

Work Readiness Training

What is it?

Many community-based organizations and program providers train youth in basic job skills that enhance employability. This often includes instruction on how to write a resume and cover letter, how to dress appropriately, how to act in a job interview and other job-related social skills. Businesses can complement this type of training by conducting mock interviews, presenting to students about office etiquette, and helping students see how successful professionals present themselves.

Checklist for Success

- _____ Employers should determine how working with a job-readiness training program can benefit their recruitment needs as well as assist in the development of the youth's career readiness, including whether it is a general basic skills program or an industry-specific program.
- _____ Form a working group to identify the most important basic job skills necessary for the workplace.
- _____ Work with the training organization and/or school to ensure that the basic readiness skills you need will be addressed by the program.
- _____ Determine the appropriate staff time and engagement that can be provided by interested employees.

Additional Resources:

- **Three Rivers Workforce Investment Board**
 - <http://www.trwib.org/practices/youth/competencies/WORKREADY-COMPETENCIES-2008.pdf>
- **Secretary's Commission on Achieving Necessary Skills**
 - <http://www.ncrel.org/sdrs/areas/issues/methods/assment/as7scans.htm>
- **Westminster Group**
 - www.wgpeople.com

Three Rivers Workforce Investment Board Youth Policy Council Work Ready Competencies ©

The work ready competencies below were developed by the Three Rivers Workforce Investment Board (TRWIB), the Philadelphia Workforce Investment Board, and the Philadelphia Youth Network. These competencies are designed to provide youth employment programs with the most accurate listing of competencies that youth should be striving to obtain in order to be marketable for **entry-level** positions in our region. The TRWIB recognizes that specific industries have specific qualifications and skills that they are seeking in entry-level applicants. However, these competencies are designed to reflect the universal basic competencies that **any industry** is looking for in their entry-level employees. Ultimately, these competencies are aimed at assisting employers in finding stronger entry-level employees who are ready to work with basic work readiness skills. These competencies have been critiqued and validated through focus groups with more than 50 regional employers.

COMPETENCY AREA	COMPETENCY
Basic Reading Skills	<ul style="list-style-type: none"> • Reads and recalls information at grade level completed • Demonstrates reading comprehension • Reads for a variety of learning-related and real-life work issues • Proofreads documents for correct grammar, punctuation, and organization
Basic Listening Skills	<ul style="list-style-type: none"> • Listens actively for a variety of purposes • Interprets meaning of instruction and interaction accurately
Basic Speaking Skills	<ul style="list-style-type: none"> • Speaks appropriately in both formal and informal settings • Speaks using effective communication skills • Speaks clearly using real words (avoids uhs, ums and profanity) • Makes eye contact • Demonstrates general customer friendliness
Basic Writing Skills	<ul style="list-style-type: none"> • Prepares a quality writing sample with correct grammar, punctuation, organization of thoughts, accuracy and completeness • Conducts and documents inquiry-based research • Writes for academic, personal, social, and school-to-career purposes • Prepares professional business writing documents (e.g. email, memos) • Understands appropriate use of email (when to use email and when not to) • Uses legible hand-writing
Basic Math Skills	<ul style="list-style-type: none"> • Demonstrates ability to add, subtract, multiply and divide without a machine • Solves problems in which there is a need to measure accurately—weights, measures, and volumes • Demonstrates understanding of money concepts (e.g. calculating change) • Understands the importance and implications of accuracy

COMPETENCY AREA	COMPETENCY
Basic Job Seeking Skills	<ul style="list-style-type: none"> • Identifies, secures, and completes all documentation needed to gain employment • Develops and completes a resume / cover letter • Identifies and explores career / vocational areas of interest and identifies careers or vocations that appropriately align with professional skill sets • Conducts a job search • Demonstrates effective interview skills including focus and use of appropriate body language and dress • Develops an interview follow-up communication strategy • Shares appropriate references • Completes appropriate clearances and background checks where applicable • Maintains proper business etiquette • Demonstrates effective communication during the job seeking process (including appropriate follow-up correspondence and information) • Demonstrates job retention if held previous employment • Understands that non work activities (i.e. activities during time off) can impact professional goals and ability to obtain and retain employment
Basic Job Retention Skills	<ul style="list-style-type: none"> • Responds appropriately to supervision / direction • Demonstrates dependability and reliability by coming to work on time and remaining at work for entire shift • Respects diversity (e.g. race, gender, sexual orientation, cultural heritage / traditions) • Understands the importance of teamwork • Understands the difference between verbal and nonverbal communication • Gives and receives constructive feedback • Participates fully in a task from initiation to completion • Understands workplace etiquette (including turning off cell phones at work and dealing with personal issues during non-work hours) • Knows when and how to ask for clarification on tasks and when to ask for help
Basic Life Skills	<ul style="list-style-type: none"> • Manages personal finances effectively • Practices effective time management • Navigates transportation systems • Maintains balance between personal and professional life • Demonstrates ability to set and achieve goals • Manages emotions appropriately • Learns how to adapt to unforeseen circumstances
Basic Technology Skills	<ul style="list-style-type: none"> • Understands basic computer skills (e.g. Microsoft Office Tools) • Demonstrates comfort with learning and applying various technology programs and software
Basic Personal and Social Development Skills	<ul style="list-style-type: none"> • Establishes and maintains personal and professional networks • Practices effective conflict resolution strategies • Demonstrates the ability to identify and assess community information • Demonstrates self-discipline, integrity, honesty, compassion, independent thinking and responsibility while role modeling appropriate business behavior • Understands and adheres to general employer policies • Establishes a positive work and school history • Understands leadership qualities, values, and behaviors • Develops critical thinking and problem solving skills