

**Career and Technical Education**  
**Workplace Readiness Skills for All Courses**  
**Phase II: Learning-in-Place**  
**(April 6 - 24, 2020)**

Workplace Readiness Skills (WRS) are key aspects of being College, Career, and Civic Ready. These 22 skills are embedded within all Career and Technical Education (CTE) courses offered to students in grades 9-12. During this phase, students will review the Interpersonal Skills 6-10. The Phase I learning plan focused on the Personal Qualities and Abilities Skills 1-5. Within this plan, students will be asked to write a reflection that is related to a specific skill. Entries can be done on the computer or simply written on paper. All responses should be in paragraph form.

	Workplace Readiness Phase II Skills for Review	Student Reflection
I N T E R P E R S O N A L  S K I L L S	<b>Skill #6: Conflict Resolution</b> Negotiates diplomatic solutions to interpersonal and workplace issues such as personality conflicts, culture, and work styles.	Reflect on a conflict that you may have experienced in the past. After identifying the conflict, discuss the steps taken to resolve it.
	<b>Skill #7: Listening and Speaking</b> Listens attentively and asks questions to clarify meaning; articulates ideas clearly in a manner appropriate for the setting, age, and knowledge level of the audience.	<u>Listening</u> : Discuss the importance of using active listening techniques in the workplace? Give examples of when you used these techniques at home, in school, or even at work?  <u>Speaking</u> : Think about a presentation or speech that you previously gave in class. Reflect on things that you did well? Are there any areas of public speaking in which you feel you should improve?
	<b>Skill #8: Respect for Diversity</b> Values individual differences and works collaboratively with people of diverse backgrounds, viewpoints, and experiences	What is bias? List and describe at least three different forms of workplace bias. How is having respect for diversity different from being aware of diversity? Share what you feel are the benefits of having diversity in the workplace or the consequences of having a lack of diversity in the workplace.

**Skill #9: Customer Service Orientation**

Anticipates and addresses the needs of customers and coworkers, providing thoughtful, courteous, and knowledgeable service

Share an example of a time when a customer service representative anticipated and properly addressed your needs as a customer. How did this make you feel? Now, discuss a time in which you visited a business or organization and you did not receive good customer service. How did you handle this? If you were the employer, what would you do to improve the level of customer service at this particular business? The goal is for you to reflect on the importance of providing helpful, courteous, and knowledgeable service to all.

**Skill #10: Teamwork**

Shares responsibility for collaborative work and respects the thoughts, opinions, and contributions of other team members

What are some benefits of collaborating to accomplish a goal? What expectations and roles might a group set as they begin collaborating? Explain why is it important to respect the thoughts, opinions, and contributions of other team members?

Source: Adapted from [www.ctecs.org](http://www.ctecs.org). Modules and other resources are available for student use on this site.