

# Arizona Professional Skills

## Arizona Profession Skills APS

**1 COMPLEX COMMUNICATION: Employs complex communication \* skills in a manner that adds to organizational productivity. \*Complex Communication refers to the need to combine traditional communication skills with technical workplace content transmitted via rapidly evolving technologies to increasingly diverse audiences.** APS.1

**1.A** Masters core communication skills for the workplace. • Delivers content accurately • Persuades others • Uses communication style appropriate to audience and situation • Listens actively • Resolves conflicts APS.1.A

**1.B** Communicates effectively in a diverse work environment. • Communicates with diversity in mind APS.1.B

**1.C** Uses technologies and social media for workplace communication. • Exercises competence in using technology • Upholds the brand • Follows applicable laws and regulations • Matches technology to content APS.1.C

**1.D** Foundational communication skill check points ✓ Writes in languages required by employer ✓ Speaks in languages required by employer ✓ Demonstrates reading comprehension ✓ Presents with confidence ✓ Practices interpersonal skills ✓ Uses workplace technologies APS.1.D

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**2 COLLABORATION: Collaborates, in person and virtually, to complete tasks aimed at organizational goals** APS.2

**2.A** Commits to achieving collective goals. • Contributes personal strengths • Respects contributions of others • Contributes to an environment of collaboration • Ensures diversity in collaboration APS.2.A

**2.B** Promotes an environment of trust. • Builds team relationships • Takes responsibility for role on team • Manages information with sensitivity APS.2.B

**2.C** Optimizes technology to collaborate with others. • Adopts technology to promote collaboration APS.2.C

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**3 THINKING AND INNOVATION: Integrates expertise in technical knowledge and skills with thinking and reasoning strategies to create, innovate, and devise solutions.** APS.3

- 3.A Defines a problem in the workplace. • Describes • Diagnoses • Uses resources to define a problem APS.3.A
- 3.B Practices inquiry and reflection (I/R) to take action in the workplace. • Maintains an attitude of openness • Explores for deeper understanding • Uses resources for inquiry and reflection (I/R) • Evaluates self APS.3.B
- 3.C Takes action supported by evidence and reasoning to explain conclusions and accomplish work. • Composes a plan • Constructs a model (visual, symbolic, or linguistic) • Makes decisions • Uses tools strategically • Argues a case APS.3.C
- 3.D Transfers knowledge and skills from one work situation to another. • Builds capacity to transfer skills APS.3.D
- 3.E Creates/innovates to improve workplace productivity. • Builds capacity to create/innovate APS.3.E

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**4 PROFESSIONALISM: Conducts oneself in a professional manner appropriate to organizational expectations.** APS.4

- 4.A Adheres to organizational protocol related to behavior, appearance, and communication. • Communicates with technical language • Communicates according to organizational standards • Satisfies customers ✓ Professionalism Preliminary Checklist APS.4.A
- 4.B Manages time in accordance with organizational expectations. • Uses time productively • Balances accuracy and speed • Organizes work for the allotted timeframe • Prioritizes tasks • Collaborates and works alone to deliver on time APS.4.B
- 4.C Represents the organization in a positive manner. • Communicates mission and position • Aligns with organizational values • Manages resources to benefit the organization • Communicates core values of the profession APS.4.C
- 4.D Performs assigned tasks with a “can do” attitude. • Performs work with a positive attitude APS.4.D
- 4.E Behaves in a way that distinguishes between personal and work-related matters. • Demonstrates respect for personal and professional boundaries APS.4.E
- 4.F Produces work that reflects professional pride. • Produces high quality work • Acts as a team member • Performs/produces with precision • Continues to develop skills and connections • Takes initiative to improve work APS.4.F

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**5 INITIATIVE AND SELF-DIRECTION: Exercises initiative and self-direction in the workplace.** [APS.5](#)

- 5.A** Functions independently within the organizational structure. • Performs necessary tasks • Strives to improve personal delivery of services • Improves personal performance/ behaviors continuously ✓ Initiative & Self-Direction Preliminary Checklist [APS.5.A](#)
- 5.B** Adapts to changing conditions and expectations in the organization. • Adjusts to change • Cooperates respectfully with colleagues • Maintains productivity [APS.5.B](#)
- 5.C** Pursues career advancement opportunities within an organization or field. • Articulates requirements for job openings • Prepares for career advancement • Pursues formal learning opportunities • Builds learning relationships • Applies new resources [APS.5.C](#)
- 5.D** Generates innovative ideas, methods, or devices contributing to organizational resources and goals. • Innovate to improve productivity • Recommends improvements on processes, products, services • Uses technology to increase productivity/profits [APS.5.D](#)
- 5.E** Exercises leadership in the workplace. • Engages individual strengths • Manages work plans • Plans for unanticipated challenges • Pursues workplace solutions/improvements [APS.5.E](#)

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**6 INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE: Interacts effectively with different cultures and generations to achieve organizational mission, goals and objectives.** [APS.6](#)

- 6.A** Uses relevant intergenerational and cross-cultural communication that creates cultural synergy in the workplace. • Adapts communication style to engage diverse others • Adapts communication style to engage other generations ✓ Intergenerational & Cross-Cultural Competence Preliminary Checklist [APS.6.A](#)
- 6.B** Contributes to an environment of acceptance and inclusion that enables different cultures and generations to work together. • Demonstrates respect through interactions and behaviors • Addresses challenges with intergenerational and cross-cultural sensitivity • Celebrates achievements and contributions of diverse others • Functions comfortably in the global marketplace • Relies upon the wisdom and experience of others to accomplish work • Addresses intergenerational tensions [APS.6.B](#)
- 6.C** Respects generational differences related to the use of technology in the workplace. Selects from technological and non-technological methods/tools to communicate across generations [APS.6.C](#)

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**7 ORGANIZATIONAL CULTURE: Functions effectively within an organizational culture.** [APS.7](#)

- 7.A** Navigates organizational structures and systems. • Fits work performance to the organizational structure [APS.7.A](#)
- 7.B** Embodies organizational values. • Works in a manner that reflects organizational values [APS.7.B](#)
- 7.C** Performs work that advances organizational growth and success. • Contributes to organizational success [APS.7.C](#)

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**8 LEGAL AND ETHICAL PRACTICES: Observes laws, rules, and ethical practices in the workplace.** [APS.8](#)

- 8.A** Respects the organization's physical and intellectual property. • Takes responsibility for the workplace • Protects the organization's intellectual property [APS.8.A](#)
- 8.B** Demonstrates loyalty to the organization, its mission, and resources. • Demonstrates loyalty to the organization [APS.8.B](#)
- 8.C** Maintains a safe work environment. • Addresses harmful conditions in the workplace • Follows procedure for reporting unsafe conditions • Receives risk management training [APS.8.C](#)
- 8.D** Adheres to the policies and procedures of the organization. • Acts in accord with policies and procedures • Acts in accord with legal and ethical practices • Receives training in policies and procedures [APS.8.D](#)
- 8.E** Adheres to applicable local, state, federal, and international laws and regulations. • Applies required laws and regulations in the workplace • Complies with employment laws • Applies laws and regulations unique to the industry [APS.8.E](#)
- 8.F** Takes responsibility for one's actions in the workplace. • Prioritizes time • Resolves own work problems and errors • Takes responsibility for own communication [APS.8.F](#)
- 8.G** Manages/uses resources for the good of the organization. • Uses organization's resources prudently [APS.8.G](#)
- 8.H** Acts with integrity (honest, reliable, and trustworthy.) • Performs with honesty and reliability in a trustworthy manner [APS.8.H](#)
- 8.I** Interacts respectfully with co-workers and customers. • Handles information appropriately • Works to create an equitable workplace [APS.8.I](#)

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**9 FINANCIAL PRACTICES: Applies knowledge of finances for the profitability and viability of the organization.** APS.9

- 9.A Exercises prudence in personal finance as it relates to employment. • Manages personal finances responsibly APS.9.A
- 9.B Articulates financial goals and strategies of the organization. • Communicates organizational financial goals APS.9.B
- 9.C Contributes to organizational profitability through knowledge of finances. • Acts prudently with organizational resources • Maintains current knowledge of salary and benefits • Relates work performance to company profitability APS.9.C