

ARIZONA PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions	
1.0	<p>COMPLEX COMMUNICATION: Employs complex communication * skills in a manner that adds to organizational productivity.</p> <p>*Complex Communication refers to the need to combine traditional communication skills with technical workplace content transmitted via rapidly evolving technologies to increasingly diverse audiences.</p>
1.A	<p>Masters core communication skills for the workplace.</p> <ul style="list-style-type: none"> • Delivers content accurately • Persuades others • Uses communication style appropriate to audience and situation • Listens actively • Resolves conflicts
1.B	<p>Communicates effectively in a diverse work environment.</p> <ul style="list-style-type: none"> • Communicates with diversity in mind
1.C	<p>Uses technologies and social media for workplace communication.</p> <ul style="list-style-type: none"> • Exercises competence in using technology • Upholds the brand • Follows applicable laws and regulations • Matches technology to content
1.D	<p>Foundational communication skill check points</p> <ul style="list-style-type: none"> ✓ Writes in languages required by employer ✓ Speaks in languages required by employer ✓ Demonstrates reading comprehension ✓ Presents with confidence ✓ Practices interpersonal skills ✓ Uses workplace technologies



ARIZONA PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions	
2.0	<p>COLLABORATION: Collaborates, in person and virtually, to complete tasks aimed at organizational goals.</p>
2.A	<p>Commits to achieving collective goals.</p> <ul style="list-style-type: none"> • Contributes personal strengths • Respects contributions of others • Contributes to an environment of collaboration • Ensures diversity in collaboration
2.B	<p>Promotes an environment of trust.</p> <ul style="list-style-type: none"> • Builds team relationships • Takes responsibility for role on team • Manages information with sensitivity
2.C	<p>Optimizes technology to collaborate with others.</p> <ul style="list-style-type: none"> • Adopts technology to promote collaboration

ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions	
3.0	THINKING AND INNOVATION: Integrates expertise in technical knowledge and skills with thinking and reasoning strategies to create, innovate, and devise solutions.
3.A	Defines a problem in the workplace. <ul style="list-style-type: none"> • Describes • Diagnoses • Uses resources to define a problem
3.B	Practices inquiry and reflection (I/R) to take action in the workplace. <ul style="list-style-type: none"> • Maintains an attitude of openness • Explores for deeper understanding • Uses resources for inquiry and reflection (I/R) • Evaluates self
3.C	Takes action supported by evidence and reasoning to explain conclusions and accomplish work. <ul style="list-style-type: none"> • Composes a plan • Constructs a model (visual, symbolic, or linguistic) • Makes decisions • Uses tools strategically • Argues a case
3.D	Transfers knowledge and skills from one work situation to another. <ul style="list-style-type: none"> • Builds capacity to transfer skills
3.E	Creates/innovates to improve workplace productivity. <ul style="list-style-type: none"> • Builds capacity to create/innovate



ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions	
4.0	PROFESSIONALISM: Conducts self in a professional manner appropriate to organizational expectations.
4.A	Adheres to organizational protocol related to behavior, appearance, and communication. <ul style="list-style-type: none"> • Communicates with technical language • Communicates according to organizational standards • Satisfies customers ✓ Professionalism Preliminary Checklist
4.B	Manages time in accordance with organizational expectations. <ul style="list-style-type: none"> • Uses time productively • Balances accuracy and speed • Organizes work for the allotted timeframe • Prioritizes tasks • Collaborates and works alone to deliver on time
4.C	Represents the organization in a positive manner. <ul style="list-style-type: none"> • Communicates mission and position • Aligns with organizational values • Manages resources to benefit the organization • Communicates core values of the profession
4.D	Performs assigned tasks with a “can do” attitude. <ul style="list-style-type: none"> • Performs work with a positive attitude
4.E	Behaves in a way that distinguishes between personal and work-related matters. <ul style="list-style-type: none"> • Demonstrates respect for personal and professional boundaries
4.F	Produces work that reflects professional pride. <ul style="list-style-type: none"> • Produces high quality work • Acts as a team member • Performs/produces with precision • Continues to develop skills and connections • Takes initiative to improve work



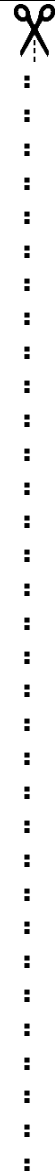
ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions	
5.0	INITIATIVE AND SELF-DIRECTION: Exercises initiative and self-direction in the workplace.
5.A	Functions independently within the organizational structure. <ul style="list-style-type: none"> • Performs necessary tasks • Strives to improve personal delivery of services • Improves personal performance/ behaviors continuously <p>✓ Initiative & Self-Direction Preliminary Checklist</p>
5.B	Adapts to changing conditions and expectations in the organization. <ul style="list-style-type: none"> • Adjusts to change • Cooperates respectfully with colleagues • Maintains productivity
5.C	Pursues career advancement opportunities within an organization or field. <ul style="list-style-type: none"> • Articulates requirements for job openings • Prepares for career advancement • Pursues formal learning opportunities • Builds learning relationships • Applies new resources
5.D	Generates innovative ideas, methods, or devices contributing to organizational resources and goals. <ul style="list-style-type: none"> • Innovate to improve productivity • Recommends improvements on processes, products, services • Uses technology to increase productivity/profits
5.E	Exercises leadership in the workplace. <ul style="list-style-type: none"> • Engages individual strengths • Manages work plans • Plans for unanticipated challenges • Pursues workplace solutions/improvements

ARIZONA PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions	
6.0	INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE: Interacts effectively with different cultures, generations, and individuals with disabilities to achieve organizational mission, goals, and objectives.
6.A	Uses relevant communication that creates cultural synergy in the workplace. <ul style="list-style-type: none"> • Adapts communication style to engage diverse others • Adapts communication style to engage other generations
6.B	Contributes to an environment of acceptance and inclusion that enables different cultures, generations, and individuals with disabilities to work together. <ul style="list-style-type: none"> • Demonstrates respect through interactions and behaviors • Addresses challenges with sensitivity for intergenerational, cross-cultural, and individuals with disabilities • Celebrates achievements and contributions of diverse others • Functions comfortably in the global marketplace • Relies upon the wisdom and experience of others to accomplish work • Addresses intergenerational tensions
6.C	Respects generational differences related to the use of technology in the workplace. <ul style="list-style-type: none"> • Selects from technological and non-technological methods/tools to communicate across generations



ARIZONA CTE PROFESSIONAL SKILLS

Printable Standards for Classroom Learning



ARIZONA CTE PROFESSIONAL SKILLS Standards, Measurement Criteria, and Core Actions

9.0	FINANCIAL PRACTICES: Applies knowledge of finances for the profitability and viability of the organization.
9.A	Exercises prudence in personal finance as it relates to employment. <ul style="list-style-type: none">• Manages personal finances responsibly
9.B	Articulates financial goals and strategies of the organization. <ul style="list-style-type: none">• Communicates organizational financial goals
9.C	Contributes to organizational profitability through knowledge of finances. <ul style="list-style-type: none">• Acts prudently with organizational resources• Maintains current knowledge of salary and benefits• Relates work performance to company profitability