

## Workforce Skills Profile

Awarded to: Damon Lozano

By Agency: Rolling Hills Adult School

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### Work-related Academic Skills

Basic  Advanced

| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Work-related Academic Skills typically demonstrated at this level   |
|--|---|---|---|---|---|---|---|---|
|   |   |   |   |   |   |   |   | <b>Reading</b> <ul style="list-style-type: none"> <li>Interprets common written material related to everyday needs and to job. Understands the overall structure of most written materials in everyday and work contexts</li> <li>Interprets text in standard organizational formats, including tables and checklists</li> <li>Finds information in directories and simple reference materials</li> <li>Interprets illustrations and simple diagrams</li> <li>Has sufficient reading skills necessary for using a computer for common purposes such as reading routine e-mail and understanding Web page content</li> </ul> |
|   |   |   |   |   |   |   |   | <b>Math</b> <ul style="list-style-type: none"> <li>Uses mental math to solve simple problems</li> <li>Converts and calculates with units of time</li> <li>Calculates linear measurement in inches, feet and miles. Uses common measurement instruments</li> <li>Interprets data in tables and charts. Records data in simple formats</li> </ul>   |

### Soft Skills

Basic  Advanced

| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Personal Quality Skills demonstrated   |
|--|---|---|---|---|---|---|---|--|
|   |   |   |   |   |   |   |   | <b>Integrity</b> <ul style="list-style-type: none"> <li>Has the opportunity to break a rule and probably get away with it, but decides to follow the rule.</li> <li>Tries to stop others who are about to break a rule. Reminds them of the rules and what could happen if they get caught. Will go to a manager or supervisor if necessary.</li> </ul>  |
|   |   |   |   |   |   |   |   | <b>Responsibility</b> <ul style="list-style-type: none"> <li>Tries to keep private life from affecting work.</li> <li>Willing to ask for help, more information or clearer instructions.</li> <li>Responds by helping out when needed, even if it means giving up some personal time.</li> </ul>   |
|   |   |   |   |   |   |   |   | <b>Self-Esteem</b> <ul style="list-style-type: none"> <li>Willing to try new things, learn new skills and ask for help when needed.</li> </ul>   |
|   |   |   |   |   |   |   |   | <b>Sociability</b> <ul style="list-style-type: none"> <li>Is open and honest with coworkers because he/she knows it's easier to work with people when everyone gets along.</li> </ul>  |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Customer Care Skills demonstrated  |
|   |   |   |   |   |   |   |   | <b>Commitment to Quality</b> <ul style="list-style-type: none"> <li>Appropriately uses voice and body language communicate to the customer that satisfying the customer's need is of highest importance.</li> <li>Balances own work schedule against customer needs; willingly makes adjustments.</li> <li>Determines customer need and improves customer relations by "listening" to customer comments and requests.</li> </ul> |
|   |   |   |   |   |   |   |   | <b>Customer Relations</b> <ul style="list-style-type: none"> <li>Remains polite and professional when interacting with customers who make unreasonable demands.</li> <li>Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.</li> <li>Increases customer loyalty by immediately addressing concerns and following up.</li> </ul>   |
|   |   |   |   |   |   |   |   | <b>Decision Making</b> <ul style="list-style-type: none"> <li>Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere.</li> <li>Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.</li> </ul>   |

# Feedback Report (excerpt) from video-based soft skills assessment results

## SECTION II: Skill and Task Analysis (excerpt)

### SOCIABILITY:

*Demonstrates understanding, friendliness, adaptability, empathy and politeness in new and on-going group settings; asserts self in familiar and unfamiliar social situations' relates well to others; responds appropriately as the situation requires; takes an interest in what others say and do.*

#### Situations In Which the Participant's Performance Was Acceptable

- Uses open and honest communications in order to maintain relationships.

#### Situations In Which The Participant's Performance Needs Development

- Correctly balances business need against interpersonal relations. Takes the time to discuss non work-related issues with associates, but only to the extent that this doesn't interfere with work

## SECTION III: Performance Development Strategies (excerpt)

SKILL: Sociability

TASK: Correctly balances business needs against interpersonal relations; takes the time to discuss non work-related issues with associates, but only to the extent that this doesn't interfere with work..

- It is important to develop good working relationships with your coworkers. With that in mind, it is also important not to let socializing at work get in the way of getting the job done. Seek a balance.
- Take the time to discuss non-work related issues with your coworkers, but let them know when you need to work vs. visit.
- Let your coworkers know when they are doing a good job and that you appreciate their help.
- Get to know your coworkers by participating in team events with them.
- Respect your company rules on interacting with your coworkers and customers. For some companies, chatting with coworkers is frowned upon, for others it is encouraged.
- Talk with your coworkers. Don't become known as a person who is all work. Keep yourself approachable so that when the need arises you can work together effectively.
- Listen to your coworkers. Pay attention and remember what is important to them. It is important that you develop an easy relationship so that when problems come up you can help one another.
- Respect cultural differences among your coworkers. Recognize that your way of doing things may not be the only way of doing things.