

Work Readiness Skills Interview Guide

Participant Name: _____ Participant ID: _____

Date: _____ Score: _____ /100 Lack of Work Readiness Skills? Yes No

SKILL AREA I: CAREER DEVELOPMENT SKILLS (_____/25 POINTS)

1. Participant knows the kind of jobs he/she ideally wants to obtain and has developed a plan to help achieve those goals.
 Yes No
2. Participant has researched other career/job/major choices, even if he/she is extremely confident in the career choice he/she has already made.
 Yes No
3. Participant has determined that the skills, interests, and abilities that match up well with the chosen career path.
 Yes No
4. Participant knows what a Career Readiness Certificate is.
 Yes No
5. Participant is aware of financial aid resources that are available to help further education.
 Yes No

SKILL AREA II: PRE-EMPLOYMENT SKILLS (_____/25 POINTS)

1. Participant has prepared, proofread, edited, and printed copies of resume.
 Yes No
2. Participant has all the key information needed to apply for jobs (including Social Security card, photo ID, driver's license, and any other documentation required by the state for employment).
 Yes No
3. Participant understands the importance of interviewing and has developed answers to some common interview questions.
 Yes No
4. Participant has reviewed at least one job application form so that he/she knows what to expect when applying for jobs.
 Yes No
5. Participant has attended and completed a Job Search Workshop.
 Yes No

SKILL AREA III: JOB RELATED SURVIVAL/DAILY LIVING SKILLS (_____/25 POINTS)

1. Participant knows what deductions are taken out of a paycheck.
 Yes No
2. Participant knows what information is safe to post on the Internet.
 Yes No
3. Participant knows what community agencies might be able to provide assistance
 Yes No
4. Participant knows how to make a budget for monthly expenses and balance a checkbook.
 Yes No
5. Participant has attended and completed a Life Skills Workshop.
 Yes No

SKILL AREA IV: JOB RETENTION SKILLS (_____/25 POINTS)

1. Participant knows in what instances it is acceptable to use a personal phone or the business phone at work.
 Yes No
2. Participant knows how to dress appropriately for work.
 Yes No
3. Participant knows the correct steps to take when too ill to come to work or when becoming sick while at work.
 Yes No
4. Participant knows what rights he/she has as an employee and what to do if he/she is being unlawfully discriminated against.
 Yes No
5. Participant has held the same job for at least 6 months.
 Yes No

CERTIFICATION

Case Manager Signature: _____

Date: _____



Oklahoma Work Readiness Skills Assessment

The Oklahoma Work Readiness Skills Assessment is a diagnostic, goal setting and assessment tool designed to drive learning and productivity on the job.

Participant Name: _____ Participant ID: _____
 Worksite: _____ Job Title: _____
 Supervisor: _____ Telephone: _____
 Start Date: _____ / _____ / _____ Estimated End Date: _____ / _____ / _____

Review 1: _____ / _____ / _____ Review 2: _____ / _____ / _____ Review 3: _____ / _____ / _____

Job Description:

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Section 1: Foundation Skills

Instructions: The Foundation Skills on this page are common to all jobs and should be viewed as the foundation upon which specific workplace and career skills are added. Please review and discuss the following Foundation Skills that will set the basic expectations for the work experience. These skills will be included in the evaluation in Section 3.

WORK ETHIC AND PROFESSIONALISM

Skill	Tasks and Performance Goals
Attendance and Punctuality	<ul style="list-style-type: none"> Shows up in timely manner prepared for work Provides sufficient notice if unable to report for work
Workplace Appearance	<ul style="list-style-type: none"> Dresses appropriately for position and duties Practices personal hygiene appropriate for position and duties
Accepting Direction and Constructive Criticism	<ul style="list-style-type: none"> Accepts direction and feedback with positive attitude through appropriate verbal and non-verbal communication skills Displays willingness to work in a cooperative manner
Motivation and Taking Initiative	<ul style="list-style-type: none"> Participates fully in task or project from initiation to completion Initiates interaction with supervisor for next task or project upon successful completion of previous one
Understanding Workplace Culture, Policy and Safety	<ul style="list-style-type: none"> Demonstrates understanding of workplace culture and policy Complies with health and safety rules for the specific workplace Respects confidentiality and exhibiting understanding of workplace ethics

COMMUNICATION AND INTERPERSONAL SKILLS

Skill	Tasks and Performance Goals
Speaking	<ul style="list-style-type: none"> Speaks clearly Uses language appropriate to the environment, both in person and on phone
Listening	<ul style="list-style-type: none"> Listens attentively Makes and maintains eye contact appropriate to the workplace culture Confirms understanding through verbal and/or non-verbal communication
Interacting with Co-Workers	<ul style="list-style-type: none"> Relates positively with co-workers Works productively with individuals and in teams Respects racial and cultural diversity

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Section 2: Specific Workplace and Career Skills

Instructions: The Workplace and Career Skills on this page are specific to the participant's duties and responsibilities at the Worksite. These skills relate to the individual's job description, the company's goals, the individual's academic or career goals or other relevant skills. Each trainee must be evaluated on critical thinking and problem solving skills, but case managers will choose additional skills specific to the participant's WIA Trainee Work Plan for the Worksite Supervisor to evaluate.

SPECIFIC WORKPLACE AND CAREER SKILLS

<i>Skill</i>	<i>Task and Performance Goals</i>
Skill 1: Critical Thinking (required)	<ul style="list-style-type: none"> • Uses logic to draw conclusions from available information • Can acquire and apply new knowledge and skills • Makes decisions based on evaluating existing situations and alternatives
Skill 2: Problem Solving (required)	<ul style="list-style-type: none"> • Recognizes that a problem exists (i.e. there is a discrepancy between what is and what should or could be) • Identifies possible reasons for the discrepancy • Devises and implements a plan of action to resolve problem • Evaluates and monitors progress, revising plan as indicated by findings
Skill 3:	
Skill 4:	
Skill 5:	

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Section 3: Evaluation of Performance and Progress

Instructions: Worksite Supervisors must meet three times during the workplace experience to review performance and progress and to set additional goals as needed or comment on strengths. The WIA Representative has scheduled three review dates, listed on page 1 of this assessment.

Performance Key:

(1)	Performance Improvement Plan Needed	Is not yet demonstrating the foundation skills required for the position and needs to have a formal plan for improving skills and performance
(2)	Needs Development	Beginning to demonstrate and develop the foundation skills required for the position
(3)	Competent	Demonstrates foundation skills required for the position
(4)	Proficient	Consistently demonstrates foundation skills required for the position and shows initiative in improving own skills
(5)	Advanced	Consistently demonstrates the foundation skills required for the position and shows initiative in improving own skills and using these skills to support the work of the organization

Performance Level: (1) (2) (3) (4) (5)

Work Ethic and Professionalism						Strengths/Goals Review 1	Strengths/Goals Review 2	Strengths/Goals Review 3
Attendance and Punctuality								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Workplace Appearance								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Accepting Direction and Constructive Criticism								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Motivation and Taking Initiative								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Understanding Workplace Culture, Policy and Safety								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Communication and Interpersonal Skills						Strengths/Goals Review 1	Strengths/Goals Review 2	Strengths/Goals Review 3
Speaking								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Listening								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Interacting with Co-Workers								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							

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Section 3: Evaluation of Performance and Progress (continued)

Performance Level: (1) (2) (3) (4) (5)

<i>Specific Workplace and Career Skills</i>						<i>Goals Review 1</i>	<i>Goals Review 2</i>	<i>Goals Review 3</i>
Critical Thinking								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Problem Solving								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Skill 3								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Skill 4								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							
Skill 5								
Review 1	<input type="checkbox"/>							
Review 2	<input type="checkbox"/>							
Review 3	<input type="checkbox"/>							

Signatures

Review 1

Participant Signature: _____

Date: ____ / ____ / ____

Supervisor Signature: _____

Date: ____ / ____ / ____

Review 2

Participant Signature: _____

Date: ____ / ____ / ____

Supervisor Signature: _____

Date: ____ / ____ / ____

Review 2

Participant Signature: _____

Date: ____ / ____ / ____

Supervisor Signature: _____

Date: ____ / ____ / ____

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Section 4: Work Readiness Attainment

Instructions: This section is to be completed by the participant's case manager and will determine if the participant has exhibited competency in work readiness skills by the end of the work experience. Utilize Review 3 when determining work readiness attainment.

SCORING THE EVALUATION:

Performance Level	Score
(1)	1 point
(2)	2 points
(3)	3 points
(4)	4 points
(5)	5 points

Category	Score
<i>Work Ethic and Professionalism</i>	
Attendance and Punctuality	
Workplace Appearance	
Accepting Direction and Constructive Criticism	
Motivation and Taking Initiative	
Understanding Workplace Culture, Policy and Safety	
<i>Communication and Interpersonal Skills</i>	
Speaking	
Listening	
Interacting with Co-Workers	
<i>Specific Workplace and Career Skills</i>	
Critical Thinking	
Problem Solving	
Skill 3	
Skill 4	
Skill 5	
<i>Work Readiness Attainment</i>	
Total Points	
Average Score (Total Points ÷ Total Number of Categories)	
Did the participant exhibit competency (average score of at least 3.0) in work readiness skills by the end of the work experience?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Certification:</i>	

Case Manager Signature:

Date: / /