

# Professional Skills

**COMPLEX COMMUNICATION:**  
Employs complex communication \* skills in a manner that adds to organizational productivity. 1

- A Masters core communication skills for the workplace. 1.A
- B Communicates effectively in a diverse work environment. 1.B
- C Uses technologies and social media for workplace communication. 1.C
- D Foundational communication skill check points 1.D

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

- A Commits to achieving collective goals. 2.A
- B Promotes an environment of trust. 2.B
- C Optimizes technology to collaborate with others. 2.C

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

- A Defines a problem in the workplace. 3.A
- B Practices inquiry and reflection (I/R) to take action in the workplace. 3.B
- C Takes action supported by evidence and reasoning to explain conclusions and accomplish work. 3.C
- D Transfers knowledge and skills from one work situation to another. 3.D
- E Creates/innovates to improve workplace productivity. 3.E

**PROFESSIONALISM:**  
Conducts self in an appropriate manner reflective of the organizational expectations. 4

- A Adheres to organizational protocol related to behavior, appearance, and communication. 4.A
- B Manages time in accordance with organizational expectations. 4.B
- C Represents the organization in a positive manner. 4.C
- D Performs assigned tasks with a “can do” attitude. 4.D
- E Behaves in a way that distinguishes between personal and work-related matters. 4.E
- F Produces work that reflects professional pride. 4.F

**INITIATIVE AND SELF-DIRECTION:** Exercises initiative and self-direction in the workplace. 5

- A** Functions independently within the organizational structure. 5.A
- B** Adapts to changing conditions and expectations in the organization. 5.B
- C** Pursues career advancement opportunities within an organization or field. 5.C
- D** Generates innovative ideas, methods, or devices contributing to organizational resources and goals. 5.D
- E** Exercises leadership in the workplace. 5.E

**INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE:** Interacts effectively with different cultures, generations, and individuals with disabilities to achieve organizational mission, goals, and objectives. 6

- A** Uses relevant communication that creates cultural synergy in the workplace. 6.A
- B** Contributes to an environment of acceptance and inclusion that enables different cultures, generations, and individuals with disabilities to work together. 6.B
- C** Respects generational differences related to the use of technology in the workplace. 6.C

**ORGANIZATIONAL CULTURE:** Functions effectively within an organizational culture. 7

- A** Navigates organizational structures and systems. 7.A
- B** Embodies organizational values. 7.B
- C** Performs work that advances organizational growth and success. 7.C

**LEGAL AND ETHICAL PRACTICES:** Observes laws, rules, and ethical practices in the workplace. 8

- A** Respects the organization's physical and intellectual property. 8.A
- B** Demonstrates loyalty to the organization, its mission, and resources. 8.B
- C** Maintains a safe work environment. 8.C
- D** Adheres to the policies and procedures of the organization. 8.D
- E** Adheres to applicable local, state, federal, and international laws and regulations. 8.E
- F** Takes responsibility for one's actions in the workplace. 8.F
- G** Manages/uses resources for the good of the organization. 8.G
- H** Acts with integrity (honest, reliable, and trustworthy.) 8.H
- I** Interacts respectfully with co-workers and customers. 8.I

**FINANCIAL PRACTICES:** Applies knowledge of finances for the profitability and

- A** Exercises prudence in personal finance as it relates to employment. 9.A
- B** Articulates financial goals and strategies of the organization. 9.B

**viability of the  
organization. 9**

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**C Contributes to organizational profitability through knowledge of finances. 9.C**