

## Our Proven Model: The Framework

The SkillsUSA Framework outlines all skills needed to be job-ready Day One. Every aspect of our program is built around the Framework, which emphasizes personal skills, workplace skills and technical skills grounded in academics. The purpose of the Framework is to provide a common language to communicate what students learn in the classroom and laboratory.



### Personal Skills

**INTEGRITY**— *Doing the right thing in a reliable way.*

- Be honest.
- Do what I say I will do.
- Hold myself and others accountable.
- Make choices consistent with my values.

**WORK ETHIC**— *Being committed to punctuality, meeting deadlines, and following established policies and procedures to get work done.*

- Engage in meaningful work to contribute.
- Be productive throughout the workday.
- Reflect upon and evaluate my productivity.
- Demonstrate consistency in work performance.

**PROFESSIONALISM**— *Behaving in alignment with workplace standards to display a positive image.*

- Be loyal to my peers, supervisor and myself.
- Adhere to dress codes and other policies.
- Monitor my words and actions.
- Model appropriate behavior and etiquette in all settings.
- Create a respectful and safe culture.

**RESPONSIBILITY**— *Taking ownership of one's work performance, behavior and actions.*

- Honor my commitments.
- Complete my work and assignments on time.
- Work efficiently and effectively without supervision.
- Persevere in accomplishing my work.
- Own my mistakes or incomplete work.

**ADAPTABILITY/FLEXIBILITY**— *Embracing change and fostering creativity; being resilient.*

- Overcome barriers and roadblocks.
- Understand that multiple solutions will accomplish the same goal.
- Maintain composure during adversity.
- Be curious to explore and experiment.

**SELF-MOTIVATION**— *Exhibiting a passion for life and career.*

- Purposefully connect what I do today with my future.
- Positively express self and work with others.
- Seek to learn and develop new knowledge and skills.
- Be disciplined to achieve my purpose and goals.

## Workplace Skills

### COMMUNICATION—*Sending and receiving clear messages.*

- Write and speak effectively.
- Use appropriate body language.
- Check for understanding when articulating complex issues.
- Practice active listening skills.
- Choose appropriate mode of communication.

### DECISION MAKING—*Using information and processes to problem-solve and make choices.*

- Analyze key facts, data and situations.
- Follow a problem-solving process.
- Weigh multiple outcomes.
- Identify possible options and their impacts.
- Make informed choices.

### TEAMWORK—*Working with others to achieve a common goal.*

- Work collaboratively with my peers, classmates and co-workers.
- Honor the contributions and strengths of others.
- Honor my commitments and responsibilities to the team.
- Foster positive and collaborative working relationships with others.

### MULTICULTURAL SENSITIVITY AND AWARENESS—*Respecting all people and cultures by fostering appropriate and respectful workplace relationships and interacting.*

- Learn about other cultures.
- Value diversity.
- Demonstrate tact in words and actions.
- Treat everyone with respect.
- Empower all to use their unique contributions.

### PLANNING, ORGANIZING AND MANAGEMENT—*Designing and implementing processes to complete projects and tasks at established standards of quality.*

- Break down projects and task with timelines.
- Identify resources and standards for completing projects.
- Anticipate and plan for possible obstacles and setbacks.
- Establish work priorities.

### LEADERSHIP—*Influencing the hearts, minds and actions of others.*

- Build and model trust.
- Foster hope.
- Express compassion.
- Establish stability.

## Technical Skills

### COMPUTER AND TECHNOLOGY LITERACY—*Using technology in effective, appropriate and innovative ways.*

- Be willing to learn and integrate new technology.
- Use work-based technology proficiently.
- Effectively employ technology to solve problems.
- Improve information flow through technology.
- Use technology to improve and document accountability.

### JOB-SPECIFIC SKILLS—*Identifying, developing and implementing unique knowledge and skills required by a specific job.*

- Know my job roles and responsibilities.
- Perform my job confidently.
- Follow personnel manual policies.

- Perform responsibilities without direct supervision.
- Seek ways to improve my job performance skills.
- Teach others job-specific tasks.
- Receive coaching feedback.

### SAFETY AND HEALTH—*Following workplace health, wellness, financial and safety guidelines.*

- Follow safety procedures including wearing appropriate safety attire.
- Maintain a clean work environment.
- Identify potential hazards and notify appropriate parties.
- Use tools and equipment according to safety standards.
- Stay current with safety regulations and standards.

### SERVICE ORIENTATION—*Meeting the needs of internal and external customers in respectful and effective ways.*

- Acknowledge and be present with customers.
- Stay focused and customer-oriented while at work.

- Demonstrate respect and courtesy to customers at all times.
- Know and implement my company's service policy.
- Handle difficult situations with tact and self-restraint.
- Know when to involve my supervisor in a customer service situation.

### PROFESSIONAL DEVELOPMENT—*Engaging intentionally in learning experiences that contribute positively to career path progression.*

- Develop my career plan.
- Assess my current skill sets and determine areas for my growth.
- Use professional and personal mentors.
- Seek professional and personal growth opportunities.
- Apply new learning.
- Stay current with workplace-related resources.
- Seek new responsibilities to gain additional skill sets.