use of fractions and percentages to accomplish work.

#### Problem Solving

Can identify source of problem, demonstrates good common sense; is creative and innovative.

#### Information Management & Technology

Able to use computers to process information, familiar with common technology applications & tools in the workplace.

#### Knowing How to Learn

Able to teach oneself new skills, able to seek and use new information appropriately.

#### Applying What is Learned

Possesses various skills including the more complex kinds of thinking, such as reasoning, analysis, and problem solving.

#### Working with Others

Able to work as a productive team member, able to share information.

#### Business Process

Eager to learn the principles of business.

#### Looking for Work

Able and confident to identify job opportunities, to complete a job application, to prepare a résumé, and to promote himself/herself during an interview.

### Work Attitudes

#### Responsible / Self-Disciplined

Is a self-starter, is committed to and accountable for work assigned; does not just do the bare minimum to get the job done, is loyal to the employer.

#### Willing to Learn/Pride in Doing a Good Job

Is flexible, willing, and able to respond to change in work assignments or learn new technology and new ways of doing things; is willing to do the job over until he/she gets it done right.

#### Safety-Conscious

Always thinks about safety in every aspect of the job, takes responsibility for his/her own actions and notices and corrects unsafe situations in the workplace; does not always have to be told to use safe procedures, concerned for the safety of others.

#### Manages Stress and Personal Problems

Deals with job pressures in a positive way; does not let personal problems interfere with getting the work done, either by being distracted at work or by failing to come to work or be on time.

#### Positive Outlook

Views the good in situations and works constructively to solve problems, has a positive self-image, is self-confident; sets personal goals.

#### Follows the Rules

Performs tasks in the prescribed manner, doesn't break rules but will help change rules if they should be changed.

#### Good Team Member

Shares information; works well and credits (praises) other workers; puts the team above personal interests.

#### Respects Others

Has good manners; shows common courtesy; appreciates multicultural diversity.

#### Willing to Earn Reward

Able to see long term results of efforts on the job and put in time and effort before expecting a promotion.

### Work Values ("Work Ethic")

#### Honesty and Integrity

Bases actions on a personally held set of values, can be trusted to follow the rules even when supervisors are not present, keeps his/her word.

#### Good Manners

Always shows courtesy and respect toward others.

#### Accepts Advice, Supervision, Criticism

Has high self-esteem and does what is asked; accepts criticism and uses it to improve.

#### Dependability / Follow Through

Works diligently to complete tasks, alerts supervisor to problems or delays so that there are no surprises about work not being done.

#### Good Attendance / On Time

Can be depended upon to be at work except for very good reasons, such as illness or death in the family, ready to begin work on time.

#### Accuracy of Work / No Waste

Is careful and avoids mistakes, if mistakes are made, will correct the errors, takes pride in work well done; holds high standards.

#### Pride & Productivity in Work

Shows initiative; is ambitious; figures out how to get the job done; works as efficiently as possible to get the job done--well.

These critical skills, values, & attitudes were identified by CEOs, personnel directors, and other employer representatives, and revised by Alaska's Youth: Ready for Work, following review by parents, educators, students, & other community members.



<http://www.apicc.org>

ALASKA'S INDUSTRY CONNECTION FOR A SKILLED PROFESSIONAL WORKFORCE



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## Alaskan Employers Expect:

### WORK ATTITUDES

#### RESPONSIBLE/SELF-DISCIPLINED

Is a self-starter, committed to and accountable for work assigned, does not do just the bare minimum to get the job done.

#### WILLING TO LEARN/PRIDE IN DOING A GOOD JOB

Is flexible, ambitious, shows initiative, efficient. Willing and able to respond to change in work assignments or learn new technology and new ways of doing things. Willing to do the job over until it is done correctly. Able to see long term results of efforts on the job.

#### SAFETY-CONSCIOUS

Always thinks about safety in every aspect of the job, takes responsibility for one's own actions. Notices and corrects unsafe situations in the workplace. Does not have to be told to use safe procedures, concerned for the safety of others.

#### MANAGES STRESS AND PERSONAL PROBLEMS

Manages job pressures constructively. Does not allow personal problems to interfere with work.

#### POSITIVE OUTLOOK

View the good in situations and works constructively to solve problems, has a positive self-image, is self-confident, sets personal goals.

#### FOLLOWS THE RULES

Performs tasks in the prescribed manner, does not break rules but will help change rules if needed.

#### WORKING WITH OTHERS

Is able to work as a productive team member, able to share information, credits and praises others, puts the team above personal interests.

#### RESPECTS OTHERS

Has good manners, shows common courtesy, appreciates multicultural diversity.

#### TECHNOLOGY USAGE

Smartphones and tablets have changed the workplace in a short amount of time. Respect your employers technology guidelines.

### SKILLS/COMPETENCIES

#### COMMUNICATION

**READ:** Has the ability to comprehend written material and take appropriate action.

**SPEAK:** Be able to express ideas clearly and concisely to individuals and in groups, has good customer communication skills, gives clear direction.

**WRITE:** Spells correctly, writes legibly, expresses ideas clearly and concisely, is able to write a business letter and fill out forms properly.

**LISTEN:** Can comprehend what is said and take action.

#### MATH

Able to apply basic and applicable math skills to accomplish tasks.

#### PROBLEM SOLVING

Has the ability to identify source of problem, demonstrates good common sense, is creative and innovative.

#### INFORMATION MANAGEMENT & TECHNOLOGY

Can use computers to process information, is familiar with common technology applications and tools in the workplace.

#### KNOWING HOW TO LEARN

Is able to teach oneself new skills, to seek and use new information appropriately.

#### APPLYING WHAT IS LEARNED

Possess various skills including the more complex kinds of thinking, such as reasoning, analysis, and problem solving.

#### LOOKING FOR WORK

Is able and confident to identify job opportunities, to complete a job application, to prepare a résumé, dress appropriately and promote oneself during an interview.

### WORK ETHIC

#### HONESTY AND INTEGRITY

Actions are based on a personally held set of values, can be trusted to follow the rules even when supervisors are not present, keeps one's word, is consistent with the company mission and vision.

#### ACCEPTS ADVICE, SUPERVISION, CRITICISM

Has high self-esteem and does what is asked, accepts criticism and uses it to improve.

#### DEPENDABLE / FOLLOWS THROUGH

Works diligently to complete tasks, alerts supervisor to problems or delays.

#### GOOD ATTENDANCE / ON TIME

Can be depended upon to be at work except for very good reasons.

#### ACCURACY OF WORK / NO WASTE

Is careful and avoids mistakes, corrects errors, takes pride in work well done, holds high standards.

#### VOLUNTEER

Volunteering shows initiative and a commitment to community.

### OPEN DOORS TO EMPLOYMENT

#### GRADUATE FROM HIGH SCHOOL

A high school diploma is a minimum education requirement for employment.

#### HAVE A VALID DRIVER'S LICENSE

A driver's license is a formal form of ID and demonstrates initiative. Keep a clean driving record as many companies will not hire someone with a DUI.

#### BE ABLE TO PASS A DRUG SCREENING

Many companies have a zero tolerance for substance abuse. Often it means employees do not show up for work, or can be a safety hazard if they have been using drugs or alcohol in the recent past.

#### POSSESS BASIC EMPLOYABILITY SKILLS

Utilize some of the soft skills programs to help you develop the competencies, attitudes, and values employers are seeking.

#### FIT FOR DUTY

Be able to pass a medical assessment to be sure an employee can safely do a specific job or task under the working conditions.

#### HAVE ENGLISH PROFICIENCY

Many services are available for people who speak English as a second language. Employers need workers who are proficient in English, as this can be a matter of safety in emergencies.

#### GAIN TRAINING/EDUCATION

Some employers say if you have mastered soft skills, they will give you the rest. Others require job specific training or experience.

#### NARROW GAPS IN EMPLOYMENT

If you have poor work history or you are an ex-offender, utilize resources offering help. Many companies hire ex-offenders. Be honest, present yourself professionally, and rebuild your résumé.

#### SOCIAL MEDIA

With the ever-increasing use and variety of social media, many employers check social media for potential employees' character and to see if the applicant would be a good fit for the culture of the organization. Use social media wisely.

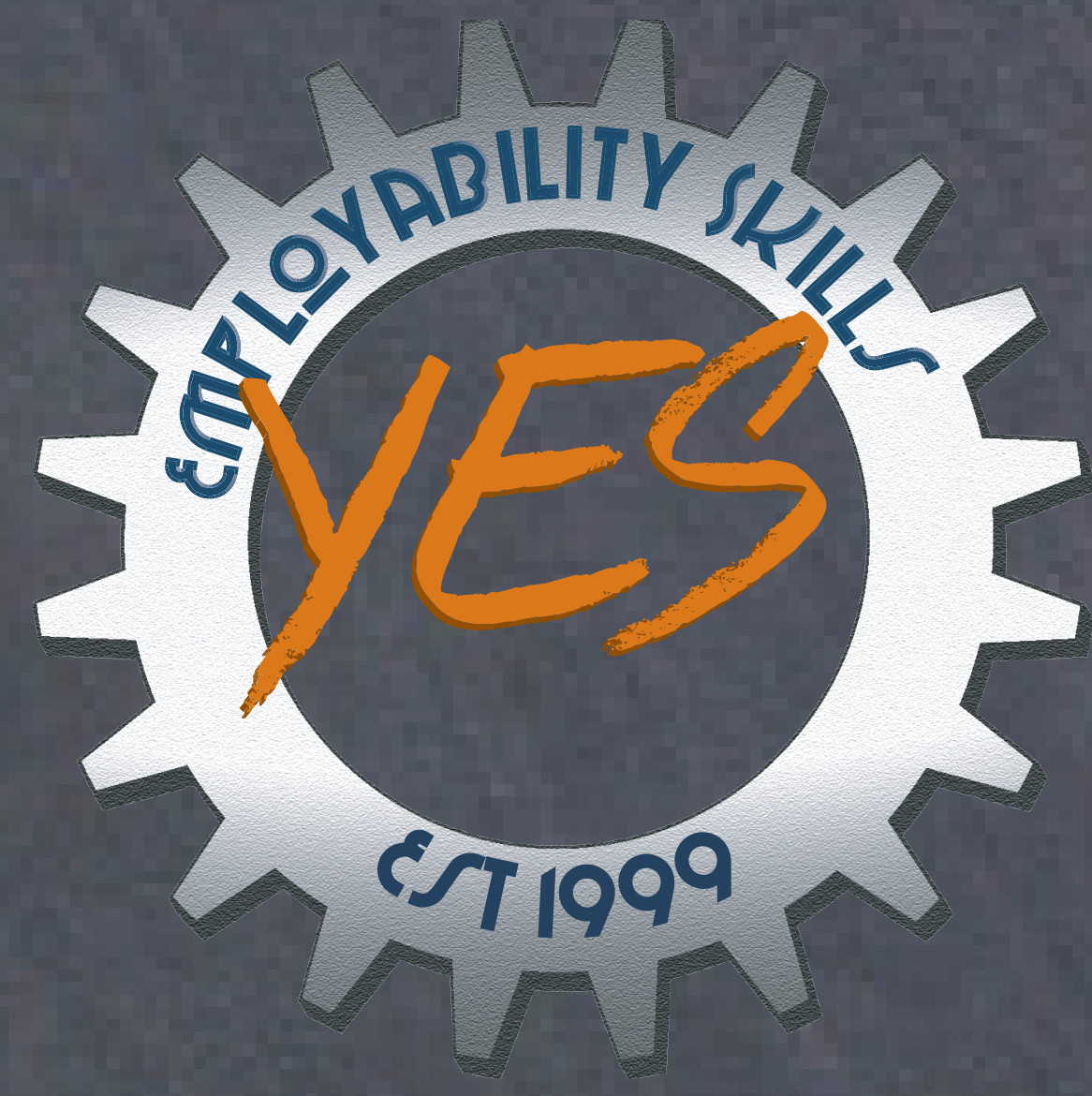


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### *Skills/Competencies*

#### **Communication** –

- Read; have the ability to comprehend written material and take appropriate action.
- Speak; be able to express ideas clearly and concisely to individuals and in groups, have good customer communication skills, give clear direction.
- Writes; spells correctly, writes legibly, expresses ideas clearly and concisely, able to write a business letter, fills out forms properly.
- Listens; is able to comprehend what is said and take action; LISTEN

**Math** – Able to apply basic and applicable math skills to accomplish tasks.

**Problem Solving** – Can identify source of problem, demonstrates good common sense, is creative and innovative

**Information Management & Technology** – Able to use computers to process information, is familiar with common technology applications and tools in the workplace

**Knowing how to learn** – Able to teach oneself new skills, to seek and use new information appropriately.

**Applying what is learned** – Possesses various skills including the more complex kinds of thinking, such as reasoning, analysis, and problem solving.

**Looking for work** – Able and confident to identify job opportunities, to complete a job application, to prepare a résumé, dress appropriately and promote oneself during an interview



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