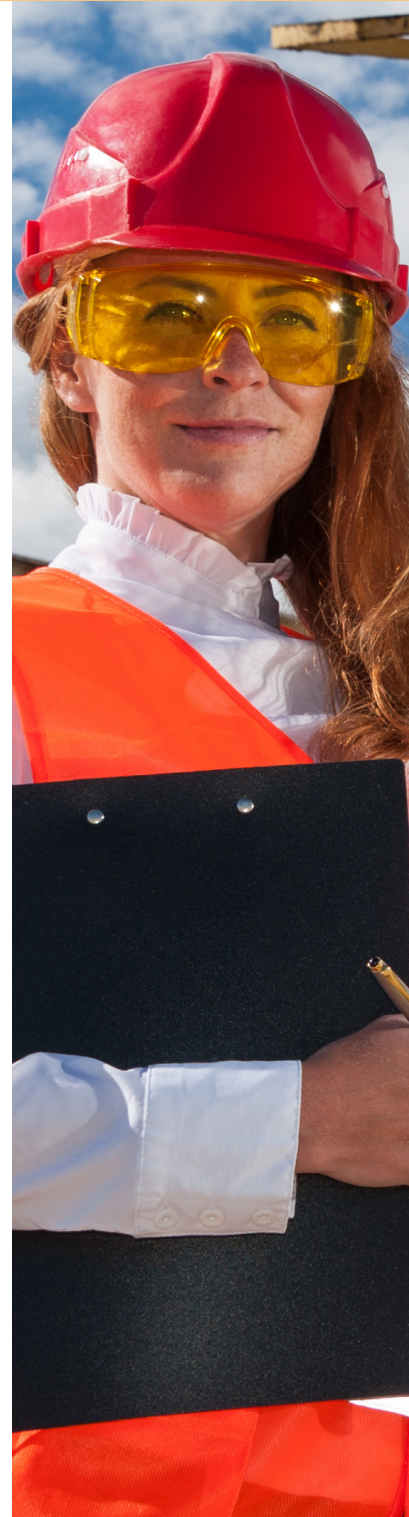


WORKFORCE BEHAVIORAL SKILLS



[LONESTAR.EDU/PROGRAMS](https://lonestar.edu/programs)



COMMON SKILLS

TIME MANAGEMENT

CUSTOMER SERVICE

COMMUNICATION

INTERPERSONAL SKILLS

QUALITY OF PRODUCT, SERVICE

PROFESSIONAL DRESS

TIME MANAGEMENT

- Demonstrate the ability to be on time; manage personal time as well as professional time efficiently
- Practice the ability to set goals in order to prioritize and plan work
- Practice problem solving in order to complete tasks on time
- Recognize when work needs to be completed and complete all work on time

COMMON SKILLS

- Basic Problem Solving and Decision Making—Identify a problem and/or issues in order to make better decisions; identify different decision-making skills, using innovative ideas
- Business Culture/Principles—Demonstrate the understanding of the role in the company structure and workflow of the job; demonstrate fundamental knowledge of the company or industry
- Business/Legal Work Ethic— Recognize the importance of confidentiality for company information as well as right to privacy
- Computer Security—Comply with set standards for computer security
- Coordination—Adjust actions in relation to others’ actions
- Critical Thinking—Apply logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Culture Diversity/Awareness—Demonstrate knowledge and awareness of cultural differences in the workplace
- Flexibility—Practice being flexible when working with others as well as learning new ideas

- Personal Health and Safety—Demonstrate the understanding of the importance of being healthy and safe personally and professionally; demonstrate the knowledge and understanding of safety as related to the industry or type of job
- Terminology—Demonstrate the ability to use terminology of the chosen industry



CUSTOMER SERVICE (INTERNAL/EXTERNAL)

- Demonstrate the ability to serve as an ambassador to your company when not at work
- Develop basic working relationships
- Discuss feedback and share with supervisor to improve the quality of service
- Gather and confirm needs via work order, ticket system, etc.
- Instruct users on the operation and features of equipment or office procedures and provide assistance to others as needed



COMMUNICATION & COMPREHENSION

- Demonstrate the ability to communicate and apply what was learned in course work
- Demonstrate the ability to ask for help and seek out clarification as needed; understand needs and urgency of a situation in order to communicate the result effectively
- Documentation—Prepare well-written work documents as appropriate to the set standards or as assigned; critically review information and data as needed
- Email Etiquette—Demonstrate the ability to write formal, well-written emails in appropriate language for an industry setting
- English Language—Apply knowledge of the structure and content of the English language in order to communicate effectively
- Identify the elements to communicate effectively, ethically, and legally through social media
- Listening—Recognize the importance of giving full attention to what other people are saying; understand the points being made; apply the ability to ask questions as appropriate; recognize when it is appropriate to speak
- Reading—Demonstrate the ability to read and comprehend written sentences and paragraphs in work-related documents
- Speaking—Demonstrate the ability to communicate effectively with others when speaking

INTERPERSONAL SKILLS

- Comply with deadlines, rules, and regulations
- Demonstrate a knowledge of conflict resolution skills
- Demonstrate a positive attitude and maintain a professional attitude, appearance, and demeanor
- Demonstrate the ability to work well with peers, with people other than your own immediate team, and with internal associates to solve problems
- Demonstrate the knowledge of the processes of coping with stress
- Identify and discuss when it is necessary to ask for clarification
- Demonstrate the ability to be prepared for work; be honest, be a team player, and have a strong work ethic

QUALITY OF PRODUCT, SERVICE

- Ensure accuracy and check details on all projects
- Produce quality, error-free work



PROFESSIONALISM IN DRESS

- Identify when to limit or cover up personal distractions, i.e. piercings and tattoos based on company policies
- Maintain excellent personal hygiene
- Practice dressing appropriately for work and discuss dress codes for different industries or chosen industry



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