

CRITICAL COMPETENCIES/ ESSENTIAL SKILLS OF EMPLOYEES

This is one of the goals of our Individual Continuous Growth Plan which involves our CTE Team.

Updated June 1, 2018

- **Background checks, drug screens, random drug tests**
- **Social Media**
 - Keep it clean ALL of the time because future employers can go back and check your posts and pictures. Remember that even though you believe you have your posts protected, they can still find them with some of the new technologies. This can keep you from being hired.
 - Facebook—make sure it is appropriate
 - Facebook—inappropriate pictures and language
 - Twitter
 - Snapchat
 - Instagram
 - Keep it clean
 - Clean up your friend's posts and pictures
 - Part of the screening process when interviewing
- **Resumes**
 - Create a LinkedIn account
 - No errors
 - Create this your freshman year and update as you go through your life
 - Include your GPA
 - If you go to multiple colleges, include all of your GPA's.
 - Highlight courses that are specific to your career
 - Have a different resume every time you apply for a job. Highlight your accomplishments related to the job. Have it match the opening.
- **Cell phones**
 - When to use them and when to not
 - Appropriate usage
 - When texting or emailing professionally, use full words and correct grammar. Do not abbreviate.
 - Encourage our students to follow employer's rules. There is a time and a place for everything.
- **Landline telephones**
 - When calling long distance from a landline or fax machine, you must dial the number "1" before you dial the area code of the phone number.
 - Unless it is a local number, you need to dial "1" and the area code before you call long distance.
- **Learn to make phone calls.**
 - Learn to speak clearly in the phone.

- Put a smile on your face before you answer the phone.
- **Writing skills/business appropriate**
 - Make it short and sweet. State your purpose.
 - When sending an email, start it with “Hello and their name” rather than Dear and their name.
 - Who, what, when, where, why?
 - Appropriate business language
 - Use correct grammar and punctuation
 - Do not abbreviate as if you were texting
- **Math skills**
- **Show up early to start your job. Be on time.**
- **Attention to detail**
 - Good enough is not good enough
 - Accuracy
 - Slow down
- **Leadership skills**
- **Communication skills**
 - Oral
 - Written
 - Must be able to put a sentence together without any errors.
 - Public speaking
 - Interaction with adults
 - Phone Interviews to screen you for a face-to-face interview
- **Responsibility**
 - Take ownership of the project or situation
- **Attitude**
 - Bring a positive attitude to work
 - “Ten percent is what happens to us in life. Ninety percent is how we react to it.”
- **Professionalism**
- **Multi-tasking**
 - Organizational skills
 - Prioritizing
- **Quality of work**
 - Ask questions to be sure you are doing the work correctly
 - Ask questions—do not guess
- **Accountability**
 - Tardiness
 - Attendance
 - The employer is in charge of the work schedule, not the student
- **Basic interviewing skills**
 - First impression
 - Phone interviews
 - “You only have one chance to make a first impression.”

- You have five seconds to make a first impression
 - Make sure your handshake is good
- **Team player**
- **Initiative**
- **Problem solving and creativity**
 - Able to handle adverse situations
 - Be able to think on your feet
- **Should not have repeating verbs on a resume.**
- **Know the different writing styles. Colleges do not use MLA. They use ASA now. Know how to do footnotes.**
- **Technology literate**
 - Software
 - Be up to date
- **Understand benefit packages**
 - Understand that you have to pay for them.
 - Get a job with benefits.
 - Understand how important these truly are.
 - Vision, dental, medical, health, life insurance.
 - Compare the salary vs. the benefits.
 - Teach them about 401K's.
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- **Understand W-2 and W-4's**
- **Sales/marketing**
- **Customer service relationships**
 - Help customers immediately
 - Treat them with great respect
- **Credit reports**
- **Professional dress codes**
 - Appropriate shoes
 - Appropriate shorts
 - Check dress codes of your employment
 - Neck-line appropriate
 - Piercings
 - Tattoos—need to be covered
- **Hygiene**
 - Brush teeth
 - No chewing gum
 - Appropriate hair and makeup
 - Nail polish
 - Cleanliness
 - Deodorant
- **Social skills**
- **Work ethic**
 - Look for another task when one is completed

- Be there when you are scheduled to work
- Come to work prepared and ready to go to work
- Stick to your appointments
 - If you cannot make it on time, call.
 - Do not make this a habit.
- Self-learning
- Sequential thinker
- Keep your brain engaged
- Learn and help other departments
- Self-motivator
- Be aware of constant change and educate yourself

Companies will train you.

**Do not be afraid if you do not have the skill;
you can be trained.**

You need your soft skills.